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ASSESSING THE ADOPTION OF AI TECHNOLOGIES IN LAW ENFORCEMENT IN ANGELES CITY: A TECHNOLOGY ACCEPTANCE MODEL APPROACH

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ABSTRACT

This study would examine the acceptance of artificial intelligence (AI) applications among law enforcement personnel using the Technology Acceptance Model (TAM) as its theoretical framework. It would aim to determine the extent to which perceived usefulness, perceived ease of use, attitude toward usage, and behavioral intention would influence actual usage behavior of AI technologies in policing. Adopting a quantitative-correlational research design, the study would utilize a structured survey instrument based on validated TAM constructs to collect data from selected law enforcement officers. Descriptive statistics would be used to present respondents' perceptions, while inferential analyses including correlation and regression methods would be employed to assess the relationships among key variables. The findings would provide empirical insights into the determinants of technology adoption behavior within law enforcement contexts. Moreover, the results would inform policy recommendations, capacity-building initiatives, and digital transformation strategies aimed at promoting responsible and effective use of AI in crime prevention, investigation, and operational decision-making.

KEYWORDS: *Artificial Intelligence, Law Enforcement, Technology Acceptance Model, Policing Innovation*

INTRODUCTION

Artificial Intelligence (AI) has emerged as a transformative technology with significant potential to enhance operational efficiency across various sectors, including law enforcement. Defined as computer systems capable of performing tasks that typically require human intelligence, such as experiential learning, decision-making, and pattern recognition (Abbass, 2021), AI applications are increasingly being adopted in policing worldwide. The Europol Innovation Lab report (2024) highlights several promising AI applications in law enforcement, including data analytics, digital forensics, and biometric identification systems, which can significantly improve investigative capabilities and resource allocation. However, the report also identifies critical challenges, particularly concerning data quality, system integration, and ethical considerations such as algorithmic bias, privacy violations, and transparency in AI-assisted decision-making.

In the Philippine context, the Philippine National Police (PNP) has begun exploring AI integration through initiatives like the "Philippine Police Eye AI" program (Business World, 2023). This strategic effort, developed in collaboration with the Department of Information and Communications Technology (DICT), aims to enhance intelligence-gathering capabilities and strengthen cybercrime investigation methods. The program forms part of a broader modernization agenda, with Interior Secretary Benjamin C. Abalos announcing plans to recruit technical specialists and invest in advanced technologies to support law enforcement operations. The government has further established a comprehensive policy framework for AI adoption through the updated Philippine Artificial Intelligence Roadmap (DOST, 2023).

Globally, research into the adoption of these technologies underscores a complex landscape. Studies reveal a pattern of "cautious optimism" regarding AI's utility, as noted in a United Nations survey (UNICRI, 2024), with ethical concerns acting as key moderating factors. The perceived usefulness of AI tools is often acknowledged for benefits in data processing and crime detection, yet it can be diminished by poor design and inadequate training, a finding echoed in studies from Australia (Dasgupta et al., 2025) and the Philippines (Corpuz, 2025). Similarly, perceived ease of use is heavily dependent on user-centered design, comprehensive training, and clear regulatory frameworks, with barriers identified in contexts ranging from the UK and U.S. to Indonesia and the Philippines (Nowack et al., 2025; Office, 2023; Agus Nawawi et al., 2024; Corpuz, 2025). While attitudes toward AI can be positive, as seen in European surveys (Scantamburlo et al., 2023), they are frequently accompanied by low self-assessed competency and implicit contradictions. Furthermore, behavioral intention to use AI is frequently tempered by concerns over transparency, bias, and infrastructure, as highlighted in Nigerian research (Eke, 2025). Actual usage patterns, such as the growing adoption of facial recognition in the U.S. or AI-assisted investigations in Australia (Johnson & Johnson, 2024; Lam, 2024), demonstrate both the operational value and the significant risks, including wrongful arrests and civil rights violations, that accompany deployment.

