



Factors Influencing Community's Acceptance of Twitter (X) on Improving Information Access in Tanzania's Police Force

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ABSTRACT

This study was conducted to investigate the acceptance of Twitter (X) for improving information access in Tanzania's Police Force. The specific objectives of the study were to assess the community's perceived usefulness of Twitter (X) in improving information access and to examine the community's perceived ease of use of Twitter (X) for enhancing information access in Tanzania. The Technology Acceptance Model (TAM) guided this research. The study employed a cross-sectional research design using a quantitative research approach, while a stratified sampling technique was utilized to select 154 respondents. The population comprised 250 Tanzania Police officials, from which a sample size of 154 respondents was determined using Yamane's formula. Out of the 154 questionnaires issued, 100 were returned, resulting in a response rate of 64 percent. Data were collected through a questionnaire and analysed using descriptive analysis and inferential analysis through multiple linear regression. The study findings indicated that the community's perceived usefulness and perceived ease of use of Twitter (X) play significant roles in improving information access in Tanzania. The findings enhance the contribution of the Technology Acceptance Model (TAM) by unveiling the importance of its major constructs—perceived usefulness and perceived ease of use—in influencing information access within the police community. The research concluded that the Tanzania Police Force's access to Twitter (X) is significantly influenced by perceived ease of use. Law enforcement officials use the platform more frequently as it becomes easier to navigate and more intuitive. Therefore, this study recommends that digital platforms should be utilized as long as they are user-friendly and provide value to individuals.

Keywords: Information Access, Perceived Ease of Use, Police Force, Social Media

I. INTRODUCTION

Social media has in recent years emerged as a pivotal tool for swift dissemination of information and facilitating communication across diverse sectors, including law enforcement. Of these numerous social media platforms, Twitter now simply known as X facilitates the sharing of concise textual messages, hence a prospective effective medium for law enforcement agencies to communicate with the public. In fact, the rapid adoption of social media by police forces in the United States, the United Kingdom, and South Africa highlights its significance in enhancing information access and public engagement (Maina, 2020). This trend further underscores the need for law enforcement agencies, including those in Tanzania, to leverage the use of social media platforms such as Twitter (X) in a bid to boost their operational efficiency and public interaction.

This has made the law enforcement agencies to unveil the importance of social media platforms, particularly Twitter (X), in cascading their communication strategies. These platforms facilitate police departments in disseminating crucial information, including emergency alerts, criminal activities and public events (Harkins, 2016). In this regard, the Boston Police Department's use of social media during the 2013 Boston Marathon bombing in the United States exemplifies the critical role of these platforms in crisis communication. Similarly, police departments in Australia and Canada have utilised social media effectively to enhance public relations and operational efforts during significant events (Stevens, 2017). Implicitly, there is a global trend inching towards integrating social media into law enforcement practices to improve information accessibility and public safety.

Among the countries that have surpassed in Africa on acceptance of Twitter (X) as essential tool for law enforcement agencies are Ghana and Zimbabwe. The Ghana Police Service, for instance, has actively used Twitter (X) to engage with the public and disseminate information, thereby enhancing the efficiency of police operations (Effah, 2021). Similarly, the Zimbabwe Republic Police has leveraged social media to improve information accessibility and public engagement (Foya, 2020).

In Kenya, the National Police Service's use of Twitter (X) has decentralised communication efforts and, in the process, made information more accessible to the public to foster greater interaction between the police and the

community (Dwyer, 2020). These cases highlight the growing importance of social media in law enforcement in Africa, including Tanzania.

In Tanzania, the country's Police Force has also adopted social media platforms, particularly Twitter (X) to foster information accessibility and public engagement. Regardless of these efforts, there is limited research on the extent to which the Tanzania police utilise Twitter (X) to improve information access (Chille & Amanda, 2024). This gap in knowledge is significant, considering the potential impact of social media on police operations and public safety (Issa, 2019). The current study aims to address this gap by investigating the extent to which the Tanzania Police Force, particularly at the Oysterbay Police Station, has embraced Twitter (X) as a tool for further enhancement of information accessibility.

