UNIVERSITY OF TWENTE.

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Social Media and Messenger Applications

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A Contribution to the Communication among

Police Officers?

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A Case Study in the Cross-Border Region of

Enschede (NL) and Gronau (DE)

Bachelor Thesis

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Abstract

This case study will try to gain insights on the influence of social media and messenger applications on the police internal communication among police officers in the cross-border region of Enschede (NL) and Gronau (DE). The theoretical framework of this paper will be build on the street-level bureaucracy theory, the theory of new public management, the social cognitive theory and the media richness theory. The terms of police and policing, as well as social media and cross-border region will be conceptualised. This study will try to contribute to the current state of knowledge, concerning the topic of the influence of social media and messenger applications on police internal communication, by using collected original data. The data will be collected by conducting in-depth interviews with police officers from Enschede and from Gronau.

The study found out that the Dutch officers are legally allowed to use these new forms of media and do appreciate them a lot, as a faster, more direct and more efficient way to communicate amon each other. The German officers are legally not allowed yet to use social media or messenger applicatioons for work related internal communication. However, they could also imagine positive results in many situations for the internal communication by the usage, but were also a little sceptical about it. Overall, officers on both sides of the border appreciate face-to-face conversation the most and it can be assumed that this will never be fully replaced by communication via social media and messenger applications. Still, the police in Gronau could learn from the police Enschede, how to make the most of new technologies and media.

Keywords

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Introduction and Research Question

Facebook, Twitter and WhatsApp seem to be everywhere. The enormous rise of new social media and messenger applications influences peoples' everyday life in all spheres and facets. People use it in their private lifes, either to stay in contact and communicate with friends and family or to make new contacts with other people all over the world. They even use it to inform themselves or share spread their ideas and beliefs with their followers and other users. Instead of long phone calls or emails, people tend so send messages or voicemails over messenger applications. By making use of applications on their smartphones, people are able to stay 24 hours a day, seven days a week, connected with Facebook, Twitter, WhatsApp, etc. However, are these new forms of media influencing only the private person's life?

Crump and Jeremy argue that "*Social media themselves also became a focus of political debate*" (cf. Crump & Jeremy, 2011, p. 2). Moreover, governments and their public administration and bureaucracy departments, as well as street-level bureaucracies, also seem to adapt these forms of media to their everyday working routine. Governments and political parties, as well as politicians, local communities, the police or fire brigade, etc., tend to run their own Facebook and Twitter accounts. They do so to inform citizens, not only through the more "traditional" ways, as by print media, mails, their standard websites or public discussion, but also through these new social media channels. Especially in the sector of public safety and police, this new strategy of including new social media and messenger applications into the practiced media methods is assumed to result in positive outcomes. Meijer found that "*New media have been argued to strengthen the coproduction of safety by reducing the costs of interactions between government and citizens and providing new communicative potential*" (Meijer, 2014, p.17). Today, public agencies tend to use new and more popular forms of media to inform the public about their every-day work, special news, achievements, etc. They try to be present also on these new channels, to be closer to the citizens and try to adapt to their actual habits of media use. Researchers already studied quite a lot on the influence of new social media on the perceived police legitimacy, or the influence of social media on the co-production of safety, a process where citizens actively help the police. Looking at researches such as Meijer (2014), Crump (2011), Jeremy (2011), Grimmelikhuijsen (2015), etc., they all conducted research on how Twitter, Facebook, social media in general influence the relation of police and citizens.

But, do the police use these new forms of media only to communicate with citizens, or do they use them also for internal communication with their own colleagues? This topic, with the

special focus on the use of Twitter, Facebook and WhatsApp, has not been researched very extensively so far. Thus, this study might add some further knowledge in this field. It tries do contribute to a wider understanding on how and why social media and messenger applications are used by police officers to communicate among colleagues.

Due to the fact that new social media are more and more an inherent part of the private life, as well as of the public and the private sector all around the world, research on its influence is from great actual importance. The research on the influence of the use of new social media within public agencies and among their workers is still quite rare. Therefore social media and messenger applications and especially their influence on internal processes in public bureaucracies, matter not only in nowadays science on a theoretical level, but also for the whole society and its people. New social media will become more and more important and present in the public sector. They can build a bridge between the government and public agencies on the one side and the citizens on the other side. Furthermore social media and messenger applications present a new way of offering information, symbolise a new discussion platform, provide new ways for employees to communicate with each other and can be part of e-governance strategies, etc. Since the internet revolutionized private management around the globe, one can assume that these new forms of media will also have an impact on the management of the public sector and its internal mechanisms. Since the private sector is always adapting faster to new technologies, due to missing high levels of red tape, the public sector should not miss the connection and keep track of the usage of new social media, to not miss a great chance (cf. Schillemans, 2012). Due to the fact that police are one of the main public agencies and in difficult, dangerous or threatening situations or emergencies often the first ones to be addressed by citizens in need, their adaption to new forms of communication, externally but also internally, might be important and improve their service. The aim of the study is to reflect on the possibilities of social media and messenger applications in the public sector and its internal communication.

This paper will concentrate on the usage of new social media, like Twitter or Facebook, and messenger applications, like WhatsApp, by police and its contribution to the daily policing, and especially to its influence on the form of inner-police communication among colleagues. It will take the cross-border communication between the police in Enschede (NL) and in Gronau (DE) into account and investigates wether the use of these new media forms has an influence on it.

Furthermore, it investigates which kinds of police activities result from the usage of new forms of media and how the officers use them.

The research will focus on a Dutch-German context of the Euregio in Enschede (NL) and Gronau (DE) and is therefore limited in its generalisability. Nevertheless, it can indeed give some in depth, qualitative, information about the new social media and messenger application use by police officers for internal communication in this special, local region and give some input for further, quantitative, research in the field of police research.

To formulate a clear research question, which guides through the paper and the research itself, the following main research question was developed:

How and to what extent does communication among police officers via social media and messenger applications contribute to policing and internal communication in Enschede (NL) and Gronau (DE)?

This research question is an empirical, explanatory research question, as it is about the causes and the effects of new social media or messenger applications use by police officers on the daily policing and especially on the communication among them. It contains two variables: the first is the use of social media or messenger applications by police and the second is the daily policing. The independent variable is the use of new social media forms and the dependent variable is daily policing. The context in which the research will take place is the cross-border region of Enschede (NL) and Gronau (DE), as defined in the main research question.

To clarify the topic and the aim of the research even more, three sub-questions were developed and will be part of this study.

1. How do police officers in Enschede and Gronau communicate among each other and across the border, by using traditional forms of communication or/and by using social media and messenger applications?

2. What kind of police activities result from the use of social media and messenger applications by police officers in Enschede and Gronau?

3. What does communication by social media and messenger applications among police officers contribute to the general policing and internal communication in Enschede and Gronau?

The first sub-question is putting some emphasis and importance on the communication among colleagues, across the border and the differences between traditional and new forms of media. The second and the third sub-question deal with the influence of new social media on daily policing and the internal communication.

Theoretical Framework, Conceptualisation & Hypotheses

In the following part, the theoretical framework and the used concepts of the research are introduced. Many approaches were taken into account, but the following do fit the most to this case study, as they build a theoretical base to the in-field research.

Street Level Bureaucracy

Due to the study's focus on police officers, policing and their use of social media and messenger applications, the theory on Street Level Bureaucracy (SLB) from Michael Lipsky (2010) is taken to build the main theoretical framework. Lipsky is considered the main scholar in the field of SLB, since he influenced many other scholars and their further research with his concepts of the everyday work of street level bureaucrats. He published his book about this theory first back in 1980 already. Street level bureaucrats, so Lipsky, are "public service workers who interact directly with citizens in the course of their jobs, and who have substantial discretion in the execution of their work" (cf. Lipsky, 2010, p. 3). According to him, street level bureaucracies are "the schools, police and welfare departments, lower courts, legal services offices, and other agencies whose workers interact with and have wide discretion over the dispensation of benefits or the allocation of public sanctions" (cf. Lipsky, 2010, p. xi). In this definition, police and police officers are clearly included in the field of street level bureaucracies. But not only the in-field police officers are street level bureaucrats according to Lipsky. Officers who work in the administrative or other places without direct contact to the citizens are also street level bureaucrats, they "may also interact through email, letters, or the telephone and still be a street-level bureaucrat" (cf. Vedung, 2015, p. 16).

His theoretical approach contains one of the main concepts developed by Lipsky, the concept of discretion, which means that street level bureaucrats have the freedom to decide which rules they apply and to what extent. This makes them ultimate policy makers, (cf. Hill, Hupe, 2007, p. 281). A second core concept of Lipsky's theory is the concept of coping. The work of street level bureaucrats, and therefore the work of police officers, is often very challenging and includes various demanding facets. Often they get into conflict between two official tasks or demands they have to fulfil, which leads police officers, or street level bureaucrats in general,

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to develop new strategies to cope with difficult situations, conflicts between tasks and the high workload in general. Street level bureaucrats, for instance, often rely on the clients, but at the same time the amount of available information is low or biased, financial resources and general time are minimised and often other street level bureaucrats from other agencies work on the same case as well, (cf. Lipsky, 2010). Coping results from discretion and means that street level bureaucrats develop their own strategies, to cope with their, often very demanding work. To do so they tend to ignore or widen several bureaucratic rules or dispute with other public or private stakeholders, and in order to do so they establish the also named "standard operating procedures" (cf. Hill, Hupe, 2007, 281-284). These standard operating procedures, hereafter SOP, are "a detailed explanation of how a policy is to be implemented. The SOP may appear on the same form as a policy or it may appear in a separate document. The main difference between a SOP and a policy is details" (cf. Vedung, 2015, p. 17). SOPs are detailed guidelines for street level bureaucrats on how to execute tasks, which tools to use, where and how to perform tasks, etc. The creation of SOPs could also be seen as one coping mechanisms, but have never been fully recognised by Lipsky as such (cf. Vedung, 2015). SOPs help to automatize the street level bureaucracy outputs.

Relevant literature distinguishes three coping mechanisms, but street level bureaucrats feel in general bad about coping, since they try to fulfil all the ideals and demands they are confronted with during work. Lipsky defined two main coping mechanisms, "limit client demand" and "creaming", (cf. Lispky).

Limit client demand means that street level bureaucrats "reduce information dissemination about their amenities, ask clients and inspectees to wait, make themselves unavailable to contacts, or make ample use of referrals of difficult clients to other authorities" (cf. Vedung, 2015, p. 16). In other words, with limiting the client demand, they try to decrease the demands for visible success of their work. In practise this might be done by for example forcing clients to wait in long lines before they are served or increasing the difficulty for clients to get access to in-field bureaucrats. Complex application procedures, bureaucratic procedures in general or inconvenient opening hours are all methods to limit the client demand (cf. Vedung, 2015).

Creaming means that they try to "concentrate on a limited number of select clients, programme types, and solutions" (cf. Vedung, 2015, p. 16). This means that they rather choose cases or clients which are easy to handle and less time intensive, than complex, difficult or very demanding cases or clients. They are rationalising their possible output, which involves a kind

of cherry picking or, better said, a kind of selecting process of the most desirable clients and cases (cf. Vedung, 2015). They handpick clients or cases who promise to bring more fruitful results to their work, than others would. Winter and Nielson, two political scientists from Denmark, distinguish between three different types of creaming: creaming for substantive success, creaming for cost efficiency and creaming for quantitative improvement (cf. Vedung, 2015). The first kind of creaming implies that street level bureaucrats choose cases and clients that seem to promise substantive outcomes, as they lead to quick and cheap results, instead of treating clients or cases which are more urgent. The second, creaming for efficiency, implies that street level bureaucrats choose clients or cases which seem to have the best cost-benefit ratio for themselves or their agency. The third type of creaming confers to the increase of quantitative successes, which street level bureaucrats try to achieve with processing as many cases and clients as possible, without caring too much about the quality. Meier and Bothe see danger to the bureaucratic sector and its outcome quality especially through the last form of creaming (cf. Vedung, 2015). They state that "this incentive to maximize outputs may lead to organizational cheating, where public agencies purposely manipulate output levels to portray their work in the best light possible" (cf. Vedung, 2015, p. 17).

These two coping mechanisms are so common that they often lead to some of the already mentioned standard operating procedures and are part of the implementation process. This means that coping mechanisms are policy making procedures and that street level bureaucrats are therefore the ultimate policy makers on the most local level. Through the diverse decisions, they have to make every day, by interacting in cases and with clients, and by using the two coping mechanisms, street level bureaucrats develop policy. Vedung puts it together as "are formed during the implementation process by programme operators as they develop routines and shortcuts for coping with their everyday jobs" (cf. Vedung, 2015, p. 16).

The mentioned coping mechanisms find their form in the use of new social media and/or messenger applications of police officers during work. These new forms of communication media might make dealing with the high and demanding workload and amount of information police officers have to deal with easier. Communication between colleagues might become faster, more personal and is therefore more efficient. Hoewever, it might also lead to the opposite, that these new forms of media are just an extra source of information, which adds to the already high amount of information police officers have to deal with and make their everyday work more complicated. New social media and/or messenger applications might also lead to new forms of coping mechanisms, not researched on and defined yet.

Street level bureaucrats, as well trained professionals, can also make profit out of their professional authority to cope with difficult situations, as police officers can execute their official authority for example. This would lead to the third concept named by Lipsky, the concept of Professionalism. He describes this concept as the concept of authority of street level bureaucrats to decide by themselves which methods of work they use. They define also on their own in which situations the react by using which (coping) methods. They are able, through their professional status, to enjoy some kind of autonomy. Discretion and coping are just possible, if street level bureaucrats have this autonomy, so Lipsky (cf. DiMaggio, Powell, 1983, 152). Discretion and coping might make it possible for police workers to use non-standard, non-traditional ways of communication to communicate among each other.

From the three concepts of Lipsky, the concept of coping is the most applicable and important one in this case study. The use of new social media during work might be a version of coping in difficult, demanding situations for the police officers. It might offer them a new, practical possibility to communicate in a fast way with each other, when traditional ways of communication might be too slow or/and bureaucratic. But the use of new social media might also, on the other hand, not symbolise an easier method to cope. It could make the everyday work of police officers indeed more difficult, because it could mean that they have to cope with even more information and messages. Ordinary coping mechanism might not fit into modern times of communication and media. New social media are revolutionising the whole world, so why would they not revolutionise also the methods of coping, and offer totally new possibilities or demands to cope with tasks and situations. The possible pro's and con's of new social media and messenger applications at work symbolise for police officers either a faster, more efficient way to communicate and cope, or a burdening, too high amount of incoming information and messages, they cannot deal with anymore. Both extremes might be found in the real life of police officers, but as just said, they might be extremes and they might also be more present in either the internal communication, or in the external communication. Since this research is focusing on the internal communication, between police officers, it will be supposed that the first extreme, the pro-side of new social media and messenger applications, will be more applicant to the outcomes of the case study. It is assumed that the rise of new social media and messenger applications, if used, make the internal communication of police officers faster and more direct, as experienced by them.

New Public Management

Another theoretical approach, which frames this study in at least some facets, is the theory of New Public Management (NPM). This theory was developed during the eighties of last century, as well. It could give some theoretical reasons for the expanding use of new social media by public agencies and governments, and why it is often still less than in the private sector. NPM, taken it really short, "teaches that the public sector needs to learn from the private sector how to become more efficient, effective, flexible and responsive to the needs of citizens and customers" (cf. Schillemans, 2012, p. 13). This new way of management should be able to deal with high external demands to the public organisation/agency, especially in "in times of flexibility, turbulent innovations and emancipated and critical citizens" (cf. Schillemans, 2012, p. 13) and should be less cost-intensive. This would also counter the fact that social media usage is relatively cheap and offers the possibility to communicate fast with a broad spectrum of others.

Social Cognitive Theory

A third theoretical approach, which might give a framework to why individuals, in this paper's case police workers, use media, in this case new social media, is the Social Cognitive Theory (SCT) from Bandura, from 1986. It is a rather broad theory of human behaviour, but is being applied also on media attendance of individuals. It states that the behaviour of a person is determined by his/her expectations of the results of this behaviour. These expectations are influenced by direct personal experience or through indirect observations of experiences of others, and are updated in a continuous way. If a person experiences a positive out-come of his/her media usage, or observes positive out-comes of others media usage, they tend to start/go on/enforce their own media usage (cf. LaRose, Eastin, 2004). This might be a theoretical explanation for the fact that usage of new social media becomes more and more common in the public sector and seems to spread from agency to agency.

Media Richness Theory

A fourth theoretical approach, which might explain the upcoming use of new social media, instead of the traditional forms of communication, might be the "Media Richness Theory", which was developed by Daft and Lengel in 1986. It is a theory about media use and indicates that the amount, the richness, of information which needs to be communicated is connected to the chosen form of communication. The richer the information, the more detailed and elaborate might be the chosen tool of communication. Communication performance can be improved by matching the communication tool and its media characteristics to the characteristics of the demanded task. This would explain why the use of new social media by police officers might be a coping method in very demanding, urgent situations, where information needs to be exchanged quickly. But since there might exist legal constraints which media to use when sensitive data needs to be transferred, they might keep using the traditional, secured communication methods and media tools. A detailed report about important incidents, or about serious developments including information which is just meant to be heard from other police officers, might still be communicated via traditional, secured forms of communication media. Therefore it is expected that new social media and/or messenger application are more often used for transferring general, not very sensitive data between colleagues. But also if information, which is more general, needs to be published and transferred quick to a wide range of colleagues, new social media might be the preferred one nowadays. The chosen form of communication, traditional vs. new, is up to the importance and urgency of the information to be communicated. This would perfectly match with the media richness theoretical approach.

These four theoretical approaches were chosen, because they fit best to this case study and the research questions. Other theories, as for example the "Social Influence Process Theory" from Kelman, or the "Theory of planned behaviour" from Ajzen were first also taken into account but after studying them in more detail it became clear quickly that their focus does not fit to this study or is no help in explaining possible facets of it. Both of them concentrate for example more on individual social action in virtual communities and incentives of it, than on general points why individuals use new social media and how they communicate by it.

Concepts

In their article "Does Twitter Increase Perceived Police Legitimacy" Grimmelikhuijsen and Meijer investigate about the influence of Twitter, a specific form of new social media, on police legitimacy. To make it applicable also to other social media, they conceptualize the concept of "social media". Defining this term, the authors first state that the term social media might not be precise enough and indicate "social network sites" as a more fitting term. To conceptualise the concept of social media network sites, the authors refer to a clear definition of this term by Boyd and Ellison, "We define social network sites as web-based services that allow individual to (1) construct a public or semipublic profile within a bounded system, (2) articulate a list of other users with whom they share a connection, and (3) view and traverse their list of connections and those made by others within the system" (Grimmelikhuijsen & Meijer, 2015, p. 599). The concept is social network sites, the facets of this concept are a) web-based service, b) possibility to construct a public/semi-public profile within a bounded system, c) other users to share a connection with and d) possibility to view/traverse own/the others list of connections within the system. These facets are in an and-relationship, due to the fact that if one of them would be missing, it might still be a network site, or a social network, but not a social network site anymore. Therefore, it is a set of necessary facets. The term of "messenger application" is known in the scientific community, confers to applications like e.g. WhatsApp, which are often installed on mobile phones and are used to communicate via text messages in direct form and in real-time.

In his book "The Politics of the Police", from 2010, Reiner gives some definitions of the concepts of police and policing, which are both part of the research question and sub-questions of this paper. Reiner states that the concept of policing is "an aspect of the more general concept of social control" (cf. Reiner, 2010, p.4). The term of social control is debated also by e.g. Cohen or Innes, and Cohen defines it as "the organised ways in which society responds to behaviour and people it regards as deviant, problematic, worrying, threatening, troublesome or undesirable" (cf. Reiner, 2010, p.4). Policing, after Reiner, must be noticed as a special part of social control, but he still conceptualises it as "set of activities aimed at preserving the security of a particular social order, or social order in general (…) specific to policing is the creation of systems of surveillance coupled with the threat of sanctions for discovered deviance— either immediately or by initiating penal processes" (cf. Reiner, 2010, p.5). He states that policing

does not always have to be done by police, it can also be done by various other agents. However, in this paper the focus will lie without exception on the public, the state police.

Since it is focusing on the cross border region, it is focusing on community policing. In recent research does not really exist a concrete conceptualisation of the term community policing, but, noticing this, Terpstra tries to identify at least an operational programme of it. It contains five main points, as promotion of "proximity, visibility and approachability to citizens", "focus on a wide range of problems", "reactive, but also preventative and proactive strategies", cooperation with other agencies and cooperation with citizens (cf. Terpstra, 2010, p. 65-66).

Terpstras operational programme could be interpreted as the different categories of police work. Policing activities can be departed into the category of general contact and cooperation with citizens, the category of investigation in crime cases, the category of showing presence in public and securing special events and public security, cooperation with colleagues, colleagues from other police stations or police across the border, cooperation with other public agencies and the category of internal administrative structures. The facet of facing crime and law enforcement might not be, as maybe expected, the main part of the policing activities, "most police work does not involve crime or at any rate law enforcement (cf. Reiner, 2010, p. 19). Police routinely under-enforce the law, using their discretion to deal with incidents in a variety of other 'peacekeeping' ways" (cf. Reiner, 2010, p. 19). Reiner explains furthermore that "the police may be the normal gateway to the criminal justice process but it is one they open relatively seldom. Altogether the police are marginal to the control of crime and the maintenance of order, and always have been" (cf. Reiner, 2010, p.19).

The different kind of information with which police officers have to cope can be sorted into categories, as well. These categories go along with the just mentioned categories of police activities and include information about crime investigation, information about (contact with) citizens, information about public security and incidents, information from police activities of other police stations or police across the border, information about administrative conditions, or information about general work tasks.

Finally, also the sources of different information can be categorised. One has to distinguish between information coming from a supervisor, information from colleagues, information from citizens, information from traditional media like newspapers, information from colleagues of other police stations or across the border, information from other public agencies or information from new forms of media like new social media. These information sources communicate their

information content via direct contact with the information receiving police officer, via traditional media, e.g. phone calls, emails, etc. or via new social media and/or messenger applications, e.g. Facebook, Twitter or Whatsapp. Concerning traditional media and new social media, information can be transferred with traditional tools, e.g. phones, letters, emails, print media, etc. or via new tools, such as smartphones.

