

Stimulating the preparedness to report crime:

A study on the factors that influence the willingness to report crime of entrepreneurs and how to improve it.

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Abstract

Partnerships between the police and other organizations are becoming increasingly important. The police needs other organizations to fight crime and to increase their legitimacy. For better crime fighting the police needs to have reports filed by victims. The case is that victims are not always willing to report or mention crime. Especially about the willingness to report crime of entrepreneurs is done little research. Therefore this study aims to give a more comprehensive view of the willingness to report crime of entrepreneurs. A specific case is used to analyze the degree of willingness to report crime of entrepreneurs and how this is influenced. Multiple factors are discussed from various sources of literature. The research question is: 'What are the factors that are causing a low preparedness of entrepreneurs to report crime and how can this be improved?'. The study consist of two ways of data collection, firstly, there are interviews conducted with various persons that are in different ways involved at the industrial terrain in the South of Hengelo. Secondly, a survey is held amongst the entrepreneurs situated at the Bedrijvenpark. The results made clear that there is not always agreement amongst persons from the different organizations. Discrepancies exist about the degree of willingness to report crime of the entrepreneurs. What becomes clear is that the communication between the various organizations and between the organizations and the police is not optimal. The degree of willingness to report crime varies: nuisance is more common to occur but is less reported, more severe crime is most often reported; and other crimes are less or never reported. From the survey 9 relevant factors have appeared to be relevant. Some influence the willingness to report crime negatively, such as: it costs time to report crime as well as the possibility to solve it yourself; and some influence the willingness positively: compensation of insurance and reporting crime collectively. The five relevant crime related factors are intertwined with the factors that influence the preparedness to report crime. The study concludes with comparisons with other research and with recommendations. The main recommendation is to focus on the relevant factors, such as creating a direct line with entrepreneurs and the police to decrease the time it costs to report crime. Also, when improving the preparedness to report crime, better communication with other organizations is crucial. Too much information stays at the various organizations and is not shared.

Samenvatting

Samenwerking tussen de politie en andere organisaties wordt steeds belangrijker. De politie heeft andere organisaties nodig om effectief criminaliteit te bestrijden en haar legitimiteit te verbeteren. Om beter misdaad te kunnen bestrijden heeft de politie aangiftes nodig. Slachtoffers zijn alleen niet altijd bereid om misdaad te melden of aangifte te doen. Vooral over de aangiftebereidheid van ondernemers is weinig onderzoek gedaan. Daarom heeft deze studie als doel een meer omvattend beeld te geven over de meldingsbereidheid van ondernemers. Een specifieke casus is gebruikt om de mate van meldingsbereidheid te analyseren en hoe deze meldingsbereidheid wordt beïnvloed. Meerdere factoren van verschillende onderzoeken en theorieën zijn besproken. De onderzoeksvraag is: 'Wat zijn de factoren die een lage meldingsbereidheid onder ondernemers veroorzaken en hoe kan dit worden verbeterd?'. De studie bestaat uit twee typen data verzameling. Ten eerste zijn er interviews gehouden met verschillende personen die op verschillende manieren betrokken zijn bij het industrieterrein in het zuiden van Hengelo. Ten tweede is er een enquête gehouden onder de ondernemers op het Bedrijvenpark. De resultaten maken duidelijk dat er niet altijd overeenstemming is onder de personen van de verschillende organisaties. Er zijn verschillende meningen over de mate van meldingsbereidheid van ondernemers. Wat duidelijk wordt is dat de communicatie tussen de verschillende organisaties en tussen de organisaties en de politie niet optimaal is. De mate van meldingsbereidheid varieert, overlast wordt vaker ervaren maar wordt weinig gemeld en wordt weinig aangifte van gedaan. Meer zwaardere criminaliteit wordt vaker gemeld/aangifte van gedaan en sommige typen criminaliteit worden nooit of zelden gemeld. Uit de enquête zijn 9 relevante factoren naar voren gekomen. Sommige beïnvloeden de meldingsbereidheid op een negatieve manier: het kost tijd om aangifte te doen, alsook de mogelijkheid om problemen binnenshuis op te lossen. Sommige beïnvloeden de meldingsbereidheid positief: compensatie van de verzekering en collectief aangifte doen. De vijf relevante criminaliteit gerelateerde factoren zijn verweven met de factoren die de meldingsbereidheid beïnvloeden. De studie eindigt met vergelijkingen met andere onderzoeken en met aanbevelingen. De belangrijkste aanbevelingen zijn: het is belangrijk om te focussen op de relevante factoren, zoals het creëren van een directe lijn tussen de ondernemers en de politie om de tijd die het kost om aangifte te doen te verminderen. Daarnaast, om de meldingsbereidheid te vergroten is betere communicatie tussen de organisaties cruciaal. Te veel informatie blijft hangen bij de verschillende organisaties en wordt niet gedeeld.

Preface

In front of you lies my master thesis about the preparedness of entrepreneurs to report crime. Public administration is a multidisciplinary area, of which safety has always interested me the most. Safety is a topical subject that goes through great development in which research can add valuable context.

I've cooperated with several organizations and persons from the area of safety to conduct my research. I would like to thank Guus Meershoek for his supervision and advice. Furthermore, I would like to thank Peter de Vries for giving feedback and recommendations on how to improve my thesis. I would also like to thank Willeke ten Bloemendal for introducing me to the subject and her help with the first steps of my research. Lastly, I would like to thank Bart for the support and his reading throughout the entire process of writing my thesis.

After finishing my master of Public Administration I will explore safety through another discipline as a master student of the master track Psychology: Conflict, Risk and Safety.

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1. Introduction

1.1 Introduction

To improve the legitimacy of the police, partnerships between the community, companies and the municipality become more and more important. The idea is that when the police is cooperating at the community level with entrepreneurs, it enhances their legitimacy and makes 'crime fighting' more successful (Tyler, 2004). Also, in the community itself, organizations evolve to tackle the problems within the community. This chapter focuses on the background and research questions of the study.

1.2 Background information and context

In this study the willingness to report crime is researched. The focus lies on how the willingness of entrepreneurs is influenced and which factors are important in explaining the willingness to report crime. When analyzing the concept of preparedness to report crime, several factors are being discussed and their relationship with the preparedness to report crime is analyzed.

To increase the safety and security and the effectivity of crime fighting by the police a low willingness should be improved. Factors such as legitimacy and the manner of cooperation between the police and entrepreneurs are important. Other factors can also be of importance when explaining the willingness to report crime. This research focuses on three type of factors which might explain the willingness to report crime. Firstly, factors that are influenced by the offense. Factors are, among others, the severity of the crime and the frequency of the offenses (Goudriaan, Nieuwbeerta, & Wittebrood, 2005). The second group of factors consist of factors that are influenced by the police, such as the visibility and the accessibility of the police (Goudriaan et al., 2005; Hawdon & Ryan, 2011; Ruback, Greenberg, & Westcott, 1984). The last group of factors focuses on the relationship between the environment of the companies and the preparedness to report crime. Pressure from the environment and collective efficacy can influence the willingness (Hawdon & Ryan, 2011; Kääräinen & Sirén, 2011). In the theoretical framework chapter, these factors are more elaborated and analyzed using theories from different researchers.

1.3 Background information of the case of Bedrijvenpark Hengelo

This research will discuss a specific case in which the police cooperates with entrepreneurs and the municipality. In the municipality of Hengelo there is an industrial area with 350 entrepreneurs. This is the industrial area in the South of Hengelo and it lies around the Twente Canal. In 1992 companies have joined an interest group named BIT (Bedrijvenpark Twentekanaal Hengelo) (BIT, 2013b). Currently, 232 entrepreneurs have joined BIT. One of the goals was to improve the safety and security at the industrial area in cooperation with the police and the municipality of Hengelo. Over the years

the entrepreneurs had to deal with several burglaries and some arson. As an answer to these criminal activities taking place on the industrial area, the police sought contact with the entrepreneurs. To improve the safety and security at the industrial area, the police of Hengelo made in 2013 a covenant (SA24/7) with BIT and a private security company named Securion (BIT, 2013a). In the beginning it was the chief of police who initiated the covenant, because of the reduction of police officers on the streets and there were more cars present from private security companies than of the police at night. One of the goals was that the police has more eyes and ears on the streets and that private security guards can provide backup. By creating the covenant, increasing private and public cooperation was important. According to the police, at that time there was a lot of information with private security guards that was not available for the police.

Following from these ideas and goals the covenant emerged: SA 24/7. This stands for working together alert (Samenwerken Alert). Agreements were made about how to share information and how to deal with information. In exchange for secrecy more privileges were given for private security companies. Sharing information with the 4 parties involved, which information cannot be shared with other companies is therefore the basis of the covenant. Also a direct line with the report room was established, through which information was given about persons without naming them. Another privilege was information about license plates, which normally would not have been shared.

Following the covenant, camera surveillance was installed in the public domain, such as in the centers of Hengelo, Enschede and the industrial area. The two selected private companies watched the images and had direct contact with the police report room (BIT, 2013a).. Also, BIT made up several target points, such as stimulating entrepreneurs to report crime to the police. All the entrepreneurs, which are a member of BIT, have to cooperate and are obliged to pay. Not all the entrepreneurs are/were participating in the covenant (BIT, 2013a).

Despite these efforts to improve safety and security and intensifying cooperation between the entrepreneurs, police and the municipality, the police still signaled a low preparedness to report crime. Very few entrepreneurs report these crimes or even mention anything about it. This disconnection between the police and the entrepreneurs and also the municipality is an issue, because it prevents the police from successful crime fighting and dealing with these criminal activities so that the safety and security can be improved (Hawdon & Ryan, 2011). It also has led to the inactivity of the covenant, which is discussed later. The level of reporting crime is a measure of community participation in crime prevention and control, this leads to more confidence in the police and the criminal justice system (Carcach, 1997). Currently, the situation might cause a lack of legitimacy of the police.

The main question and problem is: 'Why is there such a low willingness to report crime?'. And also, what are the factors that explain this low willingness. The police of Hengelo can only act when crimes are mentioned and reported. This thesis focuses on the willingness to report crime and uses

the case of Bedrijvenpark Hengelo to explain the degree of preparedness to report crime. The reasons the entrepreneurs at the Bedrijvenpark Hengelo have and the aspects of the cooperation between the police, the entrepreneurs and the municipality of Hengelo are important in this specific case. Not only is it the goal to analyze the factors that are important, but also to measure the degree of willingness the entrepreneurs have at this moment. This is both useful when it comes to explaining the willingness to report crime in this case but also in other situations. The thesis is being written for the police of Hengelo and with cooperation of other organizations, but it provides a general study about the preparedness to report crime of entrepreneurs.

1.4 Research question and sub-questions

The research question follows from the problem as described in the introduction. It focuses on the factors that explain the low preparedness to report and mention crime and the way to improve this. When reforming the problem into a research question the research question becomes:

'What are the factors that are causing a low preparedness of entrepreneurs to report crime and how can this be improved?'

Answering this research question will give insight in the factors that are important when it comes to preparedness to report crime. It will make clear what factors are causing a low preparedness to report and mention crime of the entrepreneurs and what flaws there might be in communication with other actors. It will also contribute to solutions to the problem and give ideas of how the preparedness to report crime can be improved.

In this specific case, the units are the entrepreneurs at the Bedrijvenpark. The dependent variable is the preparedness to report crime and the independent variables are the factors that are possibly causing it. The setting is the municipality of Hengelo; and more specifically the industrial area in the south of Hengelo near the canal of Twente.

Sub-questions are necessary to answer the research question. Four sub-questions are formulated which contain different elements of the research question. The first sub-question is:

'How willing are the entrepreneurs to report crime?'

Answering this sub-question will make clear how willing the entrepreneurs are. It gives insight in the degree of willingness of the entrepreneurs. This is important because only when the degree of willingness is known, the contribution of the factors can be measured in comparison with the willingness. The second sub-question is:

'What are the factors that explain the willingness to report crime to the police?'

Answering this question will result in overview of the factors that are relevant when explaining the willingness to report crime of the entrepreneurs. It distinguishes the non-relevant factors from the relevant factors, which is important for the third sub-question.

The third sub-question focuses on the degree of the influence of the different factors:

'How strong are the factors that explain the preparedness to report crime?'

This sub-question focuses on the degree the different factors influence the willingness to report crime of the entrepreneurs. The question provides insight in the effect of the factors and the strength of the effect. Which can be positively related to the willingness to report crime or negatively related. The last sub-question is:

'How can the preparedness to report crime be strengthened?'

This sub-question gives answers about what can be done to solve the problem by improving the preparedness to report crime. How can the relevant factors be used to take action and solve the problem.

1.5 Objective and relevance

The objective of the thesis is to provide the police of Hengelo with an academic report about the preparedness to report crime. It gives a thorough explaining of what causes a low preparedness of crime of the companies at the industrial area. The goal of the thesis is providing ideas to improve the preparedness, so that the different actors can take action. By answering the first and third sub-questions it becomes clear what the important factors are and what the effects of these factors are. Answering the fourth sub-question provides ideas for improving the preparedness to report crime.

The relevance of this study is to add research about this subject and to give ideas for further research. This is especially important because little research has been done about the preparedness to report crime of companies. Most research is done about individuals or communities. While the reasons for entrepreneurs can be different than the reason for an individual or for example a neighborhood. The social relevance of this study is the usability for other municipality's and regions to deal with these problems of low preparedness to report crime.

1.6 Conclusion

It is important to explain the behavior of entrepreneurs when it comes to reporting and mentioning crime. By using the main research question and sub-questions a solid report can be made about the concept of the willingness to report crime in the specific area of Hengelo. The sub-questions are about the degree of preparedness to report crime, the factors involved and how the willingness can be improved. The study's relevance consists of contributing to existing literature about this subject.

2. Theoretical framework and conceptualization

2.1 Introduction

In this chapter the theoretical framework of the study is discussed. There are several ways to describe the willingness to report crime by using literature, in this chapter the concept is discussed using different clusters of factors and directions of literature. The first cluster focuses on the victim, the second focuses on the role of the police and the last cluster focuses on the environment of the victim. At the end of this chapter the factors that are relevant for explaining the preparedness to report crime are presented. The chapter ends with possible outcomes of the study based on the theoretical framework.

2.2 Specifications of crime reporting

Firstly, it is necessary to understand what crime reporting includes. There are several types of crime reporting and the type can depend on the victim or the manner of reporting. The first distinction is officially filing a report with the police or only mentioning it to the police. The police of Hengelo has stated that the entrepreneurs are not very willing in both ways of reporting crime. It is more likely that mentioning crime to the police is easier to do and therefore entrepreneurs can be more willing to mention crime than officially reporting crime. The importance of the distinction lies in the cost-benefit analysis people make, this is discussed in the next paragraph. The second distinction of crime reporting focuses on the victims' experience with offenses and reporting. There are three groups in which the entrepreneurs can be divided. Firstly, entrepreneurs who have faced an offense and did report. Secondly, entrepreneurs who have faced an offense and did not report. The last group is entrepreneurs who did not face an offense and therefore did not report any crime. The first two groups are useful when explaining the willingness to report crime, because they both have made a choice whether to report the crime. The last group is difficult, because their willingness cannot be analyzed and explained when they did not have to report. On the other hand, this group is less important for the study because they are not causing a low preparedness of reporting crime.