Technology Acceptance model (TAM) is an important model on technology acceptance, however there is dearth of studies on how the model has been validated especially on the major constructs of perceived usefulness and perceived ease of use on assessing the its effects on acceptance of twitter(X) for improving information access in Tanzania, of which this study validates.

1.1 Statement of the Problem

Social media platforms are important tools in enhancing community participation and collaboration between law enforcement agencies and the public which can assist on sharing information and hence acceptance of the digital platforms (Sigsworth, 2019). Police agencies utilise social media platforms as means for disseminating pertinent information to the public, particularly sharing crime prevention strategies, providing updates on active investigations, and promoting community engagement initiatives (Smith et al., 2017). It is not possible that, the Tanzania Police Force could avail away on utilising social media platforms for accessing information. This could be detrimental on their activities, hence possess the potential risk of influencing the safety of the public (Stevens, 2017).

For despite that law enforcement having already adopted Twitter(X) as a means to engage with the public since 2012, There is scarcity of research on acceptance of social media platforms, including Twitter(X) in the Tanzania Police Service for public communication purposes (Issa, 2019). This dearth of comprehensive studies in this area is consistent with the truism that there has been limited research on various aspects of the Tanzania Police Force generally (Issa, 2019) as most of the studies has been done on operational activities, training methods aimed to enhance police performance in Tanzania, the execution of the national plan of action to combat violence against women and children, and criminal investigation and cybercrimes (Chille et al., 2021; Liana et al., 2023; Deogratius, 2021).

With the dearth of studies regarding Technology acceptance model (TAM) on acceptance of twitter among the police community, specifically on the major constructs, this study enhances parsimonious contribution by validating the effect of perceived usefulness and perceived ease of use on twitter(x) in influencing information access on the police community.

1.2 Research objectives and Hypotheses

1.2.1 General and specific objectives

The main objective of the study was to investigate the acceptance of Twitter (X) for improving information access in Tanzania's Police Force. Specifically, the study set out to assess the community's perceived usefulness of Twitter (X) on improving information access and examine the community's perceived ease-of-use of Twitter (X) in improving information access in Tanzania.

1.3 Hypotheses

In line with the research objectives, the study developed the following alternative and null hypotheses on perceived usefulness and perceived ease-of-use, respectively:

H1a₀: Perceived usefulness of Twitter(X) has no significance influence on improving police force information access in Tanzania.

H1a₁: Perceived usefulness of Twitter(X) has significance influence on improving police force information access in Tanzania.

H2a₀: Perceived ease-of-use of Twitter(X) has no significance influence on improving police force information access in Tanzania

H2a₁: Perceived ease-of-use of Twitter(X) has significance influence on improving police force information access in Tanzania

II. LITERATURE REVIEW

2.1 Theoretical Review

2.1.1 Technology Acceptance Model (TAM)

To achieve its objective, the study had recourse to the Technology Acceptance Model (TAM), whose framework informs the understanding of adopting new technologies, including social media platforms, in organisations. The model focuses on two key constructs: perceived usefulness and perceived ease-of-use, which tend to influence the users' attitudes toward technology adoption (Gao & Zhang, 2017). Yet, the application of TAM in the context of law enforcement's use of social media remains limited, particularly in the contexts of Tanzania, with the dynamics of such usage largely unexplored. This study, therefore, sought to validate how the two major constructs of TAM perceived usefulness and perceived ease-of-use apply to the incremental use of twitter (X) by the Tanzania police, with a focus on further enhancing information accessibility and reach.

Even though TAM offers valuable insights into technology adoption, it has certain limitations, particularly in the context of social media use in law enforcement. The model's simplicity, which focuses primarily on PU and PE may not fully capture the complexities of social media utilisation in police work (Chille et al., 2021). Therefore, this study adopts a more comprehensive approach by integrating additional constructs such as perceived credibility, trust, and cultural attitudes toward social media. This approach aims to provide a more nuanced understanding of the factors influencing the acceptance of Twitter (X) by the Tanzanian police (Davis, 1989).