The following scheme was developed for this case study to visualise the mentioned categories and the possible flows of information from the source to the final activity.
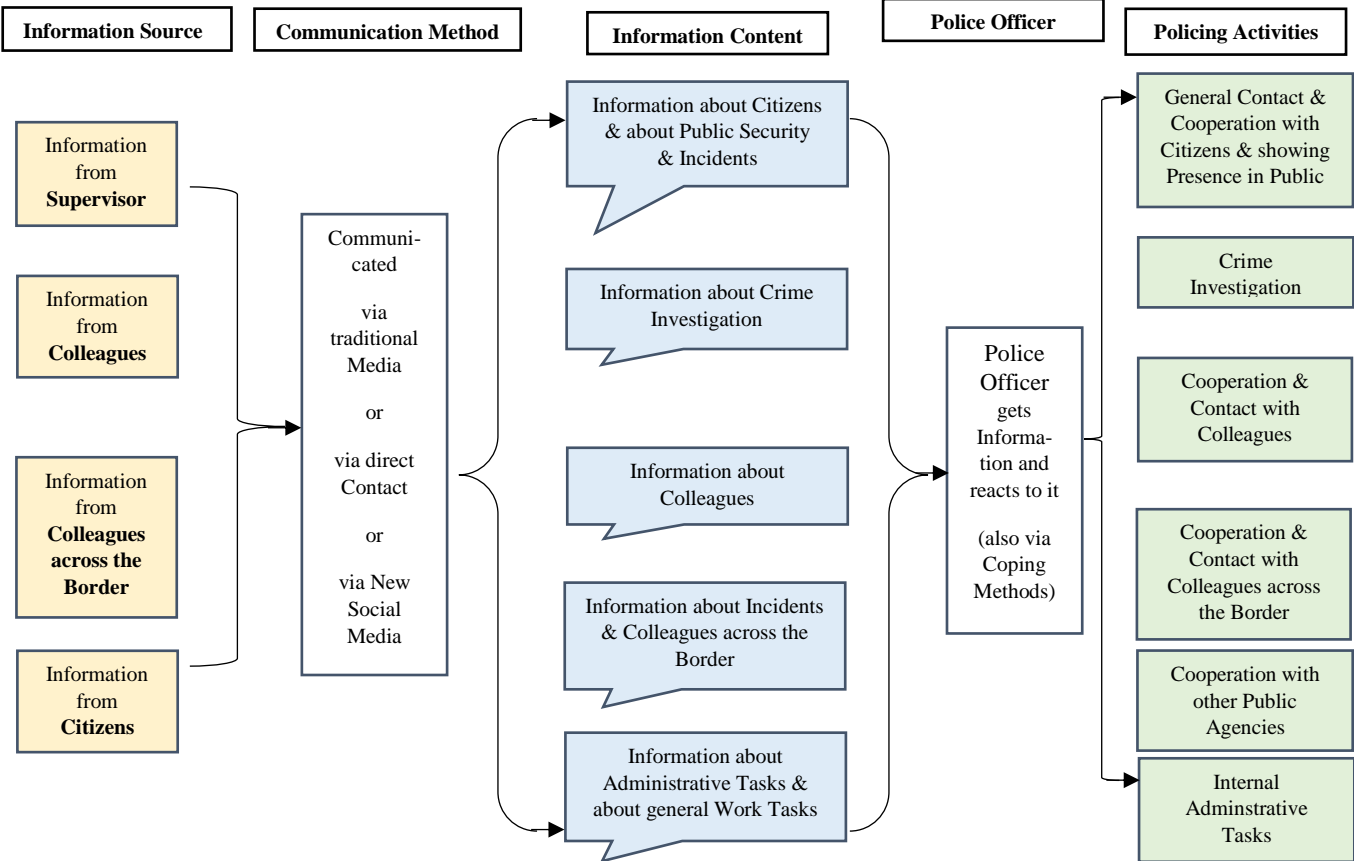

Figure 1: Information Flow

Now the question rises which kind of information and information source leads to which kind of police activity. The questions of the in-depth interviews will try to find answers to it and information about the general usage of new social media and messenger applications of police officers. It is important to discover if there is a relationship between some of these categories of police activities and swapped information and the chosen form of communication. If it is urgent, do police officers tend to use new social media more than traditional media, for example.

To conceptualise the term police, Reiner defines it as "a specialized body of people given primary formal responsibility for legitimate force to safeguard security" (cf. Reiner, 2010, p.

8). He further defines that the term police do not always refer to its classical understanding in society, the core state police as a public agency. Police could also mean hired professionals of private policing firms or employees of an organisation, which is doing business in e.g. in-house security (cf. Reiner, 2010). However, the classical meaning of police, as the official state police and public agency, will be meant when the term "police" will be mentioned. Private policing types will not be recognized in this case study.

The term "cross border region", in a European context, is conceptualised as "In Europe, these cross border structures are frequently referred to as Euroregions, here defined as formalised and institutionalised cooperation between subnational authorities, potentially including private actors, located close to a border in two or more countries" by Svensson (cf. Svensson, 2015, p. 278).

Hypotheses

Deriving from the theory and concepts part and connected to the research questions, three hypotheses (H1, etc.) were made up. They will be tested through the case study and rejected or not in the analysis part.

H1: If police officers use social media and messenger applications to communicate with their colleagues, the officers will experience their work and internal communication as more positive and efficient.

H2: If police officers notice positive experiences of colleagues with the use of social media and messenger application in internal communication, they are more likely to start with it as well .

H3: If new social media and messenger applications are used for communication between colleagues, new kinds of internal police activities will arise.

H4: If information content gets more sensitive, police officers keep using traditional forms of media, if information is not highly sensitive police officers tend to use social media and messenger applications to exchange it.

Methodology

Research Design

To answer the main research question and the three sub-questions, a cross-sectional research design was chosen for this study. This design is fitting the best for answering the main research question and its sub-questions, because it allows conducting a case study with in-depth interviews.

The study is explanatory. It will be tried to explain and analyse the impact of new social media and messenger applications on police internal communication. It is a case study, which will be conducted in the Dutch-German cross-border context, in Enschede (NL) and Gronau (DE). It is based on qualitative data, gathered through the in-depth interviews with police officers in this cross-border region. There will be interviewed three to four officers on the Dutch side and three to four officers on the German side. The interviews will focus on the questions if and how the officers use new forms of media to communicate among each other, to which extent this is contributing to the daily policing and also to the cross-border cooperation. The collected qualitative data will be used to test the hypotheses and answer the research questions. Since it is a cross-sectional study, the variables of the main research question, dependent and independent, will be measured at the same time and just in the context of the cross-border region of Enschede and Gronau. None of the variables will be manipulated.

There do exist several threats to the validity of this case study, due to its cross-sectional design. The possible threats seem to concern the external more than the internal validity. It might be generally possible to draw correct, internal conclusions from the collected data of the study to the research questions and the theory part. Nevertheless, since it is a cross-sectional study, it will not give concrete information about the causal relationships of the variables, nor will it emblematise any empirical causal inferences. This is from greater importance in exploratory studies. Possible other threats to this research might be a case of reverse causality or the threat to the non-spuriousness, dealing with not taken into account, third variable might influence the relationship between two other variables. The researcher will try to counter the named threats as much as possible. This will be done through considering as many influencing third-variables as possible, although it is difficult to impossible to preclude all of them. Also reverse-causation will be taken into account. It might seem logic that policing and communication among police officers already existed before the rise of the new social media and the usage of them, and one might consider then that firstly mentioned are therefore influenced by these new media factors.

But it might be also be the other way around. One cannot totally exclude the idea of reversed causality in this cross-sectional study.

In addition, the presence of the interviewer might influence the original behaviour and answers of the interviewed persons (Dooley, 2001, 255). The interviewer might also be in danger to adapt the view of the interviewed persons, and not stick to the role of an outside, sceptical person, during interpreting the collected data (Dooley, 2001, 259). So overall, if threats to internal validity are taken into account and ruled out beforehand, the internal validity and credibility of this study will be kept high and guaranteed.

However, the external validity of this case study might be relatively low, because there do exist problems with the generalisability of the findings, as well as with the repetitiveness of the whole study (cf. Dooley, 2001, p. 261). As already mentioned above, due to the cross-sectional setting does this case study just focus on one group (police officers in Enschede and Gronau), at one point of time (the day of the interview) and one place (the cross-border region of Enschede and Gronau). Therefore, the outcome of this case study might be biased. If the interviewed officers would have been interviewed at a different day or in another year, their answers might be completely different. Police officers working in another place/context might answer completely different as well. If the place of conducted research would have been another cross-border region, the outcomes might have been different. Furthermore, observing and interviewing just a few persons, like in this study, does not show "the whole quantitative story". Influencing the external threats is mainly not possible, due to the chosen research design, but it will be tried to minimise the internal validity threats.

The main threats would therefore be threats to the external validity. Therefore, findings of this study are only applicable to a very small amount of cases, if at all, but might give an intensive and in depth insight into the policing in Enschede and Gronau, concerning new social media and messenger applications usage and internal communication methods.

Case Selection & Sampling

Since the research takes place in the context of the cross-border region of Enschede (NL) and Gronau (DE), all the police officers to be interviewed are coming from this area. This special cross-border region, also called EUREGIO, is lying in the Dutch region of Enschede and the German region of the Münsterland. It is the oldest cross-border region in Europe and was founded in 1958. Therefore this region "*has established itself as a legitimate and competent*

agency responsible for cross-border matters in this specific geographic area" (cf. Perkmann, 2007, p. 258), and comes along with strong and well-grounded experience in cross-border cooperation. This makes the EUREGIO a perfect case for the depth, qualitative study and will provide based outcomes to answer the research questions.

For the interviews, the researcher will try to interview three to five officers from each of the two police stations in Enschede and in Gronau.

Since the police are a public agency, with its own rules and requirements to which they are bond, it might not be possible to choose randomly, which officers will be interviewed. It might be up to the police to select and offer the officers, who are allowed to be part of in depth interviews. This might also represent some possible threat to the validity. It is more expected on the German side though, due to the genera high level of red tape in Germany.

Operationalization of Concepts & Data Collection Methods

The data used in this study will arise from an explanatory case study, gathering qualitative data. This means, analysing the results of the research without using statistics and statistical programmes, but rather by conducting "*direct observations and relatively unstructured interviews in a natural field setting*" (Dooley, 2001, 248). It will try to answer to what extent the usage of new social media and messenger applications contribute to daily policing and especially to the communication among police colleagues. The data will be collected through some in depth interviews with police officers, Dutch and German, as already mentioned. The chosen qualitative research method of in-depth interviews does fit this study the best and is furthermore most applicable to the empirical research question, since the focus of it lies on a single cross-border region. That requires to observe specific situational factors (Dooley, 2001, 248).

These two different cultural backgrounds might influence the findings on each side of the border, since the Netherlands and Germany, even if so close geographically, have quite some differences in their culture, beliefs and organisational/administrative circumstances. The Netherlands are in general known as a very liberal, open and modern country, Germany might be known as a little less liberal, still very modern, but highly bureaucrativ and static functioning country. These differences will be taken into account in more detail in the analysis part later on.

Since no already existing data are explicitly used in this study, it is based on new collected original data. Since the data are used to answer the research question, they are closely linked to the concepts and theories from the theory part. The theory builds the over-all framework and the data will be used to try to underline this framework. Due to time limitations it was only possible to conduct a limited number of interviews, which might lead to a limited view on the research object. On the German side of the border it was quite difficult to get interview partners, not because the police station of Gronau did not want to cooperate, but because of strict bureaucratic rules an official approval by the Ministry of Inner Affairs of North-Rhine Westphalia was needed in advance.

Data Analysis

A regression analysis or something similar to proof statistical inference would make no sense to analyse the collected data. The conclusions of this paper will rather be drawn on the analysis of the outcomes of the in depth interviews. Choosing the approach of collecting qualitative data fits the best to the case study, since "*data of the qualitative observer may provide more detail and less distortion than data from other approaches*" (cf. Dooley, 2001, p. 249). The conducted interviews will be semi-structured, which means that the researcher will have a set of questions and be sure about which topics will be addressed and what is there to be known. It will not be alike a conversation, which would be more free to vary and informal, with two or even more participating persons (cf. Fylan, 2005, 65). After doing the interviews the answers will be transcribed and written down in the observational part of the paper and later discussed and analysed under the discussion part.

To gurantee the quality of the analysis outcome, it will be referred to Mayring (2002) and his quality criteria of qualitative research through the findings and analysis part. Mayring mentiones six different criteria, the vicinity to the research object, the documentiation of the research procedure, a facts based interpretation, the so-called triangulation, a definition of the anaylsis units and finally, the communicative validation, (cf. Mayring, 2002). Mayring (2002) mentions that a clear research process, which is understandable and logic, needs to be explained in order to document the research methods and analysing processes. First there will be summarised the findings of the interviews in a neutral way. Afterwards, in the analysis part, these results will be interpreted and analysed by using the theoretical approaches from the theory part. The hypotheses will be confirmed or rejected by having an eye on the theory as

well. The analysis will be strongly theory guided. The vicinity to the research object, as described by Mayring (2002) in his quality criteria of qualitative research, is obviously given in this case study. It was given, because the researcher conducted the interviews in the natural work related environment of the interviewed police officers, in rooms of the police stations. The interviews were held in an open and friendly atmosphere among interrogator and interviewed persons. The interviews had no experimental characters, since the interrogator did not try to influence or manipulate the officers at all. Before starting the question part of the interview, the interrogator explained the research aims and that the answers will be anonymised. Both, interrogator and interviewed officers, were very interested in talking about the research object, the usage of social media and messenger applications in police internal communication. Mayring (2002) implies the so called triangulation, as one point of his quality criteria of qualitative research. Triangulation means in this context that there will be tried to use different approaches and theories, to answer the research question and compare the research results. This will be done in this analysis by using different theoretical approaches to answer the sub-questions and finally the research questions as well. The hypotheses will be discussed and then rejected or confirmed, based on the results and mentioned theories. To proof the validity of the whole study, Mayring suggests that the findings and the analysis will be presented to the interviewed persons. This was briefly done, since one of the interviewed officers was present at the final presentation. He agreed on the analysis and interprations of the author, as well as on the confirmed or rejected hypotheses. However, the communicative validation of this study could be enhanced, by presenting the results to all the interviewed officers. Nevertheless, the final paper will be send to everyone involved in this case study.

Interview Matrix

All the interviews, on both sides of the border, were held in private office rooms of the police stations. During each interview only the interviewed police officer was present and was interviewed by the interrogator. In all cases there was the interrogator of this case study, and one respondent. All interviews were face-to-face, except one, which was answered in written form by one of the officers. The interviews were semi-structured, therefore the investigator could ask further questions, if the prepared interview questions were not sufficient or something was from special interest. All interviews were conducted in a formal audience, since they took place at the work place of the respondents and during their normal shifts. However, the

atmosphere was more informal, since the police officers seemed relaxed, not influenced by their organisation, gave spontaneous answers and used everyday language.

The value and reliability of the interviews is expected to be high. All the interviewed respondents seem to have answered free, honest and without doubt about what they are allowed to say or not. They did not seem to be influenced by their employers on how to answer and also criticised points of their everyday job or the organisation they work in from time to time. The answers seemed to be spontaneous and the real opinion of the respondents, since they did not think a lot before replying to the questions. The interviews were held in an open and friendly atmosphere between the interrogator and the respondents. All interviews were held face-to-face and audio recorded. The audio records were transcribed into written format later on in the research process, to be easier to analyse.

About how honest and spontaneous the answers of the written answered interview are, one can not say a lot. This respondent is furthermore the public relations spokesperson of the police station in Gronau, so the answered might be well-thought through. Thus might represent a threat to the reliability of the answers of this respond and the confidentiality, but over-all they seem honest at last and do not try to glorify or to lessen any situations and conditions.

The interviewed German officers came from completely different units of the police Gronau, the crime investigation section, the normal patrolling unit or the public relations unit. This might present some threat to the comparability of the answers from Gronau. The police officers in Enschede seem to come from more or less the same unit, therefore the answers might be more comparable, also if the single officers might not work in the same positions or neighbourhoods. Another threat to the reliability might be, that the Dutch officers were asked the interview questions in English and answered in English as well. Since this is not their mother tongue their might be some mistakes in the formulation. Nevertheless, their English seemed very sufficient, so this threat might be quite low. The interviews with the German officers were conducted in German, their native language.

Findings

After conducting eight face to face interviews and receiving one written statement of answers to the interview question the findings of the police station in Enschede and the findings of the police station in Gronau will be elaborated in this part. Later on, they will be analysed and compared with each other in the analysis section. The interviewed police officers of Enschede

will be anonymised as PE1 – PE5, and the police officers of Gronau as PG1 – PG4. P stands for police officer, E for Enschede and G for Gronau.

Police Station Enschede

Starting with the police station in Enschede, it is important to mention that the station is present with public accounts on nearly all known new social media, such as Facebook, Twitter, Instagram, etc. The police officers in the Netherlands have modern smartphones, given to them as their work phone and which are able to fulfil all modern features the average smartphone is able to fulfil in 2017.

The officers were interviewed about their everyday communication habits and procedures. All of them are mainly in contact with their supervisor via face-to-face conversations. As long as they are both present at work, the conversation is done in a personal way. If the officers and their supervisors are apart from each other, the conversation is done in a traditional way, mainly via phone calls or emails. In cases of asking just a few, general questions and if both are busy, the conversation is held mainly via mail. PE2 estimates that "around 80 or 90% go through email" (cf. Interview PE2), the rest would be face-to-face conversation or through other media. However, all of the officers prefer clearly a face-to-face conversation with their chef, rather than talking to them via any other kind of media. Talking directly with their supervisor seems to be most efficient for them, since they can discuss things in detail and are not limited to just typing via messenger applications about what is going on. "By social media it's difficult. (…) it helps to connect easy and quick. (…) when we need to explain, yeah we get face-to-face", (cf. Interview PE4). Therefore, conversation through new social media and messenger applications does happen indeed. The frequency seems to vary between the interviewed officers. PE3 says that his supervisor is contacting him mainly via messenger applications, but also via mail. The content of the information the supervisor wants to communicate influences the used medium. If it is "the normal communication" (cf. Interview PE3), then messenger application like WhatsApp or Signal are frequently used. If the conversation is about a more sensitive information or serious data, WhatsApp is not encrypted and safe enough, (cf. Interview PE3). If their supervisor is contacting them via messenger applications, it is mostly about general information, if it is more urgent or "personal, then it would be from the phone or email, or face-to-face", (cf. Interview PE1). The officers said that they are held on to use the safest form of communication that is available, to talk about ongoing investigations. But PE3 states also that if "something really fast is happening" messenger applications are indeed used,

because they are the "most quick way to connect". However, he underlines the importance of keeping in mind of what to communicate via which media form and how to address something via messenger application. This would be from great importance to not ruin an investigation. Even if all interviewed officers prefer the face-to-face conversation over all other kinds of possible conversation methods, they also agree that answering to messages via WhatsApp or Signal is faster and more direct, than answering to an email for example. Furthermore, it is also more convenient due to the fact that they have their phone with them and do not need to turn on the computer to check their mail account.

Concerning the communication with their own colleagues, the conditions are a little different for the officers in Enschede. If they want to share information with a whole group of their colleagues, they mostly use messenger application groups, like WhatsApp or Signal. If it is some sensitive or personal information, they act as their German colleagues and communicate via via email or face-to-face conversations. There seems to be a difference from unit to unit in which messenger applications are used, since PE1 states that he and his team are using Signal, "it's more protected" (cf. Interview PE1), whereas PE5 for example prefers WhatsApp to communicate among colleagues. They do talk about job related content, "citizens, problems, crime" (cf. Interview PE4), via the messenger applications, but also email is still a used medium. PE2 says that email "is only 50 to 60% and the rest will go through Signal or Whatsapp or Facebook" or direct conversations. In communicating with their colleagues, the interviewed officers in Enschede seem to clearly prefer social media and especially the messenger applications to email, as they recognise it as "faster and easier" (cf. Interview PE1). The contact via new social media and messenger applications is described as "more informal" (cf. Interview PE2) and things via email are more official. Information exchange about crime investigations should always be done via email, "never through social media", (cf. Interview PE2). PE4 says that the more serious the content of the information gets, the more traditional media is used, "when it's going bigger, it's going by mail", (cf. Interview PE4). On the other hand, PE2 states that he recognises messages on his phone quicker and therefore can quickly answer to them too. This might be caused by the fact that, as already mentioned above, it is more convenient to communicate with the smartphone. PE3 mentions that next to the media communication they have a face-to-face briefing together with their colleagues and supervisor at the start of their shift, but that during the shift the main contact is by messenger applications. PE5 clearly prefers face-to-face over email or new social media and messenger applications. Email seems "more serious than social media", (cf. Interview PE5), to her. If PE5 and colleagues discuss serious

things it is during face-to-face or in the applications, they have to be careful that it is not "too much in names, in pictures" (cf. Interview PE5).

The communication with the German colleagues from across the border, in the police station of Gronau, is limited to traditional media, like phone calls or email. The officers work in units in Enschede which are not in direct contact with the German units. Therefore, they could not give detailed insights into the cross-border cooperation and communication. Information shared by the Germans would always reach first the information centre of the police station Enschede, before it is transferred to the officers, so P3. Social media and messenger applications are not used by the interviewed officers to communicate with their colleagues across the border, but if it would be possible, they would appreciate this.

All of the interviewed officers in Enschede experience the use of new social media and messenger applications during work as highly positive when communicating with their colleagues. Another positive aspect they mention is that it is faster and easier to contact each other and that one can reach a whole group of colleagues with only one message. Everyone gets the same information in the group chat, which makes their work more "efficient" (cf. Interview PE3). All interviewed officers agree that social media and messenger applications make their daily work and the communication with their colleagues easier in general. Not only because of the already mentioned reasons, but also because it makes the inter-personal actions among colleagues easier, so PE2, "If I add a new contact from a colleague in Amsterdam in my phone (…) I can immediately see his picture, I can see how he looks like, if it's a young guy or an older guy", (cf. Interview PE2). Nevertheless, PE3 mentions that even if communicating via new social media and messenger applications is faster, hence it does not always make the work easier in general. Sometimes they could not use the information in a direct way, they still have to "put it on paper" (cf. Interview PE3) and use the traditional ways of communication.

In general, the interviewed officers do think that the contact with their colleagues got closer through social media and messenger applications, since it became easier to contact each other. "So you don't have to call (…), when you call it, you have to the risk that the person you call don't take the phone and now you send a message", (cf. Interview PE5). PE2 even says that there is more contact among colleagues now, than it was before, "there is more contact, so even if I'm at home, it's quite easy to send my colleagues a message in a group" (cf. Interview PE2).

Even though the interviewed officers especially seem to appreciating the use of messenger applications to communicate with each other, they also mention that there exist legal constraints

and privacy laws. These tend to hinder them, when communicating about too sensitive data about subjects of an investigation, or including names, addresses, pictures, etc. through unsecured programmes. If it come to this, they still have to use their secured email server, or face-to-face conversations. This is due to the location of the servers of the messenger applications in the USA and thus confidentiality of the communicated data cannot be guaranteed, so PE2. Officially officers are allowed to use Signal, the more secured application, and also WhatsApp, for work related content. It is important that they pay attention to the privacy whilst using messenger applications.