Not only the entrepreneurs can report or mention crime. Neighbors are also important for the degree of crime reporting and their willingness must also be considered. Several studies indicate that victims often discuss their victimization with others and that their decisions are influenced by advice and information from others (Ruback et al., 1984). In some cases neighbors know that a delict has taken place at other entrepreneurs or have discussed it with the neighbors. Neighbors can then make the choice to mention or not to mention the crime.

2.3 Importance of crime reporting

The importance of crime reporting is summarized by Skogan (Skogan, 1984). When people do not report crime, they may be excluded from services that benefit them (Skogan, 1984). Several services, such as private insurance companies, only act when a report is filed. People exclude themselves from such payments when they do not report the crime.

Another negative result from nonreporting is the decreasing deterrent capacity of the criminal justice system (Skogan, 1984). When people do not report, the offender will not be taken to justice and will not be punished. An important function of the criminal justice system is, according to Skogan (1984), this deterrent capacity. It reflects the low levels of certainty of punishment. Nonreporting creates differences about which offenders are likely to be arrested and who are not. Some of the offenders can be more vulnerable to arrest than others because more reports are filed about that type of offender. This can create inequity issues about the attention the criminal justice system gives to certain groups of offenders, which can be characterized by a typical race or sex (Skogan, 1984). This also has another consequence. Profiles are drawn from reports and arrests, when only a specific group is reported and arrested this gives little knowledge of the offenders. Those patterns of reporting also affects the mandate of the police, according to Skogan (1984). The role of the police can be defined by the cases they solve or handle. When more different reports are filed, the task of the police becomes more complex. The role of the police is then changed (Skogan, 1984).

Nonreporting also has consequences for the management of the police. Reported crimes by citizens are raw information for the police upon which they base their systematic planning, resource allocation and budget. In an area in which a lot of citizens do report crime, more resources could be allocated to that specific area to fight crime effectively. But, in the case of nonreporting, no extra resource allocation is done and the crime levels will probably not decrease, this will leave the area under protected (Skogan, 1984).

Lastly, crime reports are used for the evaluation of different crime prevention programs. When there are none or little reports the validity of the evaluation can be low (Skogan, 1984).

2.4 First cluster: rational choice theory

Literature and theories about crime reporting can be distinguished in three different clusters of factors. According to Goudriaan et al. (2005) theories about crime reporting focus either on the economical cluster, the social cluster, which also includes theories about legitimacy and effectivity; and the cluster about environment. The economical cluster focuses on an analysis of costs against benefits made by the victim (Goudriaan et al., 2005). The choice of reporting crime is based on the rational choice of the victim of the crime. The victim makes a cost vs. benefit analysis of the situation and when the expected

costs of reporting crime is higher than the benefits, the victim will not report crime (Goudriaan et al., 2005). Kääräinen and Sirén (2011) state that this perspective is based on the rational choice theory. Examples of benefits for the victim is the protection from the police or having the offender arrested and brought to justice (Kääräinen & Sirén, 2011). Also a benefit can be insurance money as a compensation for the damage of the crime. Only when a crime is reported to the police, the insurance company will compensate (Skogan, 1984). Costs can be inconveniences that can occur for the victim who is making the report, such as fear of revenge from the victim (Goudriaan et al., 2005; Kääräinen & Sirén, 2011). The time that it costs to report crime and a low accessibility of the police are other reasons for nonreporting to the police within this perspective (Goudriaan et al., 2005). From this perspective it is to be expected that only severe crimes will be reported because it will have higher benefits than costs. Less severe crimes will be taken less seriously by the police and therefore a solution is less likely (Goudriaan et al., 2005). Something that is associated with the severity of crimes and its effect on the preparedness to report crime, is the possibility to 'handle it yourself' (Skogan, 1984). One of the frequently given reasons for non-reporting is, according to Skogan (1984), that victims 'settled the matter themselves'. Seeking a private solution is one of the response options of the victim (Ruback et al., 1984). When looking at entrepreneurs, solving it yourself can both for internal offenses or crimes caused by someone else. With less severe crimes, it's likely that it is more easily to handle it yourself and therefore nothing will be reported to the police.

Other aspects of the research of Skogan (1984) fit within this cluster as well. Skogan (1984) acknowledges that many research is based on the cost-benefit choices of victims. In the article it is stated that the decision to report or not reflects the pros and cons of involving the police or other authorities (Skogan, 1984). The economical perspective/cluster has also some concerns. The perspective states that victims make rational choices, but victims can be stressed or emotional because of the offense that occurred. It is possible that they are not capable of making rational choices (Goudriaan et al., 2005).

Another factor that is involved in decision making of victims is their sense of obligation to report crimes. By reporting crimes victims feel they are 'good citizens'. Therefore, it's a sense of duty, according to the victims, to report crimes to the police. Their social norms about reporting contribute to their willingness to report crime (Skogan, 1984).

A last factor, which is also related to the confidence in the police as mentioned in paragraph 2.6, is fear of crime. The perception of safety is related to the confidence of the police (Baker, Nienstedt, Everett, & McCleary, 1983). When there is a lot of fear for crime, which causes a low perception of safety, there is a low confidence in the police (Baker et al., 1983). Which can lead to non-reporting of crimes.

2.5 Second cluster: social structures

The second cluster of factors according to Goudriaan et al. (2005) is the sociological perspective. Whether a crime is reported depends on the social structures of the society in which the victim and offender are located (Goudriaan et al., 2005). The perspective focuses on social and cultural variables that influence the choice of reporting crime.

2.6 Legitimacy and effectivity

The second cluster of this study focuses on the effectivity and legitimacy of the police and their effect on the preparedness to report crime. Whether the entrepreneurs view the police as legitimate and trust the police influences the willingness to cooperate with the police (Tyler & Fagan, 2008). According to Hinds (2009), legitimacy can be defined as 'a property of an authority or institution that leads people to feel that the authority or institution is entitled to be deferred to and obeyed' (Hinds, 2009, p. 11). People will voluntarily cooperate with the police and obey the police when they view the police as legitimate. Most studies focus on the link between legitimacy and cooperation with the police. Cooperation with the police can include reporting crime to the police. According to Sunshine and Tyler (2003), the view of the legitimacy of the police is positively related with the willingness to cooperate with the police, for example addressing crime.

The relationship between the factor effectivity of the police and the willingness to report crime is more difficult to analyze. Several authors analyze the relationship between the view of legitimacy and the view of effectivity of the police. According to Van der Vijver and Vlek (2006), the relation between the legitimacy of the police and the effectivity is closely related but is very complex. This is because judgements about the police are not always fully based on how effective the police is (Van der Vijver & Vlek, 2006). On the other hand, the perception of legitimacy is positively related with the effectivity of the police (Sunshine & Tyler, 2003). When combining these three elements, if the effectivity of the police is positively related with the view of legitimacy of the police and this is positively related with the willingness to cooperate with the police, two different factors can be distinguished that are important when explaining the willingness to report crime: legitimacy and the effectivity.

2.7 Third cluster: social environment

The third and last cluster of theories and literature is the group of factors that focus on the social environment, according to Goudriaan et al. (2005). Theories that fit within this theory state that the choice of reporting or nonreporting crimes is not only dependent on the rational choice of victims, but is also dependent on other factors, such as the social environment of the victim (Goudriaan et al., 2005).

A theory that fits within this cluster is the decision-making model of Ruback, Greenberg and Westcott (1984). According to the authors, crime victims are susceptible to social influence, all who are involved are in a state of confusion. The model focuses on the role of social influence on the decision-making of victims. The decision-making model of Ruback et al. (1984) exists of three steps. The first step is people labeling themselves as victims. The second step includes the process of the victim making judgements about the seriousness of the crime. This includes the perceived injustice of the incident and the vulnerability of the victim for similar crimes in the future. The harm that results from the crime or can result from the crime is the primary driver for judging the seriousness. The third stage is most important when it comes to the willingness to report crime, because it includes the victim's decision. The decision is based on experience that the victim has with similar situations or from other persons they know who had similar expectations. Contrary to the economical perspective/cluster, the authors state that the victims cannot make rational decisions because of, for example, stress. There are four different decisions:

1. Seeking a private solution
2. Cognitively reevaluating the situation
3. Reporting the crime to the police
4. Doing nothing

Choosing the third option (reporting to the police) can be done to reduce the inequity because the police will catch the offender, to recover the property, to make restitution or because of insurance money. Other reasons are hoping for increased police visibility in their surroundings and feeling less vulnerable. The drawbacks can be that it costs time to report crime, feeling more distress, retaliation of the offender or that the response of the police is not satisfying. The last option (doing nothing) is chosen when the victims believe that action from them is likely to result in failure (Ruback et al., 1984). It is less likely that entrepreneurs feel personally distressed because of the crime, especially when it is a large company. On the other hand, owners of small companies can feel personal distressed. Following Ruback et al. (1984), feeling distressed can influence the decision to report or not report crime.

The third group of literature and theories according to Kääräinen and Sirén (2011) consist of literature that focuses on the perspective of social capital. With social capital is meant generalized trust (Kääräinen & Sirén, 2011). Generalized trust means 'trust in people in general – not just the individuals we know' (Kääräinen & Sirén, 2011, p. 69). Generalized trust also means informal social control: 'Social networks and communities produce unofficial social control and support' (Kääräinen & Sirén, 2011, p. 69). People can receive support and protection from the community when it comes to crime. According to Kääräinen and Sirén (2011) people who take place in a social community are less likely to report

crime because the feeling of safety and security within the community decreases the need to report crime.

On the other hand, according to Hawdon & Ryan (2011), being part of an organization which has a goal to provide public safety, increases the likelihood of people to participate in anticrime efforts and they are more willing to report crime to the police. In both cases one's commitment with the neighborhood is of importance for explaining a high or low degree of willingness to cooperate with the police (Hawdon & Ryan, 2011; Kääräinen & Sirén, 2011; Tyler & Fagan, 2008). Several other reasons how a community can increase the willingness to report crime are mentioned by Hawdon and Ryan (2011). Firstly, such an organization can prevent that people are afraid when they act as an individual because of possible retributions against them from the offender when they report the crime. It is easier to act as a member of a group and cooperating as a group with the police. This is also called collective efficacy (Hawdon & Ryan, 2011). Collective efficacy can be defined as 'social cohesion among neighbors combined with their willingness to intervene on behalf of the common good' (Sampson, Raudenbush, & Earls, 1997, p. 918). The effect of collective efficacy can be explained by the degree and type of social control (Sampson et al., 1997). According to the authors, social control refers to 'the capacity of a group to regulate its members according to desired principles' (Sampson et al., 1997, p. 918). This means that a group can operate collectively to achieve its goals, such as safety and security. The degree of effectivity of the collective efficacy within a group depends on the mutual trust and solidarity (Sampson et al., 1997), which can be seen as social cohesion in the neighborhood. Financial investments are also important for the social cohesion and supporting of the neighborhood. Sampson et al. (1997) found that informal social control and cohesion among neighborhoods are directly related to reductions of violence. Informal social control can be for example pressure from neighbors and/or within an organization. Social cohesion can be the degree of trust in a neighborhood and how close the neighbors are. To measure the collective efficacy and its effect on the willingness to report crime, also the degree of social cohesion and the effect of informal social control are relevant (Sampson et al., 1997). According to Goudriaan et al. (2005) the higher the social cohesion in a neighborhood the more likely crime is reported to the police by its residents.

This community activism in groups is according to Carr (2016), related with a new sort of social control which takes place in informal groups. This form of social control can better regulate criminal activities that occur in a certain area and can therefore be another way to control crime (Carr, 2006).

2.8 Differences of crime reporting between entrepreneurs and individuals

Little research has been done about the willingness to report crime among entrepreneurs. It is likely that there are some differences between factors that are important for reporting crime by entrepreneurs or by individuals. For example, companies are more likely to be situated in an industrial

area among other companies, whereas individuals live more likely among other citizens in neighborhoods. It is likely that there is more social cohesion and social control within a neighborhood than at an industrial terrain. This can influence, as mentioned earlier in this chapter, the willingness to report crime. Another example is the way how people experience the crime. Individuals can experience this more personally than employees in a company, this can influence the choice to report a crime (Ruback et al., 1984). On the other hand, the owner of the company, especially when it is a small company can experience emotional damage. Therefore, it is important to include the factor of emotional damage for explaining the willingness to report crime. The damage that resulted from the crime can differ. A small house and an industrial building can have different types of damage and different degrees of severity.

Terpstra (2008) distinguishes 3 different types of risks of organized crime for entrepreneurs. Firstly, the company can be directly the victim, for example when there is a burglary. Secondly, there can be institutional abuse of the company, for example when criminal groups misuse information and facilities of the company for their own illegal goals. Which can result in that a company functions as a front for illegal activities. Thirdly, companies can operate in an corrupt environment. Legal and illegal activities are intertwined at the company (Terpstra, 2008). Especially the last two risks of organized crime are relevant for entrepreneurs, citizens in neighborhoods are less likely dealing with such types of risks of organized crime.

Finally, smaller companies are less likely to have sophisticated risk and management departments and therefore do not meet simple security demands that can be necessary to prevent crime. Smaller companies can therefore be more vulnerable to crime than large companies (Terpstra, 2008).

2.9 Overview of the factors that can influence the willingness to report crime

In this paragraph the factors and possible influence on the preparedness to report crime, as mentioned in the previous literature, will be discussed.

A. Severity of the offense

The severity of the offense influences the choice to report crime. When the crime is not severe it is likely that the crime will not reported to the police. Less severe crimes are more likely to be seen as less important to the police and therefore it is less likely that the police will put a lot of effort to solve the offense by arresting the offender (Goudriaan et al., 2005).

A factor that is associated with the severity of the offense is the possibility of entrepreneurs to handle it themselves, thus seeking a private solution instead of reporting it to the police (Ruback et al.,

1984; Skogan, 1984). Some entrepreneurs can have the resources to solve the problems themselves instead of reporting it to the police. This can also be the case for internal matters.

B. Type of offense

This is similar to the effect of the severity of the offense. Some types of offenses are less severe and therefore are less likely to report in comparison to type of offenses which have an huge impact (Goudriaan et al., 2005). For example there is difference between nuisance and more severe crimes as burglary.

C. Amount of damage caused by the offense

When a crime is reported to the police, an insurance company can compensate for the damage caused by the offense (Skogan, 1984). Therefore, the amount of damage influences the choice to report crime. When there is a lot of damage, a company is more likely to report the crime to the police to get a compensation for the damage (Ruback et al., 1984).

D. Type of damage

Damage caused by an offense can be immaterial or material. Immaterial damage can cause distress by the victims. Distress can both increase or decrease the likelihood that a report is filed. It has a negative influence when the victim thinks he will experience more stress by reporting the crime (Ruback et al., 1984). It has a positive influence when the victim thinks he experiences less stress because of the protection it will be given by the police when the crime is reported (Ruback et al., 1984). Immaterial damage, or emotional damage is a factor when it comes to small companies in which the owner of the company feels it's more personal. In this case the victim can choose to report crime or not to report crime based on his personal feelings (Ruback et al., 1984). The victim can choose to report crime based on the feelings of distress.

E. Frequency of offenses

The frequency a person has been victim of an offense can influence the choice to report the offense. People can choose to report crime to the police to increase police patrol in their environment to stop the offenses (Ruback et al., 1984). This is more likely when offenses happen frequently. On the other hand repeated victims can choose to not report crime because they have learned coping with the consequences (Carcach, 1997).