Nevertheless, the Technological Acceptance Model (TAM) is a well-known theoretical paradigm that explains why people accept and utilize information technology (IT) solutions. Fred Davis initially presented the idea in 1986 and, in 1989, he teamed up with Richard Bagozzi to further improved it. The primary objective of TAM is to interpret and predict the users' intentions regarding the adoption and usage of a particular technology. Perceived utility and perceived ease-of-use are the two main characteristics that impact technological acceptance, according to the paradigm. Bullok and Leeney (2013) describe perceived utilisation as the user's subjective belief that implementing and using a certain technology would boost output or performance.

As for the term "Perceived ease-of-use", it refers to the user's subjective assessment of the amount of work required to apply a technology (Davis, 1989). As TAM illustrates, that these two factors (PU and PE) have a significant bearing on the people's attitudes on using technology. As a result, this mindset eventually influences their motivation to use such technology. In fact, scholars from a wide range of disciplines have widely adopted and adjusted TAM to study the acceptability and adoption of different technological forms, including mobile devices, websites, software applications, and other information technology systems (Davis, 1989).

The extent to which police officers adopt and efficiently utilise social media as a means of getting information heavily relies on the level of technological acceptability. The concept of perceived usefulness refers to the subjective evaluation of the extent to which a certain entity or system can enhance an individual in term of access to information and subsequent operability. In this regard, law enforcement officials ought to recognise the utility of social media platforms in getting pertinent information applicable to their professional responsibilities. Recognising the utilisation of social media platforms such as Twitter(X), Facebook, or Instagram for gathering intelligence, monitoring public sentiment, identifying potential threats, or collecting evidence (Chille & Amanda, 2024).

Law enforcement personnel are more inclined towards embracing and using social media into their operations if they perceive it as a tool that can augment their capabilities. In fact, social media sites ought to be user-friendly and straightforward for police officers to find them easy-to-use. If law enforcement personnel perceive these platforms to be user-friendly and conducive to effective communication, they could be more inclined to adopt and utilise them. It is imperative to establish training programs and support systems that facilitate officers' comprehension of the functionality, privacy settings, and optimal use of social media technologies. Technological acceptance pertains to an individual's disposition towards embracing and utilising novel technology. Police officers that possess a favourable disposition towards technology are more inclined towards exhibiting familiarity with various social media platforms and demonstrating a higher level of comfort in their utilization. Familiarity with and comfort in using a technology play a crucial role in facilitating the effective and efficient retrieval of information on social media platforms (Blair et al., 2021).

2.2 Empirical Review

2.2.1 Perceived Usefulness

There are various research performed regarding perceived usefulness (PU) and perceived ease-of-use (PE) of in enhancing information access for law enforcement agencies in developed countries including Twitter (X). For PU, Smith et al. (2017) examined the perceived usefulness of Twitter (X) among police officers in the US. Similarly, applying the TAM, the study employed survey methodology to assess officers' perception of the issue. The study found a generally

positive perception of Twitter (X)'s usefulness in accessing information related to law enforcement activities. However, a gap exists in applying these findings directly to the Tanzanian context, hence warranting further investigation into the community's perceptions in this specific context.

However, the study done by Jones and Johnson (2018) on the effects of perceived usefulness of twitter(X) for law enforcement agencies in the UK, by combining TAM and the diffusion of innovations theory (DOI), by using qualitative interviews and quantitative research approaches in investigating the perceptions of police personnel. The findings showed that twitter (X) had significant effects on accessing information relevant to policing activities. However, this study was done in UK police, who operate in a different socioeconomic and policing environment from the one may limit the generalisability of its findings to the Tanzania police, hence highlighting the need for research tailored to local circumstances.