Because of the rise of new social media and messenger applications, some of the interviewed officer would say that they have new tasks to do during their shift, than before. PE1 says that he is "busier", (cf. Interview PE1), now, since he is part of the social media administrator team of the police station Enschede. The new tasks are mentioned to be administrative media tasks, the use of social media and messenger applications themselves, checking their accounts or talking about their experiences in the usage of social media and messenger applications with colleagues or through interviews for example. Nevertheless, the new tasks concerning the internal communication are mainly indirect, according to the experiences of the officers.

Three officers started using social media and messenger applications to communicate with their colleagues because it was their own, personal idea. They first recognised the positive aspects in their private lives, and then continued using the messenger applications on their work phones as well, according to PE2. They also think that other colleagues might got inspired by them and started because of them with social media and messenger applications at work as well, "we started more with social media, more with WhatsApp, more with Facebook and I think more colleagues are thinking now 'yes, it's easier, it's faster'", (cf. Interview PE1). Indeed, two officers stated that some of their colleagues explained them about the usage of social media and messenger applications for internal communication and the positive aspects of it. Hence they started using them because they were curious, "I'm curious on how to get things better", (cf. Interview PE3).

Police Station Gronau
The police station in Gronau is, contrary to the station in Enschede, not present on any social media channels yet. Only six police headquarters in North-Rhine Westfalia, "Bielefeld, Dortmund, Düsseldorf, Essen, Köln, Münster", (cf. Interview PG4), are currently obligated to

run a public social media account, the other 44 police departments are free to decide about it autonomously, explained by PG4. Furthermore, the police officers in Gronau do not have modern smartphones offered to them as their work phone. Their work phones are way behind the standards of the Dutch police smartphones and are not capable to build up internet connection.

The interviewed police officers in Gronau are normally in contact with their supervisors via face-to-face interviews, or traditional media, such as email, phone, police internal data programmes, or radio communication. Concerning new social media and messenger applications they stated that they are "no alternative (…) to communicate" (cf. Interview PG3), with the supervisor, nor with colleagues, according PG3. PG2 says that only very rarely his supervisor is communicating with him via WhatsApp, but normally they communicate via traditional media or in face-to-face conversations. The content of the communicated information seems to have no real influence on the chosen way of communication. The already mentioned used ways of communicating seem to be more dependent on the urgency of the information, than of its content. If it is more urgent, the interviewed officer says that mostly "phone of personal designation", (cf. Interview PG1), are used. If it is not very urgent, "mainly it is emails" (cf. Interview PG2), or still face-to-face conversation. Moreover, files are common, so PG1, if it is about methods of evaluation. PG3 furthermore mentions the need of writing information down and exchange printed information, especially in crime investigations. This is from special importance, because information needs to "be recorded", according to PG3. Otherwise a department of public prosecution or the judge themselves cannot use it in a trial. It is important to be able to show from where an information was coming and which way the information took to reach the officer or the judge later on, as well as who was part of transmitting it.

Legal constraints hinder the German police officers to use messenger application at work and for work related content, due to the "security of information", (cf. Interview PG4). The use of social media, such as Twitter, Facebook, etc. is on the other hand compulsory for six police headquarters, as already mentioned above, but the focus lies here on the external communication. They have to run official accounts of the whole headquarter on the mentioned channels. For internal communication, so the communication among the single officers, it is also not allowed to use these media channels.

Even if the police officers are not allowed to use new social media or messenger applications at work and concerning job related communication, four of the interviewed officers said that they would like to and would appreciate it as a method to communicate with their colleagues. PG2 expects it to be "of course faster", (cf. Interview PG2), and mentions also that it would be practical to send and exchange photos and pictures with his colleagues. PG4 would consider the internal communication via messenger applications, in a secured and coded way, as "absolutely meaningful" (cf. Interview PG4). He sees the possibility to inform a whole group at once and independently as great advantage. Also that communication via messenger applications would be independent from police internal network-computer would be a positive effect in the eyes of PG4. It could fasten or/and simplify that decision making processes, in comparison to processes communicated via traditional media, so PG4. Only PG3 says clearly that he would not like to communicate internally via new social media or messenger applications. He sees a big problem in upcoming misconceptions and disaccords in communication via the new forms of media, at least concerning the exchange of work related, important information. The supervisors of the interviewed police officers seem to warn, or at least let the police officers know, about the risks of social media and messenger applications for internal communication.

The communication with their colleagues is similar to the communication with their supervisors, if the interviewed police officers are asked about it. If it comes to job related, important information, or in general the whole official internal communication, face-to-face contacts or traditional media, as phone or radio communication, are still the used methods. Especially in urgent situations or with sensitive data it is important to never use WhatsApp or Facebook, "Because of privacy rules. Then the internal email traffic is used", (cf. Interview PG1). Nevertheless, PG2 says that if some real urgent or special situations occur, messenger applications are still used for exchanging faster some information. Since the work phones of the police are not capable to get internet connection, they would have to use their private phones then. However, PG2 underlines that this is not standard and just "as an exception" and one has to still keep in mind not to send too sensitive data, because "if some internals become public, this is not quite correct, isn't it" (cf. Interview PG2). Very important information needs to be communicated among colleagues in written form again, so PG3, normal communication is done by face-to-face of via phone or email. He also is against job related communication and information exchange via new social media among colleagues, since he is very sceptic if information can be exchanged correctly like this, and expects more misunderstandings instead.

The other interviewed officer, on the opposite, do see clear advantages of communicating with colleagues via the new forms of media. PG1 and PG2 would especially appreciate the possibility to send and receive photos and pictures which are important for the work and to be able to visualise things. Also the point that messages via messenger applications can be read directly on the phone, wherever someone is, is a great surplus, "Email is just at the computer, when I'm inside here in the station, when I'm outside of course not", (cf. Interview PG2). PG3 sees the same danger in communicating with colleagues via these new forms of media, as he sees them in communication with his supervisor. All the interviewed officers deny that their contact among each other would become closer, if they were allowed to use new social media and messenger applications. They state that the internal contact and the communication is already very close and on a high level. They mention that the communication would then be done just via another form of media, but would not change itself.

Even if the police officers in Gronau are legally not allowed to use new social media or messenger applications at work to communicate with each other or with their supervisor concerning work related things and information, they still tend to do so for the private communication. Since their official work phones are not able to connect to the internet, as already mentioned above, they have to use their private phones for this. They use messenger application in communicating in their private lives among each other for example to organise carpools to work, since many of them are from Lower Saxony, (cf. Interview PG1). Recording to him this saves a lot of time and is a lot easier and more efficient now, than back in time, when messenger applications did not exist, and improved the whole private communication.

Concerning the communication with the police station across the border, in Enschede, the interviewed police officers explain that the Dutch information control centre is contacting the German information control centre, and the German information control centre will then lead information further to the officers, via phone or radio communication. How they further communicate with the Dutch colleagues differs a lot between the interviewed officers. PG1 is in personal contact or email contact with the Dutch police officers. He is also controlling the police internal intranet of the German side, which is "updated everyday" (cf. Interview PG1), to inform himself about the all-points bulletins from the Netherlands. He uses the Dutch online presence out of work interest. PG2 is not in direct contact with the Dutch colleagues, he is getting information from across the border just via the control room. New social media and messenger applications are not used either among the police officers in Gronau and their colleagues across the border, (cf. Interview PG2). Nevertheless, PG1 and PG2 would both

appreciate if communication with the Dutch colleagues would be legally possible via new social media and messenger applications, because "in some situations it would likely be more efficient and faster, for instance if a message is send via the control room Holland-Germany, then via the police station and then via the police patrol car" (cf. Interview PG2). PG4 would appreciate cross-border communication via messenger applications, of both, German and Dutch, officers could use the same, secured and through the appropriate ministries of North-Rhine Westphalia approved application, (cf. Interview PG4). From PG3s view, there do exist serious problems and constraints in the communication with his colleagues across the border. Due to the restructuring of the Dutch police, things are always changing, according to him. "Back then we had a permanent contact person, today we don't have this anymore. Nowadays it is extremely difficult to get information (cf. Interview PG3). In spite of the close distance to the border, one gets nearly no information", says PG3. According to him this is only possible through knowing colleagues from across the border in person or via phone. But then it keeps being difficult with using the relevant information, due to legal constraints which make it difficult to make Dutch information directly on record, (cf. Interview PG3). He keeps being sceptical about new social media and messenger applications at work, also concerning the communication with the Dutch colleagues. Mainly because the existing legal norms would hinder him again to use these information.

PG2 sees pros and cons in the use of new social media and messenger applications for work internal communication and its advantage for his everyday work, it would become "partly easier, partly more complicated". The advantage of traditional media, such as radio communication, is that if he tries to contact someone, he gets an immediately response, or not, but has a more direct communication with his counter part, (cf. Interview PG2). He sees the disadvantage in WhatsApp for example in the fact that he has to wait, after sending a message, that the other one will look at the phone, see it and then will respond. The already mentioned positive effects, expected by the officers, would represent the pros of the new forms of media and the officers think they would make their job easier. In general, all of the interviewed officers would say that their everyday work and internal communication would become easier because of it. Even if it might mean more work, through new tasks or in general more messages, "the extra work is justifiable, due to the positive effects", (cf. Interview PE4). As possible new tasks would be imagined the founding of new messenger groups, "interpreting, alert groups, information groups" (cf. Interview PE4), or the "supervision, monitoring, editorial tasks,

instruction giving, creation of technical and labour law based requirements" (cf. Interview PE4).

All the interviewed police officer, no matter if sometimes sceptical about it, would still like to encourage the possibility to use new social media and messenger applications on more modern phones at work. At least for some situations everyone said it might be useful. Since the police station decided on using Facebook and Twitter for their external communication in the future, PE4 said that in this decision the positive experience of other police stations with this media played an important role and had great influence. PE3 is emphasising the Dutch system concerning their modern work phones and the possibility to use social media and messenger applications, "It has indeed its advantages at the Dutch side, the system what they have is indeed very advanced and means for sure great progress" (cf. Interview PE3).

On the following page the most important findings from both sides of the border are shortened and visualised in a table, to make a brief identification of the results and a comparison of both police stations possible.

	Enschede	Gronau
Exchange of Information with Supervisor	Face-to-Face (preferred), traditional media, messenger applications.	Face-to-Face (preferred), traditional media, very barely messenger applications (if so, with private phone).
Exchange of Information with direct colleagues	Face-to-face, traditional media, messenger applications (preferred by many officers, especially during the shifts)	Face-to-face, traditional media. Possibility to use messenger applications legally for internal communication would be appreciated by the majority (is used for conversation in private life).
Exchange of Information with colleagues from across the border	Traditional media or face-to-face. No social media or messenger applications (but would be seen as positive). Information control centre plays important role in transferring information from the other side of the border to the police officers.	Traditional media or face-to-face. No social media or messenger applications (but would be seen as positive in some special situations). Information control centre plays important role in transferring information from the other side of the border to the police officers.
Access to new social media and messenger applications during work	Modern smartphones as official work phones, which make it possible to use social media and messenger applications. Officers are allowed to do so for their work.	Older phones as official work phones, which are not able to build up internet connection. Officers are even not allowed to use social media or messenger applications during for their work.
Which media is used for which information content?	The more serious/sensitive it gets, traditional, secured media and face-to-face are used. For normal conversation and not very sensitive topics, messenger applications are used.	For any kind of conversation new social media and messenger applications should not be used. It does happen rarely for normal conversation though. Sensitive data is always exchanged via traditional, secured media or face-to-face. Information, which should be used in a trial later on, needs to be written down in paper form.
Experience of new social media and messenger applications during work	Very positive.	No real experience until now, since not really used. But wish for being able to use it, or at least think it might be practical in some situations.
Influence on internal communication	Internal communication became quicker, more direct and more efficient, officers say. They feel themselves in closer contact with each other now.	Police imagine that nothing would change if they would use it for the internal communication.
Reason to start	Either it was officers own idea (mainly because of noticing positive effects in private life) or the officer noticed that other colleagues use it and make positive experiences with it.	Not started yet, but noticing the positive experiences or other police stations with it, was influencing the decision to start with Facebook and Twitter a lot.

Table 2: Findings of Interviews

Analysis

In the following part, the findings of Enschede will be compared with the findings of Gronau and will be analysed with regard to the theory part. The hypotheses will be rejected or confirmed at the end of this analysis. The sub-questions and the main research question will guide through this analysis and will tried to be answered.

Building upon Mayring's (2002) rules of analysing the content of qualitative research, this analysis will be led by the used theory and is strongly connected to it. It will be tried to confirm or reject the chosen theoretical approaches with the qualitative findings of this case study, as it will be done with confirming or rejecting the hypotheses afterwards, build on the theory. As qualitative analyses need to be done under certain rules and to bring more structure and clearance into this part (cf. Mayring, 2002), the analysis of the results will be split up into different analysis parts, headed by the sub-questions, then the main question, which might be answered by the sub-questions already, and finally the single hypotheses. This helps to increase the understanding about the research and analysis process.

Sub-question 1*: How do police officers in Enschede and Gronau communicate among each other and across the border, by using traditional forms of communication or by using new social media and messenger applications?*

The significant difference in the internal communication of the police officers in Enschede and the police officers in Gronau is that the Dutch officers are technically and legally able to use new social media and messenger applications as a method of communicating with their supervisors or among colleagues. In this case the interviews revealed that the police in Enschede do not really use new social media, such as Twitter or Facebook, to communicate in a direct way with each other. The Dutch officers prefer messenger applications for this purpose. In the Netherlands, both, WhatsApp and Signal are used. Anyhow, it is obvious that the officers would prefer, if it comes just to the ease of use, WhatsApp. However, the officers seem to be very aware that WhatsApp is not the most secured messenger application and therefore the majority of the interviewed officers stick to communicating among each other via Signal, a more secured and encoded, but a little less user-optimised version of WhatsApp. The Dutch officers have modern work smartphones and are furthermore allowed to use their private phone as well, even if the work phone is recommended to use. If they have to communicate about very sensitive data and information belonging to crime investigation, and they cannot talk about it face-to-

face, they use the traditional media methods, such as sending emails, making phone calls or using radio communication.

The German policer officers, from the police station in Gronau, do only have these lastly mentioned media methods as official possibility to communicate with each other. Due to strict legal constraints, they are officially only allowed to use emails, phone calls, radio communication or face-to-face conversation for their internal communication. Their work phone, a phone which is not able to connect to the internet, symbolises another, technical, hinder to the usage of new social media and messenger applications. Messenger applications are, according to the interviewed officers, only used in very rare moments, when for example the work phone or other communication tools are not present, and their private phone needs to be used to share information, or for the general private communication between the colleagues.

The cross-border communication was described by both sides as very formal and mostly via emails, or phone calls, always guided or guarded by the information control centres of the police of both sides of the border. A few officers, Dutch and German, mentioned that they have personal contact with police officers from across the border from time to time, but in general it seemed that the cross-border communication is quite rare and difficult, as also described by PG3 for example. If other officers, who work in other units, might have been interviewed, the results might have been different concerning the cross-border communication and cooperation. However, the majority of the interviewed officers, especially the Dutch, seem not to be confronted with cases that have some cross border relevance very often.

The only officer who described a very good contact to the Dutch colleagues was PG1, who said that the cross-border communication and cooperation is very well and also named some of his Dutch colleagues with names. Also PG3 said that he receives sometimes information from personal contact with Dutch colleagues and PE2 mentioned that he was on the German side for work related reasons as well. So there definitely seems to be contacts across the border and also some of the interviewed officers do obviously know colleagues across the border personally. Nevertheless, these contacts seem to be confined by the legal constraints of the German part on the one hand, and on the other hand through the fact that most of the interviewed officers do not work in units which have a lot to do with crime going across the border. The Dutch officers mentioned a few times that their Dutch colleagues from Glanerbrug, a police station even closer to the border than the police station Enschede, are in closer and more intense contact with the German colleagues.

But where does this great difference in the usage or non-usage of new social media and in this case especially messenger application between the both police stations come from? It is to assume that it has a lot to do with the assumptions of the New Public Management theory, already mentioned in the theory part. It declares that the public sector should copy and learn methods from the private, economic sector to keep up with it and to become more flexible and efficient itself. In the private sector, worldwide, the use of modern communication tools, such as modern smartphones, tablets, smartboards, information clouds, is very common since years and is being more and more advanced over time. Internal communication is often committed via messenger programmes, even though private sector workers have to keep an eye on the confidentiality of these applications and use more secured mays of communication to exchange very sensitive data as well. Anyhow, the private sector is way more flexible and liberal in establishing and introducing new, more modern and more efficient methods and procedures, especially if it comes to technological improvements. But why is the Dutch police system a lot more flexible and open to these new methods of communication and innovations then the German system from just across the border? This might have to do once with the general attitude and culture of the Dutch people. The Netherlands are a country, which is world wide known for its liberal values and way of life, politics and economics, their general openness to new things, technologies and innovations. The public sector might be quite flexible and open to restructurings here and the gap between private and public sector might be smaller as in Germany, concerning used technologies and alterations. This might have influenced also their will to include these new forms of media into their public sector and to go with the flow. Another point might be that the Dutch police was restructured just a few years ago and the public managers of the police sector had therefore the possibility to invest in new, modern work phones and care about the legal constraints to make it able to use them. The Dutch police are nowadays a centralised organisation, whereas the German police are split into 16 different police organisations, one for each federal state. This might lead to the third point, why new public management might be more efficient in the Netherlands than in Germany and why therefore new social media and messenger applications are more widespread in the public sector in the Netherlands. Compared to the Netherlands, Germany is quite a big country, from its territory and from the number of inhabitants. Besides that is Germany more known for its high amount of bureaucracy and rules. As already mentioned, the German police on federal state level is departed on the organisational level into the 16 federal states, with each other rules and legal constraints. To restructure this huge police body, in all 16 states and with the high level of red tape in Germany, might become or better, is, a difficult task. This might be an explanation

why the German police, or in this case the community police of Gronau in North-Rhine Westfalia, is slower in adapting to new technical possibilities, than the private sector or the Dutch police are.

The second hypothesis can help to answer this sub-question, since it deals with the reasons why officers start using social media and messenger applications at all.

H2: If police officers started noticing positive experiences of other colleagues with the use of new social media and messenger application for internal communication, they were more likely to start as well.

The reason why individuals might start using or doing something, in this case social media and messenger applications for the internal communication among officers, was already explained with the social cognitive theory. Indeed, all of the interviewed officers in Enschede either started with using social media and messenger applications for work related content or the internal communication because they have made either positive experiences with in their private lives beforehand, or have noticed that their colleagues are using with positive results and got curious about it and wanted to try it as well. Even one of the officers in Gronau, PG4, who talked about the planned use of Twitter and Facebook for external relations, said that the positive experiences of other police stations played a big role in the decision to start using it in the future as well. Hence, positive experiences with social media and messenger applications, either their own, or the ones of their colleagues, inspired them to try these new media also in a work related content. This hypothesis is therefore confirmed as well.

Sub-question 2*: What kind of police activities result from the use of new social media and messenger applications by police officers in Enschede and Gronau?*

Except the use of social media and messenger applications itself and administrative tasks, no new police activities would arise, as imagined by the police officers in Gronau. Additionally, their Dutch colleagues, who already experience the outrages of social media and messenger application usage in their daily work and internal communication, do not see a lot of new police activities arising because of the usage. The Dutch officers describe the usage of messenger applications for the internal communication itself as new activity. Furthermore they named activities as talking and exchanging experiences about the usage with colleagues, the

administration of accounts on social media and being interviewed about their experiences as further new activities. Communication through messenger applications is no extra communication adding up to the communication via traditional media, so the Dutch officers. It is just via a new and preferred form of media, which makes it more efficient, fast and direct. So there are new acitivities, especially in administering the public accounts of the police station on social media, but these public relations activities have been there already before social media. However, do really no significant new activities arise, when messenger applications are used for the internal communication? The use of it is, compared to the whole existence of police, relatively new. So one could assume that with ongoing time and a professionalization process of the usage itself, new activities might still develop. The German officers do already imagine possibly new tasks, which are mainly administrative. It would be interesting to answer this sub-question again, ten years from now, and see if something in the answers of the officers in Enschede and Gronau would change. Taking the new public management theory into account, it could be imaginable that as a matter of fact actually no explicitly new tasks arise through the inclusion of social media and messenger application as internal communication media. New public management tries to make the public sector more efficient and emphasises that it gets closer to the private sector, especially on an administrative stage. This could mean cutting back tasks with a high administrative load and implying more simple, efficient methods, as is might mean implying messenger applications for internal communication because they do not really lead to explicit new, demanding tasks, but are a way of making communication more simple and efficient.

Sub-question 2 was linked to the third hypothesis and can be furthermore answered by testing the hypothesis.

H3: If new social media and messenger applications are used for communication between colleagues, new kinds of internal police activities will arise.

When asked about new internal activities, which arose by using social media and messenger applications, the officers in Enschede did not name any special kind of new activities. PE1 did name the administration of the social media pages, since he is part of the social media team of the police station. But besides this the named new activities were the use of these new forms of media itself or being interviewed about their experiences with it or exchanging their experiences with colleagues. So besides maybe the administering of the social media pages, no real new activities developed yet in Enschede through social media and messenger applications. Since

the administering of channels used for external relations is not a new activity in general, it is critical if this symbolises a total new kind of internal police activities. Police officers had to care about the web page of the police or in general their public presence even before social media. Nevertheless, that a social media team does exist shows that these new forms of media lead to new internal orders. Also PG4 from Gronau could imagine new administrative, internal tasks, if they were allowed to use it for their internal communication. Hence, this hypothesis can be partly rejected, because no clear new internal activities were named yet, but could also be partly confirmed, since the officers approved that there are or could be some new tasks connected to social media and messenger application for internal communication. This might be a good point for further research, to see what is changing or rising in a long term view from now on.

Sub-question 3*: What does communication by new social media and messenger applications among police officers contribute to the general policing and internal communication in Enschede and Gronau?*

Lipsky's (2010) theory of Street Level Bureaucracy was elaborated in detail in the theory part. It builds the main theoretical framework to this case study. In the theory, it was not yet clear if the use of new social media and messenger applications would make coping methods easier to deal with the internal communication every officer is exposed to during his everyday work. Or if it would represent a reason itself why coping is needed, since it could lead to a rising high income of messages and information a police officer would have to deal with, next to the traditional media. This two different ways, to lay out Lispkys theory on street level bureaucracy concerning the concept of coping, could be both alternative interpretations of the results of this case study, referring to Mayring (2002). Taking into account these two different approaches is part of the triangulation process, named by Mayring (2002) as part of the quality criteria of qualitative research. However, the use of new social media, and in this case especially messenger applications, is not seen as a further burden by the police officers, concerning its usage in internal communication. The police officers in Enschede who actually already use messenger application for their internal communication see very positive results in it. Also the police officers in Gronau, who are not allowed to, would at least imagine positive outcomes in many situations of their communication among each other. Hence the first way of interpreting the theory, as social media and messenger applications as possibility to make the work, coping

and internal communication easier, was confirmed by the collected qualitative data. The alternative interpretation can be rejected.

