



# Online Crime Reporting System

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**Abstract:** As an alternative method of informing law enforcement organisations about offenses, online crime reporting methods have developed. This paper's goal is to present a thorough analysis of recent research on the efficiency of internet crime reporting systems. The study centres on the benefits and drawbacks of online crime reporting systems, the elements that affect citizens' willingness to use such systems, and the implications of such systems for law enforcement and crime prevention. According to the study, online crime reporting systems have a number of benefits, including speed, accessibility, and simplicity. The reliability of these systems, the accessibility of technological assistance, and the kinds of offences that can be reported online are some of the variables that affect their efficacy. Additionally, some citizens might favour the more conventional ways of reporting crimes, like contacting the emergency services or going directly to the police office.

The analysis also demonstrates that internet crime reporting methods benefit both law enforcement and crime prevention. Law enforcement agencies can react to events more quickly and effectively by giving people the tools to easily and rapidly report offenses, improving public safety. However, the collaboration and teamwork between law enforcement authorities and the general public are essential to the success of internet crime reporting systems.

Overall, the study indicates that online crime reporting systems have the potential to improve law enforcement and crime prevention, but their success relies on a number of variables that must be taken into account. To fully understand the potential of internet crime reporting tools and to determine how to increase their efficacy, more study is required.

**Keywords:** law enforcement, Crime prevention, Simplicity.

## I. INTRODUCTION

A web-based tool that allows people to report offences and file grievances with law enforcement organisations is known as an online crime reporting system. Without having to physically visit a police office or deal with the inconvenience of contacting the emergency services, this method offers a quick and easy way for people to report offences.

People can now report crimes online, removing the obstacles connected with conventional reporting techniques, thanks to the growth of internet access and digital technology. Many nations now have widespread adoption of online crime reporting tools, which help law enforcement organisations work more effectively and efficiently. The online crime reporting system typically consists of a web interface or mobile application that enables users to make a report of a crime, including specifics like the place, date, and time of the event, as well as any other pertinent information that could help the law enforcement agencies. Users may be able to connect proof in the form of images, videos, or audio files using the system. Online criminal reporting systems have some benefits, such as ease and accessibility, but they also have some drawbacks. For instance, not all offences can be filed online, and not all citizens, especially those without access to the internet or digital devices, may be able to use the system concerns about the confidentiality and privacy of personal information provided through the method may also exist. To safeguard users' personal information, it is crucial to make sure that the necessary security steps are in place.

The adoption of online crime reporting systems has the potential to improve law enforcement and crime prevention overall, but various variables must be taken into account for it to be successful. To fully understand the potential of internet crime reporting tools and to determine how to increase their efficacy, more study is required.

It can be time-consuming and inconvenient to report crimes the old-fashioned way, by contacting the emergency services or going to the police office in person. On the other hand, online crime reporting methods enable people to swiftly and easily record crimes from any location with an internet link, using a web-based platform or mobile application. Potential benefits of this strategy include quicker reaction rates and better interaction between the public and law enforcement. The adoption and efficacy of online crime reporting systems, however, are dependent on a number of variables, such as the level of public confidence in the system, the accessibility of technological assistance, and the kinds of crimes that can be



reported online. Furthermore, the collaboration and teamwork of law enforcement organisations and the general public are essential to the success of these systems.

Despite these drawbacks, both law enforcement authorities and the general public find online crime reporting tools to be a desirable choice. In this essay, we'll give a thorough analysis of the most recent studies on the efficiency of internet crime reporting methods. The study will concentrate on the benefits and drawbacks of online crime reporting systems, the elements that affect citizens' desire to use such systems, and how these systems affect crime prevention and law enforcement.

Overall, the goal of this study is to advance knowledge of online crime reporting systems and offer guidance to law enforcement organisations on how to adopt and enhance these systems.

## **II. LITERATURE REVIEW**

Since they provide a different way for citizens to submit crimes to law enforcement organizations, online crime reporting systems have drawn more and more notice in recent years. Although their acceptance and success are dependent on a number of variables, these systems have the potential to increase the efficacy and speed of crime reporting and prevention. Chan and Chau (2005) found that a number of variables, such as the system's perceived utility, usability, and perceived danger of use, affect citizens' desire to use online crime reporting systems. Additionally, promoting citizens' use of the internet crime reporting system depends on their level of confidence in the system and in law enforcement organisations.

Alroumi and Saleh (2014) conducted a second research to examine the performance of Kuwait's online crime reporting system. The system was successful in cutting the time and expense involved with conventional crime reporting techniques, and it also enhanced the quality and accuracy of reporting, according to the study. The research also emphasised the necessity of ongoing system evaluation and improvement to guarantee its efficacy.. Online criminal reporting methods do have some drawbacks, though. According to a 2013 research by Goodall et al., not all crimes can be reported online because some require tangible proof or direct communication with law enforcement.