F. Fear for retaliation

A crime is less likely to be reported when the victim fears retaliation of the offender(s) (Ruback et al., 1984). Especially when the company stands alone in reporting the crime and is not part of an organization (Hawdon & Ryan, 2011).

G. Cost-benefit analysis of the victim

According to the rational-choice theory, victims make a cost-benefit analysis when choosing to report a crime (Kääräinen & Sirén, 2011). If the costs are higher than the benefits, a victim will not report crime. The cost-benefit factor in this research will focus on the time it costs to report crime. When it takes too much time, according to the victim, in comparison with the benefits, the victim will be less willing to report crime (Goudriaan et al., 2005; Kääräinen & Sirén, 2011). The cost-benefit factor also focuses on the costs. Improving safety and security measures often costs money. It can be that entrepreneurs do not want to spend money on such measures. Although this last aspect of the factor is not directly related with the willingness to report crime it is still important to analyze the effects of this factor for the study.

H. Insurance compensation

A victim can decide to report the crime to receive insurance money for the damage that is caused by the offender(s) (Ruback et al., 1984). Insurance company's only pay when the crime is official reported by the victim (Skogan, 1984). The willingness to report crime can therefore be influenced by the decision to make use of the insurance company and receive a payment.

I. Perception of safety

The perception of safety of the victims and neighbors can influence their willingness to report crime. When a victim has a low perception of safety, the victim has less confidence in the police (Baker et al., 1983). A high perception of safety and thus less fear of crime enhances the confidence in the police (Baker et al., 1983). More confidence in the police causes a higher willingness to report crime.

J. Effectivity of the police

When the victim thinks the police is not effective in fighting crime, it is less likely the victim reports the crime. This can be caused by a low severity of the crime, as earlier mentioned, but also because there is none or little trust in the police. When the victim does not trust the police in effectively solving the crime by catching the offender, it is less likely the crime is reported.

K. Visibility of the police

Visibility of the police can influence the willingness to report crime. When there is a low visibility of the police by the victims, it's possible that they trust the police less in solving crimes. Which in turn can decrease the willingness to report crime. Police visibility is significantly related to perceptions of police legitimacy (Hawdon & Ryan, 2011).

L. Authority of the police

The authority of the police can be perceived differently by victims. The authority of the police is different from the perception of effectivity of the police because effectivity of the police cannot always be linked to legitimacy (Van der Vijver & Vlek, 2006). When the victims sees the police as not legitimate or less legitimate, they are less likely to accept the authority of the police (Van der Vijver & Vlek, 2006). The legitimacy is based on the perception of the public and not on the power they have (Murphy, Hinds, & Fleming, 2008). When the victim perceives the police as less legitimately, the likelihood that the victim is willing to report is also less.

M. Accessibility of the police

Both Goudriaan et al. (2005) and Ruback et al. (1984) see the accessibility of the police as a factor that influences the willingness to report crime. The accessibility can be a drawback for victims to report crime when it costs too much effort to report crime. This fits within the rational choice theory. A low (perceived) accessibility of the police causes a low willingness to report crime.

N. Informal social control from the environment

Companies can be part of an organization in which there is social control or there can be social control from, for example, neighbors. Social control can cause pressure to either report a crime or not (Kääräinen & Sirén, 2011). Pressure from the environment can therefore influence the willingness to report crime.

O. Frequency of offenses in the environment

The frequency of offenses in the environment can influence the individual victims (the companies) in that environment (Ruback et al., 1984). The frequency of the offenses in the environment has the same influences as the frequency of offenses mentioned earlier.

P. Collective efficacy of the environment

Being part of an organization that tries to improve security and safety in the community can influence the willingness to report crime because of collective efficacy (Hawdon & Ryan, 2011). It is easier to act

as a group than to act as an individual (Hawdon & Ryan, 2011). Thus it is also more likely that when taking part in such an organization, the individuals are more willing to participate in anticrime efforts and therefore are more willing to report crime (Hawdon & Ryan, 2011).

A factor that can be associated with the collective efficacy is the presence of a social norm among the victims. A victim can feel it is a duty to report crime to the police. This sense of duty can increase the willingness to report crime (Skogan, 1984).

Q. Social cohesion

The higher the social cohesion within a neighborhood, or in this case at the Bedrijvenpark, the more likely crime victims report crime (Goudriaan, Wittebrood, & Nieuwbeerta, 2006). The willingness to report crime can therefore be influenced by the degree of social cohesion the entrepreneurs perceive.

In the following table the factors are summarized and categorized by the type of factor and the relation between the units and the factor.

	Factor	Influence on the willingness to report crime
Entrepreneurs > offense	Severity of offense	Low severity > negative High severity > positive
	Amount of damage	Low amount > negative High amount > positive
	Type of offense	Type with low severity > negative Type with high severity > positive
	Type of damage	Negative and/or positive
	Frequency of offense	Negative and/or positive
	Fear for retaliation	Negative and/or positive
	Cost-benefit analysis	High costs (time and money) > negative Low costs (time and money) > positive
	Insurance money	Insurance money > positive
	Perception of safety	Low perception > negative High perception > positive
	Entrepreneurs > Police	Effectivity of the police
Visibility of the police		Low visibility > negative High visibility > positive

Entrepreneurs > environment	Authority of the police	Low perceived legitimacy > negative High perceived influence > positive
	Accessibility of the police	Difficult accessible > negative Easy accessible > positive
	Informal social control of the environment	Negative and/or positive
	Frequency of offenses in the environment	Negative and/or positive
	Collective efficacy	Positive influence
	Social cohesion	Positive influence

Table 2.1

2.10 Hypotheses

Based on the theoretical framework and the sub-questions that are formulated in the introduction possible outcomes can be formed. Also an answer to the first sub-question can be answered.

The first sub-question is about the degree of willingness of the entrepreneurs. Based on background information from the introduction, the expectation is that they are not very willing. A hypothesis about this sub-question is difficult to make when using the theoretical framework because there is no certainty about what the outcome of the research will be.

The second sub-question is about which factors explain the willingness to report crime. Answering the second sub-question gives insight in which of the factors formulated in this chapter: 'The willingness to report crime can be explained by the factors: the severity of the offense; the type of offense; type of damage; the frequency of the offense both individual as in the environment; fear of retaliation; a cost benefit analysis of time; effectivity of the police; visibility of the police; authority of the police; accessibility of the police; informal social control of the environment; and collective efficacy of the environment' are most important. It is possible that not all the factors are considered relevant for the preparedness to report crime at the Bedrijvenpark.

The third sub-question focuses on the specific factors that explain the preparedness to report crime of the entrepreneurs. It is expected that some factors will have more influence than others on the preparedness to report crime.

The last sub-question is about how the preparedness of the entrepreneurs to report crime can be strengthened. Based on the table presented before, the expected outcome is that the factors which have a negative influence should be dealt with. Especially the factors in which the police and the environment have a role in are the key factors for strengthening the willingness to report crime.

2.11 Conclusion

The literature made clear what the important concepts are when explaining and understanding the preparedness whether to report a crime. There are several key concepts which are important, such as legitimacy of the police and the rational choices of victims. The factors that followed from the theoretical framework form the basis for answering the first sub-question. The factors can be divided in three directions, factors that are influenced by the offense, factors that are influenced by the police and factors that are influenced by the environment. The next chapter uses these factors for an operationalization.

3. Method and results of the interviews

3.1 Introduction

The study exists of two different parts: surveys and interviews. The interviews are held before the surveys. In this chapter the method and the results of the interviews are discussed. The interviews are held with 6 different people who all have different insights regarding the preparedness to report crime and are connected with the Bedrijvenpark. The method of the interviews gives insight in how they are conducted and with whom.

3.2 Method

Firstly, 6 different people were contacted if they were interested in doing an interview. The participants are:

- Environmental inspector from the municipality of Hengelo

The interviewee works at the environmental department at the municipality of Hengelo. He checks companies at the industrial terrain and deals with complaints from citizens about for example smell from the industrial terrain. The interviewee and the colleagues environmental department visit the industrial terrain often. The companies have yearly environmental checks, so the interviewee and his colleagues know most of the entrepreneurs at the terrain and is therefore closely involved with the Bedrijvenpark.

- Person from the managing board of a private security company

This interviewee is from the managing board of a private security company. This private security company is situated at the industrial terrain. Some of the entrepreneurs at the Bedrijvenpark are clients from the company, which means the company deals with their security. The private security company is part of the covenant SA 24/7 and is involved with the security at the industrial terrain as a whole. They also have connections with BIT, which means they have deals with BIT concerning security. An example are the deals regarding discounts that they make with BIT and their members.

- Police officer who previously worked at the covenant SA 24/7

This interviewee worked at the regional police report room (RTR/regionale toezicht ruimte). Once the covenant did not work optimal, the interviewee was asked to be project leader of the covenant SA 24/7. In that role he set up, for example, a hotline between the police and the private security companies.

- Police officer from Police Hengelo

The interviewee works at the police of Hengelo and is also is the initiator of this thesis, because the interviewee (and therefore the police of Hengelo) wants to know why there is a low preparedness to

report crime. During the interview it was announced that the interviewee becomes the community police officer at the Bedrijvenpark.

- Person from the municipality of Hengelo

This interviewee works at the department (city) enforcement of the municipality of Hengelo. He deals with the safety of the municipality of Hengelo. This also includes the Bedrijvenpark in the South of Hengelo. The department of enforcement deals both with complaints of citizens/entrepreneurs as with surveillance, done by BOA's. During this interview another member of the department was present, this second member has a portfolio that includes safety and crisis management. This also includes hemp cultivation and rolling up weed nurseries.

- Park manager from BIT

BIT is the organization for the interests of the companies at the Bedrijvenpark (Belangenvereniging Industrieterrein Twentekanaal). Companies can join BIT for a member fee. The park manager has contact with the entrepreneurs and organizes events, such as workshops and business drinks. The main goal is representing the interests of the entrepreneurs collectively. One of the focus points is the safety at the Bedrijvenpark, such as traffic safety and risk of fire. The park manager makes contacts with different organizations (municipality, province) and is present at the industrial terrain.

The interviews focus on questions regarding the preparedness to report crime. The interviews include questions about what they think are the most important factors that explain a low preparedness to report crime. The questionnaire of the interviews are found in the appendix. The interview with the person from the private security company and the person who previously worked at the covenant are held at the same time, so in total 5 interviews are conducted.

3.3 Results interviews – preparedness to report crime

From the interviews with several actors, there are different views regarding the preparedness to report crime. First of all, two of the interviewees are doubting a low willingness to report crime. The environment inspector doubts if there are many things that need to be reported. He thinks that the industrial area Twentekanaal is relatively under control. This view is shared by the municipality department of enforcement of the municipality of Hengelo. They state that the last 5 or 10 years there was no big case at the Bedrijvenpark. Furthermore, they think that citizens can find the municipality even better than before. This becomes clear from the 300% increase in reports from citizens since 2008 at the municipality. The clearance rate is good, according to the interviewees.

A more doubtful view regarding the preparedness to report crime comes from the private security company and the interviewee of the police report room. Firstly, they state that they do not know whether the willingness to report crime is low. Later on in the interview, they do think that the

willingness to report crime in the Netherlands is lower than before. They think this is the case because the number of incidents has increased and the number of reports has remained the same.

An opposite view is from the interview with BIT. The interviewee can't imagine that there is a low preparedness to report crime at the Bedrijvenpark. Furthermore, he asks: 'Why would there be a lower willingness to report crime at Twentekanaal than anywhere else?'. So, especially in comparison with other industrial areas, he doesn't think the Bedrijvenpark has a low preparedness to report crime. Also, he does receive reports and so does the private security company. The interviewee concludes that it is possible that the police doesn't get the reports, The interviewee thinks the reports from the entrepreneurs should be elsewhere. Every month he receives a list with a lot of incidents and states that other incidents will be reported to the municipality. Regarding the question whether there are many incidents, the answer is again: 'Why would there be more incidents here than at other industrial terrains?'. According to him, good security systems and other measures taken by a group of (large) companies are so thoroughly and extensive, that there are and won't be incidents at those companies. Finally, he states that there is preparedness to report or mention crime, but it could be improved.

A final view and opposite view from the municipality and BIT, is from the police of Hengelo. The interviewee thinks that there is a low preparedness to report crime. According to the interviewee, the police doesn't get any reports and it can't be that there are so few or none incidents at the Bedrijvenpark: 'Then it could be in the news: the most fantastic industrial terrain, because here nothing happens'. Following the question whether the willingness has changed over the years, the interviewee doesn't know.

A separate issue, apart from the overall willingness to report crime is the question whether criminal entrepreneurs are willing to report crime. The environmental inspector states that they will not be willing to report crime to the police. In fact, they do not want anything to do with the police or the municipality. Those entrepreneurs are unreachable when you want to improve the preparedness to report crime. This view is shared with the interviewees of the private security company and report room.

An opposite view comes from the municipality of Hengelo department enforcement. They think it is doubtful whether such entrepreneurs are present because there is much control at the Bedrijvenpark. When an entrepreneur wants to establish a new company at the industrial terrain, there are a lot of checks before the entrepreneur can settle. So the negative influence on the preparedness to report crime of these companies is not significant.

The police of Hengelo partly shares this view. Yes, those companies are there, but there will not be many shady or criminal entrepreneurs at the Bedrijvenpark. Also the interviewee thinks that even if the entrepreneurs are having criminal activities, they still will report to the police because of finances and insurance. 'They will even take the risk of a possible investigation'.

A final remark regarding to the preparedness to report crime is the preparedness to report crime for each other. For example when they have seen there has been broken in at neighbors. From the interview with BIT it becomes clear that that specific willingness is low. The interviewee thinks that entrepreneurs are not very willing to report for each other because they (the entrepreneurs) think the other entrepreneur would have reported themselves.

To summarize, the views of the different interviewees regarding the preparedness to report crime of entrepreneurs are diverse. Most of the interviewees are not really sure whether there is a low preparedness to report crime. On the other hand, it can also be possible, according to some interviewees that the police doesn't get any reports. Whether entrepreneurs who might be involved in illegal activities report crime is also doubtful.

3.4 Results interviews – factors

The interviewees all agree on one factor that is influencing the preparedness to report crime: it costs time. For entrepreneurs it often costs too much time to report a crime. Entrepreneurs must make an appointment with the police, visit the police sometimes and/or call the police. Therefore, they are less willing, especially when there is not a lot of damage or the crime is not severe. This is specifically the case when it comes to environmental incidents. The cost-benefit analysis is therefore an important factor. Related to this factor is that time is money for entrepreneurs. Every second they use to report crime is time not used to work. A factor related to this is the accessibility of the police, two interviewees state that the police is not accessible enough, which also means it costs too much effort to report crime. On the other hand, in both interviews with the municipality (enforcement and environment), the interviewees state that the municipality is accessible, also in providing services. For example, they have a 24/7 reachability, which is important because people do not want to wait until after the weekend when they want to report something.

Another frequently mentioned factor is the compensation from insurance. Only when entrepreneurs officially report a crime to the police they can receive a compensation from the insurance company. In 4 out of 5 interviews, this factor is explicitly mentioned as a factor that influences the willingness to report crime. Especially when there is a lot of damage, entrepreneurs will report the crime so that the damage can be compensated.

Finally, a frequently mentioned factor is the possibility of entrepreneurs to solve it themselves. This factor is mentioned explicitly 4 times. When entrepreneurs have the possibility to solve it themselves, they are less willing to report crime. Examples given by the interviewees are 'the possibility to just put some dirt over the leaked chemicals'; 'to fire an employee when an internal incident has occurred' and 'just fixing the broken window from a burglary yourself'. Especially when

the damage is small and when an incident happens within a company, the possibility to solve it yourself decreases the preparedness to report a crime.