As Lispky (2010) describes in his theory, one of the main concepts in street level bureaucracy is the concept of professionalism. That this concept plays a big role in the internal police communication. Police officers, as street level bureaucrats and as professionals, have the capability and power to decide on their own about many of their actions and procedures during every day work and policing. Therefore, they are in general able to decide about how to communicate with each other on their own. If they do it face-to-face or use their phone, radio communication, email or even write down and exchange information in paper form. On both sides of the border this is up to the police officers and they have to decide which way of communication they chose in which situation. Limitations to this form of professionalism might be the legal constraints and rules about very sensitive, important data and information in both police stations. The concept of professionalism or the possibility of self-autonomy at work seems to be more advanced in Enschede, since the Dutch officers are allowed to use new social media and messenger applications, as well as their modern work smartphone, or their private phone, during their work. They have more freedom than their German colleagues in deciding which media they want to use for their internal communication with their colleagues or their supervisor. All of them seemed to prefer messenger applications or/and face-to-face communication over traditional media and are glad to use it. The Dutch Officers do all underline the advantages of using messenger applications to communicate among each other and confirm that it makes their internal communication easier, faster and more direct. Furthermore they state to be in closer contact with their colleagues now. All of them seem to clearly enjoy and appreciate this autonomy to use the media they want, including the most modern and newest forms of communication media and tools. If it comes to which media is to use for exchanging which information and data the Dutch officers also have the constraint to not communicate about too sensitive information via new social media and messenger applications. Nevertheless, deciding what might be too sensitive for these new types of media, is up to the officers and their own understanding and sensation, which is part of the professionalism concept again.

Accordingly, the concepts of coping from Lipsky might explain the use of messenger applications for the internal communication by police officers in Enschede. The police officers in Gronau are hindered to chose so by the legal constraints again. As explained above, the usage can be seen as new method to help police officers to cope with difficult situations, in this case

slow, inefficient and bureaucratic internal communication, when a fast and direct way to communicate among each other would be needed instead. The interviewed officers in Enschede clearly say that communication vie messenger applications is experienced as faster, more efficient and direct and makes their daily work and internal communication a lot easier. On the one hand, this might present a total new coping method, but on the other hand it might also just make already existing coping mechanism easier or more advanced. Since the officers also still communicate via traditional media and in general prefer face-to-face contact with their colleagues and supervisors, new social media and messenger applications seem not to have ruled out all the other ways of communication and be the one and only method to communicate. Therefore, one could not say that it might represent a new coping mechanism. As it is just a new way of communication, which is not explicitly used by street level bureaucrats and the emergence of communication via email for example was not considered as a new coping mechanism as well. However, one could say that the usage of messenger applications in the police internal communication in Enschede really does help the officers to cope with their demanding work and helps them to stay easier in contact und difficult situations. Since the police officers do not limit theirs clients demand with their internal communication via messenger applications, one of the two coping methods defined by Lipsky, is not affected by the rise of new social media and messenger applications in internal communication methods. The other coping method, creaming, can be departed into three different types of creaming, as explained in the theory part. The first and the second kind of creaming, creaming for substantive success and creaming for cost efficiency (cf. Vedung, 2015) might be applicable to the usage of these new forms of media as well. Instead of chosen cases and clients, who seem to promise the most substantive outcomes, one could say that in this case the police officers in Enschede choose the most substantive media to communicate with each other, as it leads to quick and efficient results, instead of using media which is not as direct or more bureaucratic in its usage. Concerning the creaming for efficiency, one could assume that the officers in Enschede choose the form of media for their internal communication, which seems to have the best cost-benefit-ratio for themselves. Using messenger applications to communicate with each other, and especially the usage of group chats, was explained as very efficient and quick, as they can reach many colleagues in a short time. This symbolises a high benefit to the Dutch officers, under relatively low costs, the legal usage of the messenger applications on their modern work phones. In the case of Enschede the benefits of using messenger applications to communicate among colleagues are obviously higher than the personal costs for each officer. On the German side of the cross-border region the cost-benefit ratio concerning the creaming for efficiency for the

usage of messenger applications in the internal communication looks quite different for the officers in Gronau. Even if most of them imagine positive aspects for the communication among each other, it is simply not legal and furthermore they would have no work phones, which are able to make the use of messenger applications possible. Thus the costs of using it, would clearly outrage the benefits of it. Looking at the creaming for substantive success, the German officers are again hindered by the legal constraints and the missing of a modern work phone.

The first hypothesis was linked to the theory of Lipsky as well. Therefore it can helpf to answer sub-question 3.

H1: If police officers use new social media and messenger applications to communicate with their colleagues, the officers will experience their work and internal communication possibilities more positive and efficient.

This hypothesis was based in the theory on street level bureaucracy from Lipsky. It was assumed that communication via social media and messenger applications is either a new way to make coping easier, or a totally new coping method itself. Second option can be overthrown, since the communication via these new forms of media is still just a form of communication itself and communication among street level bureaucrats is no coping method at all. Hence, communication via these new forms of media can be seen as an adjustment to the daily policing and the internal communication, which makes coping with the high workload easier for the police officers. This was approved by the police officers in Enschede, who already actively use messenger applications as method of their internal communication. They all confirmed that not only their communication among each other got more efficient and faster through it, but also that this would make their general policing easier. The police officers in Gronau, who are not allowed to use social media and messenger application for their official internal communication, do still confirm that messenger applications made their internal private communication way easier and more efficient. They could also imagine that the use of, secured, messenger applications would contribute in general to their work and also their official internal communication. Hence this hypothesis is confirmed in the context of this case study.

Also the fourth hypothesis can help to answer sub-question 3.

H4: If information content gets more urgent/important, police officers keep using traditional forms of communication, if information is not from high sensitivity police officers tend to use new social media and messenger applications.

Daft and Lengel already describe on a theoretical level with their media richness theory, what was recorded by the interviewed police officers, both in Enschede and in Gronau. The Dutch officers, who are allowed to use social media and messenger applications for their internal communication, underline that the common messenger applications are not as secured as traditional media and that if they have to communicate among each other about sensitive data and information, containing for example the addresses of persons of important information of ongoing investigations, they stick to traditional forms of media of face-to-face contact, since it is more secured. They seemed very aware of that they have to think twice about exchanging important information via messenger applications and therefore use it for more general conversations. The German officers, who do not even have the legal possibility to use messenger application for their internal communication but use them for their private conversation, underlined as well the importance of secured forms of media for exchanging sensitive information and data. Thus, this hypothesis is also confirmed.

The Dutch police, with their more liberal rules concerning media usage and technological devices and thus more liberal internal communication seem to be able to communicate internally more efficient and less bureaucratic, than their colleagues across the border in Gronau. This might influence their external efficiency and therefore they might be more "customer" friendly, offering well services to the citizens. The service to their own officers might be higher as well, as officers have modern, well-functioning smartphones, in opposite to the Germans, and have in general more liberal rules concerning the internal communication. The internal and external service provision of police, concerning communication methods, would be interesting to research on in further research.

After conducting and analysing the interviews the main limitations to this case study are still believed as the external threats. The generalisability of this study is quite low, since it is a cross-sectional case study, and the results might not be applicable on other police stations, cross-border regions or other public agencies. Due to the language barrier, the interviews in Enschede were conducted in English, there might have occurred misunderstanding, or over- or under interpretations between the interrogator and the interviewed officers, since English is not the native language of any of them. The interviews on the German side were conducted in the mother tongue of interrogator and interviewed officers, German, and this could lead to more authentic results and interpretations on this side. Another limitation was that the officers on both sides of the border were not really chosen randomly by the interrogator, but were pre-chosen by the police themselves. This lead to the circumstance that the officers in Enschede

were mainly from the same department, in Gronau it was tried to offer officers from very different departments. Some of the officers in Enschede and one officer in Groanu were also in the social media or public relations team, which might influence their opinion about social media and messenger applications. All these limitations could tried to be ruled out in further research and offer a good starting point for new studies. But in general the reliability of the collected qualitative data in this case study is expected to be high, as the interviewed officers answered spontaneous, seemed very honest and did not shy to express also critique about their organisation.

Main Research Question*: What and to which extent does communication among police officers via new social media and messenger applications contribute to the daily policing and internal communication in Enschede (NL) and Gronau (DE)?*

This question, the overall main research question of this case study, was already answered above, by answering the three sub-questions. A general answer, fitting to both police stations investigated in this case study, is unfortunately not really possible, due to the circumstances that the German officers do not really use new social media and messenger applications for their internal communication and in the daily policing. In the Dutch context one could say that the internal communication among officers, via messenger applications contributes to an improvement of the communication methods available for the officers, as experienced by them. They do see clearly positive results in communicating via these applications, also they have to stick to traditional media if it comes to sensitive data. But in general all of the interviewed Dutch officers seem to appreciate messenger applications a lot as a communication method. Thus, its usage does contribute to the daily policing and internal communication in Enschede that messenger applications made it easier, faster and more direct and efficient since their rise, as stated by the interviewed officers. The German officers could not really say something about how it changed their internal communication and what is its contribution to it, since they do not have a lot of experience with it. Nevertheless they did say that it contributed to their private communication among each other a lot and made it easier and quicker. In their interal work related communication they use is only in rare situations and only if it is not about sensitive data. So they could just imagine what and to which extent it would contribute to their policing and internal communication. The majority of the German officers could imagine that it would make their communication among each other easier in cases where pictures and photos need to

be exchanged or general information needs to be send around. So overall, they would imagine that having the possibility to use it would improve their communication situation, but are also more sceptical than their Dutch colleagues. The danger of misunderstanding via messenger applications was mentioned and also that communication via phone or radio communication might be more direct. They could furthermore not imagine that the contact to their colleagues would get closer through it, since they described it as already very good. The Dutch colleagues on the opposite described their contact to each other has improved by it.

After conducting and analysing the interviews the main limitations to this case study are still believed as the external threats. The generalisability of this study is quite low, since it is a cross-sectional case study, and the results might not be applicable on other police stations, cross-border regions or other public agencies. Due to the language barrier, the interviews in Enschede were conducted in English, there might have occurred misunderstanding, or over- or under interpretations between the interrogator and the interviewed officers, since English is not the native language of any of them. The interviews on the German side were conducted in the mother tongue of interrogator and interviewed officers, German, and this could lead to more authentic results and interpretations on this side. Another limitation was that the officers on both sides of the border were not really chosen randomly by the interrogator, but were pre-chosen by the police themselves. This lead to the circumstance that the officers in Enschede were mainly from the same department, in Gronau it was tried to offer officers from very different departments. Some of the officers in Enschede and one officer in Groanu were also in the social media or public relations team, which might influence their opinion about social media and messenger applications. All these limitations could tried to be ruled out in further research and offer a good starting point for new studies. But in general the reliability of the collected qualitative data in this case study is expected to be high, as the interviewed officers answered spontaneous, seemed very honest and did not shy to express also critique about their organisation.

Conclusion

Mentioned already in the introduction of this paper, social media and messenger applications did change our everyday life, the society, the whole world. They influence nearly every facet, which we can imagine. Also the public sector is more and more influenced by these new forms of media and tries to use them to improve internal and external efficiency and legitimacy. A well-functioning and efficient public sector and public agencies are appreciated by nearly anyone. Therefore, the influence on this sector and the possibilities, these new forms of media offer should not be underestimated. Well-working internal mechanisms and internal communication are one of the key factors of an efficient agency and therefore for the efficiency of the police, as well. If police officers communicate efficient among each other and have the possibility to use practical technologies and media, their external service, the working with and for citizens can be improved.

The Dutch police in Enschede have these possibilities and use messenger applications steadily and with very positive experiences for their internal communication. It is described repeatedly as faster, more direct and more efficient and is highly appreciated by all the officers.

The German officers in Gronau could only imagine about the consequences and aspects, social media and messenger applications would bring to their internal communication. Stricter legal rules hinder the officers in Groanu to use these new forms of media in their everyday work. Furthermore, they do not even have modern devices, in contrast to their Dutch colleagues. Even if being a little bit more sceptical about the use of messenger applications for communicating among each other, they would appreciate to have at least the possibility to do so.

Nevertheless the most appreciated form of communication stays, on both sides of the border, the regular face-to-face contact with colleagues or the supervisor. Hence, social media and messenger applications symbolise a great surplus and well-functioning method of internal communication for the officers who are legally allowed to use it, but it is no real replacement of other, more secured forms of media or face-to-face contact. PE4 summs it up as: "It helps also to connect easy and quick. (…) when we need to explain, yeah we get face-to-face". Especially the German officers were sceptical about the simpleness of misunderstandings via WhatsApp or Signal and everyone who also uses a messenger application could at least understand this concern to a certain degree. Mostly, face-to-face communication is the safest way of communicating, in situation one could imagine.

It was tried to contribute with this case study to the general research on policing and the influence of social media and messenger applications on the police and their internal communication. Even if the results and analysis of it might not be generalizable to other contexts, one is concerned that this study still contributes to the general understanding and knowledge about the influence of social media and messenger applications on the police internal communication. Nevertheless, it shows how messenger applications can be used for internal communication in a positive and efficient way and how this leads to satisfaction of the police officers, when looking at the example of Enschede. The German police and politics could learn from these very positive outcomes on the Dutch, on how to integrate modern forms of media into the police internal communication.

However, it builds a good starting point for further research, which might concentrate on a more generalizable study with collected quantitative data, or on if and how the results would change over time. Especially in Gronau would it be interesting to research again on how the actual answers might change, if the officers would be allowed to communicate via these new forms of media one day. Another interesting aspect of further research would be to see if police officers from different units or departments answer differently.

All in all, this field of social media and messenger applications and their influence on the public sector and police will keep science busy for the next decades and is from great interest not only for scientists, but it is touching each and everyone in modern societies nowadays. The importance of it is clear to everyone and the possibilities, which arise through these new forms of media, will influence the life of everyone. To refer to PE3, one should always stay "curious on how to get things better".

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Interview References

Interview PE1, 07.06.2017, Enschede

Interview PE2, 07.06.2017, Enschede

Interview PE3, 16.06.2017, Enschede

Interview PE4, 16.06.2017, Enschede

Interview PE5, 27.06.2017, Enschede

Interview PG1, 28.06.2017, Gronau

Interview PG2, 28.06.2017, Gronau

Interview PG3, 28.06.2017, Gronau

Interview PG4

List of Illustrations

Appendix

Appendix A: Interview Questions

The following questions were developed as questions for the in-depth interviews (Questions are in English/German. The German questions were slightly changed from the English questions, due ti the fact that social media/messenger application use in Gronau is not allowed):

1. How do you get information from your supervisor (via administrative/traditional media, faceto-face or new social media) and what kind of information (about citizens, public events, crime, etc.) do you get form him/her in these three ways?

Wie erhalten Sie Informationen von Ihrem Vorgesetzten/Ihrer Vorgesetzten (über traditionelle Medien, durch ein direktes Gespräch oder durch Social Media) und welche Art von Informationen (über Bürger, öffentliche Events, Kriminalität, etc.) erhalten Sie von ihm/ihr über jeweils welchen dieser drei Wege?

2. Do you give more priority to these kinds of information (about citizens, public events, etc.) if you receive it from him/her by new social media?

Messen Sie Informationen (über Bürger, öffentliche Events, etc.) mehr Priorität bei, wenn Sie diese über Social Media erhalten, und wenn ja, welchen?

3. How do you get information from your direct colleagues (via administrative/traditional media, face-to-face or new social media) and what kind of information (about citizens, public events, crime, etc.) do you get from him/her in these three ways?

Wie erhalten Sie Informationen von Ihren eigenen Kollegen/Kolleginnen (über traditionelle Medien, durch ein direktes Gespräch oder durch Social Media) und welche Art von Informationen (über Bürger, öffentliche Events, Kriminalität, etc.) erhalten Sie über jeweils welchen dieser drei Wege?

4. Do you give more priority to these kinds of information (about citizens, public events, crime, etc.) if you receive it from him/her by new social media?

Messen Sie Informationen (über Bürger, öffentliche Events, etc.) mehr Priorität bei, wenn Sie diese über Social Media erhalten, und wenn ja, welchen?

5. How do you get information from a foreign colleague, Gronau, (via administrative/traditional media, face-to-face or new social media) and what kind of information (about citizens, public events, crime, etc.) do you get from him/her in these three ways?

Wie erhalten Sie Informationen von Kollegen/Kolleginnen aus dem Ausland, Enschede, (über traditionelle Medien, durch ein direktes Gespräch oder durch Social Media) und welche Art von Informationen (über Bürger, öffentliche Events, Kriminalität, etc.) erhalten Sie über jeweils welchen dieser drei Wege?

6. Do you give more priority to these kinds of information (about citizens, public events, etc.) if you receive it by new social media?

Messen Sie Informationen (über Bürger, öffentliche Events, etc.) mehr Priorität bei, wenn Sie diese über Social Media erhalten, und wenn ja welchen?

7. Nutzen Sie überhaupt Social Media und Messenger Programme während der Arbeit um mit Ihren Kolleginnen und Kollegen zu kommunizieren?

(No English version of this question, since it is known that the Dutch officers use it already)

8. Is the use of new social media to communicate with your colleagues asked and enforced by your supervisor or are there legal constraints which hinder you to do so?

Gibt es rechtliche Einschränkungen, die Sie daran hinder Social Media und Messenger Programme während der Arbeit zu benutzen? Oder fordert und bestärkt Ihr/Ihre Vorgesetzter/Vorgesetzte Sie darin Social Media als Kommunikationsmedium mit Ihren Kollegen zu nutzen?

9. Do you experience the use of new social media and/or messenger applications at work as positive and if so, why?

Empfinden Sie die Benutzung von Social Media und Messenger Programmen auf der Arbeit als positiv, und wenn ja, warum? Wenn Sie diese (noch) nicht benutzen (dürfen), empfinden Sie es jedoch trotzdem als wünschenswert und würden es gerne benutzen? Wenn ja, warum?

10. Is the emergence of new social media and/or messenger applications influencing the communication and cooperation with the colleagues in Gronau?

Beeinflussen Social Media und Messenger Programme Ihre Kommunikation und Kooperation mit Kollegen in Enschede? Oder denken Sie, dass diese Ihre Kooperation beeinflussen würden, wenn sie mehr benutzt werden würden?

11. Does the use of new social media and/or messenger applications lead to new activities in your daily policing?

Haben sich durch die Benutzung Social Media and Messenger Programmen neue Aufgaben und Aktivitäten in Ihrer täglichen Arbeit entwickelt? Bzw. denken Sie es würden sich daraus neue Aufgaben entwickeln?

12. Do new social media and/or messenger applications make your daily work in general easier or more difficult?

Machen Social Media und Messenger Programme Ihre tägliche Arbeit generell einfacher oder schwieriger? Bzw. was wären die Vereinfachungen/Verschwierigungen die Sie sich vorstellen können?

13. How do new social media and/or messenger applications change your daily work, concerning the communication with your colleagues? Are you in closer contact with them, thanks to new social media?

Wie verändern Social Media und Messenger Programme Ihre tägliche Arbeit, bezüglich der Kommunikation mit Ihren Kollegen/Kolleginnen? Sind Sie dadurch in engerem Kontakt mit Ihnen? Bzw. denken Sie es würde sich durch deren Nutzung etwas ändern, und wenn ja, was?

14. Did you started using social media and/or messenger applications because you recognised positive aspects of the use of it by your colleagues?

Warum haben Sie angefangen Social Media und Messenger Programme zu benutzen? Durch Bemerken von positive Aspekten der Benutzung bei Ihren Kollegen/Kolleginnen? Bzw. würde Sie dies zur

Benutzung anregen und benutzen einige Ihrer Kollegen/Kolleginnen Social Media und/oder Messenger Programme während der Arbeit?

Appendix B: Interview Transcriptions

Interview with Police Officer 1 (PE1) in Enschede

I: Ok these are the questions, like, the first question would be: How do you get information from your supervisor, for example via administrative or traditional media, like normal phone or email, via face-to-face contact, or via new social media, like Twitter, Facebook, or WhatsApp? And what kind of information do you get from him or her?

PE1: What do you exactly mean with that? Because, how we get information from our supervisor?

I: Yes, if your supervisor wants to give you information, wants to tell you something, is he using like traditional media? Like is he calling you on your phone? Or is he contacting you via Facebook or Twitter? Or is he doing it face to face, that he is like, or she is coming to your room and says like "Hey…"?

PE1: When we are, work together, so when he is at the floor and I am, then it will be face to face.

(Interruption of the audio record)

PE1: Again? Ok. When my supervisor and I working together, or on the same time on the floor, then we talk face to face, but if it's that not, then he calls me, or I get an email. So nothing through social media or WhatsApp. We got our social media, our supervisor is in there. Sometimes if it's goes about social media, about Facebook, then he will do a WhatsApp, but if it's personal, then it would be from the phone or email, or face-to-face.

I: My next question would be, if you give priority to information from him via social media, to normal media? But if you normally have face-to-face or email contact then this is…

PE1: So (…) So it's in, do you mean that what I prefer? Or?

I: Yes?

PE1: Face-to-face.

I: And the next question is like: If you get information from your colleagues, not your supervisor, but your colleagues, do you get this information again like via traditional stuff, like phone or email, or face-to-face, or new social media? And is there a difference in the content, like if they want to tell you something about citizens and what's happening there, do they tend to call you on your phone or do they maybe prefer social media, because it's faster?

PE1: And WhatsApp is also social media? Ok, I think it's, if it's goes about information about citizens, like and Maarten are working in the same team, so if it goes about information about what's for the whole team, if it goes by WhatsApp. We got our own group, so there it go everything, but if it's personal it's almost face to face.

I: Ok. But you also talk about job related content via whatsapp?

PE1: Yes.

I: Ok. And do you prefer using social media and WhatsApp for this or the traditional stuff, like email or phone call, or face-to-face?

PE1: I think WhatsApp, it's faster and easier, because everyone uses the phone and everyone has a phone with them, but we got ourself, I got a private phone, but I got a phone from work. So I don't also

use my work telephone, only when I'm at work and sometimes if I'm at home. But that's not, I think work is work and private is private.

I: So you write about private stuff, you use your private phone and if you write about job related stuff, you use your (…) ?

PE1: But we don't use WhatsApp with our team, we use Signal. It's like WhatsApp, but it's more protected. Because this are more protective.

I: And if you are n contact with your colleagues from a foreign country, like in this case with your colleagues with your colleagues from gornau in Germany, are you in contact with them via adimistrative/tradional media, face-to-face or new social media?

PE1: No, traditional by phone or email.

I: Ok. And it's like with all of information, like information about citizens, about public events, or about crime it's the same? Always traditional?

PE1: Yes, always.

I: The next question would be: Do you experience the use of new social media and WhatsApp and messenger applications at work as positive? And if so, why?