The rapid advancement of AI technologies has consequently raised significant ethical and governance concerns that mirror these research findings. The Ambit Coalition Philippines Council (Chua et al., 2023) has emphasized the need for

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comprehensive ethical frameworks to address risks including job displacement, data privacy violations, and environmental impacts. These concerns are reflected in international regulatory developments, such as the EU Artificial Intelligence Act (2024), which establishes risk-based classifications for AI systems and imposes strict requirements for high-risk applications like predictive policing and biometric identification.

Despite these policy developments, technological investments, and growing international research, a critical research gap remains regarding law enforcement officers' perspectives on AI adoption within the Philippines. While initiatives like UNICRI's (2024) AI training programs have introduced these technologies, there is limited empirical evidence systematically examining within the local context: (1) Officers' perceptions of AI's usefulness and ease of use, (2) Ethical concerns regarding AI implementation, (3) Behavioral willingness to integrate AI tools into daily operations, (4) The relationship between these factors and actual usage patterns.

This study addresses these gaps by systematically investigating key dimensions of technology acceptance including Perceived Usefulness (PU), Perceived Ease of Use (PEOU), Attitudes Toward AI, and Behavioral Intention to Use among Philippine law enforcement personnel. The findings would provide evidence-based insights to guide the ethical and effective implementation of AI technologies in Philippine policing, ensuring alignment with operational needs, organizational contexts, and the complex realities of officer acceptance highlighted in global literature.
Study

Objectives
General Objectives
To examine the relationships among perceived usefulness, perceived ease of use, attitude toward usage, behavioral intention, and actual usage behavior of artificial intelligence (AI) applications in law enforcement settings using the Technology Acceptance Model (TAM) as the theoretical framework

Specific Objectives
1. To assess the respondents' perceptions regarding the Perceived Usefulness (PU) of artificial intelligence (AI) applications in law enforcement operations.
2. To evaluate the respondents' perceptions of the Perceived Ease of Use (PEOU) of AI applications in law enforcement contexts.
3. To examine the respondents' Attitudes Toward Using AI applications as tools for enhancing law enforcement capabilities.
4. To determine the respondents' Behavioral Intention to use AI applications in law enforcement practices.
5. To analyze the respondents' Actual Usage Behavior concerning the deployment of AI applications in law enforcement settings.
6. Is there a statistically significant relationship between respondents' Perceived Usefulness of AI applications and their Attitude Toward Using such technologies in law enforcement?
7. Does Perceived Usefulness significantly correlates with Perceived Ease of Use in using AI technologies in a law enforcement environment?
8. Does Perceived Ease of Use significantly correlate with the Behavioral Intention to Use AI applications in law enforcement settings?
9. Is there a significant correlation between Behavioral Intention to Use AI and Actual Usage Behavior among law enforcement personnel?

METHODOLOGY

Study Method
This research would utilize a structured survey, which is close ended that allows for a limited, quick, and quantitative response. It is used to measure and correlate respondents' answers to create a quantifiable result. Structured surveys are useful in handling large sample sizes and need to quickly quantify the feedback.(Salvatori, 2023). In the research Assessing the Adoption of AI Technologies in Law Enforcement in the Province of Pampanga: A Technology Acceptance Model Approach, this method is useful to determine the police officers perception of the usefulness of AI and and its ease of use and their behavior and attitude in using it in law enforcement.

Study Design
This study used a quantitative design since it involves gathering and analyzing numerical data. Both the natural and social sciences including criminology, economics, psychology, chemistry, biology, and sociology use these. This approach can be used to identify trends, averages, predictions, and generalizations to a broader population (Bhandari, 2020).

This study uses a correlational research design as this research investigates the relationship between the variables affecting the adoption of Artificial Intelligence based on the Technology Acceptance Model. This design was utilized to investigate how these variables relate to each other without researchers controlling the variables or manipulating them. By using this method the researchers can reflect the direction of the relationship between the factors either its going to to be a positive or negative or neutral relationship (Bhandari, 2023). The researchers hope to generate results which can help tailor training programs, ethical guidelines and user friendly design to help with law enforcement operations, as well as contribute to the limited research on AI adoption in the Philippines.