The factor about the effectivity of the police is also mentioned during several interviews. It is important for the entrepreneurs that they have the feeling that something is done with their report. Especially important is feedback from the police according the interviewees. The police currently gives not enough feedback after a crime is reported causing entrepreneurs to not report a crime again in the future. When they do not have the feeling something is done, no feedback is provided, they might not want to report again in the future.

A factor that is mentioned by an interviewee, and which is not incorporated in the survey, is reputation damage. In the first interview, with the environmental inspector, this factor is mentioned as a factor that increases the willingness to report crime. When an entrepreneur doesn't report the crime, an employee could mention it negatively to the media, for example, which can possibly damage the reputation of the company. None of the other interviewees mention this factor or think this is an important factor.

Regarding to the factors involving the environment (entrepreneurs who encourage each other to report crime/social cohesion), there are discrepancies between the answers. In interview 4 with the department enforcement of the municipality of Hengelo, the interviewees think that there is a lot of social cohesion and social control. They think that the entrepreneurs know each other very well, because they can be possible business partners for example. On the other hand, the interviewee (BIT) states that there is very little social control. Entrepreneurs do know their neighbors or the neighbors of their neighbors, but after that they do not know other entrepreneurs. Also, for some of the company's, especially the large ones, becoming business partners is not important, because they cannot do business with other entrepreneurs. The industrial terrain has become much more individualistic. Only small companies gain generally more benefit to stay informed and knowing other entrepreneurs.

3.5 Results interviews – improving the preparedness to report crime

Numerous ways of improving the preparedness to report crime are mentioned during the interviews. Only the first interviewee, the environmental inspector, did not think improvements were necessary. The environmental department of the municipality has a high accessibility and, according to the interviewee, there is no specific reason why people or entrepreneurs are not reporting. The interviewee even states that a certain threshold for reporting is needed to prevent nonsense and useless reports.

Other interviewees do mention ways for improving the preparedness to report crime. They can be distinguished in six main categories: improving contact between the different organizations;

creating trust; camera surveillance; collectivity/social cohesion; a direct line with the neighborhood officer; and social media.

3.5.1 Improving contact between the organizations

A first way to improve the willingness to report crime and, more specifically, to create a clearer image of all the reports filed by the entrepreneurs, is via improving contact between the organizations. The organizations that can play a role are: the police; the municipality of Hengelo, BIT and the private security company. Entrepreneurs can report crime (or nuisance) to all four of the organizations, but, according to the interviewees, the contact between the organizations is limited. First of all, there is some contact between the municipality and the police, according to department of enforcement, but numbers of how much reports are filed are not compared. For this reason, organizations do not know from one another other how much is being reported.

Secondly, BIT states that the contact between the different governmental organizations is not good, they often do not know how to find each other. In the interview with private security company, it is mentioned that the contact between both the police and the park manager can be improved. Police officers often do not know where to find, for example, camera surveillance.

3.5.2 Creating trust

Creating trust means that the police should be close to the entrepreneurs and the entrepreneurs should trust the police. Specifically, that the entrepreneurs know which officers they can reach and how and where they can report crime. From the second interview, with the police officer from the report room, it is clear that the distance between the police and civilians has become too large. The police has retreated from the society by choosing a specific core business, which is now only crime fighting. Before this they had a broader approach, which also included for example environmental issues. By doing this they created a gap between the citizens and this causes a lower willingness to report crime. 'Back in the days, the police talked to people and visited people, now they do not do that anymore'. Also in the interview with the police officer, creating trust is mentioned as a way for improving the willingness to report crime.

Another way for creating trust, that is mentioned in two interviews, is to improve or create feedback for the entrepreneurs. For example, the possibility to report digitally with the addition of the police calling back afterwards. When entrepreneurs receive feedback they might be more willing to report a crime in the future.

3.5.3 Camera surveillance

Although this topic is much harder to link to an improved willingness to report crime, several actors see camera surveillance as something that needs to be improved. Specifically 2 interviewees, want to improve camera surveillance at the Bedrijvenpark. One of the interviewees (police officer) would like to have cameras installed at the entrances of the Bedrijvenpark. These cameras should have the ability for license registration so that visitors, who are unknown or suspicious, can be checked. BIT also wants to have better camera surveillance but wants to do it collectively via a BIS. BIS means company investing zone (bedrijfs-investeringszone). A BIS can be achieved when more than a majority voted for a BIS, then all the entrepreneurs at the Bedrijvenpark will have to pay for, for example, a collective camera surveillance system. A limitation can be the privacy violation that is caused by camera's. Both types of camera surveillance can improve the safety and perhaps feelings of safety at the Bedrijvenpark.

3.5.4 Collectivity/social cohesion

Besides collective camera surveillance, other forms of collectivity can be useful for improving the willingness, according to the interviewees. According to the interviewees from the private security company and the police report room, searching for collectivity is not only commercially important but also creates awareness, which in turn will create more social cohesion. Also, creating a common responsibility for the safety of the Bedrijvenpark is seen as a point of improvement. According to the interviewees of the department of enforcement of the municipality of Hengelo, entrepreneurs are responsible for reporting a crime and by creating shared responsibility, the entrepreneurs are more willing to report.

BIT is especially focused on collectivity. They organize seminars and workshops for the entrepreneurs to create, for example, awareness about how burglars break in and how you can prevent that. Also, collectively keeping the park clean is important. Another way of improving the safety is by providing collectively deals with Securion for the entrepreneurs. BIT thinks the collectivity can be improved, but they are currently already doing that. An important way to create collectivity is, according to BIT, increasing social cohesion.

3.5.5 Direct line with the neighborhood officer

Several interviewees expressed the need for a direct line with the neighborhood officer. The idea is that the entrepreneurs have, for example, the phone number of the neighborhood officer and that the neighborhood officer directly deals with the report. The neighborhood officer mentioned that a direct line with for example BIT is needed to know exactly what is going on and what happens at the Bedrijvenpark. Instead of an indirect line, in which much information is lost, a direct line is better.

Also the knowledge can be improved. Both departments of the municipality did not know who the neighborhood officer is. The department of enforcement mentions that the way of improving the willingness to report crime is to make known to the entrepreneurs who the neighborhood officer is and how they can reach the officer. When you know who it is, entrepreneurs become more familiar with the officer and this decreases the cost of time to report and thus will improve the willingness to report crime. This feeling is also expressed in the second interview with Securion and the police report room. According to the interviewees, the neighborhood officer should seek contact with the citizens (entrepreneurs) and must go up to the streets to be visible.

BIT explains during the interview that they are already busy in improving the contact with the neighborhood officer and the entrepreneurs. During the interview it is said that they want to improve the website and on the new website they want to post the phone number of the neighborhood officer and a picture.

3.5.6 Social media

According to some interviewees, social media can also play a role in improving safety, improving contact and eventually improving the willingness to report crime. Interviewees from the department of enforcement think that creating an app in which the entrepreneurs participate can create a safer business park. For example, entrepreneurs can post in this app when they see something suspicious. Social media as a way to improve safety are also mentioned by other interviewees, but no specific examples are mentioned.

A final remark is the covenant of SA 24/7. 3 Out of the 6 interviewees (3 out of 2 interviews) do not know specifically what the covenant is and what it means. Some have an idea but do not specifically remember it. A way of improving, as mentioned in the other 2 interviews, is to revive this covenant. The covenant does not actively exist anymore because there were cultural differences between the organizations involved. Which means that the police has different views than for example private security companies. Also there were financial constraints to keep the covenant alive. After receiving less and less money the covenant became inactive. To summarize: the two major problems were finance and communication. A way to improve willingness by bringing together business and government again via the covenant is possible, but as mentioned by the interviewees, the problems should be solved first.

3.7 Limitations of interviews

When performing interviews, the respondents answer from their own role and perspective. This means they are consciously and unconsciously biased when giving answers. When working for an organization, the respondents also speak for their organization. It is, for example, more likely that they speak positively about their organization. It might be that they do not image the whole picture but only what places their work or their organization in the center. Another issue can be that they want to protect their image or the image of their organization. For example, when representing the industrial area, it might be logical to promote the safety of the industrial terrain. Especially to promote the industrial terrain for possible new entrepreneurs that might want to settle there.

3.8 Conclusion

This chapter gives insight in the method and results of the interviews. The results of the interviews give a broader view on the specific case and the influence of different factors. Following the results, there are several discrepancies in how the interviewees think the willingness to report crime is caused. Especially there are large differences in whether the interviewees think there is a low or high willingness to report crime.

4. Method and results of the surveys

4.1 Introduction

In this chapter the method and results of the data analysis of the survey is presented. This chapter gives insight in what the most relevant factors are according to the entrepreneurs. In addition, the results of the data analysis of the degree of the willingness to report crime is provided. This includes results of the different types of incidents as asked in the survey.

4.2 Method

The survey is combined with a survey from MKB-Netherlands about the quality mark for safe business (Keurmerk Veilig Ondernemen KVO). The survey of the KVO addresses several specific topics about safety and this also includes the occurrence of incidents and the preparedness to report crime. The choice to merge these two surveys is based on the similarities of the questions and topics of both the surveys. Also, it is possible to achieve a higher response rate with one combined survey instead of two separate surveys.

The entrepreneurs at the Bedrijvenpark Hengelo received an e-mail or a letter with the request to fill in the survey. At the end of KVO survey, respondents are asked if they are willing to answer several more questions regarding the image of the police. This part of the survey consists of questions specific for this study and includes 22 different factors that might explain the willingness to report crime. Some of the questions of the first part of KVO survey are also relevant for this study. These questions are about the number of incidents and how much of these incidents are reported.

Due to that the survey questions for this study are combined with the survey of the KVO, not all factors could be included that might be explaining the willingness to report crime. This is because there were some restrictions to the length of the overall survey. According to BIT, entrepreneurs might not be willing to fill in a full second survey, so the room for additional questions was limited. The analysis of the survey is therefore also more complicated than when a single survey for the purpose of the study was conducted.

4.3 Participants

In total a number of 68 entrepreneurs have filled in the KVO survey. From the 68 entrepreneurs, 38 have filled in the additional questions about the preparedness to report crime. This number sometimes varies per question (sometimes more than 38 and sometimes less).

4.4 Operationalization

The factors of the second part that are included can be divided in two types of questions. Firstly, there are questions about the willingness to report crime. These are questions V0011 and V0012. Secondly, there are questions about the factors that are derived from the theoretical framework, these are questions V0036 till V0057. The questions about the factors can be divided in three different topics (table 3.1):

Survey subject	Survey question subject
Offense	Questions that focus on the characteristics of the offense(s) and their influence
Police	Questions that focus on the perceptions of the police and their influence
Environment	Questions that focus on the environment and its influence

Table 3.1

Four questions of the survey do not fit in a specific category and are therefore presented separately. The factor questions are asked using a 5-point Likert scale. The answer range is: 1=Never; 2=rarely; 3=sometimes; 4= often; 5= always. A multi-step Likert-type rating scale is chosen because it provides information on both the intensity and the direction of an individual's attitudinal composition. The questionnaire is in Dutch because that will make it easier for respondents to understand the question. The different topics with corresponding factors and questions is as following (table 3.2):

Survey Topic	Factor	Survey questions
Police	Accessibility (V036)	To what extent influences the inaccessibility on the choice of reporting crime?
	Trust (V037)	To what extent influences the degree of trust you have that something is going to be done with your report of crime on your choice of reporting crime?
	Trust in effectivity (V038)	To what extent influences your degree of trust in the police that they will catch the offender on your choice to report crime?
	Cost-benefit of time (V039)	To what extent influences the time it cost to report crime on your choice to report crime?

	Difficulty (V040)	To what extent influences the difficulty to report crime on your choice to report crime?
	Location of reporting (V041)	To what extent influences that you do not know where to report a crime on your choice to report crime?
Offense	Severity of offense (V042)	To what extent influences the severity of the offense on your choice to report crime?
	Amount of offenses (V043)	To what extent influences the amount of offenses on your choice to report crime?
	Emotional damage (V044)	To what extent influences the amount of emotional damage on your choice to report crime?
	Material damage (V045)	To what extent influences the amount of material damage on your choice to report crime?
	Type of damage (V046)	To what extent influences the type of damage on your choice to report crime?
	Type of offense (V047)	To what extent influences the type of offense on your choice to report crime?
Environment	Encouragement of other entrepreneurs (V048)	To what extent influences encouragement to report crime of other entrepreneurs on your choice to report crime?
	Discouragement of other entrepreneurs (V049)	To what extent influences encouragement to not report crime of other entrepreneurs on your choice to report crime?
	Large amount of offenses in environment (V050)	To what extent influences the large amount of offenses in the environment on your choice to report crime?
	Low amount of offenses in the environment (V051)	To what extent influences the low amount of offenses in the environment on your choice to report crime?
	Collective crime reporting (V052)	To what extent influences collective reporting of crime on your choice to report crime?
	Feeling of unsafety (V054)	To what extent influences feeling of unsafety on your choice to report crime?

Other	Compensation Insurance (V053)	To what extent influences a possible compensation from the insurance company on your choice to report crime?
	Fear for retaliation (V055)	To what extent influences fear for retaliation on your choice to report crime?
	Possibility to solve problem yourself (V056)	To what extent influences the possibility to solve the problem yourself on your choice to report crime?
	Civil duty (V057)	To what extent influences the feeling that reporting crime is a civil duty on your choice to report crime?

Table 3.2

4.5 Data analysis

The different factors are used as variables in the data analysis. The data is analyzed using the program of SPSS Statistics. There is no individual data available due to privacy restrictions, therefore the answers of the respondents are randomly used in a dataset. The number of answers to a specific answer option (never, rarely etc.) reflect the number of answers according to the summarized results received.

To answer the second sub-question, about which factors are relevant, descriptive statistics are used. The mode and the median of the answers to the questions are calculated. When the median is lower than 2 and the mode is 1, the factor is considered not relevant for explaining the preparedness to report crime. A median lower than 2 and a mode of 1 is chosen because this means that respondents mostly have filled in that a certain factor never or rarely influences their choice to report crime.

For answering the third sub-question, about the strength of the relevant factors, also descriptive statistics are used. When a factor scores high on answers reflecting the often or always segment, it means that the factor is of large influence for explaining the preparedness to report crime. Again, the mode and the median are used. How higher the mode and the median, how higher the strength of the factor is, because it means that most respondents found that the factor always or often influenced their willingness to report crime.

Descriptive statistics are chosen because in this study Likert-scale data is used. A regression analysis is not possible because of a lack of a measurable dependent variable. The study focuses on exploring the most relevant variables via a self-report measure, in which respondents fill in the degree of influence of a specific factor. Because the dependent variable cannot actually be calculated, the methods of statistical analysis are limited.

For the first-sub-question, about the degree of willingness to report crime, the two questions from the generic part are used for data analysis. For answering the question, the difference between

the amounts of incidents and the amount of crime reports is calculated. Also the difference of reporting between the different types of incidents is analyzed.

4.6 Validity, reliability and limitations of the survey method

To construct and evaluate the measurements, attention must be paid to the reliability and validity of the measurements (Babbie, 2013). The validity and reliability of the study and the data are also important for the usefulness of the research. The reliability refers to obtaining the same results after repeating the study (Babbie, 2013). To improve the reliability of this study, clear questions in Dutch are asked so that the respondents give answers that are less subjective and more reliable.