PE1: Yes, I think it's positive because when you, you can reach the whole team, because we are with the whole team in one group. So last week I was by an incident in our, how I say that? in our, hoe seg ji dat wijk in engels? Yes in our community there was an incident and I wrote our team what happened and everyone knows that there was something and that they should know about it. So it's faster than everyone tell them face-to-face. I think it's positive.

I: Ok and that messenger, what was the name of it again?

PE1: Signal.

I: Signal, ok. And before that you had to call everyone, like "hey this is going on" ?

PE1: Yes.

I: Ok. And is the use of new social media and signal, WhatsApp, to communicate with your colleages asked and enforced by your supervisor? Like does your supervisor wants you to communicate via new social media or messengers?

PE1: I don't know if he wants it, but it's I think we grow into it, because everyone uses his phone, everyone uses WhatsApp, so its'like the same as WhatsApp, but its better protection. Before Signal we already used WhatsApp, but those messages was not cryptonised, so that's why we now use Signal.

I: So now you have legal constraints, that you have to use signal instead of whatsapp?

PE1: Yes.

I: Ok. And is the emergence of new social media and messenger applications influencing your communication and cooperation with the colleagues of the German side, in Gronau?

PE1: I really don't know. I don't have much contact with them. Because my, I can talk German, but not that well and the colleagues from Glanerbrugg, they have more contact with people of Gronau than we are. So I don't know.

I: But it's not that you are maybe checking their Twitter page?

PE1: No, I never did.

I: Does the use of new social media and messenger applications lead to new acitivities in you daily work, daily policing, like are there any new tasks you have to do?

PE1: I think we are now busier with Facebook, because we have our own Facebook page and I am one of the administration, also maarten, so yes, we are busy with that, so it's new.

I: Compared to back then?

PE1: Yes.

I: Ok. So now you have like social media tasks?

PE1: Yes. And it's coming more and more. So about, I think, there is now a project starting that people can do (not understandable). That they can call the police by Facebook or Instagram or they can do. So that's a project that's starting now.

I: Ok, but you see this as positive?

PE1: yes.

I: Do new social media and messenger applications make your daily work in general easier, or more difficult?

PE1: You mean by that WhatsApp, or Facebook, or?

I: In general, like if WhatsApp is making it more difficult or I mean they can also be different. You can differentiate to WhatsApp and Facebook, Twitter.

PE1: I think it's a little easier, because you can, when you're at an incident and people have made pictures, you can exchange your number, so they can send the pictures to your whatsapp. And I only use my work telephone work related, so if people have my number, I don't care. So I think its better. It goes faster and yes.

I: So it makes coping easier?

PE1: Yes.

I: Ok, nice. And how do you new social media and messenger applications change your daily work, concerning the communication with your colleagues? Like, are you in closer contact now with your colleagues, do you communicate more often?

PE1: No I don't think we communicate more often. We communicate with the social media team from enschede, we communicate every day, because that's very important for us. But if I only look to whole police station enschede, no. No, its not more.

I: Ok. And did you started social media and messenger applications, because you recognised the positive aspects by maybe when you saw that other colleagues are using Facebook to communicate? Or messenger application, that you thought "Oh, its working faster, that is nice, I am going to try it as well". Or was it your own idea? What brought you to the idea?

PE1: I think its, we started it with social media team, because we think all that social media is related to and closer to the civilian. So we started more with social media, more with WhatsApp, more with Facebook and I think more colleagues are thinking now "Yes, its easier, its faster". So I think we with the colleagues from social media team, I think we started it in Enschede.

I: And do you think other colleagues started now as well, because they see "Oh, it's working"?

PE1: Yes.

I: Ok. Yeah, I think that's it. And like, yes. I hope it's recording. So yes, one last question would be like, because of the legal constraints, you are forced to use your job related phone for job content? And if you write about "Hey, are you up for bowling tonight?" you use your private phone?

PE1: Yes, but we can use our work telephone private. It's allowed.

I: But not the other way around?

PE1: Yes, it's also allowed, it's up to you. But I think when I talk to, when I call civilians, then I call with my work telephone, because they don't have to know my private number. But if I, when I don't have my private telephone and I need to call someone private, then I call with my work telephone.

I: Ok. But you would be allowed to write via WhatsApp with your colleagues also about job related stuff?

PE1: Yes. It is.

I: Well, then that's it. Thank you that you helped me.

PE1: Yes, no problem!

I: If you want, I can send it to you later.

Interview with Police Officer 2 (PE2) in Enschede

I: First question would be like: If you get information from your supervisor, how do you get it? Do you get it via administrative traditional media, like phone call, or do you get it face to face, or do you get it via new social media?

PE2: I think the communication with my colleagues are mostly through email, and WhatsApp and Signal is growing. But that's especially when I'm at home and somebody wants to change a shift, for example tomorrow morning I have an early shift and I have another meeting, I text somebody from (Not understandable) to somebody takes over my shift. But like official assignments and tasks are receiving me through email.

I: But this is with colleagues, and with your supervisor, is your supervisor usually contacting you via email or via smartphone?

PE2: Mostly through email or like face-to-face.

I: And is there a difference, like if your supervisor wants to talk to you about citizens, or he wants to talk to you about some crime going on, does he or she use then like more emails stuff or more face-to-face?

PE2: It's like when you have a real conversation, it's never through email, because it simply doesn't work, but mostly sometimes because you're both busy and he just has some questions, she asks, he will ask them through email. But I prefer, and he also prefers, like, face-to-face conversation.

I: And if you receive some information from him, via social media, like Twitter, Facebook, or via messenger, do you give priority to this, is it faster/easier for you? Or do you prefer other?

PE2: Yeah, it's a bit faster to answer, but like an official task, he gaves me not through social media.

I: And now like kind of the same question, but concerning your colleagues, like if you are in contact with your colleagues, do you use like administrative traditional media, phone call, email, face-to-face talks, or new social media?

PE2: Well, to get back on the first question, when I'm communicating with my chief, with my supervisor, I think around 80 or 90% go through email, when you have it about tasks, conversation are also still there, if you have it with like colleagues, equal colleagues, I think email is only 50 to 60 % and the rest will go through Signal or WhatsApp or Facebook messenger or whatever.

I: Ok. And concerning your colleagues, do you give more priority to communication via new social media, or do you (not understandable)?

PE2: No, not really more priority but simply because I am having my phone with me, I see it quicker than email, but if I have a question through WhatsApp I will answer it more quickly than an email.

I: And now like concerning your colleagues from Germany, Gronau, if you are communicating with them, how do you do it? Via administrative/traditional media, face-to-face, or new social media?

PE2: Email and I had some meetings in Gronau as well, but always face-to-face, because I find it hard to communicate in German through email and also the English, if I type English and want it to be correct and it's like official through mail, so I prefer to talk face-to-face.

I: And concerning all the three question, like what information do you get via traditional media, mail or phone, and what kind of information do you get via new social media and messengers?

PE2: It's like the contact you have through new media, like WhatsApp and Signal , it's more informal. "How is it going?" I need somebody to take over my shift. I mail like somebody like to replace me. And everything though email it's more official I want you to start a project and you are the project leader or somebody else is the project leader and I want you to help him with the project, with an official task.

I: And about crime? Like, if there is something serious?

PE2: Trough email. Never through social media.

I: Because you have some legal constraints, which?

PE2: Yeah, if you talk about crime, you talk about suspects, you never, you can't mention a name through WhatsApp or Signal, because the servers are in the united states and I don't know where.

I: Ok, so you have some legal rules?

PE2: It's like privacy.

I: Ok, so if there is some serious stuff going on?

PE2: We don't want, it happens, but we don't really want it to happen. We have to do it face-to-face or through the email.

I: And do you experience the use of new social, like Facebook, Twitter and messenger applications at work as positive? And if so, why?

PE2: It is positive because you had like, you have quicker contact and in the new social media, especially Signal and WhatsApp, you are in a group and if you type one message reach every, all the colleagues. So yeah, it's positive.

I: Ok. And the next question is, if the use of new social media to communicate with colleagues is asked and enforced by your supervisor, so does he or she wants you to use new social media, or are there any legal constraints, which hinder you to contact via it?

PE2: No, there is no real hinder. I think, I think Dutch police officers are using WhatsApp and Signal because they are used to it in their privates lives. I'm, I have a group of friends who I am talking with on WhatsApp. So it's like quite normal to me to talk through whatsapp or signal with my colleagues. There is no real difference.

I: So and your supervisor says like "Hey use it, because it's faster"? Or he says keep to email, because it's more safe, more secure?

PE2: No, he isnt'. Yeah it's more safe to communicate through email but we all know that and that's why it's important to think about what your're communicating thorough social media.

I: So did your superviros maybe have you a workshop, what to communicate? Or it's just like up to you?

P2: Yeah, it's like you have to think about what you do.

I: And is the emergence of new social media and messenger applications influencing the communication and cooperation with your colleagues in Gronau? So, is it like better, or worse, or the same?

PE2: I just told you the way I am communicating with the German colleagues is through email and I prefer face-to-face communication. I never send a WhatsApp or signal message to my German colleagues.

I: Ok, so new social media and messengers are not influencing?

PE2: What we are doing, but that's like, more like on the Instagram page we have follower, like the police, we are also following for example the Polizei in Berlin. But it's like (not understandable).

I: So you follow some German police station?

PE2: Yeah, and we follow guys from Finland and guys from the United States. Just like curiosity about how the police work is done, for example police Dortmund, Polizei Germany, they have like some accounts, but not like just across the border. Gronau, we don't see it. There is one thing, Nord-Rhein Westfalen, I think it's a police account. But not on real local level.

I: So you can't follow the colleagues in Gronau, because they don't have it?

PE2: No, no, because if it possible I think its better. For example if we chase a car, coming from Holland and maybe going to Germany, it would be superb if we can contact the gronau colleagues on Facebook. If we were are able to tag them, they can share the message as well for all the civilians in Gronau. But at the moment it's not happening.

I: So you have to stick to email and phone calls, and face-to-face?

PE2: Yes.

I: Ok. And does the use of new social media and messenger applications lead to new activities in your daily policing? Like are there any tasks or any activities, you have to do now, which weren't there like 15 years ago?

PE2: But it's only colleague to colleague, or is it colleague to community?

I: It's more like colleague to colleague, since I focus more on between colleagues, but…

PE2: Yeah. No I don't really think there is. Well, we have a group of administratives on our work, but it's like we laid it to communicate through the community, but it also reseals in extra work, for us, as police officers. Like for example this or talking with colleagues in the West of Holland about their experiences. Yeah it does generate extra work.

I: So it's more like indirect work or is it extra direct contact, via social media?

PE2: I don't know what you mean?

I: Like you have more, like indirect tasks, like talking about social media, than like tasks like…

PE2: Yes, more indirect.

I: Ok. And do new social media and messenger applications make your daily work in general easier, or more difficult?

PE2: Easier. I think yes! If you're mentioning like contacting your colleagues, if I add a new contact from a colleague in Amsterdam in my phone, I can see he's active on WhatsApp or Signal so I can send a message. I can immediately see his picture, I can see how he looks like, if it's a young guy or a an older guy, I can know "can I send him a message through WhatsApp, or do I have to phone him?" so it's easier and especially when you look at the interactions through social media from the police to the community, it's like that's really positive. But I think that's more (not understandable).

I: And second last question, like how do the new social media and messenger application change your daily work concerning the communication with your colleagues, like would you say you're in closer contact with your colleagues, or?

PE2: Yeah, there is more contact, so even if I'm at home, it's quite easy to send my colleagues a message in a group. Yes.

I: Ok. And did you started using social media and messenger application because you saw colleagues using it and saw that is has positive aspects, positive outcomes, or was it your own idea to start it? Or what was the starting point?

PE2: I also had some positive aspects in my private life. So that's the reason why I installed WhatsApp or Signal. After like all received this phone, it's a smartphone, after like something more than a year we all wanted to change from WhatsApp to Signal, because Signal is more secured. And that was like, I am not using signal in private, because I think it's a terrible app, but its like, its more secure.

I: Ok. And when did you received the smartphones?

P2: I think two year ago.

I: And it was like first you used WhatsApp, and then it was your own idea to change to Signal?

P2: When we received this phone, before I also had a phone, but no smartphone, so we couldn't use WhatsApp. I also used WhatsApp with my colleagues, but on my private phone. When we received this phone, I installed WhatsApp immediately, and after that, it's still on my phone, but we use Signal when we're talk about some more critical stuff.

I: So yeah, but it was not like that someone said that you have to use Signal?

P2: No, they were like talking about, well, if you think about sharing information not really on individual level, mentioning a name of a suspect, or for example a few addresses, you better can use Signal, because it's more secure.

I: Ok. Well, I think that's it, so thank you for the interview!

P2: Ok, you're welcome!

Interview with Police Officer 3 (PE3) in Enschede:

I: So, the first question would be like: If you get information from your supervisor, how do you get it? Do you get it via traditional media, like phone call or an email, do you get it face-to-face, or do you get it via new social media or messengers applications?

PE3: The most things we get by mail, or mail. We have three or four times in a month regular communication with meeting. In the most things, are now via WhatsApp. When something really fast is happening, you must be, you don't have the person in your organisation available, they app. In, I see now that aping is the most quick way to connect, because then you have only small communication. In Outlook mail you can send another rubbish.

I: So your supervisor contacts you mostly via WhatsApp?

PE3: Yes.

I: And do you use WhatsApp or Signal?

PE3: Both. Because WhatsApp they say that it is not safe enough, Signal is more.

I: Ok.

PE3: And I will, that you can hear it, but I will let see to you. Even kijken. This is Signal, why do we this? Because on Signal we will give information of people we are searching. Photos. The years. Somebody who will see in a flat and we think he is a burglar, then we send them on Signal, but WhatsApp is more the normal communication.

I: Ok. And if your supervisor is contacting you about for example, crime or just about citizens, like which media is he or she using? Like is there a difference, for example crime he uses Signal? And?

PE3: Yes, crime what is being, must be protected and crypted, you use the most safe messenger you can get.

I: Or email?

PE3: Or email. This, in this police station you don't have, you are safe, because you can communicate, bit if we are from the citizens, for my profession, that's community policing, you communicate with other parties. But if you are from the investigation, you only are met the prosecuter or investigators, then you can have a small group. I must be very aware of how I address my communication and what I, what for information I will give further.

I: Ok. So you have to take care which media you are using?

PE3: Yes, because I can damage an investigation, if I am doing not good.

I: Ok. And if you supervisor is telling you something, or giving you information about or via social media, do you give priorities to this? So if he or she is contacting you on Signal do you answer faster then if he or she would contact you via email?

PE3: Yeah and I think faster because this communication is new and always has a kind of urgency inside of it. I've got a app, you always have a quicker connection to the app, as to the Outlook mail. Because you must be starting up the computer, you must give passwords, you're doing. If you are doing that you're always, mostly you are one and a half hour of answering mails. But app you, you are, they are quicker, because you see something.

I: Ok. And, ok the second question is like connected to the first, but now concerning your colleagues, not your supervisor, like how do you get information from your colleagues? Is it face-to-face, or?

PE3: No, the most things and this group now, this day, at the start of the duty, time, the eight hours, I will see them face-to-face, we have briefings face-to-face, there are one, the task you will do the day at the eight hours. But during the day, I will ask them something, "How are you?" it's my job as a chef, I will have email this one, I will have difficulties at home, he is studying, then I communication during the day will being that. When they are not there I will app them. Because now, nowadays we have a programme who says "be careful of, of when you are free you must be real free and not looking the whole day on the application". Now it is too much, I think, now you must being, coaching each other that we say now "at two times a day look at your app, not during the whole day".

I: So yeah, you communicate with your colleagues or, like you as a supervisor with your colleagues, communicate face-to-face, or via new social media, messenger applications.

PE3: Yes.

I: And if your colleagues contact you via new social media and Facebook or WhatsApp or Signal, do you give priority to this?

PE3: Yes, because I am chaotic, this I like this way of communication and I am not find it disturbing, because if I find it, I will put it away. But I the whole time, I am online.

I: And the next question is like the others, but concerning you foreign colleagues, the colleagues in Enschede, no, in Gronau. How do you get informations from your german colleagues in Gronau?

PE3: That's from the colleagues here from the informations, intelligence. They are putting the information there to here. And in Glanerbrug they have face-to-face connection, and earlier times they will see this one or two times a month, to talk, but the real, main information will go to the intelligence organisation, on both sides.

I: Ok. So you don't use WhatsApp, Signal, Facebook to communicate with German colleagues?

PE3: No. I think, but I'm knowing not the Glanerbrugse Bezirkspolizei, because they are knowing, they have a relationship. Maybe they do, I don't know.

I: And if the colleagues from Germany, from Gronau, would contact you via new social media, via Signal, would you like that?

PE3: Yes.

I: Or would you prefer the traditional way?

PE3: Yeah there is and yes it's important to do that. But I understand this difficult is difficult for them, because their organisation doesn't want it. They are, I don't know if they have devices, or if they have only this, I don't know.

I: Like the next question is: Do you experience the use of new social media and messenger applications at work as positive, and if so, why do you think it's positive to communicate with your colleagues like this?

PE3: Ok, I think it is positive and I use it, I'm, because it is efficiental to work faster, you can prevet things and I like that. Because otherwise you must make process about the load of damage, victims, I don't like that, I want to prevent it and if I a am being quick, of course it is very important, here (Interruption by phone call) Ok, there is something the more to have from, you must make for entering the warning.

I: So and before new social media and Signal, WhatsApp, how do you, how did you communicate?

PE3: Badly.

I: Badly. So it's clearly better now?

PE3: Yes. Because I'm used to it, I am, I have an experience with LinkedIn, I can reach a lot of people in Holland, in other countries, because if this. I experienced that it helped me and now I am using or saying to other people "use it!", because it can help you.

I: Yes. Ok. And is your supervisor, or in general like the chief of the police Enschede, is enforcing you to use new social media?

PE3: Nee, only they will, in earlier times they said to us "don't use it", because there is danger or disturbance. And nowadays they experience that you can deny it, you must use it, and now when they, when there is success they always say "hey, use it", when there is going things wrong "don't use it". It's the new world and you can only make it happen by trying it. Otherwise you don't have the experience.

I: Ok, so your supervisor says "its nice, if you use it"?

PE3: Yeah, but they are now awakening.

I: Ok. And are there any laws or legal constraints which hinder you to use it?

PE3: Yes, the law of privacy. Because everything I say about a person, and they can relate it to him as a person, or where he lives, I must make a form that I used it. And that is not possible if you do that, the whole police force will be inside tipping. That's not possible. You must always say that "If I'm using that, is it, was it already known?" because a lot of things in the law of privacy they are already known and if there is a source that I can point to to they app, there was already in the open, then I can use that source to communicate. But yes, then you must examine internet, a lot of things who are, if I would examine you on Facebook then there was a lot more information than you know. Yes, that have I said.

I: So, like you can talk about private stuff, just via secured media, like email or?

PE3: Yes. Or when you have an appointment in the law, you can make a counfonant with a and until with several parties that you have a goal that you want achieve, they say it must be two, three friends danger, and then you make communicate with a lot of people that cause a confonaunt, who can put them.

I: Ok. And is the emergence of new social media and messenger applications influencing the communication and cooperation with Gronau?

PE3: Gronau I don't know. I'm not aware of it, because I'm now in Enschede-West, earlier times I was there, I don't know how they communicate now, nowadays.

I: Ok. And does the use of new social media and messenger applications lead to new activities in your daily work?

PE3: Yes, it's inflecting me, because I'm knowing that now and then I'm sending a mail or I app and I will increase the, the first app to another participation I will do. It's going into my mind.

I: So you have new activities and new tasks to do because of Facebook, WhatsApp?

PE3: Yeah. It will, it will exaggerate some things.

I: Ok. And what are the new activities?

PE3: I will app or communicate on the same way I have received the message. I will use also the app to communicate.

I: So the communication via new social media is the new activity?

PE3: Yeah, like I also said no to a lot of organisation. This I work together, I don't want to have meetings any more, because I will communicate a real time now.

I: Ok, so now you have your meetings online?

PE3: The meetings are old fashion way of communication each other.

I: Ok. And do new social media and messenger applications make your daily work easier or more difficult?

PE3: It's not, it's not one answer for this question. Because at the other side it will help me and in the other side I will experience that my organisation is too slow. The, I must think every time ok, what I'm doing with this information, will I go there or how I will put into an action. Sometimes I'm, I can't use the information on this way, I must put it on paper, go to a prosecutor and say "Hey I got this information via this size, its and now I'm want to do this". This, sometimes it's not quicker, because yeah, I must use old ways of. Now I must break out this meeting because I must make a paper and that's like I can't put on black and now you have my approval. I must put a paper, a signature, this is very old fashion.

I: Yeah, but concerning your colleagues it's easier now?

PE3: Yes.

I: Ok, so communication with colleagues is easier? Quicker?

PE3: Yes. Quicker.

I: Ok. Then the second last question, how do new social media and messenger applications change your daily work concerning the communication with your colleagues? Are you now in closer contact?

PE3: Yes.

I: Ok.

PE3: Second last question, that's a very, very good thing of putting, it's always the last question, now the second last question.

I: Ok. The last question is why did you started using social media and messenger applications at work?

PE3: I'm curious on how to get things better. I've always been, if I'm 61, I'm always curious. If I'm driving to Germany I don't want to have in a Stau?

I: Yes, Stau.

PE3: Yeah. Then I'm thinking how I can, it's like this organisation, I want to not to have that I'm standing still, I want to proof myself.

I: Ok and why did you started using it at work? Because you saw that colleagues using Signal to?

PE3: Yeah, quicker, better.

I: Ok, but recognised it by your colleagues and saw like "Oh that's nice, they communicate via messenger, I'll start this"?

PE3: Yeah, they put it to me for 10 years they say "Bennies, you are knowing a lot of people, do you know about LinkedIn?". No, I don't know, and I'm looking and then I'm a kind of person trying and you have a kind of person that are building it and if this almost ready they will use it. But I am using it to a, to I'm not knowing.

I: Ok, so yeah, I think that was it. Thank you!

P3: Ok, you're welcome!

Interview with Policer Officer 4 (PE4) in Enschede:

I: So, the first question is like, how do you get information from your supervisor? Do you get it via email, phone call, some stuff like this traditional, or face-to-face? Or?

PE4: Face-to-face and telephone and email or all three parts of it.

I: Ok.

PE4: Normally by that piece it's better for me when I talk personally to my chef on what's going on, and if I do it by social media it's difficult.

I: Ok.

PE4: It's, it's yeah, the bigger, how bigger the story, how difficult is to type or.

I: So he or she is not using social media or signal to contact you?

PE4: Yes, aber, the easy stuff.

I: Ok.

PE4: Just to get info, not to via "Can you do this or that in a neighbourhood?"

I: So you get like just normal, general information via social media and like serious stuff, about crime vie face-to-face or email?

PE4: Yes, less in the Signal and WhatsApp part.