Study Participants
The researchers select Philippine police officers as respondents because they are the most visible and frequently encountered law enforcement personnel in the country. Members of the public commonly see PNP officers conducting street patrols, managing checkpoints, and being stationed along major roadways, which makes them the most recognizable law enforcers to Filipino citizens. Due to their constant exposure to frontline policing activities, they are an appropriate group for assessing perceptions and usage of artificial intelligence in law enforcement. The Philippine National Police is the primary law enforcement agency in the Philippines and is widely known for its responsibility in maintaining peace and order nationwide.

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Sample Size

Given the unavailability of official population data for Philippine National Police (PNP) personnel in Angeles City, and considering time and logistical constraints, this study employs convenience sampling to survey 384 police officers from the Angeles City Police Department.

The sample size was determined using Cochran's formula for unknown populations, calculated as follows:

$n = Z2 \ . \ p \ . \ (1-p)e2$

The researchers employed the variability (p=0.5) to obtain the largest possible sample size, a confidence level was established (Z = 1.96) and the margin of error is set as (0.05) for 5% of margin error.

$n = (1.96)2 \ . \ 0.5 \ . \ (1-0.5)(0.05)2 = 384$

The study aims to include participants from diverse age groups, positions, and ranks to ensure a balanced and representative set of responses. Its objective is to capture a wide range of perceptions, levels of awareness, and views regarding the ethical considerations surrounding the use of artificial intelligence in law enforcement. To achieve this, police stations numbered 1 to 6 would each contribute sixty-four (64) respondents to the study.

Sampling Method

The researchers employed convenience sampling due to its practical advantage in terms of time efficiency and availability of the respondents. With limited time and resources, this non-probability sampling method allowed the researchers to gather data from the actively available respondents.

Data Analysis

Microsoft Excel would be used to code and analyze the survey data. The results would be compiled using descriptive statistics to present respondents perceptions, and inferential analyses including correlation and regression methods to be used to assess the relationship between among the key variables. The Findings would provide empirical insights into what determines adoption behavior of Artificial Intelligence in regards to law enforcement.

Inclusion and Exclusion Criteria

Inclusion Criteria

This study includes commissioned and non-commissioned police officers of varying ages who are actively serving in the Philippine National Police (PNP) and have had direct experience with artificial intelligence (AI) technologies in the context of their law enforcement duties.

Eligible participants must be officially assigned to one of the following six police stations located in Angeles City:
Sto. Rosario, Angeles City Police Station 1
San Francisco St., Brgy. Sta. Teresita, Angeles City Police Station 2
Magalang Rd., Brgy. Pulung Maragul, Angeles City Police Station 3
Constine St., corner MA Roxas Ave., Balibago, Angeles City Police Station 4
Brgy. Cauayan, Angeles City Police Station 5
Brgy. Lourdes Sur East, MacArthur Highway, Angeles City Police Station 6

The study limits its scope to police officers assigned to these stations who either have direct exposure to artificial intelligence technologies or are at least aware of their existence and use in policing. This ensures that the data gathered reflects informed perspectives, whether based on firsthand experience or awareness, while still providing insights into perceptions of AI in real policing contexts. At the same time, this approach maintains consistency in the geographical and operational scope of the study.

Exclusion Criteria

The study excludes other personnel from other law enforcement or security agencies (e.g., military, barangay tanods, private security, or civilian staff not officially part of the PNP), as their operational environments and exposure to AI tools may differ significantly from those of PNP officers.
Police officers were assigned to stations beyond Angeles City, including those in the wider Pampanga region and other provinces. The purpose of this geographic limitation is to guarantee consistency in the operational context and to handle logistical challenges encountered by the researchers.