Validity refers to 'the extent to which an empirical measure adequately reflects the real meaning of the concept under consideration' (Babbie, 2013). The external validity of this research is relative low because it is a case study of a specific area. Nevertheless, most of the questions asked can be applied for industrial area's elsewhere. The content validity can be an issue, because there are a lot factors that can influence the willingness to report crime. To increase the validity, many factors are included that have followed from previous research and literature. Construct validity is dependent on the relationship between the factors and the variable of the willingness to report crime (Babbie, 2013). The literature review increases the construct validity because it provides the logical relationship between the variables.

Some concerns regarding reliability and validity can be made specifically for the use of a Likert-scale. Firstly, when the answer options on a survey exceed 2, reliability decreases. Especially in a Likert-Scale, often 5 or more different answer options are given. This is also done in this research. The reliability decreases, because within a Likert Scale there is no clear distinction between the answer points. The question remains if the distance between the answers never and rarely is the same as between the answers rarely and sometimes.

Another issue can be response bias, which can mean that people have the tendency to choose extreme answers when answering a question. Even though they have not an extreme opinion on a certain topic. Another example of response bias is the tendency of respondents to give social desirable answers. However, this is reduced by anonymizing the survey.

Besides the response bias, other comments regarding the surveys can be made. From all the companies situated at the Bedrijvenpark only about 20% have filled in the survey. It differs per question how many entrepreneurs the question have answered. From the 55 entrepreneurs that have filled in the survey, 40 are member from BIT. Which means being a member of BIT influenced the survey. It is possible that other companies, which are not a member of BIT or other companies in general, differ in the degree of preparedness to report crime.

4.7 Results data analysis willingness to report crime

For determining the willingness to report crime it is important to know how often crimes occurred. Crimes are divided between incidents such as pollution, drugs and noise and more severe crimes such as burglary, arson and threats/intimidation.

4.7.1 Nuisance

Firstly, in the survey the question was asked whether you had nuisance from noise and pollution. From the 68 respondents 38 answered yes versus 30 respondents answered no. Which means that a small majority (55.9%) had to deal with nuisance in the past 12 months.

Table 4.1

Nuisance experienced by the entrepreneurs in the past 12 months

Answer	Number of answers	Percentage
Yes	38	55.9%
No	30	44.1%

In a second question, to determine which incident was the most present, 10 different forms of nuisance are asked. The results are presented in table 4.2:

Table 4.2

Number of different types of nuisance experienced by the entrepreneurs in the past 12 months

Type of nuisance	Very often	Often	Few	None
Pollution	0	7	19	8
People hanging around	0	3	16	15
Destruction	0	1	16	18
Driving fast	9	14	9	4
Street races	1	0	6	27
Noise	0	6	13	15
Parking of trucks	3	9	12	11
Parking of cars	3	7	11	13
Harassment of personnel	0	0	2	32
Drugs	0	0	5	28

As can be seen in the table 4.2, fast driving is the most occurred incident. Drugs is the least occurred incident.

Nuisance is different from crime in two ways. Firstly, nuisance is more often reported at the municipality. Only several types of nuisance are reported by the police. Another difference is the severity of nuisance and crimes. Nuisance are generally less severe and have less impact than crimes.

4.7.2 Crimes

Question 11 is about nuisance and crimes, the question asked whether the respondents have been a victim of one of the crimes in the past 12 months. Overall, most of the participants have not been a victim of such crime. Attempted burglary and nuisance are the most common incidents that have occurred by the respondents. However, both have only occurred with 11 respondents out of 68. This is a difference with the first table, in which a majority of the respondents has experiences with nuisance. In table 4.3 the different percentages can be seen:

Table 4.3
Number of entrepreneurs being victim of a crime in the past 12 months

Type of delict	Yes	No
Burglary	8	60
	11.8%	88.2%
Attempt burglary	11	57
	16.2%	83.8%
Nuisance	11	57
	16.2%	83.8%
Graffiti	1	34
	1.5%	98.5%
Destruction	7	61
	10.3%	89.7%
Arson	0	68
	0.0%	100%
Threat/intimidation	0	68
	0.0%	100%

Again a difference can be made between nuisance and crimes. Burglary and attempt burglary can be seen as a crime for example, whereas general nuisance and graffiti are not.

Question 12 is about whether the respondents reported or mentioned the crime. There are differences between the crimes and the degree of reporting. Burglary is reported most of the times. Graffiti, arson, threat/intimidation is never reported. Also nuisance is only reported 2 of the 11 times. In table 4.4 the results are presented.

Table 4.4
The number of crimes that are reported by entrepreneurs

Type of crime	Yes	No	N/A
Burglary	10	4	11
Attempt burglary	5	6	14
Nuisance	2	11	12
Graffiti	0	5	20
Destruction	2	6	14
Arson	0	4	21
Threat/intimidation	0	4	21

A note has to be made regarding the data of the two tables. The number of people who answered question 11 about which crimes occurred is not the same as the number of people who answered whether they report or mention it. For this reason, there is a discrepancy in the data.

What is clear from these results that more serious crimes do not occur often and only burglary is most of the time reported. Nuisance/little crimes occur more often but are almost never reported. This is in line with the factor severity of the crime. Nuisance has most often less damage and are less severe, therefore entrepreneurs could decide not to report them because of these characteristics.

4.8 Results data analysis relevant factors

As discussed earlier in this chapter, the different questions based on the factors are transformed in variables in the program SPSS. N varies from 38 to 42. A frequency analysis in SPSS, in which the mode and median are calculated. The results are presented in table 4.5.

Table 4.5

Mode and median of factors asked in the survey

Factor/variable	Mode	Median	Total
(In)Accessibility police	1	2.00	38
Trust in police	1	2.00	39
Trust in effectivity police	1	2.00	39
Cost-benefit of time (costs time)	3	3.00	39
Difficulty	1	1.50	38
Location of reporting	1	1.00	42
Severity of offense	3	3.00	38
Amount offenses	1	2.00	38
Emotional damage	1	2.00	40
Material damage	4	3.00	39
Type of damage	3	3.00	38
Type of offense	3	3.00	38
Encouragement of other entrepreneurs	1	1.00	38
Discouragement of other entrepreneurs	1	1.00	38
Large amount of offenses in environment	2	1.00	38
Low amount of offenses in environment	1	1.00	38
Collective crime reporting	3	3.00	38
Compensation of insurance	3	3.00	42
Feeling of unsafety	1	1.00	38
Fear for retaliation	1	1.00	38
Possibility to solve problem yourself	1*	3.00	39
Civil duty	3	3.00	38

*Both never (1) as sometimes (3) are mentioned 13 times.

The variables with a mode of 1 and a median of 2 or less are considered irrelevant. When analyzing the table, there are 8 variables of the 22 considered relevant. One variable (solving the problem yourself) has a mode of 1 and 3, but, because the median is 3, this variable is also considered relevant. In conclusion, the following 9 variables (factors) are considered relevant:

1. (Cost) Time
2. Severity of crime
3. Material damage
4. Type of damage
5. Type of crime
6. Reporting crime collective
7. Compensation of insurance
8. Solve it yourself
9. Civil duty

According to another question in the survey, the most relevant factor is the amount of damage. Which means that when the amount of damage was not large enough, the respondents would not report crime. The second most relevant factor is that it costs too much time to report crime. These results of the separate survey question are in line with the results of the questions added for this research.

What becomes clear from these results is that there are 4 relevant crime related factors. There is only one relevant police related factor: it costs too much time to report crime.

4.9 Strength of relevant factors

As presented in the previous paragraph there are 9 relevant factors. Because of the limited data available, a strength analysis of the factors is not possible. When taking table 4.5 into account, it can be seen that only one variable/factor has a mode and median higher than 3. Therefore, the variable with the strongest influence on the preparedness to crime is the amount of material damage. This is partly in line with the other survey question in which the amount of (material) damage is also most influential. A clear difference in strength between the other relevant variables/factors cannot be analyzed.

4.10 Conclusion

This chapter has given insight in the method and results of the surveys. The factors are presented in survey questions that are part of a survey about the quality mark of safe business (KVO). The data-analysis paragraph presents the measures that are used to answer the sub-questions. Because the questions are presented according a 5-point Likert Scale, descriptive statistics in SPSS are used to describe the relevant factors and their strength. Percentages are used to analyze the willingness to

report crime. Different relevant factors have become clear from a data-analysis of the results received.. The contents of this chapter can be used to create an overarching view of the relevant concepts and the ways to improve the willingness to report crime in combination with the previous chapter. This is done in the next chapter.

5. Conclusion

5.1 Introduction

In this chapter the answer to the main research question is given. First, the four sub-questions are answered. The answers on the sub-questions together form the answer for the main question. The chapter gives insight in the outcomes of the research and provides the basis for the discussion and recommendations in the next chapter.

5.2 Sub-questions

The four sub-questions of the study are:

1. How willing are the entrepreneurs to report crime?
2. What are the factors that explain the willingness to report crime to the police?
3. How strong are the factors that explain the preparedness to report crime?
4. How can the preparedness to report crime be strengthened?

In this paragraph the sub-questions are answered. The answers together form the answer to the main research question.

5.2.1 Sub-question 1

To answer this sub-question the distinction between smaller crimes (nuisance) and more serious crimes must be taken into account. This has to be done because smaller crimes (nuisance) are most likely not reported at the police but at the municipality. Secondly, smaller crimes more likely have less damage and are less severe than larger crimes.

To answer this question, the amount of crimes occurred should be reviewed. As presented in the previous paragraph a small majority has experienced nuisance in the past 12 months. According to other data, much less nuisance occurred in the past 12 months. Larger crimes, which include burglary, attempt burglary, destruction, occurred much less than the general nuisance. Arson and threat/intimidation did not occur.

Secondly, the amount of reporting must be reviewed. Nuisance is very few reported.. Graffiti is never reported. From the larger crimes, burglary is most often reported (almost three quarter of the entrepreneurs reported it). Attempted burglary is reported almost halve of the times and destruction much less. Arson and threat/intimidation did not occur and is therefore not reported.

When comparing this, nuisance is not often reported in comparison with how often it occurred in the last 12 months. Whereas a small majority experienced it only a small number of entrepreneurs reports it. This means that entrepreneurs are not very willing to report nuisance to the police or the municipality. On the other hand, for the larger crimes, burglary does not happen often, but is reported

most of the times. Which means that entrepreneurs are willing to report that specific crime. Entrepreneurs are less willing to report other crimes, such as attempt burglary and destruction.

The interviewees were more divided when it comes to the degree of preparedness to report crime. It is remarkable that the interviewees from the municipality did not think there was a low willingness to report crime, but instead, according to this data, especially minor crimes (nuisance) do not get reported often. On the other hand, the interviewee from the police of Hengelo thought there was a very low preparedness to report crime. Indeed not all crime is reported, but burglary is reported most of the time.

Whether more criminal entrepreneurs are more or less willing than other entrepreneurs cannot be stated. The nature of business of the entrepreneurs has not become clear in this research.

5.2.2 Sub-question 2

Two different groups of factors have become clear from this study to have influence on the willingness to report crime. The first group is from the interviews, the relevant factors include: costs or cost-benefit analysis, accessibility, compensation from insurance, the possibility to solve it themselves, effectivity of the police and intertwined with these factors is the amount of damage, severity and type of crime. From the surveys the following group of factors are considered relevant for explaining the willingness to report crime: cost time, severity of the crime, material damage, type of damage, type of crime, reporting crime collective, compensation of insurance, solve it yourself and civil duty.

What becomes clear is that there are some similarities between the factors. The factor costs time/costs-benefit is seen as relevant in both research components. This means that entrepreneurs do make a rational choice when it comes to the choice of whether to report a crime (Goudriaan et al., 2005). Based on the analysis of the entrepreneur of the possible costs and/or time that it costs, the entrepreneur decides whether the crime is reported. In this case, when the time it takes to report a crime is too long, because of for example making an appointment, the entrepreneur decides to not report the crime.

Another factor that emerges from both parts of data is the factor 'solve it yourself'. Both in the interviews as in the surveys this factor is seen as relevant for influencing the willingness to report crime. According to Ruback et al. (1984) and Skogan (1984), this is an option for a victim and a frequently given reason for non-reporting. This is also associated with the rational choice theory, when entrepreneurs think the crime can easily solved by themselves, the entrepreneurs decide to not report the crime. This can both be the case for internal as for external crimes.

The third factor that explicitly comes forth from both the analyses is the factor 'compensation by insurance'. This factor has a positive influence on the willingness to report crime. When

entrepreneurs report crime they have the possibility to claim damage at the insurance, which results in a compensation of the costs.

These three factors mentioned above are all intertwined with the type of crime and the damage it caused. Costs of reporting will be lower when the costs of the crime will be higher, smaller crimes with less damage are more easily to solve privately and when the damage is little, a compensation of the insurance might be less important.

Some factors are only mentioned in the interviews, such as accessibility. The interviewees thought this might be an important factor that influences the preparedness to report crime. From the surveys with the entrepreneurs, this factor is not indicated to be relevant. Therefore, this factor does not contribute in answering the first sub-question.

Two factors are mentioned only by the entrepreneurs in the surveys: civil duty and collective reporting. These two factors are taken into account because the entrepreneurs themselves considered them important. Firstly, collective action, which was earlier defined as: 'social cohesion among neighbors combined with their willingness to intervene on the behalf of the common (Sampson et al., 1997, p. 918). As a group they can achieve collective goals on areas of safety and security. At the Bedrijvenpark, BIT currently serves as such a group and most of the respondents are a member of BIT. Therefore, this factor being relevant is not a surprise. It is likely that entrepreneurs will only join a collective action group (such as BIT) if they think it's valuable. Following from the previous chapter, the entrepreneurs do think that this collective reporting/action influences their willingness to report crime. It is more likely that entrepreneurs value the collectivity when there are for example financial investments (Sampson et al., 1997). Also informal social control can influence the feeling of collectively (Sampson et al., 1997). But from the interviews came forth that the degree of social control and social cohesion, outside of BIT, is doubtful because they disagree about how much social control and social cohesion is present. A low social cohesion decreases the chance of crime being reported to the police (Sampson et al., 1997).

The last relevant factor for answering the first sub-question is 'civil duty'. According to Skogan (1984) a sense of duty can increase the willingness to report crime (Skogan, 1984). According to the results, entrepreneurs do feel they have a sense of duty for reporting. This means that there is some kind of social norm present among the entrepreneurs at the Bedrijvenpark which contributes to the willingness to report crime.

5.2.3 Sub-question 3

This sub-question cannot be answered in full because of limitations in the data. The strength of the relevant factors depends on how much the specific factor influences the willingness to report crime. Due to the lack of a clear comparable variable this cannot be done. It is possible to see small differences

between the different factors, because there are some differences between the modes and medians of the variables. As can be seen in the previous chapter there is one variable with the highest mode: material damage, which means that this factor often influences the preparedness to report crime. Other than that, all the relevant factors have a mode and/or a median of 3. So, no differences in strength between those factors can be seen.

5.2.4 Sub-question 4

The best way to strengthen the preparedness to report crime is by using the factors that influence the willingness the most. Also the ideas of the interviewees can be taken into account, especially for practical applications. Some incident/crime related factors cannot be used for strengthening the preparedness to report crime, because these factors cannot be changed. Such factors are the amount of damage, type of crime, severity of crime etc. However, because the factors are intertwined with the other factors, they still can be useful.