I: Ok. And if you get the information via Signal, Whatsapp, do you give priority to this? Do you answer faster?

PE4: Yes.

I: Ok.

PE4: It's a, it helps also to connect easy and quick. When we, when we need to explain, yeah we get face-to-face.

I: Yeah. And now the same question, but concerning your own colleagues, not your supervisor, but normal colleagues. How do you get information from them? Social media, face-to-face ?

PE4: Yes, a lot social media. We have a team with young colleagues, about 20-22 years old, and they do all that social media.

I: Ok. And if you get information from your colleagues via social media, what is it about? Is it about citizens, public occurrences, or also crime?

PE4: Citizens, problems, crimes, yeah.

I: Ok. So there is no?

PE4: It's, it's bigger than, than, to the chef I mean.

I: Ok, so there is no difference like, if they want to inform you about something serious, like crime going on, they still use social media?

PE4: Yes.

I: Ok. And if you get information from your colleagues via social media, do you give priority to this? Do you answer faster than if they would like call you or email you?

PE4: Yeah, it's, it's, it's, it's easier to inform them, it's quicker, that's how it make me feel. But it's much quicker.

I: Ok and concerning the colleagues in Germany, because we concentrate on Enschede and Gronau, how do you get information from your colleagues in Gronau?

P4: By an information makelar, they sit upstairs, they phone call to Germany and they email me, if I need the information about Germany.

I: So no social media with Germany?

P4: With me and Germany yeah, it's no.

I: Ok. An if they would contact you via new social media, would you like that?

PE4: Probably, but yeah. I depend on how safe it's, it is. Because we often use WhatsApp and then the chef say van, it's no, no…

I: Secure?

PE4: No secure line, and then we go to Signal and "Oh its all secure" and then "Yeah it's no secure" again. What do we about social media that's it's, it's in Enschede colleague, colleagues and if I go abroad the border, yeah, I don't know with whom I'm talking, so that's difficult.

I: Ok.

PE4: Or then when I think about it, to do that, I want first a personal contact with that person, then I know "Ok, that's your phone" with that and probably it's then possible to get information.

I: Ok. And do you experience the use of new social media and messenger appliction at work with your colleagues as positive, and if so, why?

PE4: One message reach a bunch of colleagues that if I do it face-to-face, I'd probably need a week and now when some colleagues come here to work, they "Hey, that's going on?". Ok. And I don't need to explain it more. It's, and they, when they go at work they know "Ok, that's interesting, we look about it" and probably, ah no, normally it's going by mail of dit "we do this, we do that" and the, the info and something that I need to ask it's signal, the answers are when it's going bigger, it's going by mail.

I: Ok, so the more serious the content is, the more traditional media you use?

PE4: Yes. Yes.

I: Ok, and is the use of new social media and Signal, WhatsApp, is led by your supervisor? So does he or she wants you to communicate via new social media?

PE4: No, it's, it's, I can, there he doesn't say "Do that, do that" or "don't". It's by myself.

I: Ok. And are there laws or any legal constraints which hinder you to communicate via messenger or new social media?

PE4: Yes, you always have to think "what do I type?" and some, sometimes we do a pictures and then yeah, how safe is the line. You think about it, but you do it a lot, because when you in the messenger groups, like Signal or WhatsApp, I go all safe. But, yeah.

I: Ok, so it's you have to think about what to share?

PE4: Yeah, there is no chef who's told me.

I: Ok, and is the emergence of new social media and messenger applications influencing the communication with your colleagues in Gronau, or?

PE4: Not, try?

I: Like, the new social media and messenger applications, the use of it, is it influencing your cooperation with Gronau? With the German colleagues?

PE4: Yeah, no, I don't use this social media on that.

I: Ok, and are there any new activities in your daily work now, which weren't there before social media? So, does social media lead to new tasks, new acitivities, which you have to solve everyday?

PE4: This is a colleagues? Only the colleagues, it doesn't get much more, new work. It's no work, it's when you have to see it as information.

I: Ok, so concerning communication with colleagues, it's like no new activity?

PE4: No, yeah, yeah, when you talk about drugs, dealers and we like "Hey, you see that person? You seen that?" it's the normal way to, to affin, the was no social media, I get them from personally or mail, or no, there, there is no difference.

I: Ok, and do you think that social media and messengers make your daily work in general easier, or more difficult?

PE4: Yes, easier. I don't have to get in the systems and look that colleagues, that knows something about the situation. And we do it from Signal, the whole team knows the same. And that makes for me easier, I think, so yes.

I: Ok, so concerning the colleagues it's easier?

PE4: Yes.

I: And do you prefer Sigal or WhatsApp?

PE4: I prefer WhatsApp, but the, the police prefers Signal. Because they think it's safer. But you can use both.

I: Ok. And how do new social media and messenger applications change your daily work, concerning the communication with your colleagues? Would you say that you are in closer contact with them now?

PE4: Yes, I think.

I: Ok, did you started using social media and messenger applications at work, for communicating with your colleagues, because you saw other colleages communicating via Signal and you thought "Oh, it's new, I'll try it" or?

PE4: Yes.

I: Or was it your own idea?

PE4: No, no my own idea. And the colleagues that are younger are always with the phone and we show Signal or WhatsApp and then you get to know of it, what personally and private I was WhatsApp, I was aware about. And Signal like became from the youth colleagues.

I: Ok, so you saw other colleagues do it and then you tried it as well?

PE4: Yeah, and we talked about what is it and it's safer and you can share a photo from a suspect and then we do that.

I: Ok, yeah. This was already the last question.

P4: Ok.

I: So yeah, thank you for participating!

Interview with Police Officer 5 (PE5) in Enschede:

I: Ok, my first question is: If you get information from your supervisor, from your chef, how do you get it? Do you get it via administrative, traditional media, like phone call, email? Do you get it face-to-face? Or do you get it via social media and messenger applications?

PE5: Mh… Everything.

I: Everything?

PE5: Yeah.

I: Ok. And if you get these informations via social media, or messenger applications, do you give more priority to this? So do you answer faster, because he or she is like whatsapping you or?

PE5: Mh yeah, the area from south and we had an app, from south, a south app, and yeah we, we all can connect with social media or with WhatsApp and this difference. The relatie my chef, I face-to-face and when he's not in and I'm in and he's free, he has a day off, then it can be that we connect with WhatsApp. Or mail. Or yeah.

I: But you don't prefer social media over traditional stuff like email or face-to-face or is there any?

PE5: No, no, no, no.

I: It's?

PE5: Face-to-face is the best.

I: Face-to-face is the best?

PE5: Yeah.

I: Ok. And concerning the contact with your direct colleagues, not you supervisor, but your normal colleagues? How do they contact you? Do they contact you? Do they use email or face-to-face or WhatsApp?

PE5: No, everthing.

I: Everything?

PE5: Yeah.

I: Ok. And what do you prefer when your colleagues contact you? Do you prefer social media and messenger, or email, or?

PE5: No, I, face-to-face, that's the yeah.

I: Ok and between email and social media? What do you prefer?

PE5: No, it doesn't make sense, but I think of if I get a mail from my colleagues it's more serious than social media. Like we had the app from south and in then I put on it van "Oh look, tonight to that youth, because there are is youth people and they, they, they make a problems there". So you want to look, I put that on it, they see, the whole south sees that and this when you put it on mail, it's just from me and just, it's something more serious.

I: Ok, yeah. So this would also lead to the next question. Your supervisor and your colleagues, is there a difference in wich media they use for contacting you for different contents? Like if they contact you about crime, do they use more serious stuff, like email, or they still contact you on social media about crime for example? Or is it that they for not so serious stuff, like just about citizens, normal stuff they use social media and for more serious stuff they use email? Is there a difference in the content?

PE5: No there's not a, there is not, because we work here and because I today I work here and my supervisor is tonight in shift. There's not always saying, they try to had his shift the same, from the colleagues from south, but that is not always possible. So I know, I don't speak each other everyday, always. So because of the different shifts. So no it's not, it's not, doesn't make a much difference.

I: Ok. So there is no difference in the content of the message and the tool they use? The content, like if your supervisor or your colleagues want to say "Hey there is some serious, bad crime going on", they still use social media? Or do they have to call you or use email? Because the content is more dangerous?

PE5: Yeah no, mostly when it's very serious problem we discuss this further and then we can, we, you can say van the colleagues from south they have some know that tonight this there a problem. And we can put it on social media on the app, or, but not or no Facebook and. But on the app on the mail, but on the app you know the app is the most colleagues when they look at the app.

I: And by app you mean WhatsApp or Signal?

PE5: WhatsApp.

I: Ah ok. So can also talk about serious stuff on WhatsApp, it doesn't have to be on Signal, because Signal might be more secured?

PE5: Yeah, we had Signal, but that's, we don't it that much. Whatsapp is much easy to, we don't liked Signal app. It's, we, we, we had always WhatsApp, but the, we pay attention to the WhatsApp that we don't speak too much in names, in pictures, so thats a clear for the, for the colleagues with who am I.

I: Ok. And I don't know if you get it, but if you get information from your colleagues in Germany, in Gronau for example, how do you get informations from them? Also via social media, messenger? Or just via traditional stuff, email?

PE5: South is not so near the area than East. And the colleagues from East they had much contact with colleagues from Germany. But I don't have much contact with colleagues from Germany. There is a one colleague, he had much colleagues with German, with the German police and he is the contact between Holland and Germany.

I: Ok, so you have no direct contact to the German colleagues?

PE5: No, not direct.

I: Ok. And if they would contact you on social media or messenger would you like that? Like not about this contact person, but if they could contact you directly, would you appreaciate that?

PE5: Like from the German?

I: yes.

PE5: This makes sense, no.

I: Ok. And now concerning your work. Do you experience the use of new social media and messenger applications as positive, concerning the communication with your colleagues and if so, why is it positive?

PE5: Social media?

I: Yeah. Using social media and Signal, WhatsApp to communicate with you colleagues?

PE5: Yeah it's very, very nice, because you can come quick in contact with your colleagues and you have to, you, you don't have to always have to call so and they is not at home or they have to, didn't took the phone. And now you send a message "Would you contact me?" and then you have contact.

I: Ok. So it's way easier than before social media?

PE5: Yeah. A lot.

I: Ok and is the use of new social media and messenger applications asked and enforced by your chef, by your supervisor? So does he, or she, wants you to use it?

PE5: Yeah.

I: Ok.

PE5: Yeah. You always whole south we contact in, on whatsapp.

I: Ok, so you supervisor also thinks it's positive and you should use it to make it faster?

PE5: yeah. Yeah.

I: Ok and are there any laws or legal constraints which hinder you to use whatsapp or facebook during your work to communicate with your colleagues? So are any laws which say like "Ok you shouldn't use it" or "You shouldn't talk about this" or that?

PE5: yeah, we know when you have very, when you have a problems or a names or a pictures, it is not good to use that, that, that people see that. But only police have, then you don't say so much. Then you use the mail.

I: Ok. So for more serious, private stuff, you still have to use the traditional media?

PE5: Yeah, yeah. I think so.

I: Ok, but does it happen that you, even if it would be better to use mail, does it happen that you still use WhatsApp, because it's faster?

PE5: No.

I: Ok. And is the emergence of new social media and messenger application influencing the communication with Germany? Like you said that you're not so much in in contact, but do you?

PE5: Yeah, I don't, yeah, don't have much contact with Germany.

I: Ok. And does the use of new social media and messenger applications lead to new activities in your daily work? So is there any new activities which you have to do now, which weren't there before social media?

PE5: Mh. I have to, I have to check Facebook. Because when people send me a mail, like I have to look. So I'm that'ts, that's yeah, more work.

I: Ok, so also concerning your colleagues? So before they could just contact you via email and now you also have to check WhatsApp, Facebook?

PE5: Yeah.

I: Ok. And do new social media and messenger applications make your daily work with your colleagues easier, or does it make it more difficult?

PE5: Not more difficult, but oog not more easy. It is a bit of the same. Sometimes we had the informations from the jumping, the example of the jumping boys. I had a shared it with a colleagues from me and we go in work with it and that's simple for him, also to see that the names have, we get names from social media, this yeah.

I: Ok. So it does make the communication easier with your colleagues?

PE5: Yeah.

I: Or is it the same?

PE5: It's the same.

I: Ok and how do new social media and messenger applications change the daily work concerning the communication with your colleagues? Are you in closer contact now with your colleagues, or?

PE5: Yeah I, I had, it's more easy to contact indeed. And you had, you can, you can easy contact on WhatsApp or you can easy contact with mail or you can easy contact with. So you don't have to call and what I say before, when you call it, you have to the risk that the person you call don't take the phone and now you send a message so van "I want to speak you. Can you call me? Or can we?".

I: Ok so the contact with your colleagues is closer and more direct maybe?

PE5: Yeah. And easier.

I: Easier. Ok. I've already the last question. Why did you started using social media and messenger at work? Did you see that some of your colleagues used and you saw "Oh, it's fast, it's quicker, I want to try it as well" or was it your own idea to use it?

PE5: It was my own idea and I had this Facebook account about four or five years I think and a Twitter account also five, six years I think. And no one has here a Facebook account. And just one police officer more, but we had here 26 area police officer, but they, just one more had, had a Facebook account. And we had it, since last years it's a, police Enschede had a Facebook account and you speak to them and but before we were the only one who had it. And yeah, it was my own idea. I liked that, I'm interested in social media, so I think "Ih I try that" and yeah, it's good.

I: And is your Facebook account just for you work, or is it also your private account?

PE5: No, I have a private account, but also work. And I have almost no people from the area in my private.

I: Ok. So you started it maybe in your private life and thought "Oh it's practical to keep in touch with friends, so why not also at work?" ?

PE5: Yeah, yeah.

I: Ok and because you started it here, do you think that other colleagues started it as well because of you? So did you inspire them to use it?

PE5: I don't know, because there are only two area police officers who use it. And the others, my colleagues, my direct colleagues, they don't like it, they say "Nah".

I: And concerning WhatsApp and Signal. Why did you started using that at work?

PE5: When we get the telephone, the smartphone, we used it. And yeah, the telephone from the police and that's says two years a smartphone and then we used the smartphone for WhatsApp and yeah.

I: But if you're in contact with your colleagues, you use Signal, WhatsApp? Not so much Facebook? Or do you also?

PE5: Nee, mostly Signal, yeah no, mostly WhatsApp.

I: Ok, yeah well, this was my last question. So thank you!

Interview with Police Officer 1 (PG1) in Gronau:

I: Meine erste Frage wäre, wie erhalten sie Informationen von Ihrem Vorgesetzten? Also kriegen Sie die Information durch face-to-face Gespräche, oder über traditionelle Wege wie Email oder einfach ein Telefonanruf, oder nutzt er oder sie Social Media oder auch WhatsApp, oder?

PG1: Nein, nein. Keine Social Media. Herkömmliche Kommunikationswege. Also Email und halt persönliche und Telefon, ja.

I: Ok. Und gibt's dort einen Unterschied über den Inhalt der Nachricht, die transportiert wird, also wenn zum Beispiel etwas über Kriminalität transportiert wird, darüber geredet wird, nutzt dann ihr Vorgesetzter eher Email und Telefon, oder ein persönliches Gespräch? Also gibt's dort Unterschiede?

PG1: Also wenn's, wenn wie gesagt zeitlich akut, Telefon oder eben persönliche Ansprache. Ansonsten bekommt man entsprechende Akten auf den Tisch, zwecks Ermittlungsersuchen.

I: Ok. Und für den Fall dass Sie Social Media, oder ich konzentrier mich besonder auf WhatsApp oder ähnliche Messenger Programme, falls es das möglich wäre, würden Sie das bevorzugen? Denken sie es wäre schneller, effizienter?

PG1: Ja! Mit Sicherheit!

I: Ok.

PG1: Gutes Beispiel ist privat nutzen wir das, wir, wir, ein grosser Teil von uns kommt aus Niedersachsen. Organisation mit der Fahrgemeinschaft, das ham wa früher mit per Telefonkette gemacht, wer fährt, wer macht, wer tut? So dat machen wir jetzt einmal in der WhatsApp-Gruppe, und da brauch man nicht großartig nachfragen. Das ist, erspart viel private Zeit und ist halt dann für jeden auch verständlich.

I: Also privat, wenn es jetzt nicht um, keine Ahnung, ermittlungsinterne Sachen geht, kommunizieren Sie auch untereinander per Whatsapp?

PG1: Ja.

I: Ok, das leitet auch schon zur nächsten Frage, die ist ähnlich wie die erste. Wie erhalten Sie Informationen von Ihren Kollegen? Also nicht ihrem Vorgesetzten, sondern ganz normalen Kollegen?

PG1: Im Dienst aber ne?

I: Genau.

PG1: Weil dienstlich, ja über Informationen entweder über Funk, über Telefon, oder face-to-face.

I: Ok, und gibt's dort auch wieder einen Unterschied über den Inhalt der Nachricht? Also wenn's besonders brenzlig ist, was wird dann gewählt? Welches Medium?

PG1: Funk, Telefon.

I: Ok. Und wenn's besonders sensible Daten sind, wird das?

PG1: Auf keine, auf keinen Fall über WhatsApp oder Facebook! Aus Datenschutzgründen schon nicht. Da wird also dann der interen Email Verkehr genutzt.

I: Ok.

PG1: Weil es ein abgesichtertes Netz ist. Deswegen.

I: Würden Sie es bevorzugen wenn Sie auch mit ihren Kollegen dienstlich WhatsApp oder irgenwelche Messenger Programme nutzen?

PG1: Ja! Weil man eben Fotos, die man eben watt weiß ich aufnehmen kann, von nem Tatverdächtigen, der vorn ist, mal eben aufnehmen, zack, verschicken und das würde die ganze Sache erheblich vereinfachen.

I: Ja, ok. Und nun bezüglich Ihrer Kollegen in Holland, weil Sie hier ja in der Grenzregion arbeiten. Wie erhalten Sie information von den holländischen Kollegen?

PG1: Per Email oder auch persönlich,

I: Ok. Nicht über Social Media, oder?

PG1: Nein, nein.

I: Folgen Sie zum Beispiel der Facebook oder der Twitter Seite von den Kollegen in Enschede?

PG1: In Enschede nein, aber ich hab die, also ich folge der Facebook Seite aus dem Emsland und aus dem Kreis Borken. Da gibt's ja auch ne Internetpräsenz. Also Huwe, etc. also die angrenzenden hab ich, die Holländer da haben wir wohl Verbindeungen, dass ich dann über Internet, oders Intranet, weil das jeden Tag frisch eingestellt wird, Fahndungen aufrufe aus Holland. Das wird da also auch aktuell geändert da.

I: Ok und nutzen sie dann diese Internetpräsenz der Holländer aus persönlichem Interesse, oder auch aus dienstlichem?

PG1: Aus rein dienstlichem Interesse.

I: Aus rein dienstlichem. Also Sie gucken dann, was dort drüben passiert und?

PG1: Ja, genau.

I: Um schneller sozusagen zu wissen, als wenn's per Email geht?

PG1: Richtig. Ja.

I: Ok. Also würden Sie sagen, dass Sie diese Internetnutzung, diese Social Media Nutzung, oder WhatsApp, an sich präferieren würden, wenn das auch mit den Holländern möglich wäre?

PG1: Ja! Auf jeden Fall!

I: Nun Gut. Die nächste Frage wird einfach wieder genereller, bzw. hat sich auch schon bisschen beantwortet. Nutzen Sie Social Media und Messenger Programme während der Arbeit mit Ihren Kolleginnen?

PG1: Nein.

I: Ok. Würden Sie das für praktisch halten?

PG1: Ich würd's für praktischen halten, ja. Dient also gerade auch dienstlichem Interesse.

I: Und warum tun Sie das nicht? Gibt es irgendwelche rechtlichen Einschränkungen und Gesetze?

PG1: Dienstliche Vorgaben.

I: Dienstlichen Vorgaben.

PG1: Also, also uns ist untersagt das während der Dienstzeit, Facebook oder sonstige Messengerdienste oder Sachen benutzen dürfen. Generell ist es sogar verboten sein privates Handy zu nutzen.

I: Ok, also Sie haben ein Diensthandy und es ist verboten jegliche anderen Handys zu benutzen?

PG1: Korrekt.

I: Ok und passiert das trotzdem manchmal? Oder bei Ihren Kollegen? Wenns ganz brenzlig ist?

PG1: Ja.

I: Also wenn?

PG1: Da nimmt man dann halt das was man so zur Hand hat und wenn ich dann mein privates Handy hab und ich Unterstützung brauche und der Funk nicht funktioniert, dann benutz ich das.

I: Ok und hätte das dann rechtliche Folgen für Sie?

PG1: nein.

I: Ok, also in Notfällen kann man auch auf ein anderes Handy zurück greifen?

PG1: Ja.

I: Ok. Und Sie haben gesagt dass Sie die Benutzung von Social Media, Messenger Programmen währen der Arbeit positiv empfinden würden. Können Sie mir nochmal kurz sagen, warum genau? Also was?

PG1: Vor allem erhebliche Zeitersparnisse, weil man da erheblich effizienter, zum Beispiel Bilder, Fotos, Tatzusammenhange, Tatorte, Unfallübersichtsaufnahmen, etc. Weil man dann schneller n' Eindruck kriegt und man dann entsprechende WhatsApp zum Beispiel an den Sachbearbeiter schicken kann, hier gibt einem die Unfallstelle an, dann hat der von vorneherein schon n Überblick und muss nicht großartig fragen. Man muss nicht das Fahrzeug irgendwie, ne Unfallstelle beschrieben, sondern man kann sagen was man braucht, so und so sieht die Kreuzung aus, so und so stehen die Autos, und und und und und und.

I: Ok und da dies ja im Moment nicht möglich ist, wie machen Sie das dann? Wie schicken Sie dann Fotos?

PG1: Mh, ja. Nach altbekannter Sitte. Da werden die Fotos, die werden am Unfallort oder am Tatort gefertigt, werden ins System eingebracht, werden dann ausgedruckt und werden dann aufm Dienstpostwege verschickt.

I: Ok.

PG1: Wie vor 15 Jahren. Vor 20 Jahren.

I: Und beeinflussen Social Media und Messenger Programme, auch wenn Sie das jetzt nicht aktiv nutzen dürfen, trotzdem irgendwie die Kommunikation mit Ihren Kollegen? Dienstlich, aber auch jetzt privat gefragt? Also privat nutze Sie das?

PG1: Nein, nein. Es wäre, es wäre hilfreich wenn wir's nutzen können, aber da wir's nicht im Dienst nutzen kann, hat's für kein dienstlich, dienstliches Interesse und auch keine dienstlichen Nutzen. Also jetzt guten Nutzen, so dass wir uns also auf die althergebrachten Kommunikationswege beschränken.

I: Ok, Und im privaten hat es die Kommunikation verbessert?

PG1: Ja.

