

The Role Of Information Systems In Criminal Checks In Ghana Police Service

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ABSTRACT: In recent development there has been great number of developments which reveal that some Police officers have been actively involved in a number of armed robberies in the country. There has been a report published on August 15/2013 from Ghana Myjoyonline.com, indicated that COP Prosper Agblor, Head of Criminal and Investigations Department of the Police Service berated the arrested officer for using his skills to harm society when it is meant to benefit it. He cautioned police officers to desist from such acts or face the full rigours of the law. Meanwhile, 108 officers have been dismissed from the Service between 2012 to June 2014, for various infractions. The management of the Service has also reduced the ranks of a 132 officers and 433 men and women are facing service enquiry. The study is to find out if criminal background is conducted on the new recruits before they are employed and if there is what method is being used, where the data about the individuals is gathered for the criminal background checks and which office under the Police service is responsible for the checking.

Keywords: Criminal background; Investigation; Police officers; Individual data; Police service

1.0 INTRODUCTION

Criminal background checks about individuals in every country is more vital as the database systems that have been put in place enable various organizations, institutions and firms to recruit people with good records into their respective employments. Looking at country like United Kingdom before a person will be allowed to teach in school, information about the person will be sent to Home Office where criminal background checks is conducted to ascertain if the person does not have any criminal records [11]. The person has to be cleared by the Home Office before she or he will be allowed to work with children. Other institutions such as Police, Military and health Sector embark on the criminal background checks before the applicants are recruited. Every company requires a criminal history check for all full-time, part-time and temporary employees upon hire once a conditional offer of employment has been extended by the hiring manager. Although a disqualification is possible, in accordance with federal and state laws, a previous conviction does not automatically disqualify an applicant from consideration for employment with Company. Depending on a variety of factors for example, the nature of the position, the nature of the conviction, age of the candidate when the illegal activity occurred, the candidate may still be eligible for employment with Company. However, if an applicant attempts to withhold information or falsify information pertaining to previous convictions, the employee will be disqualified from further employment consideration in any position with the company due to falsification of an application. An offer of employment may be extended to an applicant prior to the completion of the criminal conviction check. However, the applicant's first day of work in the position must not be prior to the satisfactory completion of the criminal conviction check. Information systems are the lifeblood of the modern enterprise, making up the single largest portion of capital spending among U.S. corporations. They have the power to create and restructure industries, empower individuals and firms, and dramatically reduce costs. As a result,

organizations desperately need well-trained information systems specialists and technology-savvy managers. Today's managers simply cannot effectively perform without a solid understanding of the role of information systems in organizations, competition, and society. One of the earliest definitions of information was produced by Shannon and Weaver (Shannon CE, Weaver W, 1949, a mathematical theory of communication, Chicago University of Illinois Press.). They defined information as what is known beyond random chance predictions. In this sense, information must surprise the recipient. It must reduce the uncertainty recipient has about the state of the world. Random chance events represent the state of complete uncertainty. To the extent that recipient can reduce his/her uncertainty, he/she is informed. If the conclusion of a report is known a priori, then it has no surprise value, and therefore it is not, according to this definition, informative. Shannon and Weavers definition is probably too mechanistic and narrow for today's business operations, where information systems play multiple roles. Some information systems gather data on operations already known to managers. These systems are not designed to have a surprise value but one of documentation. Another definition of information is one that relates it to decision making. According to this definition, information is data that reduce the alternatives available to the manager. An uninformed manager can do anything; an informed manager is likely to have fewer rational options. This definition relies on the role of information in changing manager's decisions. Still another definition of information is processed or meaningful data about the world we work within. In this sense, any observation may be considered data and once processed and made meaningful to a recipient it is then defined to be information. These days computers and information processing are everywhere. Computers influence what decisions are made, when decisions are made, what information is available at the point of decision and who is asked to decide. Computers and information processing affects how work is organized and how employees feel about work. Computers even influence what patients want from health care systems and

how patients approach health care organizations. Information processing and computing is pervasive. From our perspective, the essential element of management is information processing and thus computers are expected to heavily influence management.

2.1 Information System (IS)

Is the study of complementary networks of hardware and software that people and organizations use to collect, filter, and process, create and distribute data. The study bridges business and computer science using the theoretical foundations of information and computation to study various business models and related algorithmic processes within a computer science discipline. **Computer information system(s) (CIS)** is a field studying computers and algorithmic processes, including their principles, their software and hardware designs, their applications, and their impact on society while IS emphasizes functionality over design[8]. Any specific **information system** aims to support operations, management and decision making. In a broad sense, the term is used to refer not only to the information and communication technology (ICT) that an organization uses, but also to the way in which people interact with this technology in support of business processes. Some authors make a clear distinction between information systems, computer systems, and business processes. Information systems typically include an ICT component but are not purely concerned with ICT, focusing instead on the end use of information technology. Information systems are also different from business processes. Information systems help to control the performance of business processes.