Kim et al.'s (2019) study on the perceived usefulness of Twitter (X) in law enforcement employed TAM and the social exchange theory in the context of South Korea. Data from surveys held with among police officers to assess their perceptions indicate that they considered Twitter (X) to be a useful platform for accessing information crucial to police operations. However, the applicability of these findings to Tanzania remains uncertain primarily because of contextual and operational factors, necessitating research specific to the Tanzanian community's perceptions. On the other hand, Wang and Zhang (2020), who investigated the perceived usefulness of Weibo, a microblogging platform similar to Twitter (X), in Chinese law enforcement also applied TAM and the social cognitive theory. After surveying police officers to evaluate their perceptions, the study found a positive perception of Weibo's usefulness in accessing information for policing purposes.

Nonetheless, the cultural and contextual differences between China and Tanzania signal the need to conduct localised research to grasp the Tanzanian community's perceptions accurately regarding the use of Twitter (X) by the local police force. Indeed, these studies reviewed thus far notwithstanding, a gap remains in understanding the Tanzanian community's perceptions of the usefulness of Twitter (X) for improving information access. Thus, our study aimed to fill this gap by probing the community's perceptions in the Tanzanian context, providing insights tailored to local circumstances on local police and its use of Twitter (X) for communication with the public.

2.2.2 Perceived Ease of Use

On the other hand, research on perceived ease-of-use (PE) of social media platforms such as Twitter (X) for law enforcement purposes offers invaluable insights into the community's attitudes. For example, Madsen (2020). investigated the PE of Twitter (X) among police officers in Canada. Applying TAM, the study utilised surveys to assess officers' perceptions of Twitter (X)'s usability. Results suggested that officers generally found Twitter (X) easy-to-use for accessing information relevant to their duties. However, the study's focus on Canadian police officers may limit the generalisability of the findings to the particularised Tanzanian context, hence necessitating localised research. In a similar vein, Lee et al. (2013), who explored the PE of Twitter (X) for law enforcement in South Korea. Employing TAM and user experience (UX) design principles, the study surveyed South Korean police officers to evaluate their perceptions and found that they perceived Twitter (X) to be user-friendly and easy to navigate for accessing information crucial to their police work. Nonetheless, cultural and contextual differences between South Korea and Tanzania support the need for research tailored to uncover Tanzanian community's perceptions.

Furthermore, Mero and Madali (2024), who examined the public perception of law enforcement focusing on perceived ease-of-use (PE) of Twitter (X) for law enforcement agencies in the US. Drawing on usability testing methods, the study assessed the officers' experiences with Twitter(X) through interviews and usability tests. The study found that officers generally found Twitter (X) intuitive and straightforward to use when accessing information related to their duties. As the study focused on US law enforcement may limit the applicability of findings to Tanzania, necessitating context-specific research.

Overall, a gap remains in understanding the Tanzanian community's perceptions regarding the ease-of-use of Twitter (X) for improving information access by the police force. Our study, therefore, aimed to address this gap by investigating the community's attitudes within the Tanzanian context to the police use of Twitter (X) to dissemination information and, hence, provide insights on the issue responsive to local circumstances.

III. METHODOLOGY

The study used a cross-sectional research design to examine the acceptance of Twitter (X) in improving information access in Tanzania's Police Force. This method allows for simultaneous examination of various variables without considering temporal changes, making it cost-effective and efficient (Saunders et al., 2019). The quantitative approach was used to objectively measure variables, identifying trends, correlations, and patterns in Twitter usage and acceptance. The study was conducted at Oysterbay Police Post, a strategic location within Kinondoni Municipality facilitating



efficient data collection and access to relevant information. Using Yamane’s formula, the study selected a sample size of 154 respondents from the population of 250 Tanzanian police officials, guaranteeing a 95% confidence level and a 5% margin of error. We applied a 5-point Likert scale to assess replies to a structured questionnaire deployed in data gathering.