A first way to improve the preparedness to report crime is to change the cost-benefit analysis for entrepreneurs. This can be done in two ways: by decreasing the costs for reporting or by emphasizing the benefits of reporting. Entrepreneurs can be made more aware of both intrinsic and extrinsic benefits. Intrinsic benefits can be a neighborhood or solidarity effect (Bowles, Reyes, & Garoupa, 2009). Such an effect can result in altruistic motives and therefore encourages the entrepreneurs to report offences. Such altruistic motives are also found in the factors of civil duty and collective reporting (Bowles et al., 2009). When the entrepreneurs can be encouraged to report because of such motives, the intrinsic benefits might be higher than the costs. Also in this case, there is no high social cohesion and social control, as can be seen from the results from the survey. The questions whether entrepreneurs encourage each other to report is almost always answered with 'never'. On the other hand, civil duty is seen as an important factor, so focusing on this intrinsic motive is effective when improving the preparedness to report crime.

There are also extrinsic benefits that could be emphasized. Such an extrinsic benefit is the possibility for an insurance claim when a crime is officially reported (Bowles et al., 2009). This is also a factor that is considered important for the entrepreneurs when it comes to crime reporting. Therefore, it would be effective when focusing on this factor/extrinsic benefit.

The second way, decreasing the costs for crime reporting, can be done in several ways. The costs of crime reporting will mostly consist of lost time in which entrepreneurs cannot do business. A close connection between the entrepreneurs and the police is a way to decrease the time costs. Previous study has shown that reporting rates increase when it is possible to report a crime online instead via the telephone (Bowles et al., 2009). Nowadays this is always possible, but there is no direct line with for example a police officer in Hengelo. The idea of a direct line is also mentioned by several

interviewees, so this would be a first start to improve the preparedness to report crime. Essential for this way of improving the preparedness to report crime is to involve other organizations, such as organizations for the interests of entrepreneurs (BIT in this case), private security companies and the municipality. This is important because all the organizations are in contact with the entrepreneurs and all the organizations receive reports from the entrepreneurs. From the interviewees became clear that both BIT as Securion received reports from entrepreneurs without the police knowing it. From the interview with municipality came forth that they do not compare numbers of reports with the police. Also every organization is from time to time present at the industrial area. This means that when the different organizations would cooperate more, the police would have more eyes and ears at the industrial terrain, which can result in a huge advantage for the police in crime fighting. Which in turn can result in less crime.

Although not specifically mentioned by the entrepreneurs, the interviewees mentioned creating trust in the police as a way to improve the preparedness to report crime. According to Kääräinen and Sirén (2011) the willingness to report crime increases when citizens trust the police and the legal system. An important concept is here legitimacy. According to Tyler and Fagan (2008) the willingness to cooperate and report crime is closely related with the feelings of legitimacy of the police. This research does not indicate specifically that legitimacy and trust is low, but it can still be influencing, perhaps unconsciously, the choice of reporting crime. Therefore, it is mentioned here as a concept to consider when improving the preparedness.

According to Tyler (2004) there are two ways to get people to cooperate and enhance the legitimacy of the police. The first approach is the instrumental approach, this approach is based on punishment and rewards. It focuses on the motivation of people that they will obey the law because of the risk they can be caught and punished for their violation of the law. In this model the cooperation of people is based on the idea that the police is effective in fighting crime and tackling disorder. In this research, the effectivity of the police is not characterized by the entrepreneurs as an influencing factor. Also research found that the instrumental approach is not very effective in creating legitimacy (Murphy et al., 2008; Tyler, 2004). The second approach focuses more on procedural justice (Kääräinen & Sirén, 2011). Therefore, another approach is recommended to enhance legitimacy and trust. A way that may increase this is mentioned by one of the interviewees: by providing feedback to the entrepreneurs. This is related with the former way to improve the preparedness: creating a close link with the entrepreneurs.

Finally, there are some tools that can be used to create these changes. For example, social media can be used to become more visible and to maintain those close contacts between the organizations and the entrepreneurs. On the other hand, improved camera surveillance can increase safety and feelings of safety. It also can improve control (in the form of extra eyes) for the police.

5.3 Main research question

The main research question of this paper is:

'What are the factors that are causing a low preparedness of entrepreneurs to report crime and how can this be improved?'

The answer of the main research question is formed and based on the answers of the sub-questions. First of all, a low preparedness is not present for all the crimes. There is a distinction between smaller crimes and larger crimes. Smaller crimes (nuisance), do occur often but are not reported much. For larger crimes there are more differences, burglary is reported by a majority, but other types of crimes are not. Whether there is a low preparedness depends on which crimes are taken into account. Overall, there is no high preparedness to report crime in this specific case at the Bedrijvenpark.

The first part of the main research question is about which factors are causing a low preparedness. There is made a distinction between factors that influence the preparedness positively and negatively and there are factors that are intertwined with the influencing factors. Factors that influence the preparedness to report crime negatively are costs. This means a cost benefit analysis is made of how much time it costs to report versus the benefits; and the possibility to solve it yourself. Thus entrepreneurs solve it themselves instead of reporting it. Factors that positively influence the preparedness to report crime are: compensation of the insurance, a sense of civil duty and reporting collectively. Factors that influence the preparedness to report crime and which are also intertwined with other factors are: material damage, type of damage, type of crime and severity of crime. These factors do influence the decision to report, but they also influence for example the cost-benefit analysis and the possibility to solve it yourself.

Improving the preparedness to report crime can be done in several ways. Firstly via the cost-benefit analysis. This means increasing or emphasizing the benefits (insurance, civil duty, collectivity) or decreasing the costs (creating a direct line, improving cooperation with other organizations). Also social media can be used to improve contacts with the entrepreneurs. Camera surveillance can increase safety and feelings of safety. Lastly, the legitimacy and trust of the police could be reviewed and improved.

5.4 Conclusion

This chapter gives insight in the main conclusions of the study. It has become clear that there are many facets of the preparedness of crime reporting. Not only is it a question whether there is a low or high preparedness to report crime, but also how is it caused and how can it be improved. The answer to the main research question encompasses these questions and their answers based on the research

done. The next chapter, discussion, gives a deeper insight in these conclusions by comparing them with other research and to address the limitations of this research.

6. Discussion

6.1 Introduction

In this chapter the conclusion of the previous chapter is compared with other previous research about the preparedness of entrepreneurs to report crime. This will give insight in whether the results are comparable and what major differences are. After that the limitations of this study are discussed. The problems of this study and how are they caused are the topics. This in turn forms the basis of the last paragraph: recommendations.

6.2 Comparison with other research

For the comparison with other research two different research papers are used. Both are from the WODC, which is the Research and Documentation Centre of the ministry of Justice and Security. The first research is the Monitor Criminality in Business 2010: Facts and trends of nature and size of crime in business (Monitor Criminaliteit Bedrijfsleven 2010: Feiten en trends inzake aard en omvang van criminaliteit in het bedrijfsleven). According to this research, burglary is the most reported crime in every business area (WODC, 2011). This is in accordance with the results of this thesis because burglary is at this specific industrial terrain also the most reported crime. The most important reason for unhappiness with the police, according to the monitor, is the absence of feedback (WODC, 2011). This factor of feedback is not used in the current research, but it is mentioned as a way to improve the preparedness to report crime. Being the main reason for unhappiness in the Monitor strengthens this idea for improvement.

The second research is Victimization Criminality at Companies and Organizations from 2002. According to this research, in the past year, 27% of the companies have mentioned a crime and 15% has officially reported one or more crimes at the police. Again, burglary is the most reported and mentioned crime. Almost halve (49%) of companies/entrepreneurs and organizations are happy about the way the police handles the report. One third is unhappy. The most important reasons why entrepreneurs are unhappy is the (apparent) passive attitude of the police and the absence of a visible result (Visser, Frederikse, & Hermans, 2002). That is different than the conclusions reached in this research. A passive attitude and the absence of visible result has been named 'effectivity of the police' in this thesis and it is not seen as an important factor that influences the preparedness to report crime. According to the report of the WODC, a quick and correct handling of the report is the most important reason why the entrepreneurs are happy with the police dealing the reports (Visser et al., 2002). The 'quick' part of the reason is similar to the results of this study. In this study, entrepreneurs indicated that when it costs too much time to report it influences their choice to report. Therefore, it is logical that when it would be quick they would be happier with reporting to the police. This strengthens the finding of the factor 'costs time' as an important factor.

6.3 Limitations

Besides the limitations mentioned in previous chapters, such as limitations about the method of self-reporting and bias in giving social desirable answers, other limitations are also present. One of those limitations is the low number of respondents in the survey. About 40 entrepreneurs filled in the survey questions about the factors that possibly influence their choice for reporting. Whereas the industrial area consists of around 350 entrepreneurs. Therefore, the reliability of this research is possibly a problem. Another limitation is the amount of factors included. In total 22 factors are included, but more could be thought of. Including more factors was not possible due to length restrictions. Also making the survey too long may discourage entrepreneurs to complete it. A point of interest for this research could have been the nature of the entrepreneurs that filled in the questionnaire. For example, in which sector they operate and what the nature of their business is. However, again due to the low amount of respondents and privacy this was not possible to analyze. A last limitation is that the research is done about one specific case: the Bedrijvenpark Twente. It is possible that the situation is different at other industrial areas. For example, different rates of crime, different types of entrepreneurs or a higher or lower amount of entrepreneurs at the industrial area.

6.4 Recommendations

Based on the conclusion, the comparison with other research and the previous paragraph about limitations, some recommendations for future research and for the police can be made. Firstly, future research should focus on other industrial areas as well. Differences between areas can then be compared or ruled out. It is important for future research to obtain as much respondents as possible to provide a more reliable view of the preparedness to report crime among entrepreneurs. Especially because very little research is done on the preparedness to report crime of entrepreneurs and instead is done on the preparedness to report crime of individuals. As presented in the second chapter, there can be differences between individuals and entrepreneurs.

Secondly, future research could include more factors that may influence the preparedness to report crime. Besides the factors used in this research, more factors are thinkable. A recommendation is to focus more on the legitimacy and trust aspects because this influences not only the preparedness to report crime but also cooperation on other aspects.

Thirdly, it is not only the police who has a role in improving the preparedness to report crime. The police needs to cooperate with other organizations who are. There are many parties involved when it comes to safety and security, both governmental as private parties. To know what is at play at such an industrial terrain, many parties have information that can be useful. Besides that, other parties also benefit by a more safe and secure industrial area. Nowadays, following from the interviews, the

different parties are already improving contacts between the organizations and entrepreneurs. Therefore, this recommendation points out how important that is.

6.5 Conclusion

This chapter provides a broader view on the research done in this thesis. It is important that when future research is done, the limitations of this and other research is taken into account. Other research has some similarities with this research, but both could be done more thoroughly in the future. For example, by taken into account more factors or emphasizing on specific factors such as legitimacy.

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Appendix

1 Interview questions

Algemene vragen:

- Wat doet u precies?
- Wat is uw betrokkenheid bij het Bedrijvenpark Hengelo?
- Wat is uw betrokkenheid bij het convenant?

Vragen deelvraag 1 *'What are the factors that explain the willingness to report crime to the police?'*

- Wat denkt u dat factoren kunnen zijn voor een lage meldingsbereidheid van de bedrijven op het Bedrijvenpark Hengelo?
- Denkt u dat dat de volgende factoren (factoren die ze nog niet hebben opgenoemd) invloed hebben?

Vragen deelvraag 2 *'How willing are the entrepreneurs at the Bedrijvenpark Hengelo to report crime?'*

- Is de meldingsbereidheid volgens u de afgelopen jaren veranderd?
 - o Zo ja, hoe komt dat denkt u?

Vragen deelvraag 3 *'How strong are the factors that explain the preparedness to report crime are present at the Bedrijvenpark Hengelo?'*

- Welke factoren denkt u heeft het meeste invloed op de meldingsbereidheid?

Vragen deelvraag 4 *'How can the preparedness to report crime of the entrepreneurs at the Bedrijvenpark Hengelo be strengthened?'*

- Wat is volgens u het effect van het convenant op de meldingsbereidheid van de bedrijven?
- Wat denkt u is de beste manier om de meldingsbereidheid te vergroten?
 - Wat is de rol van de politie?/ Wat zou de politie moeten veranderen of doen?
 - Wat is de rol van de gemeente? / Wat zou de gemeente moeten veranderen of doen?
 - Wat is de rol van BIT? / Wat zou BIT moeten veranderen of doen?
 - Wat is de rol van Securion? / Wat zou Securion moeten veranderen of doen?
- Wat probeert uw organisatie (BIT/Politie/Gemeente/Securion) te doen aan het vergroten van de meldingsbereidheid?

Vraag BIT:

- Moedigen bedrijven binnen BIT elkaar aan om wel of geen aangifte te doen?

2 Survey Results

V004

V004 - 3. Hoe vaak deden zich de afgelopen 12 maanden tot heden in uw bedrijfspand of op uw eigen terrein situaties voor, waarin u of uw personeel zich onveilig heeft gevoeld?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
1 - 5 keer	13	19,1%	
6 - 10 keer	2	2,9%	
11 keer of vaker	0	0,0%	
nooit	53	77,9%	

V005

V005 - 4. In welke situatie deed zich dit voor? (meerdere antwoorden mogelijk)

Antwoord	Aantal	Percentage																	
Totaal	16																		
Nog niet ingevuld: 52																			
als een personeelslid alleen aanwezig was	0	0,0%																	
als er personen aanwezig waren waar dreiging van uitgang	3	18,8%																	
bij het afsluiten / openen van het pand	2	12,5%																	
buiten werktijden	7	43,8%																	
bij alarmopvolging buiten werktijd	5	31,3%																	
anders namelijk: bekijk antwoorden	6	37,5%																	
<table border="1"> <thead> <tr> <th>Antwoord</th> <th>Aantal</th> </tr> </thead> <tbody> <tr> <td>Totaal</td> <td>6</td> </tr> <tr> <td>epilepsie aanval tijdens werk</td> <td>1</td> </tr> <tr> <td>inbraak snachts / weekend</td> <td>1</td> </tr> <tr> <td>Kalamiteit bij de bedenreeks waar gewerkt wordt met</td> <td>1</td> </tr> <tr> <td>meestal in het geval van diefstal of poging tot.</td> <td>1</td> </tr> <tr> <td>mensen begeven zich op priveterrein</td> <td>1</td> </tr> <tr> <td>nachtelijk bezoek mogelijk inbreken</td> <td>1</td> </tr> </tbody> </table>				Antwoord	Aantal	Totaal	6	epilepsie aanval tijdens werk	1	inbraak snachts / weekend	1	Kalamiteit bij de bedenreeks waar gewerkt wordt met	1	meestal in het geval van diefstal of poging tot.	1	mensen begeven zich op priveterrein	1	nachtelijk bezoek mogelijk inbreken	1
Antwoord	Aantal																		
Totaal	6																		
epilepsie aanval tijdens werk	1																		
inbraak snachts / weekend	1																		
Kalamiteit bij de bedenreeks waar gewerkt wordt met	1																		
meestal in het geval van diefstal of poging tot.	1																		
mensen begeven zich op priveterrein	1																		
nachtelijk bezoek mogelijk inbreken	1																		

V006

V006 - 5. Waar deed zich dit voor? (meerdere antwoorden mogelijk)

Antwoord	Aantal	Percentage															
Totaal	15																
Nog niet ingevuld: 53																	
bij de uitgang / entree voor het personeel	2	13,3 %	■														
in het bedrijfspand	2	13,3 %	■														
aan de achterzijde van uw bedrijf	6	40,0 %	■														
bij de parkeerplaatsen van uw bedrijf	6	40,0 %	■														
anders namelijk: bekijk antwoorden	5	33,3 %	■														
<table border="1"> <thead> <tr> <th>Antwoord</th> <th>Aantal</th> </tr> </thead> <tbody> <tr> <td>Totaal</td> <td>5</td> </tr> <tr> <td>contractorpark en buitengebied boring</td> <td>1</td> </tr> <tr> <td>en voorzijde pand/straat</td> <td>1</td> </tr> <tr> <td>Inbraak vrachtwagens op ons terrein</td> <td>1</td> </tr> <tr> <td>op het opslagterrein</td> <td>1</td> </tr> <tr> <td>voor ons pand zijn algemene parkeerplaatsen waar personen zich ophouden na werktijd</td> <td>1</td> </tr> </tbody> </table>		Antwoord	Aantal	Totaal	5	contractorpark en buitengebied boring	1	en voorzijde pand/straat	1	Inbraak vrachtwagens op ons terrein	1	op het opslagterrein	1	voor ons pand zijn algemene parkeerplaatsen waar personen zich ophouden na werktijd	1		
Antwoord	Aantal																
Totaal	5																
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op het opslagterrein	1																
voor ons pand zijn algemene parkeerplaatsen waar personen zich ophouden na werktijd	1																

V007

V007 - 6. Hoe vaak deden zich de afgelopen 12 maanden tot heden op het bedrijventerrein situaties voor, waarin u of uw personeel zich onveilig voelde?