Research Instrument

This study would employ a quantitative survey as a primary instrument for the research to collect data from police officers at different stations from police station 1 to 6 in Angeles City. The survey was administered through face to face as well as Google Forms to ensure accessibility, convenience, and ease of collecting the data. The survey is designed to be completed within 10 to 15 minutes. It would be composed of seven sections and per section would have at least 3 to 5 questions, each aligned with a specific research objective derived from the study's statement of the problem. The questionnaire would utilize a 4-point Likert scale (ranging from Strongly Disagree to Strongly Agree) for perception-based items, while tick-box questions would be used to gather demographic information.

Ethical Considerations

A formal request letter was submitted to the selected police stations, seeking permission for officer participation, and the participants have the right to decline or withdraw from the study without consequence.

Before the distribution of the survey, participants received a written consent form which includes the explanation of the study's purpose and procedure, the confidentiality of the data, anonymity and voluntary participation. And benefits the participants would receive as a token of gratitude from the researchers for their time and company as well as their contribution to academic knowledge.
Preserving confidentiality and risk mitigation, no personal identifiable data such as names, house address, or badge numbers were collected. And survey questions were reviewed by the research advisor to terminate possibilities of discomfort or sensitivity concerns

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Participants were informed of their right to request study results, which would be provided upon completion and request.

Significance of the Study

This study provides critical insights for the Philippine National Police (PNP), policymakers, and AI developers by examining police officers' acceptance of AI technologies, helping tailor training programs, ethical guidelines, and user-friendly designs to enhance law enforcement operations. It contributes to the limited research on AI adoption in developing nations' policing contexts while ensuring community safeguards through its focus on transparency and ethical concerns. By bridging the gap between national AI policies and ground-level implementation challenges, the findings support responsible AI integration that balances innovation with public safety and democratic values.

RESULTS AND DISCUSSIONS

Profile of the respondents

Table 1
Age of the Respondents

Age	Frequency	Percent
20-29	166	43.2
30-39	134	34.9
40-49	81	21.1
50 and above	3	0.8
Total	384	100

Based on the data collected the highest number of respondents are in the 20-29 age group, with 166 officers. This suggests that the majority of the sample is composed of new police officers or younger police officers. then the lowest number of respondents are those aged 50 and above, with only 3 officers.

Table 2.

Sex	Frequency	Percent
Male	268	69.8
Female	112	29.2
Prefer not to say	4	1
Total	384	100

Biological Sex of the Respondents

The data reflects that the majority respondents are male police officers with 268 male respondents this shows that male respondents significantly outnumbered female police officers with only 112 female respondents, this also shows that the police officers are male dominated

Table 3.
Rank Classification of the Respondents

Rank Classification	Frequency	Percent
Commissioned Officer	34	8.9
Non-Commissioned Officer	350	91.1
Total	384	100

Out of all respondents, 34 are commissioned officers while 350 are non-commissioned officers, this shows that non-commissioned officers are the majority of our respondents. The data reflects the actual structure of the Philippine National Police (PNP), where non-commissioned officers form the bulk of the organization, while commissioned officers make up only a small portion.

Table 4
Years of Service of the Respondents

Years Of Service	Frequency	Percent
Less than 1 year	102	26.6
1-5 years	129	33.6
6-10 years	99	25.8
11-15 years	25	6.5
16-20 years	17	4.4
21-25 years	10	2.6
More than 25 years	2	0.5
Total	384	100

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Based on the table, this suggests that it is clearly dominated with new police officers who are just beginning their career and they are the largest group of respondents, less than 1 year of service with 102 respondents. Meanwhile the very low number of respondents with over 25 years of service with 2 respondents are the officers nearing retirement are underrepresented our data

Table 5.
Highest Educational Attainment of the Respondents

Highest Educational Attainment	Frequency	Percent
College Graduate	371	96.6
Master's Degree	12	3.1
Doctoral Degree/ Ph.D.	1	0.3
Total	384	100

Based on the data that collected the highest number of respondents are college graduates, with a majority of 371 police officers, meanwhile the lowest number of respondents are those with Doctoral/Ph.D. with only 1 officer. This indicates that the majority of the police officer respondents have achieved a college level education, that is consistent with the minimum requirement for education for entering the PNP.