The study employed a questionnaire survey to collect data from 154 respondents. Out of 154 respondents, 100 returned the questionnaires, which made the response rate 64 percent. The study used a Likert of 5-point Likert scale, where 1 = strongly disagree, 2 = disagree, 3 = neither agree nor disagree, 4 = agree, and 5 = strongly agree. The respondents were given only one week to complete questionnaires. This study utilised probability and non-probability sampling methods, focusing on stratified and purposive sample procedures. The stratified sampling method was used to gather data from officers in the operational police force, reducing bias and ensuring equal representation (Saunders et al., 2019). Simple random sampling was used within each stratum to select respondents, ensuring equal chances for each member. The methodology involved organising the sampling frame into homogeneous groups before selecting items for the sample, enhancing the likelihood of a representative sample for the stratified groups.

The study used SPSS version 24 for data analysis, including multiple linear regression and exploratory factor analysis (EFA). The reliability and validity of the data collection instruments were ensured through Cronbach's alpha and EFA, with Cronbach’s alpha values above 0.7 indicating strong internal consistency. Validity was assessed through EFA, identifying meaningful dimensions within the data. The study also strictly adhered to ethical considerations, including obtaining board approval, obtaining participant consent, maintaining anonymity and confidentiality, and avoiding harm or deception to ensure the integrity and credibility of the research process.

IV. FINDINGS & DISCUSSION

4.1 Findings

4.1.1 Demographic Information

To begin with, the study looked at gender, age and education level, the characteristics of the respondents to determine the influence these demographic variables on their acceptance of Twitter(X) for improving information access by the police force in Tanzania. Table 1 presents the results:

Table 1

Demographic Information

Demographic Characteristic		Frequency	Percentage
		Statistic	Statistic
Gender of Respondents	Male	75	75%
	Female	25	25%
Age of Respondent	12-19 years	27	27.0%
	20-40 years	50	50.0%
	41-60 years	23	23.0%
	60 and above years		
Education Level of Respondent	Secondary education	49	49.0%
	Certificate	29	29.0%
	Diploma	12	12.0%
	Degree	10	10.0%

N=100

The survey results indicate that the majority of the respondents were male, comprising 75 percent of the sample, while female respondents made up the remaining 25 percent. This distribution suggests a significant gender disparity among the participants, which might reflect broader societal trends or specific characteristics of the community under review. Similar gender disparities in technology use and perception studies have been documented in various contexts, indicating potential differences in access and engagement with digital platforms between men and women (see, for example, Deogratius, 2021).

4.1.2 Standard Deviation and Mean



Descriptive statistical results reveal the standard deviation and mean. In this regard, the average factor scores were calculated for each item inside the latent variables using descriptive statistics analysis. The standard deviation and mean were then computed by adding these scores together. Table 2 shows the mean and standard deviation for the latent variables perceived usefulness (PU), perceived ease-of-use (PE), and acceptance of Twitter (A):

Table 2
Mean and Standard Deviation for Latent Variables of A, PU, PE

Variable	N	Min	Max	Mean	Std Dev.
A	100	1	5	4.6444	1.28083
P	100	1	5	5.0250	1.47274
PEOU	100	1	5	4.7102	1.40877

4.1.3 Analysis of correlation

Correlation analysis determined the strength in the association of the variables. As Table 3 illustrates, there is a correlation between the independent factors and dependent variables under investigation, ranging from $r = 0.654$ to $r = 0.775$ at $p < 0.01$:

Table 3
Inter-correlation (N=100)

Variable	Perceived usefulness	Perceived ease of use	Acceptance of Twitter (X)
Perceived usefulness	1	.0748	0.691**
Perceived ease of use	0.748	1	0.604**
Acceptance of Twitter(X)	0.691	0.604	1
Number of respondents	100	100	100

** At the 2-tailed (0.01) threshold, the correlation is significant

The study found significant correlations between perceived usefulness, ease-of-use (0.748), attitude (0.775), and acceptance of Twitter (0.691). As perceived usefulness increased, so did ease-of-use, positive attitude, and acceptance. The study also found that ease-of-use influenced both attitude (0.654) and acceptance of the Twitter platform (0.604). These findings, supported by 100 respondents, highlight the interconnectedness of these variables in shaping the overall acceptance of Twitter for improving information access by the police force.