I: Ok und sind Sie auch im privaten Kontakt mit den Kollegen aus Holland? Also tauschen Sie sich dann da privat aus?

PG1: Ja.

I: Ok. Aber dienstlich ist es weiterhin nicht so?

PG1: Dienstlich ist es so über Social Media nicht möglich.

I: Ok, aber es wird im privaten Bereich genutzt?

PG1: Im privaten Bereich, es wird da auch drüber geredet, wir haben also auch n guten Kontakt zu den niederländischen Wijkagenten. Also zu den angrenzenden Wijktagenten, also zu dem Herrn Bossink und Mehmet und mit wem ihr gesprochen habt?

I: Ja Herr Bossink, ja.

(Interruption through other officer talking)

I: Und denken Sie dass sich, wenn Sie Social Media und Messenger Programme während der Arbeit nutzen dürften, dadurch neue Aufgaben für Sie entwickeln würden, hinsichtlich der Kommunikation mit ihren Kollegen? Als gäb's dann neue Tätigkeiten, die jetzt in der normalen, traditionellen Kommunikation nicht?

PG1: Neue Tätigkeiten? Also die Tätigkeitenfelder sind ja bei uns sehr zugewiesen, oder zugewiesen, bestimmte Tätigkeiten machen halt die und die Leute und andere Tätigkeiten und so weiter etc. machen halt die. Die werden aber um die, um die, den Informationaustausch zwischen den einzelnen Dienststellen beschleunigen und auch vielleicht zu intensivieren, wäre es erheblich einfacher, wenn man Social Media benutzen könnte.

I: Ok. Das leitete auch schon wieder zur nächsten Frage. Also wenn Sie Social Media und Messenger Programme nutzen könnten während Ihrer Arbeit, denken Sie dann, dass das generell einfacher, oder schwieriger wäre mit Ihrem, mit der Menge aller Arbeit die Sie am tag?

PG1: Einfacher.

I: Einfacher. Also, also die Frage leitet darauf hin, weil es könnte ja theoretisch auch sein, dass das schwieriger wird, in dem Sinne, dass Sie noch mehr Nachrichten zu beantworten haben.

PG1: Das glaub ich nicht, weil über kurz oder lang kommen ja auch die, die, die Hinweise die ja, ich sag mal, über, über Facebook kommen, oder sonst wo was, die werden ja irgendwo auch, es gibt ja auch im Kreis Borken gibt's nochmal n' entsprechendes IT-Team, die sowas auswerten. Aber wenn da explizit ne Straftat angezeigt wird, dass dann letztendlich dann doch noch wieder ne Anzeige vorgelegt wird, dass wir dann die Anzeige bearbeiten, dass dann entsprechend ermittelt wird, würde das natürlich, wenn wir direkt Zugriff auf Facebook hätten, eben erheblich vereinfacht werden.

I: Ok, also Ermittlungen generell, aber auch der Kontakt zwischen Kollegen?

PG1: Jo, jaja.

I: Ok. Und würden Sie sagen, dass Sie dann auch in einem engeren Kontakt mit ihren Kollegen wären, wenn sie WhatsApp auf der Arbeit benutzen könnten? Wenn man nicht immer anrufen müsste, sondern schnell ne Nachricht schicken könnte?

PG1: Ne. Das wär glaub ich, würd sich nicht großartig ändern.

I: Ok. Also die Menge an Kommunikation?

PG1: Die Menge an Kommunikation würde sich nicht unbedingt ändern.

I: Ok. Und gut, dann auch schon zur letzten Frage: Würden Sie es hier anregen wollen, dass Social Media und WhatAapp genutzt werden?

PG1: Ja.

I: Ok. Gut. Ja, das war's dann eigentlich auch schon von meiner Seite. Vielen Dank!

PG1: Dann sag ich einfach meinem Kollegen Bescheid.

I: Ja.

Interview with Police Officer 2 (PG2) in Gronau:

I: Ja, die erste Frage wäre, wie erhalten Sie Informationen von Ihrem Vorgesetzten? Kriegen Sie die über traditionelle Medien, also Telefonanruf oder Email, geht das face-to-face, in nem persönlichen Gespräch, oder kriegen Sie die über Social Media oder WhatsApp z.B.?

PG2: Bezüglich der Einzatvergabe oder Ähnliches, oder?

I: Generell. Also gerne auch Unterschiede.

PG2: Alles mögliche. Also Einsatzvergabe ist ganz normal über Funk, wie immer. Oder per Telefon, Handy. Dienstliches, was dienstliche Angelegenheiten an geht, was vom Vorgesetzten kommt, ist teilweise Whatsapp, aber teilweise auch dann Telefon. Und sonst face-to-face halt, wenn man sich begegnet.

I: Ok. Und gibt's dann da noch einen Unterschied, wenn es zum Beispiel um brenzlige Sachen geht, wie Kriminalität, wird dann nur Email benutzt oder nur face-to-face oder auch WhatsApp wenn es um eigentliche?

PG2: Ne eigentlich dann größtenteils sinds die Emails, oder dann face-to-face, halt persönlich, oder halt wenn's im Dienst ist oder ich im Streifenwagen bin dann per Funk oder per Diensthandy.

I: Ok. Also Social Media und WhatsApp wird nicht so viel genutzt?

PG2: Nein, selten, eher selten.

I: Ok, und falls das wäre, fänden Sie das gut? Denken Sie es würde schneller, effizienter sein das über Facebook, WhatsApp oder so zu machen?

PG2: Ja vor allem auch Fotos oder ähnliches ne, das ist halt wenn man mal einen hat, wo man Foto zu gibt, denen dann n' WhatsApp-Foto zu schicken wäre natürlich schneller, ist aber bei halt uns nicht die Regel.

I: Ok, aber tendenziell würden Sie es gut finden, wenn es möglich wäre?

PG2: Ja.

I: Ok und die nächste Frage ist ähnlich, aber bezieht sich dann jetzt nicht auf Ihren Vorgesetzten, sondern auf Ihre direkten Kollegen. Wie erhalten Sie Informationen von Ihren direkten Kollegen und Kolleginnen?

PG2: Mal face-to-face, oder halt Funk, oder Handy, aber wenn's bestimmte Sachen sind, oder mal bestimmte Situationen, dann geht's auch schon mal über WhatsApp. Das man sich verständigt dann da.

I: Ok und das Handy wäre dann Ihr Diensthandy, oder auch Ihr ?

PG2: Nein mein privates Handy.

I: Ok.

PG2: Diensthandy sind nicht WhatsApp-fähig.

I: Ok.

PG2: Keine hohen Standards.

I: Und wenn Sie dann was während des Dienstes über WhatsApp verschicken, worum geht es dann da? Also geht es dann auch um ganz normale Sachen, einfach nur Verkehrskontrollen, oder auch um?

PG2: Verkehrskontrollen oder sowat geb ich nicht, wenn dann nur sagen über WhatsApp wenn überhaupt, dann wenn was brenzliges ist oder wenn man mal Fotos sehen, von Vermissten oder Ähnlichem, dass man die visualisieren kann. Aber dienstlich so gut wie gar nicht.

I: Ok, aber für solche brenzligen Situationen wird auch mal?

PG2: Wird ausnahmsweise. Obwohl's eigentlich nicht wirklich gestattet ist, über WhatsApp irgendwelche dienstlichen Sachen zu versenden.

I: Ok. Ok. Und aber hätte das dann irgenwelche Konsequenzen für Sie, obwohl es nicht gestattet ist und Sie das trotzdem machen?

PG2: Hab ich mich noch nicht so mit befasst, muss ich ganz ehrlich sagen. Teilweise ist es halt, ja, in den meisten Situationen entscheidet man einfach so, aus dem Bauch herraus. Ich glaube nicht, dass es grosartige Konsequnzen, ich meine wenn dann irgendwo an die Öffentlichkeit irgendwelche Interna kommen, ist natürlich nicht so richtig ne. Wenn dann irgendeiner was weiterleitet an andere Freunde dann oder so, dann ist natürlich dann schlecht.

I: Ok, Und wenn Sie von Ihrem Kollegen etwas über WhatsApp zum Beispiel kriegen, geben Sie dem Priorität? Also antworten Sie dann schneller auf die WhatsApp-Nachricht, als wie sie auf eine Email antworten würden?

PG2: Ja ich les sie ja schneller ne. Email ist nur am PC, wenn ich hier drinn bin in der Wache, wenn ich draußen bin natürlich nicht ne. Das ist so.

I: Also Social Media geht schnell und wird auch?

PG2: Auf jeden Fall schneller.

I: Ok. Die dritte Frage ist auch wieder ähnlich, aber nun auf Ihre Kollegen in Holland bezogen, weil Sie hier ja in der Grenzregion sind. Wie erhalten erhalten Sie Informationen von den holländischen Kollegen?

PG2: Immer über die Leitstelle, über Funk geschickt. Die holländische Leitstelle wendet sich an die deutsche Leitstelle und dann über Funk oder Telefon wird's weiter geleitet.

I: Ok, also kein Social Media, kein WhatsApp?

PG2: Nein, garnichts.

I: Und wenn dies möglich wäre, dass einer Ihrer holländischen Kollegen oder Kolleginnen Sie auf WhatsApp kontaktiert, fänden Sie das gut? Denken Sie das wäre effizient?

PG2: In einigen Situationen wahrscheinlich effizienter und schneller als wenn son' Brief über die Leitstelle Holland-Deutschland, dann über die Wache und dann über die Streifenwagen. Bis dahin ist dann natürlich schon viel Zeit vergangen.

I: Ok also an sich würden Sie auch sagen, dass Sie dem dann Priorität beimessen würden?

PG2: Ja.

I: Ok. Und dann die nächste Frage ist wieder ein bisschen allgemeiner, und zwar nutzen Sie Social Media und Messenger Programme während der Arbeit um mit Ihren Kolleginnen und Kollegen zu kommunizieren?

PG2: Nein.

I: Ok.

PG2: Eigentlich kann man sagen nein.

I: Also offiziell nicht, weil es irgendwelche rechtlichen Einschränkungen gibt?

PG2: Ne deswegen nicht, sondern ist halt im Dienst. Über dienstliche Sachen läuft alles über Funk, weil's da erfasst wird über die Leitstelle und einiges, und das ist halt so, dass man eigentlich so gut wie dienstlich garnicht über Social Media kommuniziert.

I: Ok, Gibt es denn rechtliche Einschränkungen und Richtlinien, die Sie?

(Interruption through other police officer enterring the room)

I: Gibt es denn irgendwelche rechtlichen Einschränkungen, Gesetze oder Richtlinien, die Sie so zu sagen daran hindern WhatsApp oder Social Media?

PG2: Dienstlich, oder was?

I: Ja, genau.

PG2: Es gibt da einige Verfügungen, natürlich dienstliche, ob wir WhatsApp oder andere Social Medias benutzen dürfen. Genau kann ich's jetzt nicht sagen, welche das sind, aber es ist halt irgendwie Gefahr, in Anführungsstrichen, dass dienstliche Sachen halt in WhatsApp erfasst werden und dann dadurch halt weiter verbreitet werden. Die Gefahr ist ja nun mal so da, auch aus üblichen Erfahrungen mit privat bei Whatsapp auch irgendwelche sachen die wurden geschickt und das ist natürlich eine große Gefahr. Und das ist auch die Einschränkung, warum auch der Dienstherr denke ich sieht, dass wir das nicht benutzen sollen.

I: Ok, also sagt Ihr Vorgesetzter Ihnen auch, dass Sie es nicht benutzen sollen, nicht benutzen dürfen, dass Sie?

PG2: Es kam mal auf die Frage, ob man das machen kann und dann kam dann die Aussage von höheren Vorgesetzten, dass das halt nicht erlaubt ist.

I: Ok. Würden Sie es denn aber als positiv, als praktisch empfinden, wenn das möglich wäre? Fänden Sie das gut?

PG2: Für bestimmte Situationen schon würde ich sagen, was wirklich ad-hoc Lagen sind oder wo man viel schon wieder mal n Bild im Rennen ist, von jemanden der vermisst wird, oder jemand der gesucht wird, oder ähnliches. Dann ist es schon mal hilfreich, weil jeder heutzutage ein Handy, ein WhatsApp fähiges Handy, hat und dass dann halt einfach schneller geht. Wohingegen ist dann auch, dann muss der jenige halt dann auch alle Nummern von allen Kollegen haben. Man muss halt auf der Dienststelle auch nicht immer so. Man hat seine Prioritäten an Kollegen die man so nach der Nummer fragt, privat, alles andere eigentlich nicht.

I: Ok. Aber generell würden Sie sagen, dass speziell in brenzligen Situationen es praktisch wäre mit den Kollegen schneller, direkter kommunizieren zu können?

PG2: Ja, ja!

I: Ok. Denken Sie, dass wenn es möglich wäre bei WhatsApp oder Facebook mit Ihren Kollegen zu kommunizieren, die Kommunikation enger werden würde? Wären Sie dann in einem engeren Kontakt mit Ihren Kollegen, als vorher?

PG2: Nein. Das würde ich nicht sagen. Ich glaube das ist so auch eng.

I: Also die Kommunikation würde das gleiche Level haben, aber einfach mit nem anderen Medium statt finden?

PG2: Ja genau.

I: Ok und denken Sie dass die Kooperation mit den Holländern dadurch positiv oder negativ beeinflusst werden würde, wenn sie mit den Holländern über Social Media kommunizieren könnten?

PG2: Boah, das kann ich eigentlich schwer einschätzen, weil jetzt ja auch schon der Kontakt gering ist eigentlich. Ich glaube auch nur dass der Kontakt mit den holländischen Kollegen schneller voran kommen würde, wenn es um wieder um brenzlige Situationen gehen würde. Alles andere, da wo der Kontakt sowieso nicht so gut ist, glaub nicht dass der sich dadurch jetzt verbessern würde oder ähnliches. Oder schneller macht, besser machen würde.

I: Ok, aber erneut, also wenn brenzlige Situationen sein, würden Sie sagen?

PG2: Dann ja. Aber wieder vorrausgesetzt das alle Kollegen alle Nummern von allen hätten oder in die Gruppe kämen.

I: Genau, ja ok. Wenn Sie hier die Möglichkeit hätten Social Media und Messenger in Ihrer Arbeit mit den Kollegen zur Kommunikation nutzen zu können, denken Sie dass sich daraus neue Aufgaben entwickeln würden für Sie? Also denken Sie, dass es neue Aktivitäten gäbe, die Sie jetzt nicht machen, weil sie nicht WhatsApp, Facebook und co. benutzen dürfen?

PG2: Ne, würde ich so nicht sagen glaube ich.

I: Ok. Und denken Sie, dass Sie Ihre tägliche Arbeit, also die tägliche Kommunikation mit Ihren Kollegen, einfacher und schneller bewältigen könnten dadurch, oder wäre es schwieriger, weil Sie viel mehr Nachrichten, viel mehr Input kriegen?

P7: Ja ich glaube in meinem Dienstbereich, im Streifenwagen, ist es halt sowieso, das Wesentliche kriegen wir über Funk und ich glaube es nicht, dass es sich da intensivieren würde oder ähnliches. Sondern es würde ähnlich bleiben, nur ein anderer Weg würde eingeschlagen werden.

I: Ok. Gut, und das würde aber Ihre Kommunikation einfacher machen, wenn's nicht über Funk wäre, oder wäre es einfach gleich?

P7: Teilweise einfacher, teilweise komplizierter. Man muss halt dann hoffen das derjenige dann direkt antwortet, weil Funk hab ich halt, zum beispiel bei WhatsApp muss ich warten bis derjenige aufs Handy guckt und bei über Funk hab ich n' direkten Ansprechpartner. Das ist halt da einfacher über Funk, wenn ich n direkten Anprechpartner habe oder ich rufe jemanden an, als wenn ich jemanden ne WhatsApp schreibe und sitz dann da und warte „Hat er's jetzt gelesen, oder nicht? Oder wie lange dauert's?". Weil ist ja auch immer dass der Kollege in ner anderen Situation sein kann und nicht aufs Handy gucken kann, dann bin ich da in der Situation, wo ich sagen muss da ist der Funk besser, weil ich da n direkten Ansprechpartner habe. Da weiß ich, der geht nicht drann und ich erreich ihn nicht, oder ich erreich ihn direkt.

I: Ok, also teils teils? Manches würde einfacher, manches würde schwieriger?

PG2: Ja, ja.

I: Ok. Und was denken Sie würde einfacher werden dadurch?

PG2: Ja, wie gesagt. Die Sachen die irgendwie in Fahndung sind oder so, mit Fotos, Vergleichen oder ähnliches, da würde man ein Bild vorweisen was visualisiert hat.

(Interruption through police officer)

I: Also Sie würden nicht sagen, dass Sie in engerem Kontakt mit Ihren Kollegen wären, wenn Sie WhatsApp benutzen könnten?

PG2: Nein.

I: Ok. Und denken Sie, dass sich durch die Nutzung irgendetwas ändern würde im Kontakt mit Ihren Kollegen, oder?

PG2: Nein nichts ist anders. Es bleibt so wie es ist, würde ich sagen.

I: Ok. Und Sie dürfen das ja jetzt nicht nutzen, offiziell. Aber würden Sie es gerne anregen? Also fänden Sie es gut wenn dies möglich wäre, dass Sie in Zukunft?

PG2: Ja für bestimmte Situationen wohl. Würde ich sagen, wie gesagt. Wenn solche Geschichten, wenn wir Bilder verschicken oder ähnliches oder wenn wir jemanden, komplexere Geschichte die man jetzt nicht eben am Telefon schnell erklären kann, das man sich selbst durchlesen kann. Also das wäre halt wohl, wo ich sagen würde, das würde gut wirken wohl, aber.

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I: Ok, also das fänden Sie auf jeden Fall verfolgbar?

PG2: Ja.

I: Und folgen Sie den holländischen Kollegen zum Beispiel auf Twitter oder Facebook, um sich über deren Arbeit dort drüben zu informieren?

PG2: Nein.

I: Ja Ok. Gut, ja das war's auch eigentlich schon.

Interview with Police Officer 3 (PG3) in Gronau:

I: Die erste Frage wäre: Wie kriegen Sie Informationen von Ihrem Vorgesetzten oder Ihrer Vorgesetzten? Also über welche Art von Medium? Ist das alles im persönlichen Gespräch, oder kriegen Sie Telefonanrufe, Emails, also eher traditionellere Sachen, oder geht das auch über Social Media oder Messenger Programme?

PG3: Ja in erster Linie gibt's ja natürlich das Gespräch, keine Frage, der zweite Punkt sind Outlook, darüber Informationen, das ist eigentlich der größte Teil, die Informationen die insgesamt bestreffen, über Outlook ist das Einfachste, da kann man alle ansprechen. Hängt eigentlich immer von der Information ab. Betrifft's einen Einzelnen, ist das eins-zu-eins Gespräch ganz wichtig, betrifft' ne ganze Gruppe, ne ganze Dienststelle, ist Outlook das Medium was genutzt wird.

I: Ok. Und Social Media oder WhatsApp nicht?

PG3: Nein, WhatsApp ist da garkeine, garkeine Alternative dazu! Und Facebook auch nicht, um zwischen mit meinem Vorgesetzten oder zwischen Kollegen zu kommunizieren, ja.

I: Ok. Und gibt's da einen Unterschied über den Inhalt der Nachricht die kommuniziert wird? Also zum Beispiel irgendwas was einen Kriminalfall angeht, oder irgendwas was jetzt nicht ganz so gefährlich ist? Also werden da für unterschiedliche Inhalte unterschiedliche Medien genutzt? Oder ist das?

PG3: Ja das ist natürlich, wenn das bestimmte Fälle sind, wo wichtige Informationen weiter gegeben werden muss, dann wird's noch in Papierform gemacht, immer noch ganz wichtig, weil's ja immer aktenkundig gemacht werden muss. Deswegen ist das Papier da für uns immer ne wichtige Geschichte. Informationen die für alle zugänglich sind, wie ich gerade schon sagt, werden über Outlook gemacht und da kann jeder dann reinschauen. Man muss auch unterscheiden worüber ich rede, rede ich über Informationen die intern sind, oder rede ich über Fälle die Straftaten betreffen, also Kriminalermittlungen.

I: Ok. Also bei Kriminalfällen eher noch per Schrift und der Rest geht auch online über?

PG3: Immer noch per Schrift, weil wir müssen ja alles was wir machen und alles was wir für uns an Material haben, möchte ja ne Staatsanwaltschaft jetzt, die das jetzt noch mal bekommt und später falls sie vor Gericht gehen sollte möchte ja auch der Richter sich ein Bild darüber machen. Und man muss natürlich schon ne Kontinuität und alles erkennen können. Wie baut sich das auf, nicht? Von der Straftat, der angezeigten, wie komm ich zur Klärung? Und da muss ja n' Pfad da sein, son' Weg dass ich erkenne „Da ist es lang gegangen", "Deswegen hab ich Informationen wirklich bekommen". Da macht es wenig Sinn da zum Beispiel Outlook einzusetzen.

I: Ok und Outlook ist das Email Programm?

PG3: Outlook ist ein Email und die haben wir auch.

I: Ok. Gut. Und wenn Ihr Vorgesetzter Sie über Whatsapp oder Facebook oder so kontaktieren würde, würden Sie das gut finden? Denken Sie das wäre effizient? Oder sehen Sie dort?

PG3: Ne. Also man muss ja immer sagen man soll nicht aus ein Problem machen. Ich kann ja schreiben, dann gibt's ja Sender und Empfänger und wenn ich schreibe etwas meine ich das anders als wie der Empfänger das aufnimmt und das ist hier nämlich auch das Problem. Und vor allem in solchen Fällen kann ich das natürlich nicht machen. Das kann ja garantiert die eine Schicht ja einmal machen, aber nicht um Informationen weiter zu geben.

I: Also fänden Sies's nicht gut, wenn Ihr vorgesetzter Sie darüber kontaktiert?

PG3: Nein. Weil das einfach von den Infomationen her ist das nicht das was ich, und es hängt einfach davon ab dass die Informationen denke ich falsch rüber kommen.

I: Ok, gut. Die nächste Frage ist wieder sehr ähnlich mit der, zu der ersten. Und zwar wie kriegen Sie Informationen von Ihren direkten Kollegen? Also nicht Ihrem Vorgesetzten, sondern ganz normalen Kollegen. Über welche Wege und?

PG3: Wieder das gleiche, hängt da wieder von der Lage ab. Geht's um wichtige Informationen für das Delikt, um das zu klären, wieder Schriftform ganz wichtig. Brauchen wir immer. Ansonsten, eins zu eins Gespräch ist meistens so die Option und sollte ja auch genutzt werden.

I: Ok. Und auch Telefonate, oder?

PG3: Auch Telefonate, ja. Ziehe ich da mit ein, wenn mal Gespräche sag, mein ich auch Telefonate.

I: Ok. Und über Social Media haben Sie garkeinen Kontakt mit Ihren Kollegen? Oder über WhatsApp?