Antwoord	Aantal	Percentage	
Totaal	67		
Nog niet ingevuld: 1			
1 - 5 keer	18	26,9%	■
6 - 10 keer	1	1,5%	■
11 keer of vaker	0	0,0%	■
nooit	48	71,6%	■

V008

V008 - 7. Waar deed zich dit voor? (meerdere antwoorden mogelijk)

Antwoord	Aantal	Percentage																	
Totaal	20																		
Nog niet ingevuld: 48																			
bij de parkeerplaatsen	7	35,0 %	■																
bij de haltes van het openbaar vervoer	0	0,0%	■																
op slecht verlichte plekken van het bedrijventerrein	2	10,0 %	■																
op de wegen van het bedrijventerrein	11	55,0 %	■																
anders namelijk: bekijk antwoorden	6	30,0 %	■																
<table border="1"> <thead> <tr> <th>Antwoord</th> <th>Aantal</th> </tr> </thead> <tbody> <tr> <td>Totaal</td> <td>6</td> </tr> <tr> <td>Badenreeks</td> <td>1</td> </tr> <tr> <td>Fietsers die over het Thales terrein fietsen en bijna worden aangereden</td> <td>1</td> </tr> <tr> <td>idem vorige vraag, de algemene parkeerplaatsen voor ons pand</td> <td>1</td> </tr> <tr> <td>in de straat</td> <td>1</td> </tr> <tr> <td>opslagterrein</td> <td>1</td> </tr> <tr> <td>poort 1</td> <td>1</td> </tr> </tbody> </table>				Antwoord	Aantal	Totaal	6	Badenreeks	1	Fietsers die over het Thales terrein fietsen en bijna worden aangereden	1	idem vorige vraag, de algemene parkeerplaatsen voor ons pand	1	in de straat	1	opslagterrein	1	poort 1	1
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idem vorige vraag, de algemene parkeerplaatsen voor ons pand	1																		
in de straat	1																		
opslagterrein	1																		
poort 1	1																		

V009

V009 - 8. Heeft u als ondernemer de afgelopen 12 maanden tot heden overlast (zoals: vervuiling, rondhangen, vernieling, hard rijden, straatraces, lawaai, parkeren, lastig vallen van personeel, drugs) ondervonden?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	38	55,9%	■
Nee	30	44,1%	■

V010

V010 - 9. Kunt u aangeven in welke mate u de afgelopen 12 maanden overlast hebt ondervonden?

Antwoord	Erg veel	Veel	Weinig	Geen	Totaal
Vervuiling	0 0,0%	7 20,6%	19 55,9%	8 23,5%	34
Rondhangen	0 0,0%	3 8,8%	16 47,1%	15 44,1%	34

Antwoord	Erg veel	Veel	Weinig	Geen	Totaal
Vernieling	0 0,0%	1 2,9%	16 45,7%	18 51,4%	35
Hard rijden	9 25,0%	14 38,9%	9 25,0%	4 11,1%	36
Straatraces	1 2,9%	0 0,0%	6 17,6%	27 79,4%	34
Lawaai	0 0,0%	6 17,6%	13 38,2%	15 44,1%	34
Parkeren van vrachtwagens	3 8,6%	9 25,7%	12 34,3%	11 31,4%	35
Parkeren van auto's	3 8,8%	7 20,6%	11 32,4%	13 38,2%	34
Lastig vallen van personeel	0 0,0%	0 0,0%	2 5,9%	32 94,1%	34
Drugs	0 0,0%	0 0,0%	5 15,2%	28 84,8%	33

V011

V011 - 10. Bent in u de afgelopen 12 maanden tot heden het slachtoffer geworden van één of meer van onderstaande feiten?

Antwoord	Ja	Nee	Totaal
Inbraak	8 11,8%	60 88,2%	68
Poging inbraak	11 16,2%	57 83,8%	68
Overlast	11 16,2%	57 83,8%	68
Graffiti	1 1,5%	67 98,5%	68
Vernieling	7 10,3%	61 89,7%	68
Brandstichting	0 0,0%	68 100,0%	68
Bedreiging / Intimidatie	0 0,0%	68 100,0%	68

V012

V012 - 11. Heeft u hiervan ook aangifte en of melding gedaan?

Antwoord	Ja	Nee	Niet van toepassing	Totaal
Inbraak	10 40,0%	4 16,0%	11 44,0%	25
Poging inbraak	5 20,0%	6 24,0%	14 56,0%	25
Overlast	2 8,0%	11 44,0%	12 48,0%	25
Graffiti	0 0,0%	5 20,0%	20 80,0%	25
Vernieling	2 8,0%	6 24,0%	17 68,0%	25

Antwoord	Ja	Nee	Niet van toepassing	Totaal
Brandstichting	0 0,0%	4 16,0%	21 84,0%	25
Bedreiging / Intimidatie	0 0,0%	4 16,0%	21 84,0%	25

V013

V013 - 12. Indien u geen aangifte / melding heeft gedaan, wat is hiervoor de reden? (meerdere antwoorden mogelijk)

Antwoord	Aantal	Percentage	
Totaal	25		
Nog niet ingevuld: 43			
De schade was te onbeduidend	8	32,0%	
Het kost teveel tijd	6	24,0%	
Het helpt toch niet	3	12,0%	
Formulier is te ingewikkeld	0	0,0%	
Angst voor represailles	0	0,0%	
Niet van toepassing	11	44,0%	

V015

V015 - 13. Heeft u een BHV (bedrijfshulpverlening) plan voor uw bedrijf?

Antwoord	Aantal	Percentage	
Totaal	67		
Nog niet ingevuld: 1			
Ja	53	79,1%	
Nee	13	19,4%	
Nee, is voor mij niet nodig, ik ben zzp-er	1	1,5%	

V016

V016 - 14. Is uw bedrijf in de afgelopen 12 maanden gecontroleerd op brandveiligheid?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
ja, zelf gedaan	16	23,5%	
ja, met behulp van de website checklist brand...	2	2,9%	
ja, met behulp van een adviseur / assuradeur / brandweer	47	69,1%	
zo niet, wat is hiervoor de reden bekijk antwoorden	5	7,4%	

Antwoord		Aantal	Percentage
Antwoord		Aantal	
Totaal		5	
Brandweer komt regelmatig langs, afgelopen jaar nog niet geweest		1	
ieder jaar brandbrusser controle		1	
is volgens mij eerder al eens gedaan		1	
Keuring ivm VCA-audit		1	
wij hebben enkel een kantoor		1	

V017

V017 - 15. Hoe vaak deden zich de afgelopen 12 maanden tot heden in uw bedrijf brandgevaarlijke situaties voor?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
1-2 keer	6	8,8%	
3-4 keer	0	0,0%	
5 keer of vaker	0	0,0%	
nooit	62	91,2%	

V018

V018 - 16. Welke van de volgende maatregelen voor brandpreventie zijn er in uw bedrijf genomen?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
instructie van het personeel (regels en handelswijze)	46	67,6 %	
training van het personeel (cursus gevolgd)	34	50,0 %	
testen van de brandmeldinstallatie	34	50,0 %	
vrij houden van nooduitgangen (vrije doorgang)	53	77,9 %	
opleiden (extra) bedrijfshulpverleners	35	51,5 %	

Antwoord	Aantal	Percentage													
aanwezigheid sleutelkluisjes	14	20,6%	■												
geen maatregelen	6	8,8%	■												
anders, namelijk bekijk antwoorden	4	5,9%	■												
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Antwoord	Aantal														
Totaal	4														
controle brandbeveiliging	1														
opslag brandbare materialen >5 meter van het bedrijfspand	1														
werknemers regelmatig wijzen op brandrisico's	1														
wij hebben enkel een kantoor	1														

V019

V019 - 17. Bent u tevreden over het schoonhouden en of repareren van het wegdek en straatmeubilair, en het beheer van het openbaar groen?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	44	64,7%	■
Nee	24	35,3%	■

V020

V020 - 18. Als u niet tevreden bent, waar ligt dit dan aan?

Antwoord	Aantal	Percentage	
Totaal	24		
Nog niet ingevuld: 44			
te weinig schoonmaakbeurten	4	16,7%	■
onvoldoende kwaliteit van de schoonmaakbeurten	1	4,2%	■
herstel van het wegdek duurt te lang	3	12,5%	■
herstel van het straatmeubilair (b.v.: borden /...	3	12,5%	■
herstel van kapotte dingen duurt te lang	2	8,3%	■
het groen wordt onvoldoende onderhouden	20	83,3%	■

Antwoord	Aantal	Percentage														
anders, namelijk bekijk antwoorden	5	20,8 %														
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Antwoord	Aantal															
Totaal	5															
bij papiercentrale (naast Twence) waait veel papier alle kanten op.	1															
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veel onkruid op parkeerhavens en langs stoepranden	1															
zicht bij sommige kruisingen is slecht, b.v. reclamebord Shell, scherm bij Texaco te fel in donker	1															

V021

V021 - 19. Zijn er knelpunten betreffende de verkeersveiligheid op uw bedrijventerrein?

Antwoord	Aantal	Percentage
Totaal	68	
Nog niet ingevuld: 0		
Ja	30	44,1%
Nee	30	44,1%
Weet niet	8	11,8%

V022

V022 - 20. Kunt u aangeven welke knelpunten dit zijn?

Antwoord	Aantal	Percentage
Totaal	30	
Nog niet ingevuld: 38		
-gevaarlijke situaties bij de fietsoversteekplaats op de haaksbergerstraat. -langparkerende vrachtwagens aan de haaksbergerstraat (laad-los-plek voor ons bedrijf). -overlast van veel autootjes van diverse autohandelaren die, worden geladen en gelost op de openbare weg, het zicht ontnemen op genoemde fietsoversteekplaats en parkeren op onze private parkeerplaatsen.	1	3,3%
bij de afslag vanaf de snelweg vanuit richting enschede wordt met name vanuit de richting haaksbergen richting hengelo(haaksbergerstraat) zeer regelmatig hard door rood gereden.	1	3,3%
binnenhavenstraat zou voorrangsweg moeten worden vrachtwagens die lossen op de openbare weg	1	3,3%
Binnenhavenweg thv de grindstraat. De bocht is niet overzichtelijk en dikwijls staan er auto's geparkeerd in de bocht.	1	3,3%
Boortorenweg en Diamantstraat wordt veel te hard gereden. Met name de Boortorenweg, wordt nooit gecontroleerd	1	3,3%

Antwoord	Aantal	Percentage	
De A35 ligt aan het industrieterrein. Het op- en afrit Hengelo Zuid is tijdens de spits overbelast (File)	1	3,3%	
De doorstroming naar de A35 is nog altijd een probleem in de namiddag vanaf 17.00 uur.	1	3,3%	
Door langsparkeren en heggen is de overzichtelijkheid bij uitrijden erf sterk afgenomen. Enkele "bijna ongelukken" hebben zich voorgedaan.	1	3,3%	
doordat kruisingen overzichtelijk zijn, kijkt de bestuurder van een voertuig verder weg en anticipeert niet voldoende op verkeer dat vlak in de buurt is. Fietsers worden snel over hoofd gezien, omdat snel de Diamantstraat opgederen wordt. Door kruisingen minder overzichtelijk te maken, wordt dit voorkomen.	1	3,3%	
er wordt te hard gereden door de straat met name door kopers welke hun auto gaan testen met hard en gek rijden	1	3,3%	
Fietsers mogen op de Diamantstraat aan 2 kanten rijden. Komt u maar eens kijken dat leg ik het u uit! Ben benieuwd. 06 51 52 80 17	1	3,3%	
Het maaibeeld het gras om de fietspaden is erg hoog. Niet goed overzichtig	1	3,3%	
Het oprijden vanaf de Binnenhavenstraat de Haaksbergerstraat op waarbij door de drukte er geen zicht is.	1	3,3%	
ingang vachtauto's DHL Opaalstraat. blokkeert fietspad duurt erg lang voor poort open is geen overzicht als je de diamantstraat op wilt	1	3,3%	
Kruispunt Platinastraat, Diamantstraat, Haaksbergerstraat.	1	3,3%	
Om vanaf de Zoutwinweg de Boortorenweg op te rijden is een erg gevaarlijke situatie. De fietsers op het fietspad zijn moeilijk waar te nemen vanwege geparkeerde auto's. Heeft al tot een aantal aanrijdingen geleid.	1	3,3%	
Op de Opaalstraat is de doorgang voor verkeer te smal. Hierdoor ontstaat een gevaarlijke situatie. In samenwerking met de gemeente, gemeentepolitie en omliggende bedrijven is het probleem onderkent en een oplossing gezocht. Deze oplossing is voor NTS Norma onbevredigend. de situatie zien wij nog als niet veilig.	1	3,3%	
Op T-splitsing Binnenhavenstraat/Grindstraat vaak onoverzichtelijke/gevaarlijke situatie door parkeren van/laden en lossen van (vracht) auto's	1	3,3%	
Schermbij Texaco is in donker zo fel dat men hinder ondervindt tijdens wachten voor verkeerslichten Diamantstraat. Het is in de ochtendspits bijna onmogelijk om vanuit Robijnstraat of Smaragdstraat linksaf te slaan richting Boldershoek men komt er tijdens de spits gewoon niet tussen de stroom voertuigen, wellicht is een korte invoegstrook op het verdrijvingsvlak een oplossing? Verder is het zeer kwalijk dat vooral postkoeriers erg hard rijden op met name Robijnstraat, met wegen van rechts!!!	1	3,3%	
Snelheid van voorbijgaande auto's Uitzicht bij uitrijden afrit, i.v.m. geparkeerde auto's die zicht belemmeren.	1	3,3%	
Spits bij de stoplichten	1	3,3%	
Spitsuur Diamantstraat / Haaksbergerstraat / A35	1	3,3%	
Uitgaande weg Diamantstraat rond 17uur erg druk, vaak gevaarlijke situaties voor en door verkeersdeelnemers	1	3,3%	