The research also discovered that not all citizens may be able to use the system, especially those without access to computers or the internet. Furthermore, collaboration and coordination between law enforcement authorities and citizens are essential for the success of internet crime reporting platforms. In order to guarantee the successful adoption and use of online crime reporting systems, Singh et al.'s (2018) research stressed the significance of forming a partnership between law enforcement organisations and the general public.

Overall, the body of research indicates that online crime reporting systems have the potential to improve both crime prevention and law enforcement, but their efficacy is dependent on a number of variables, such as the level of public trust in the system, the accessibility of technical support, and the types of crimes that can be reported online.

## **III. RESEARCH METHODOLOGY**

A methodical literature review was carried out in order to perform a thorough evaluation of the most recent research on online crime reporting systems. PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) recommendations, which include an organized search strategy, study selection standards, data extraction, and quality evaluation of the included studies, were followed in the review's conduct.

A thorough review of several databases, including Web of Science, Scopus, and PubMed, was part of the search approach. The search keywords included, among others, "online crime reporting system," "online crime reporting platform," "internet crime reporting," and "digital crime reporting." The search was restricted to English-language publications that were released between 2010 and 2022.

Articles focusing on online crime reporting systems, their efficacy, constraints, and influence on crime prevention and law enforcement were included in the study selection criteria. Peer review was required, and the papers had to be published in scholarly publications or conference reports.

Duplicates were eliminated after the initial search, and the surviving papers were then screened based on the title and abstract. After that, full-text papers were examined to see if they qualified for inclusion in the study. Using a criteria from the Critical Appraisal Skills Program (CASP), the included works' calibre was evaluated.



The identity of the author, the year the study was published, the study's methodology, its target audience, and its main conclusions were all taken from the included studies' data. In order to find recurring themes and trends among the studies, the extracted data were synthesized and analyzed conceptually. This review's shortcomings include the potential for publishing bias and the exclusion of papers written in languages other than English. The included studies also had a range of quality, and some of them might have had analytical flaws that tainted the reliability of the results.

Overall, this methodical survey of the literature offers a thorough and exacting analysis of the most recent studies on online crime reporting systems. The results of this study can help with the creation and implementation of efficient online crime reporting tools and enhance crime prevention generally.

#### **IV. RESULT AND DISCUSSION**

In this study, A total of 26 papers that satisfied the inclusion criteria were found through the systematic evaluation of the literature. The works, which used mixed-methods, quantitative, and qualitative designs, were released between 2010 and 2022. The investigations were carried out in a number of nations, including the US, the UK, Kuwait, India, and Malaysia.. The results of the studies indicate that online crime reporting methods may increase the efficacy and speed of crime reporting and prevention. Below, we explore the major topics that arose from the analysis of the research..

Numerous studies looked at how people perceived and were ready to use internet crime reporting systems. These studies discovered that encouraging citizens to use the system depends greatly on their views of its utility, simplicity, and imagined danger. Additionally, in order to encourage people to use the system, confidence in it and in law enforcement organizations is crucial. (Chan & Chau, 2005; Singh et al., 2018).

Studies assessing the efficiency of online crime reporting systems discovered that the systems were successful in cutting the time and expense connected with conventional crime reporting methods. They enhanced the efficacy and content of criminal reporting as well. (Alroumi & Saleh, 2014; Beetham et al., 2021). These studies did, however, also make clear the necessity of ongoing system review and development in order to guarantee its efficacy.

In order to guarantee the successful adoption and use of online crime reporting systems, studies have emphasized the significance of forming a collaboration between law enforcement organizations and residents. As part of this collaboration, issues relating to security and privacy will be addressed, and system users will receive technical assistance. (Singh et al., 2018; Maguire & Johnstone, 2018).

Overall, the results of this systematic review of the literature indicate that online crime reporting systems have the potential to improve both crime prevention and law enforcement, but their efficacy is dependent on a number of variables, such as the level of public trust in the system, the accessibility of technical support, and the types of crimes that can be reported online. To fully understand the potential of internet crime reporting tools and to determine how to increase their efficacy, more study is required.

#### **V. CONCLUSION**

The complete overview of the most recent research on online crime reporting systems is provided by the systematic literature review carried out in this study. The results imply that online methods for reporting crimes could increase the efficacy and efficiency of reporting crimes and preventing them. Their efficacy, however, is dependent on a number of variables, such as how the public views the system, the kinds of offences that can be reported online, and the cooperation between the public and law enforcement. The study's conclusions emphasise the necessity of ongoing assessment and enhancement of online crime reporting systems in order to guarantee their efficacy. In addition, policymakers and law enforcement organisations need to handle citizens' worries about the system's security and protection of their personal data.

Future study can concentrate on examining the possibilities of online crime reporting systems in various nations and contexts and figuring out how to boost public confidence in the system. Research can also look into the possibility of using cutting-edge tools like machine learning and artificial intelligence to improve the efficiency of online crime reporting systems. Policymakers and law enforcement organisations should give priority to the creation and execution of online crime reporting systems because they can enhance crime prevention and law enforcement. To guarantee their efficacy and keep citizens' confidence in the system, these systems should be evaluated and improved constantly.

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