Table 6.
AI Training Experience of Respondents

AI Training Experience	Frequency	Percent
Yes	95	24.7
No	289	75.3
Total	384	100

Table 6 Indicates the AI training of the respondents. According to the data, Out of 384 respondents, there are only 95 police officers leading to 24.7 percent, who had undergone AI training, while 289 (75.3%) Police officers had not trained. The data shows that there is a significant gap between police officers who had a basic knowledge of AI training than those who did not.

Table 7
Perceived Usefulness (PU) Scale for AI in Law Enforcement

	Mean	Verbal Interpretation	Median	Mode	Std. Deviation
Using AI technologies in my law enforcement tasks would enhance my job effectiveness.	3.37	Very Useful	3.00	3.00	0.65
AI applications in policing would increase my productivity.	3.34	Very Useful	3.00	3.00	0.65
AI-based systems in law enforcement would improve my performance on operational tasks.	3.31	Very Useful	3.00	3.00	0.64
Tools would make law enforcement work easier to accomplish.	3.34	Very Useful	3.00	3.00	0.68
AI systems would be useful in my law enforcement duties.	3.34	Very Useful	3.00	3.00	0.67
Overall, I believe that AI applications would be beneficial for my job as a law enforcement professional.	3.34	Very Useful	3.00	3.00	0.66
Total	3.34	Very Useful	3.00	3.00	0.66

The data Indicates that the result of the Perceived Usefulness In AI is high, The lowest mean is 3.31 belonging to the statement of *"AI-based systems in law enforcement would improve my performance on operational tasks"* which is considered while the highest is *"Using AI technologies in my law enforcement tasks would enhance my job effectiveness*." which has the mean of 3.37 Perceived Usefulness has the total mean of 3.34 and verbal Interpretation of Very Useful, showing that most of the police officers, although most of them had not undergone training, still strongly agree that AI is useful and it can be a valuable tool in enhancing police functions, Assisting them with their work, and may Increase their productivity while carrying out their work. This table result is supported by three articles. According to Bick et al. (2025) The AI has helped with productivity by saving time, while it is further reinforced by the study done by (Somers, 2023) that using AI within its capability has increased performance by 40% compared to those who did not. AI enhance job creativity and satisfaction as people could focus on more meaningful work while AI systems took over repetitive tasks (Hart, 2025)

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Table 8
Perceived Ease of Use Scale for AI Law Enforcement

	Mean	Verbal Interpretation	Median	Mode	Std. Deviation
Learning to operate AI systems for law enforcement would be easy for me.	3.27	Very Easy To Use	3.00	3.00	0.68
I would find it easy to get AI systems to perform what I want.	3.27	Very Easy To Use	3.00	3.00	0.67
My interaction with AI tools would be clear and understandable.	3.29	Very Easy To Use	3.00	3.00	0.63
I would find the AI system to be flexible to interact with.	3.33	Very Easy To Use	3.00	3.00	0.63
It would be easy for me to become skillful at using AI applications.	3.34	Very Easy To Use	3.00	3.00	0.63
I would find AI tools easy to use in my operational duties.	3.33	Very Easy To Use	3.00	3.00	0.64
Total	3.30	Very Easy To Use	3.00	3.00	0.65

The result of the data shows that most police officers find AI easy to learn and operate. Both statements *"Learning to operate AI systems for law enforcement would be easy for me" and "I would find it easy to get AI systems to perform what I want."* have the lowest mean (3.27) and the highest which is (3.34), *"It would be easy for me to become skillful at using AI applications."* have the same verbal interpretation of Very Easy to Use which also applies in the overall mean of (3.30). This suggests that police officers find that AI is functional and is manageable when it comes to their work. Most Police officers had a strong perception that AI gave them positive experience in supporting their work and that overall, they had a positive experience in operating AI systems. These results are supported by Soroushian (2024), stating that people who use AI completed their work faster and increased their quality of work, this means that people who work with AI systems find it easy to work with rather than be burdened with it. According to Mayer et at. (2025) AI can lower skill barriers and its use is increased by conversational interfaces. This means that users do not need to have advanced technical skills to operate AI systems effectively. A huge percentage of AI users are adopting and using it even without formal company training, suggesting that operating AI systems are easy enough that workers integrate it into their work in their own initiative (The Interview Guys, 2025)