4.1.4 Multiple Linear Regression Analysis and Model Summary Table

Table 4
Model Summary

Variable	Tolerance	VIF	R	0.965
Perceived usefulness	.472	2.067	R squared	0.931
Perceived ease of use	.438	2.441	Adjusted R squared	0.929
			SE	.223
			ANOVA summary	
			F (p-value)	432.662 (<0.001)

The findings indicated no existence of multicollinearity as the tolerance level was normal ranged from 0.438 to 0.472 and the Variance Inflation Factor (VIF) ranged from 2.067 to 2.441, less than the common threshold of 10, the explained variance of the model was high indicated by adjusted R-squared value of 0.929,

The Standard Error (SE) of the estimate was 0.223, showed average distance that the values observed values fell from the regression line, which signifies model’s predictions were close to the actual data points, hence unveils the model accuracy. The ANOVA indicated F- statistic of 432.662 and significance level P Value of less than 0.001. This shows that the regression model was consistent with the data collected and analysed on explaining the relationships between the independent variables and the dependent variable were statistically significant. The findings on the regression analysis showed that the perceived usefulness (PU) and perceived ease-of-use (PE), has positive and significance effect on the acceptance of Twitter(X) as a communication tool for improving information access by the police force in Tanzania.



Table 5
Multiple Linear Regression Coefficients

Model		Unstandardised Coefficients		Standardised Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.073	.128		-.574	.568
	Perceived ease-of-use	.288	.093	.282	3.081	.003
	Perceived usefulness	.246	.068	.236	3.625	.000

a. Dependent Variable: Acceptance of Twitter(X)

The regression analysis reveals significant relationships between the independent variables (perceived ease-of-use, perceived usefulness and the dependent variable (acceptance of Twitter[X]). The unstandardised coefficient for the perceived ease-of-use was 0.288 with a standard error of 0.093, resulting in a t-value of 3.081 and a p-value of 0.003. In other words, perceived ease-of-use had a positive and statistically significant effect on the acceptance of Twitter(X). Specifically, every unit increase in perceived ease-of-use results in an expected increase of 0.288 units in the acceptance of Twitter(X), all other factors remaining equal.

4.1.4.1 Effect of Perceived Community’s Perceived Usefulness of Twitter (X) on Improving Information Access in Tanzania

The analysis also showed that perceived usefulness had a substantial impact on the acceptance of twitter (X). The unstandardized coefficient for perceived usefulness was 0.246, with a standard error of 0.068, leading to a t-value of 3.625 and a highly significant p-value of less than 0.001. This demonstrated that perceived usefulness positively influenced the acceptance of twitter (X), suggesting that as the perceived usefulness of twitter (X) increased, so did its acceptance among the community. For each unit increase in perceived usefulness, the acceptance of twitter (X) was expected to increase by 0.246 units.

4.1.4.2 Effect of Perceived Community’s Perceived Ease of Use of Twitter(X) on Improving Information Access in Tanzania

The constant term, which represents the expected value of the acceptance of twitter (X) when all independent variables are zero, had an unstandardized coefficient of -0.073 with a standard error of 0.128, yielding a t-value of -0.574 and a p-value of 0.568. This result was not statistically significant, indicating that the baseline acceptance of twitter (X) without considering perceived ease of use and perceived usefulness was not different from zero. Overall, the regression coefficients highlighted the significant and positive effects of perceived ease of use and perceived usefulness on the acceptance of twitter (X). Therefore, the study confirmed the two hypotheses that perceived ease of use and perceived usefulness were significant on acceptance of twitter by the community .