Antwoord	Aantal	Percentage	
uitrit Thales op de Robijnstraat, ze denken dat ze voorrang hebben maar het is een uitrit. ook staat het gras/riet erg hoog waardoor je moeilijk kan zien of er iemand uit het inrit komt	1	3,3%	
vaak uitvalsweg file	1	3,3%	
Vaak vrachtwagens bij de ingang van de DHL aan de Opaalstraat die moeten wachten tot het hek geopend wordt. Hierdoor wordt de weg geblokkeerd en ontstaan onveilige situaties. Simpele oplossing is ingang verplaatsen naar de Onyxstraat en het toegangshek een stuk van de straatkant verplaatsen zodat de wachtende vrachtwagens niet op de straat staan en de weg blokkeren.	1	3,3%	
Verkeer kan van de Diamantstraat/ Haaksbergerstraat s'middags niet weg komen, staat helemaal vast	1	3,3%	
Verkeers intensiteit op de Opaalstraat is hoog. M.n. voor onze hoofdingang (poort 1) ontstaan soms gevaarlijke verkeerssituaties. Deze wordt veroorzaakt door wachtende vrachtwagen(s) over de poort. Oplossing hiervoor is nog niet gevonden.	1	3,3%	
Weg van rechts, Suez komt regelmatig hard voorbij zonder voorrang te verlenen.	1	3,3%	
Wordt erg hard gereden met vrachtwagens. Lopen en fietsen ook mensen die gewoon 'voorbijganger' zijn en dit niet 1,2,3 overzien.	1	3,3%	

V023

V023 - 21. Bent u tevreden over de:

Antwoord	Ja	Nee	Totaal
bewegwijzering naar het terrein	65 95,6%	3 4,4%	68
bewegwijzering op het terrein	67 98,5%	1 1,5%	68
bereikbaarheid eigen bedrijf	66 97,1%	2 2,9%	68
parkeermogelijkheden nabij uw bedrijf	51 75,0%	17 25,0%	68
ontsluiting van het bedrijventerrein	49 73,1%	18 26,9%	67
bereikbaarheid openbaar vervoer	47 71,2%	19 28,8%	66
gladheidbestrijding	62 92,5%	5 7,5%	67

V024

V024 - 22. Is er voldoende openbare verlichting op het bedrijventerrein?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	58	85,3%	
Nee	2	2,9%	
Weet niet	8	11,8%	

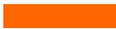
V026

V026 - 23. Bent u tevreden over de communicatie met onderstaande partijen op het gebied van "schoon, heel en veilig"?

Antwoord	Ja	Nee	Geen ervaring	Totaal
Gemeente	18 26,5%	7 10,3%	43 63,2%	68
Politie	21 30,9%	3 4,4%	44 64,7%	68
Brandweer	24 35,3%	0 0,0%	44 64,7%	68
Ondememersvereniging	39 57,4%	1 1,5%	28 41,2%	68

V027

V027 - 24. Heeft u wel eens deze vormen van criminaliteit waar genomen bij u op het bedrijventerrein?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	9	13,2%	
Nee	50	73,5%	
Weet niet	9	13,2%	

V028

V028 - 25. Vindt u dat deze vorm van criminaliteit aandacht moet krijgen binnen het keurmerk?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	62	91,2%	
Nee	6	8,8%	

V029

V029 - 26. Als deze vorm van criminaliteit in uw bedrijf is voorgekomen, kunt u dan aangeven wat er uitgevoerd is?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
ongoorloofd toegang verkregen tot ons computersysteem;	7	10,3%	
kopiëren van vertrouwelijke gegevens;	0	0,0%	
ongoorloofd computerdata verwijderd en of aangepast	0	0,0%	

Antwoord	Aantal	Percentage																		
ongeoorloofd computersystemen uitgeschakeld of...	6	8,8%																		
spookfacturen	34	50,0%																		
anders, namelijk bekijk antwoorden	7	10,3%																		
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Antwoord	Aantal																			
Totaal	7																			
Als locatie kennen wij bovengenoemde problemen niet. Dit wordt landelijk ondervangen.	1																			
geen	1																			
geen idee	1																			
niet van toepassing	1																			
Phishing via e-mail	1																			
spook mails	1																			
virus infectie.	1																			

V030

V030 - 27. Wilt u verder geïnformeerd worden hoe u eventueel cybercriminaliteit zo veel als mogelijk kunt voorkomen?

Antwoord	Aantal	Percentage
Totaal	68	
Nog niet ingevuld: 0		
Ja	23	33,8%
Nee	45	66,2%

V031

V031 - 28. Heeft u een actuele RI&E ?

Antwoord	Aantal	Percentage
Totaal	67	
Nog niet ingevuld: 1		
Ja	42	62,7%
Nee	15	22,4%
Mee bezig	10	14,9%

V032

V032 - 29. Welke opmerkingen, suggesties, onderwerpen of reacties zou u in het kader van openbare orde en veiligheid graag met ons willen delen en of behandeld willen hebben tijdens een bijeenkomst?

Antwoord	Aantal	Percentage	
Totaal	22		
Nog niet ingevuld: 46			
Betere ontsluiting van de Diamantstraat op de Haaksbergerstraat en A35.	1	4,5%	
Camerabewaking op openbare weg. Meer surveillance overdag om criminelen eerder op te pakken. Overdag wordt het speurwerk gedaan.	1	4,5%	
De Autohandel aan banden leggen, auto's zonder kenteken op openbare weg plaatsen. Het wild parkeren van oude auto's welke weken lang voor de deur staan.	1	4,5%	
De preventieve uitstraling van het feit dat er collectieve beveiliging aanwezig is.	1	4,5%	
geen	1	4,5%	
Geen opmerkingen. Wij zijn slechts enkele uren per week op kantoor en werken veel van huis uit.	1	4,5%	
Geen toevoegingen	1	4,5%	
Het laden en lossen van auto's op de openbare weg is een probleem dat niet alleen voor overlast zorgt voor de overige weggebruikers maar ook voor onveilige situaties zorgt.	1	4,5%	
Meer openbare parkeerplekken	1	4,5%	
netwerk maken waar, wat moet worden gemeld zodat dit voor het hele industrieterrein transparant is (denk bijv. ijzel, ongeval, werkzaamheden, inbraak camera's)	1	4,5%	
niets toe te voegen	1	4,5%	
nvt	1	4,5%	
ontsluiting bedrijventerrein in de spits	1	4,5%	
opkomst louche turkse "auto" bedrijven op t terrein	1	4,5%	
Regelmatig snelheidscontroles houden op de Diamantstraat er wordt vaak (ook door vrachtwagens) erg hard gereden. Soms rijden auto's met 100 km/h voorbij.	1	4,5%	
Rijsnelheid op de Boortorenweg !!!	1	4,5%	
straat verlichting is soms avonden aaneengesloten in de nacht uit. Bij calamiteiten is niets te merken van de aanwezigheid van de security dienst	1	4,5%	
Terugdringen afval langs de kade. Wellicht een paar camera's ophangen.	1	4,5%	
Veel lawaai en stof overlast van de TRM puinbreker waar te weinig aan wordt gedaan door de bevoegde instanties. Reeds meerdere keren het meldpunt overlast gebeld. De puinbreker in deze vorm hoort niet meer thuis op een modern industrieterrein, waar geluids- en puinstof overlast tot een minimum beperkt zou moeten worden	1	4,5%	
Verkeerssituatie Diamantstraat/ Opaalstraat. Parkeer probleem is wel opgelost	1	4,5%	
Verkeersveiligheid Opaalstraat	1	4,5%	

Antwoord	Aantal	Percentage	
Verwijderen van ongebruikte auto's op plaatsen waar deze in het kader van verkeersveiligheid niet mag staan	1	4,5%	

V034

V034 - Zou u in het kader van een afstudeeropdracht naar het imago van de Politie nog een aantal vragen willen beantwoorden?

Antwoord	Aantal	Percentage	
Totaal	68		
Nog niet ingevuld: 0			
Ja	38	55,9%	
Nee	30	44,1%	

V035

V035 - Waar meldt u incidenten/delicten het vaakst? (U kunt meerdere antwoorden invullen)

Antwoord	Aantal	Percentage											
Totaal	41												
Nog niet ingevuld: 27													
Gemeente	9	22,0%											
Politie	33	80,5%											
BIT	9	22,0%											
Beveiligingsbedrijf	11	26,8%											
ergens anders, nl.bekijk antwoorden	3	7,3%											
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Antwoord	Aantal												
Totaal	3												
112	1												
alleen ernstige delicten, kleinere zaken heeft melding doen geen zin.	1												
Meldpunt overlast provincie	1												

V036

V036 - A. In hoeverre weegt de onbereikbaarheid van de politie om een melding te doen mee voor het doen van aangifte of een melding?

Antwoord	Aantal	Percentage	
Totaal	41		
Nog niet ingevuld: 27			
Nooit	20	48,8%	

Antwoord	Aantal	Percentage	
Zelden	4	9,8%	
Soms	11	26,8%	
Vaak	4	9,8%	
Altijd	2	4,9%	

V037

V037 - B. In hoeverre weegt mee bij een aangifte of melding dat u de politie niet vertrouwt dat er wat met mijn melding gedaan wordt

Antwoord	Aantal	Percentage	
Totaal	41		
Nog niet ingevuld: 27			
Nooit	20	48,8%	
Zelden	7	17,1%	
Soms	11	26,8%	
Vaak	3	7,3%	
Altijd	1	2,4%	

V038

V038 - C. In hoeverre weegt mee bij een aangifte of melding dat u de politie niet vertrouwt dat zij de dader pakken?

Antwoord	Aantal	Percentage	
Totaal	40		
Nog niet ingevuld: 28			
Nooit	19	47,5%	
Zelden	9	22,5%	
Soms	5	12,5%	
Vaak	7	17,5%	
Altijd	1	2,5%	

V039

V039 - D. In hoeverre weegt mee bij een aangifte of melding dat het veel tijd kost?

Antwoord	Aantal	Percentage	
Totaal	40		
Nog niet ingevuld: 28			
Nooit	10	25,0%	
Zelden	4	10,0%	

Antwoord	Aantal	Percentage	
Soms	16	40,0%	
Vaak	9	22,5%	
Altijd	2	5,0%	

V040

V040 - E. In hoeverre weegt mee bij een aangifte of melding dat het te moeilijk is?

Antwoord	Aantal	Percentage	
Totaal	40		
Nog niet ingevuld: 28			
Nooit	20	50,0%	
Zelden	8	20,0%	
Soms	8	20,0%	
Vaak	4	10,0%	
Altijd	0	0,0%	

V041

V041 - F. In hoeverre weegt mee bij een aangifte of melding dat u niet weet niet u aangifte of een melding moet doen?

Antwoord	Aantal	Percentage	
Totaal	40		
Nog niet ingevuld: 28			
Nooit	27	67,5%	
Zelden	8	20,0%	
Soms	6	15,0%	
Vaak	2	5,0%	
Altijd	1	2,5%	

V042

V042 - G. In hoeverre weegt de ernst van het incident mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	39		
Nog niet ingevuld: 29			
Nooit	8	20,5%	
Zelden	5	12,8%	
Soms	14	35,9%	

Antwoord	Aantal	Percentage	
Vaak	3	7,7%	
Altijd	9	23,1%	

V043

V043 - H. In hoeverre weegt de hoeveelheid incidenten mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	39		
Nog niet ingevuld: 29			
Nooit	19	48,7%	
Zelden	8	20,5%	
Soms	8	20,5%	
Vaak	2	5,1%	
Altijd	2	5,1%	

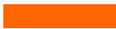
V044

V044 - I. In hoeverre weegt de hoeveelheid emotionele schade mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	17	44,7%	
Zelden	10	26,3%	
Soms	9	23,7%	
Vaak	4	10,5%	
Altijd	0	0,0%	

V045

V045 - J. In hoeverre weegt de hoeveelheid materiële schade mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	10	26,3%	
Zelden	3	7,9%	
Soms	9	23,7%	
Vaak	11	28,9%	

Antwoord	Aantal	Percentage	
Altijd	6	15,8%	

V046

V046 - K. In hoeverre weegt het type schade mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	9	23,7%	
Zelden	4	10,5%	
Soms	14	36,8%	
Vaak	7	18,4%	
Altijd	4	10,5%	

V047

V047 - L. In hoeverre weegt het type delict/incident mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	8	21,1%	
Zelden	5	13,2%	
Soms	12	31,6%	
Vaak	10	26,3%	
Altijd	3	7,9%	

V048

V048 - M. In hoeverre weegt mee dat andere ondernemers u aanmoedigen om aangifte te doen?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	23	60,5%	
Zelden	8	21,1%	
Soms	5	13,2%	
Vaak	2	5,3%	
Altijd	0	0,0%	

V049

V049 - N. In hoeverre weegt mee dat andere ondernemers u aanmoedigen om geen aangifte te doen?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	29	76,3%	
Zelden	6	15,8%	
Soms	2	5,3%	
Vaak	1	2,6%	
Altijd	0	0,0%	

V050

V050 - O. In hoeverre weegt mee dat er veel incidenten zijn in de omgeving mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	17	44,7%	
Zelden	7	18,4%	
Soms	10	26,3%	
Vaak	4	10,5%	
Altijd	0	0,0%	

V051

V051 - P. In hoeverre weegt mee dat er weinig incidenten zijn in de omgeving mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	22	57,9%	
Zelden	7	18,4%	
Soms	8	21,1%	
Vaak	1	2,6%	
Altijd	0	0,0%	

V052

V052 - Q. In hoeverre weegt collectief aangifte en melding doen mee voor het vergroten van de veiligheid?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	11	28,9%	
Zelden	3	7,9%	
Soms	14	36,8%	
Vaak	8	21,1%	
Altijd	2	5,3%	

V053

V053 - R. In hoeverre weegt mij dat u aangifte doet vanwege de compensatie van de verzekering?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	11	28,9%	
Zelden	7	18,4%	
Soms	12	31,6%	
Vaak	6	15,8%	
Altijd	6	15,8%	

V054

V054 - S. In hoeverre weegt mee dat u zich onveilig voelt in de omgeving bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	26	68,4%	
Zelden	5	13,2%	
Soms	4	10,5%	
Vaak	2	5,3%	
Altijd	1	2,6%	

V055

V055 - T. In hoeverre weegt angst voor represailles mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		

Antwoord	Aantal	Percentage	
Nog niet ingevuld: 30			
Nooit	30	78,9%	
Zelden	5	13,2%	
Soms	3	7,9%	
Vaak	0	0,0%	
Altijd	0	0,0%	

V056

V056 - U. In hoeverre weegt de mogelijkheid om het zelf op te lossen mee bij een aangifte of melding?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	13	34,2%	
Zelden	6	15,8%	
Soms	13	34,2%	
Vaak	5	13,2%	
Altijd	2	5,3%	

V057

V057 - V. In hoeverre weegt mee dat u het voelt als een (burger)plicht om aangifte te doen?

Antwoord	Aantal	Percentage	
Totaal	38		
Nog niet ingevuld: 30			
Nooit	5	13,2%	
Zelden	3	7,9%	
Soms	14	36,8%	
Vaak	9	23,7%	
Altijd	7	18,4%	