Table 9
Attitude (A) towards Using AI Applications

	Mean	Verbal Interpretation	Median	Mode	Std. Deviation
I would find using AI applications in law enforcement to be a positive experience.	3.34	Very Positive	3.34	3.34	3.34
I would feel favorable toward using AI tools in my policing duties.	3.36	Very Positive	3.36	3.36	3.36
I enjoy the idea of employing AI technologies to support law enforcement tasks	3.31	Very Positive	3.31	3.31	3.31
Overall, I have a positive attitude toward using AI applications in law enforcement operations.	3.33	Very Positive	3.33	3.33	3.33
Total	3.34	Very Positive	3.34	3.34	3.34

This table shows Police Officers attitude towards the use of AI technologies. The lowest mean of 3.31 with the statement "*I enjoy the idea of employing AI technologies to support law enforcement tasks"* and the highest mean of 3.36 with the statement*, "I would feel favorable toward using AI tools in my policing duties"* both fall under the verbal interpretation of Very Positive. And the overall mean of 3.34 has the same verbal interpretation. Based on the results of the data, it implies that Police Officers have a positive attitude towards using AI and that despite the lack of training in AI systems, they are open and willing to use AI in their field of work. Reflecting that they believe AI would greatly contribute to assist and support the Law Enforcement. These results are supported by PR Newswire (2025) which reported that more than 90% of AI users improved job performance and have made their work more enjoyable. This is supported by the report made by Market Research Institute International (2024) that professionals feel favorable about AI and believe it will make their job better, although some still feel negatively about it, especially on job

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loss concerns. AI usage is positively associated with employee innovation through increased self-efficacy. (Zhang et. al, 2025)

Table 10
Behavior Intention (BI) Scale – AI use in Law Enforcement

	Mean	Verbal Interpretation	Median	Mode	Std. Deviation
Assuming I have access, I intend to use AI applications in my law enforcement duties.	3.32	Strongly Agree	3.32	3.32	3.32
I predict I will frequently employ AI tools in operational decision-making.	3.34	Strongly Agree	3.34	3.34	3.34
I plan to integrate AI systems into my daily policing activities.	3.33	Strongly Agree	3.33	3.33	3.33
I will use AI applications when performing investigative or enforcement tasks	3.34	Strongly Agree	3.34	3.34	3.34
Provided institutional support, I would actively consider using AI technologies in my duties.	3.32	Strongly Agree	3.32	3.32	3.32
Total	3.33	Strongly Agree	3.33	3.33	3.33

According to the result, the data indicates that police officers have a positive intention towards using AI in law enforcement. The lowest mean of 3.32 which has the statements *"Assuming I have access, I intend to use AI applications in my law enforcement duties."* and "*Provided institutional support, I would actively consider using AI technologies in my duties"* and the highest mean of 3.34 have two statements, which are *"I predict I will frequently employ AI tools in operational decision-making."* and *"I will use AI applications when performing investigative or enforcement tasks"* while the overall mean is 3.33 which has the verbal interpretation of Strongly Agree. It shows the strong willingness of police officers to use AI in assisting them in their duties, and their awareness that AI application will be helpful in their duties. Where it is reported that the use of AI has increased significantly implying that when AI is available and allowed, people are using it specially in their documents and desk jobs (Pendell, 2025). According to salesforce (2025) states that workers are ready to learn implying that given support, training and investments are in demand and people are ready for integrating and learning new AI technologies to apply in their work. The National Bureau of Economic Research (2024) reported that AI is commonly applied and considered helpful in writing documents, searching information and obtaining detailed instructions which are essential in the field of law enforcement.