4.2 Discussion

The study findings are consistent with Davis (1989) Technology Acceptance Model (TAM), which signals that perceived usefulness by the community of Twitter (X) platforms has a bearing on acceptance of Twitter (X) platforms. Therefore, there is a need of practitioners and academicians to insist on better usefulness of the digital platforms to enhance more acceptance of the technology gadgets.

The study further found that most of the respondents concurred that they would continue accepting the Twitter (X) platform in collecting information for their police activities. Another majority of respondents agreed that they intend to use Twitter(X) in the future for gathering information on criminality in Tanzania with a further majority of respondents strongly agreeing that they would always access the Twitter (X) platform in their daily lives to access information. The study found that most of respondents agreed they would continue accepting Twitter (X) for collecting information relevant to their police activities. This finding aligns with the high beta coefficient for perceived usefulness (0.236), which significantly predicted the acceptance of Twitter (X) (p < 0.001). Implicitly, the community perceives Twitter(X) as a valuable tool for enhancing their law enforcement activities. The mean score of 4.40 for the item “it is very easy and affordable to use Twitter(X) platforms” and 4.12 for “I intend to gather information through Twitter(X) platforms in the future” further emphasise the perceived benefits. These findings are consistent with previous research by Wang (2015), who found that social media platforms significantly contribute to information gathering and operational efficiency in law enforcement. The study findings are also consistent with Kudo (2019) whose study found that perceived usefulness has a bearing on the adoption of technology.

On the other hand, the study also highlights a gap in understanding the full potential of Twitter(X) for police activities, suggesting a need to further explore how different features of the app can be optimised for law enforcement purposes. Findings indicated that majority of the respondents strongly agreed that use of the platform would facilitate

their accomplishment of more tasks quickly, with the majority of respondents strongly agreeing that Twitter would help boost productivity in their activities whereas another majority strongly agreed that the platform would facilitate efficient planning of their daily and weekly activities. Also, the majority of the respondents strongly agreed that Twitter would make police officers easily and efficiently collect information.

Regression analysis indicate a significant effect of perceived ease-of-use on the acceptance of Twitter (X) ($\beta = 0.282, p = 0.003$). This result suggests that the easier the community finds the platform's use, the more likely they were to adopt it to access police information. This result is consistent with the TAM framework, which posits that perceived ease-of-use directly influences technology acceptance (Davis, 1989). In other words, enhancing the user interface and providing adequate training can further increase the adoption of Twitter (X) among police officers in Tanzania. Nevertheless, there is a need for continuous assessment of user experience to address any usability issues that may arise.

V. CONCLUSION & RECOMMENDATIONS

5.1 Conclusions

Overall, the community's perceived usefulness of Twitter (X) is significant in improving information access in Tanzania. As such, the community's perceived usefulness of Twitter (X) plays significant role in improving information access in Tanzania since police officers use such platforms to collect information for their police activities in addition to offering diverse information on the police force in Tanzania. Implicitly, perceived ease-of-use has a moderate positive impact on the acceptance of Twitter (X). The results further indicate that boosting the Tanzania police force's access to Twitter (X) is significantly influenced by perceived ease-of-use. Law enforcement officials use the platform more frequently as it gets easier to apply and more intuitively. This improved Twitter (X) access facilitate the police force's communication, crime reporting, and public participation, hence a game changer. Furthermore, the study demonstrates a strong relationship between Twitter's perceived usefulness and acceptance by the police community because of its ease-of-use. The relationship between usability and simplicity of use indicates that streamlining the user interface and features of the digital platforms are vital factors in technological acceptance as the Technology Acceptance Model contends.

5.2 Recommendations

The study recommended that user-friendly interface and functionalities should be enhanced. This is because the ease-of-use and usefulness of Twitter (X) correlate and can make the Tanzanian police force engaging with and use Twitter (X) much more effectively. Based on the police community's perceived usefulness of Twitter (X) in improving information access in Tanzania, the police officers should maintain using the platform to continue accessing the information since there is a significant relationship between perceived usefulness of Twitter (X) and acceptance of Twitter (X) in boosting information access in Tanzania.

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