PG3: Ja Kontakt schon, aber dieser Kontakt bezieht sich darauf dass man wie alle natürlich WhatsApp-Gruppen haben aber da geht's jetzt weniger um solche Dinge wie um Randerscheinungen von gängigen Straftaten, aber nicht um die Tat selber.

I: Ok. Aber Sie nutzen WhatsApp mit Ihren Kollegen auch für dienstliche Zwecke, oder?

PG3: Ne, ne. Also für dienstlich erstmal garnicht, wenn nur ganz einfache Sachverhalte die vielleicht mal kurz Erwähnung finden. Aber wenn's um die Sache richtig geht, tut das kein Sinn machen.

I: Ok. Also WhatsApp wird eher für private Gespräche genutzt?

PG3: Ja genau.

I: Ok. Und würden Sie es gut finden wenn Sie mit Ihren Kollegen auch über dienstliche Sachen?

PG3: Da kann ich mich nur wiederholen und das ist immer wieder das Gleiche. Weil eine Information die schreib ich, der andere fasst sie falsch auf, bringt mich nicht weiter, hilft mir nicht.

I: Ok, gut. Die nächste Frage wäre, wie kriegen Sie Informationen von Ihren Kollegen in Holland? Da Sie ja hier in der Grenzregion arbeiten, wie sind Sie im Kontakt mit Ihren niederländischen Kollegen?

PG3: Ja, ja. Ganz großes Problem. Weiß nicht wie die Holländer reagiert haben, wahrscheinlich genauso. Aus deutscher Sicht kann ich letztendlich schildern, die Holländer strukturieren seit Jahren die Polizei immer wieder neu um und haben immer wieder Änderungen herbei geführt. Und früher gab's ja mal permanente Ansprechpartner, die haben wir ja heute nicht mehr. Heute ist es wahnsinnig schwer Informationen zu bekommen, wird zwar alles nach Außen sehr schön dargestellt, aber ich muss Ihnen sagen, die Informationen zu beziehen, ganz beschissen ist die. Trotz der Grenznähe, man bekommt kaum Informationen und ja das ist aus niederländischer Sicht bestimmt ganz genau so, die brauchen auch Informationen, obwohl wir in Grenznähe wohnen, und Holland auch. Das geht über eins zu eins und wenn man vielleicht mal n' Kollegen kennt, dann bekommt man die Info, aber ansonsten ganz schlecht.

I: Also Sie tauschen sich mit den niederländischen Kollegen nur in persönlichen Gesprächen aus? Keine Email, kein Telefonat, kein?

PG3: Doch, Telefonat bleibt tatsächlich. Nur Zufälle wie das setzt sich so gleich. Passiert schon mal, aber immer wenn ich Informationen haben möchte, die mir richtig weiter helfen, ist das auch wieder ein

rechtliches Problem, weil natürlich die, jede Information die wir bekommen, muss ich in ein Verfahren einbringen können. Und ich kann nicht einfach so Verfahren und Informationen die von Holland kommen, so in unser deutsches Verfahren einbinden, Gerichts' genauso, da gibt's dann irgendwelche Rechtshilfeersuchen, da muss ich offizielle Anfragen stellen und dann bekomm ich Informationen die ich auch wieder in dem Verfahren einbinden kann.

I: Ok. Da sich das jetzt so schwierig gestaltet mit den Holländern, würden Sie es in diesem Fall vielleicht bevorzugen, in diesem Fall für Informationsaustasch WhatsApp nutzen zu können?

PG3: Bringt mich ja nicht weiter, weil die rechtlichen Vorgaben eben so sind. Es würde mir nichts bringen wenn ich WhatsApp Informationen bekomme, die ich in der Akte nicht verwerten kann.

I: Ok. Ja, das leitet auch schon zu der nächsten Frage, ob es rechtliche Einschränkungen oder Gesetze gibt, die Sie daran hindern?

PG3: Ja. Das sind einmal die rechtlichen Vorgaben die wir haben, über Informationen die ich nicht weitergeben können, sondern eben nur im Rahmen von rechtlichen, Rechtshilfe. Und dann das zweite ist natürlich die verschiedenen Systeme die wir haben. Wir haben ja schon den Bund, 16 verschiedene Systeme, 16 Länder, und die Holländer haben wieder ein anderes System. Die haben ein sehr gutes System, das ist natürlich uns auch im vorraus, weit vorraus, aber was nützt uns das. Wir haben ja, wir können ja Informationen bekommen. Wenn wir anrufen, geben die uns die Informationen auch, aber wir können nie so im Verbund selber mal Informationen von denen bekommen ne. Die Holländer haben da Handys, das wisst ihr wahrscheinlich, wo die Informationen erhalten, super Klasse! Haben wir nicht.

I: Ok. Also Sie werden durch die deutsche Gesetzgebung daran gehindert?

PG3: Joa, die verschiedenen Systeme nicht kompatibel sind und ja deswegen haben wie ja natürlich nicht Zugriff auf diese Informationen.

I: Ok. Und warnt ihr Vorgesetzter Sie auch davor z.B. Social Media oder WhatsApp auch zu nutzen während der Arbeit? Oder sagt der „Wenn's ganz brenzlig ist, macht das einfach weil's schneller ist"?

PG3: Ob der Arbeitgeber mich davor warnt?

I: Ihr Vorgesetzter, ja.

PG3: Nein, der warnt nicht davor. Ja also, der warnt schon davor. Es ist natürlich nicht erlaubt dienstliche Informationen über WhatsApp weiter zu geben, weil das ja immer ein unsicheres System ist. Ich darf ja auch nicht private Mails in das dienstliche Mailprogramm einschleusen. Das sind auch Probleme, die damit zusammen hängen das man natürlich keine sicheren Systeme hat, ich denke das ist.

I: Ok, und wenn's jetzt um nicht brenzlige Situationen geht, sondern einfach generell um, um mal kurz „Wo bist du gerade? Ich bin hier", so ganz normale Gespräche. Fänden Sie es dann praktisch Social Media nutzen zu dürfen?

PG3: Nutzen wir ja auch. Wie ja schon gesagt, für so triviale Informationen, die können wir über WhatsApp schreiben.

I: Ok, und dafür nutzen Sie dann Ihr privates Handy oder Ihr dienstliches Handy?

PG3: Das private. Da ich hier, damit die Möglichkeit garnicht hätte.

I: Ok.

PG3: Hier geht ja garkein WhatsApp und alles.

I: Und wenn Sie jetzt sozusagen offiziell?

PG3: Einschränkungen bis her haben wir natürlich nicht.

I: Und wenn Sie jetzt offiziell Social Media und WhatsApp zum Beipiel nutzen dürften, in der Kommunikation mit Ihren Kollegen, denken Sie dass die Kommunikation sich verändern würde?

PG3: Ja, ich glaub nicht das nicht so viele Informationen rüber kommen würden. Ich denke immer noch, dass das Telefonat, das persönliche Wort, das ich mehr Informationen bekomme, weil ich damit eins zu eins nachhaken kann, ich kann das bestimmt besser verstehen was er mir mitteilen will, der Kollege, und auch was ich mitteile kommt ganz anders rüber, als wenn ich das nur schreibe. Das wird warscheinlich nicht so, so richtig rüber kommen, wenn Informationsverlust und auch anderswo ankommen.

I: Ok. Aber denken Sie dass sich die Kommunikation an sich ändern würde? Würden Sie vielleicht häufiger mit Ihren Kollegen kommunizieren, weil's schneller geht oder man auch einfach mal kurze Nachrichten schnell schicken kann?

PG3: Joa klar. Das' natürlich der Vorteil bei kurzen Nachhrichten, den ich da auch nutzen würde. Kurze Informationen.

I: Denken Sie dann das sich dann aus dieser Nutzung, wenn Sie das nutzen dürften, neue Aufgaben auch generell entwickeln würden? Hinsichtlich?

PG3: Durch die Nutzung?

I: Ja, hinsichtlich der anderen.

PG3: Wir nutzen's ja schon. Also die Aufgaben ergeben sich ja schon daraus, weil jetzt schon ganz andere Bildungsansätze da sind ne. Also wir benutzen das ja schon. Um unsere Arbeit damit zu führen, sag ich mal so.

I: Ok. Aber die neuen Aufgaben sind hauptsächlich im Ermittlungsbereich und nicht in Kommunikation oder dem Umgang mit Ihren Kollegen?

PG3: Ne.

I: Ok, also es hat sich jetzt neuerdings mit Ihren Kollegen nichts groß verändert, durch WhatsApp?

PG3: (not understandable)

I: Ja. Und helfen Social Media und Messenger Programme Ihnen, Ihre tägliche Arbeit, Ihre tägliche Kommunikation oder das Kommunikationspensum mit Ihren Kollegen zu vereinfachen? Oder denken Sie, wenn Sie dadurch legal kommunizieren dürften, dass es dann schwieriger wäre, weil Sie halt noch mehr Input kriegen, noch mehr Nachrichten?

PG3: Zu der Sache kann ich generell nichts sagen, Das mag zum einen Fall vielleicht so sein, dass es dann mehr Arbeit bedeutet, weil man ja viel mehr Informationen bekommt über WhatsApp, also auch mehr Arbeit, keine Frage. Kann auch vorteilhaft sein, muss man im Einzelfall absehen. Muss man dann sehen.

I: Ok und denken Sie, Sie wären dann in einem engern Kontakt mit Ihren Kollegen?

PG3: Wenn ich Whatsapp benuzten würde?

I: Ja.

PG3: Ne.

I: Ok, also der Kontakt würde gleich bleiben, nur dann bei einem anderen Medium?

PG3: Der ist ja jetzt auch schon eng und so wir das.

I: Ok gut. Dann komm ich auch schon zur letzten Frage. Es ist ja nicht erlaubt momentan, aber würden Sie es gerne anregen, würden Sie es positiv finden, wenn es erlaubt sein würde in Zukunft, dass Sie WhatsApp auch legal nutzen können oder das Sie wie die Holländer moderne Diensthandys kriegen, die, die Internet und Social Media fähig sind?

PG3: Das hat schon seine Vorteile bei den Holländern. Das System was die da fahren ist schon sehr vortschrittlich und bedeutet mit Sicherheit große Vortschritte. Auch zeitlich würde das ne Menge bringen, ja.

I: Hinsichtlich der Kommunikation mit Kollegen?

PG3: Ja, Kommunikation, es würde für die Sache besser sein, zur Tatklärung hat das erheblichen Vorteil ja.

I: Ok, obwohl Sie sagen das generell ein persönliches Gespräch oder Telefonate besser wären als WhatsApp?

PG3: Naja, das machen die Holländer ja bestimmt auch. Das Telefonat und die Gespräche führen die auch, aber die nutzen ja WhatsApp und das Handy ja um Polizeiinformationen zu bekommen. Ne, die können ja alles auf ihrem Handy abrufen und das können wir ja nicht. Wenn ich die Frage dann so verstehe, dann bringt das ja schon ne ganze Menge, ein Handy zu nutzen. Die Möglichkeit hab ich ja nicht. Deshalb ist das Gespräch dann auch (not understandable). Bleibt.

I: Ok, aber generell Sie würden das auf jeden Fall fördern?

PG3: Ja.

I: Ja gut, das war's auch schon.

Interview with Police Officer 4 (PG4) in Gronau

(PG4 answered in written form)

Nachfolgend beantworte ich Ihre Fragen zum Thema „Nutzung sozialer Medien durch die Polizei":

Vorbemerkung:

Die Polizei des Landes NRW ist organisatorisch unterteilt in 47 Kreispolizeibehörden, drei Landesoberbehörden (Landeskriminalamt, Landesamt für zentrale polizeiliche Dienste; Landesamt für Aus-, Fortbildung und Personalangelegenheiten) und das Ministerium für Inneres und Kommunales, in dem die grundlegenden landesweiten Entscheidungen getroffen und verantwortet werden.

Von den 47 Kreispolizeibehörden (KBP) sind 18 Polizeipräsidien und 29 Landratsbehörden. Die Präsidien sind zumeist für eine oder zwei Großstädte zuständig, die Landratsbehörden für Kreisgebiete (z.B. den Kreis Borken).

Sechs der Polizeipräsidien haben eine herausgehobene Stellung, durch die sie z.B. für besondere Einsatzlagen (z.B. Mordkommissionen, Terroranschläge …) zuständig sind (auch in dem Gebiet anderer Polizeibehörden des Landes).

Diese sechs Polizeipräsidien (Bielefeld, Dortmund, Düsseldorf, Essen, Köln, Münster) sind derzeit verpflichtet, soziale Medien durch eigene Auftritte/Accounts zu nutzen. Für die übrigen 44 Polizeibehörden besteht die freiwillige Möglichkeit dazu.

Wie ich Ihnen bereits mitteilte, ist die Kreispolizeibehörde Borken derzeit **nicht** in sozialen

Medien mit eigenen Accounts/Auftritten vertreten. Die Nutzung sozialer Medien ist aber mittelfristig geplant. Somit liegen mir **keine** eigenen Erfahrungen bzgl. der aktiven Nutzung sozialer Medien vor.

Da viele Polizeibeamte privat soziale Medien nutzen, werden auf diesem Wege polizeirelevante Informationen erlangt. Dies aber nicht strukturiert (also vom Zufall abhängig) und zudem ohne direkte Antwortmöglichkeit auf demselben Kanal.

Neben den bereits genannten Polizeipräsidien nutzen folgende Polizeibehörden soziale Medien:

Die Landesoberbehörden Landesamt für zentrale polizeiliche Dienste und das Landesamt für Aus-, Fortbildung und Personalangelegenheiten.

Die Polizeipräsidien Aachen, Bonn, Gelsenkirchen, Hagen, Hamm, Krefeld, Oberhausen, Recklinghausen, Mönchengladbach und Wuppertal

Die Landratsbehörden KPB Oberbergischer Kreis, KPB Paderborn, KPB Soest:
Die redaktionelle Zuständigkeit (Posten, Kommentieren) liegt grundsätzlich bei zentralen Dienststellen („Öffentlichkeitsarbeit").

Wenn Ihren Fragen nicht eindeutig zu entnehmen ist, ob Sie mich, die Pressestelle oder die Organisation Polizei meinen (z.B. Frage 1 … Wie erhalten **Sie** … von **Ihren** …) werde ich versuchen, die Antwort grundsätzlich auf die Polizei zu beziehen bzw. zu differenzieren.

Zu Frage 1:

Teil 1:

Über direkte Gespräche und „traditionelle" Medien wie Email, polizeiliche Datenprogramme, Telefon, Fax und Funk.

Teil 2:

Bürgerinnen und Bürger können ihre Informationen (z.B.: Anzeigen, Hinweise, Fragen, Beschwerden, Lob/Dank etc.) im persönlichen Gespräch, per Telefon, Fax und Email an die Polizei übermitteln. Bei Anzeigen besteht zudem die Möglichkeit der Online-Anzeige (landesweites Tool).

Zu Frage 2:

Da kein offizieller Infokanal „soziale Medien" besteht, ist diese Frage nur mit deutlichen Abstrichen zu beantworten.

Informationen über soziale Medien kommen überwiegend mittelbar (z.B. über Journalisten) zur KPB Borken. In einigen Fällen auch durch die Nutzung privater Accounts (z.B. Mitarbeiter der Pressestelle/Öffentlichkeitsarbeit).

Bei der Polizei werden grundsätzlich ALLE Informationen (egal welcher Kanal) in Sache Priorität und Dringlichkeit bewertet, eine grundsätzlich höhere Priorität bei Informationen

über soziale Medien besteht somit NICHT.

Bei der Bewertung von Informationen über soziale Medien spielen sicher die Glaubwürdigkeit (fake news; Hoax …) und die Breite der Diskussion über ein bestimmtes Thema („Aufschrei in sozialen Medien") eine Rolle. Sollte also z.B. erkennbar sein, dass eine in sozialen Medien kursierende Meldung „angeblich sollen Kinder entführt werden" für deutliche Unruhe in einer Gemeinde führt, würde diese Information hoch priorisiert. Gleiches gilt z.B. auch für ernstzunehmende Suizidankündigungen.

Typische Hoax-Meldungen dagegen, würden niedrig priorisiert.

Zu Frage 3:

s. Antwort zu Frage 1.

Zu Frage 4:

s. Antwort zu Frage 2

Zu Frage 5:

s. Antwort zu Frage 1

Zu Frage 6:

s. Antwort zu Frage 2

Zu Frage 7:

Nein.

Zu Frage 8:

Die Nutzung von Messenger-Diensten ist landesweit aus Gründen der Informationssicherheit nicht zugelassen.

Die Nutzung sozialer Medien (derzeit facebook, twitter, youtube) ist per Erlass erlaubt und für sechs Polizeipräsidien (s. Vorbemerkung) sogar vorgeschrieben.

Der Erlass beschreibt die Rahmenbedingungen für die Nutzung (z.B. Design, Inhalt, Verantwortlichkeit).

Zielgruppe ist in erster Linie die Öffentlichkeit und nicht die Kommunikation innerhalb der Polizei

Zu Frage 9:

Die Nutzung von (sicheren) Messenger-Diensten wird als absolut sinnvoll für die interne Kommunikation angesehen. Auf einfachem Weg könnte eine bestimmte Zielgruppe/Zielperson schnell und einheitlich informiert werden - unabhängig von der

Anbindung an einen Netzwerk-PC. Abstimmungsprozesse könnten vereinfacht und beschleunigt werden.

Die Nutzung von Messenger-Diensten zur Kommunikation könnte ebenfalls sinnvoll sein (z.B. wichtige Hinweise durch oder an die Bevölkerung). Dies könnte aber auch durch Twitter bzw. facebook erledigt werden.

Die zukünftige Nutzung sozialer Medien (facebook und twitter) wird positiv gesehen. Facebook dient dabei vor allem der public relation, twitter als Tool zur Einsatzunterstützung.

Zu Frage 10:

Teil 1:

Da beides derzeit nicht genutzt wird, kann Teil 1 nicht beantwortet werden.

Teil 2:

Sofern deutsche und niederländische Polizeibeamte denselben sicheren und durch das zuständige Ministerium des Landes NRW freigegebenen Messenger-Dienst nutzen könnten (eher unwahrscheinlich), würde dies die Kommunikation in Einzelfällen vereinfachen.

Da sich facebook und twitter überwiegend an die Bevölkerung bzw. Journalisten richten wird, würde dies die polizeiliche Kommunikation zwischen niederländischen und deutschen Polizeidienststellen kaum beeinflussen.

Frage 11:

Die Nutzung von Messenger-Diensten würde sich aus Internetsicherheitsgründen vermutlich nur auf die polizeiinterne Kommunikation beziehen. Neue Aufgaben/Aktivitäten wären z.B. die Erstellung sinnvoller Gruppen (Dolmetscher, Alarmgruppen, Infogruppen etc.).

Sollten Messengerdienste für die Kommunikation mit der Öffentlichkeit erlaubt werden, würde dies sicher zu neuen Aktivitäten/Aufgaben führen Z.B. Erstellung sinnvoller Angebote (Hinweismöglichkeiten; Warn-/Infomöglichkeiten; Datenpflege …).

Die zukünftige Nutzung von facebook und twitter wird eine Vielzahl neuer Aktivitäten und Aufgaben mit sich bringen (z.B. Betreuung, Monitoring, redaktionelle Arbeiten, Beschulungen, Schaffung technischer und dienstrechtlicher Voraussetzungen).

Zu Frage 12:

Die denkbare Vereinfachung der internen Kommunikation durch Messengerdienste wurde bereits beschrieben (s. Antwort zu Frage Nr. 9).

Die Nutzung von Messengerdiensten zur externen Kommunikation wäre maximal als Ergänzung zu twitter/facebook denkbar und nach jetziger Kosten-Nutzen-Analyse als nicht sinnvoll betrachtet.

Die Nutzung sozialer Medien bedeutet für die zuständigen Beamten (Sachgebiet Öffentlichkeitsarbeit und Einsatzleitstelle) grundsätzlich einen Mehraufwand (s. Nr. 11). In Teilen ist eine Vereinfachung denkbar (z.B. werden durch schnelle Informationen viele Nachfragen vermieden; Warn- und Verhaltenshinweise erreichen die Bevölkerung schneller).

Der Mehraufwand ist aber durch die positiven Effekte vertretbar. Die Polizei verbessert ihre Öffentlichkeitsarbeit und Kommunikation mit der Bevölkerung. Die positiven Wirkungen stellten sich bei Großlagen (z.B. Terroranschläge in Berlin; Amoktat in München) deutlich heraus.

Zu Frage 13:

Diese Frage wurde in den zuvor gegebenen Antworten bereits beantwortet.

Zu Frage 14:

Die Entscheidung, zukünftig facebook und twitter zu nutzen, ist wegen der bereits beschriebenen positiven Wirkungen (s. z.B. Antwort zu Frage 11) getroffen worden.

Dabei haben auch die positiven Erfahrungen anderer Polizeibehörden eine Rolle gespielt.

Die Nutzung von Messengerdiensten zur polizeiinteren Kommunikation würde begrüßt, allerdings müsste ein sicherer Dienst zur Verfügung stehen (Datensicherheit).

Sofern es lediglich um den Austausch bereits öffentlicher Informationen (z.B. Pressemeldungen) ginge, würde die Nutzung allgemein zugänglicher Messenger-Dienste befürwortet.

Die Nutzung von Messengerdiensten zur Kommunikation mit der Bevölkerung wurde nicht angeregt, da andere geeignete Kommunikationskanäle (spätestens mit Beginn der Nutzung von facebook und twitter) zur Verfügung stehen.

Welche Behörden bereits soziale Medien nutzen, wurde in den Vorbemerkungen dargestellt.

Vereinzelt werden private social-media-accounts eigeninitiativ durch Polizeibeamte auch dienstlich zu Informationszwecken genutzt (z.B. Informationen zu aktuellen Einsatzlagen; Beobachtung von Diskussionen zu polizeirelevanten Themen).

Permission of the Ministry of Inner Affairs of North-Rhine Westphalia

On the next page.

Ministerium für Inneres und Kommunales
des Landes Nordrhein-Westfalen

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-Elektronische Post-

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Unterstützung wissenschaftlicher Arbeiten durch die Polizei des Landes Nordrhein-Westfalen

„Einfluss Social Media (Twitter, Facebook, etc.) und Messenger Applications (WhatsApp etc.) auf Polizei und Polizeiarbeit"

Ihr Schreiben vom 13.06.2017

Sehr geehrte Frau Krompholz,
sehr geehrte Frau Janzen

ich genehmige die Unterstützung Ihrer wissenschaftlichen Arbeit im beantragten Umfang. Ich bitte, mir eine Kopie Ihrer Arbeit zu übersenden.

Einzelheiten bitte ich direkt mit der Kreispolizeibehörde Borken abzustimmen.

Mit freundlichen Grüßen

Im Auftrag

gez. Ziegenfuß