Table 11
Actual Usage Behavior (AUB) Scale – AI in Law Enforcement

	Mean	Verbal Interpretation	Median	Mode	Std. Deviation
I have used AI applications (e.g. predictive analytics, facial recognition, automated decision tools) in my law enforcement duties.	3.28	Strongly Agree	3.28	3.28	3.28
I regularly use AI tools when performing investigative or operational tasks.	3.26	Strongly Agree	3.26	3.26	3.26
I have integrated AI systems into my standard workflow in law enforcement.	3.27	Strongly Agree	3.27	3.27	3.27
I utilize AI applications whenever they are available to support crime prevention or investigation.	3.28	Strongly Agree	3.28	3.28	3.28
I continued using AI technologies after first adopting them in law enforcement practice.	3.29	Strongly Agree	3.29	3.29	3.29
Total	3.28	Strongly Agree	3.28	3.28	3.28

The data showed that the police officers not only agree with the implementation of AI but they are actually using AI in their law enforcement duties. The statement *"I regularly use AI tools when performing investigative or operational tasks."* have the lowest mean of 3.26, while the statement *"I continued using AI technologies after first adopting them in law enforcement practice."* have the highest mean of 3.29 The Strong agreement of police officers implied that AI tools are already being accepted and put to practice. This is supported by Pendell (2025), AI use has doubled compared to the previous year with users applying AI in their work daily. According to Eadicicco (2025), primarily AI is used by 90% of technology professionals in their job for tasks like writing.On the other hand, due to the immense use of AI in the workplace, it is not

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Recommendation

1. Perceived Usefulness

Recommendation:

Create specialized AI modules that show practical benefits such as crime mapping, predictive policing, and digital forensics. Share policy briefs or reports that clearly explain how AI helps reduce workload and improves case resolution rates. This would strengthen officers' belief that AI really makes their work more effective.

2. Perceived Ease of Use

Recommendation:

Offer continuous, hands-on training on AI tools and design user-friendly systems that fit the police workflow. Add troubleshooting guides, mobile apps, and practice simulations so officers feel comfortable and capable when using AI in their duties.

3. Attitude Toward Using AI

Recommendation:

Run awareness campaigns that show AI as a supportive partner, not a replacement, in law enforcement. Share success stories of how AI has helped keep communities safe while respecting ethics. It's also important for chiefs and senior officers to publicly endorse AI use, as this can build positive attitudes among the rank and file.

4. Behavioral Intention

Recommendation:

Provide organizational support by giving officers access to updated AI systems, recognizing those who use them effectively, and including AI-related skills in performance evaluations. This would encourage officers to seriously commit to using AI in their work.

5. Actual Usage Behavior

Recommendation:

Make AI part of the standard operating procedures (SOPs) for crime prevention, investigation, and patrol planning. Encourage officers to record and share their experiences with AI so its real-world impact can be measured and sustained over time.

6. Perceived Usefulness → Attitude Toward Using AI

Recommendation:

Since usefulness strongly influences attitude, make sure AI programs clearly show their benefits. Share real case examples where AI directly helped solve crimes or reduce incidents, so officers see the practical value and become more open to using it.

7. Perceived Usefulness → Perceived Ease of Use

Recommendation:

Link usefulness to ease of use by designing training that highlights how effective AI can also be simple to operate. Use real-life demonstrations alongside step-by-step tutorials so officers see that useful tools can also be easy to handle.

8. Perceived Ease of Use → Behavioral Intention

Recommendation:

Keep AI tools simple and reliable, backed up with consistent tech support. Set up "AI Help Desks" in police stations so officers always have someone to turn to for guidance. This prevents small issues from discouraging adoption.

9. Behavioral Intention → Actual Usage Behavior

Recommendation:

Introduce monitoring and reward systems to help officers turn their intentions into practice. Recognize and commend those who actively use AI, and expand pilot projects into full programs once results show positive adoption

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