Alter argues for advantages of viewing an information system as a special type of work system. A work system is a system in which humans and/or machines perform work (processes and activities) using resources to produce specific products and/or services for customers. An information system is a work system whose activities are devoted to processing (capturing, transmitting, storing, retrieving, manipulating and displaying) information. As such, information systems inter-relate with data systems on the one hand and activity systems on the other. An information system is a form of communication system in which data represent and are processed as a form of social memory. An information system can also be considered a semi-formal language which supports human decision making and action. The history of systems coincides with the history of computer science that began long before the modern discipline of computer science emerged in the twentieth century. Regarding the circulation of information and ideas, numerous legacy information systems still exist today that are continuously updated to promote ethnographic approaches, to ensure data integrity, and to improve the social effectiveness & efficiency of the whole process. In general, information systems are focused upon processing information within organizations, especially within business enterprises, and sharing the benefits with modern society [8] provided two views on IS that includes software, hardware, data, people, and procedures. Zheng provided another system view of information system which also adds processes and essential system elements like environment, boundary, purpose, and interactions. The Association for Computing Machinery defines "Information systems specialists focus on integrating information

technology solutions and business processes to meet the information needs of businesses and other enterprises. There are various types of information systems, for example: transaction processing systems, decision support systems, knowledge management systems, learning management systems, database management systems, and office information systems. Critical to most information systems are information technologies, which are typically designed to enable humans to perform tasks for which the human brain is not well suited, such as: handling large amounts of information, performing complex calculations, and controlling many simultaneous processes. Information technologies are a very important and malleable resource available to executives. Many companies have created a position of Chief Information Officer (CIO) that sits on the executive board with the Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Operating Officer (COO) and Chief Technical Officer (CTO). The CTO may also serve as CIO [Chief Information Officer], and vice versa. The Chief Information Security Officer (CISO) focuses on information security management [10],[8],[7].

2.2 Importance of Information Systems

Part of management is gathering and distributing information, and information systems can make this process more efficient by allowing managers to communicate rapidly. Email is quick and effective, but managers can use information systems even more efficiently by storing documents in folders that they share with the employees who need the information. This type of communication lets employees collaborate in a systematic way. Each employee can communicate additional information by making changes that the system tracks. The manager collects the inputs and sends the newly revised document to his target audience.

2.2.1 Operations

How you manage your company's operations depends on the information you have. Information systems can offer more complete and more recent information, allowing you to operate your company more efficiently. You can use information systems to gain a cost advantage over competitors or to differentiate yourself by offering better customer service. Sales data give you insights about what customers are buying and let you stock or produce items that are selling well. With guidance from the information system, you can streamline your operations.

2.2.2 Decisions

The company information system can help you make better decisions by delivering all the information you need and by modeling the results of your decisions. A decision involves choosing a course of action from several alternatives and carrying out the corresponding tasks. When you have accurate, up-to-date information, you can make the choice with confidence. If more than one choice looks appealing, you can use the information system to run different scenarios [1]. For each possibility, the system can calculate key indicators such as sales, costs and profits to help you determine which alternative gives the most beneficial result.

2.2.3 Records

Your company needs records of its activities for financial and regulatory purposes as well as for finding the causes of problems and taking corrective action. The information system stores documents and revision histories, communication records and operational data. The trick to exploiting this recording capability is organizing the data and using the system to process and present it as useful historical information. You can use such information to prepare cost estimates and forecasts and to analyze how your actions affected the key company indicators.

2.3 Transaction Processing Systems

Transaction processing systems meet the data collection, storage, processing and outputting functionalities for the core operations of a business. TPS information systems collect data from user inputs and then generate outputs based on the data collected. An example of TPS system could be an online air ticket booking system. In such a system, travelers select their flight schedule and favorite seats (the input), and the system updates the seats available list, removing those selected by the traveler (the processing). The system then generates a bill and a copy of the ticket (the output) [7],[9]. TPS information systems can be based on real-time or batch processing, and can help business owners meet demand without acquiring additional personnel.

2.4 Customer Relationship Management Systems

Business owners use customer relationship systems to synchronize sales and marketing efforts. CRM systems accumulate and track customer activities, including purchasing trends, product defects and customer inquiries. The capabilities of typically CRM information systems allow customers to interact with companies for service or product feedback and problem resolutions. Businesses may also use CRM systems internally as a component of their collaboration strategies. As such, CRM information systems allow business partners to interact with each other as they develop ideas and products. Collaboration can occur in real time even when business partners are in remote locations [10].

2.4 Business Intelligence Systems

Business intelligence systems can be complex as they identify, extract and analyze data for various operational needs, particularly for decision-making purposes. BIS information systems may provide analyses that predict future sales patterns, summarize current costs and forecast sales revenues. Business intelligence systems collect data from the various data warehouses in an organization and provide management with analyses according to lines of business, department or any breakdown that management desires. For example, financial institutions use BIS systems to develop credit risk models that analyze the number and extent of lending or credit given to various sectors. These systems may use various techniques and formulas to determine the probability of loan defaults.

2.5 Knowledge Management Systems

Knowledge management systems organize and dissect knowledge and then redistribute or share it with individuals of an organization. The purpose of these information systems is to bring innovation, improve performance, bring

integration and retain knowledge within the organization. Although KMS information systems are typically marketed to larger enterprises, small businesses can also benefit from harvesting knowledge. KMS information systems serve as a central repository and retain information in a standard format. These systems can help business owners maintain consistency and enable speedy responses to customer and partner inquiries.

2.6 Ministry of Interior

The Ministry of the Interior is a ministry of the government of Ghana mandated to ensure internal security, as well as the maintenance of law and order in the country. The successes achieved in the socio-economic sphere of the nation and the realization of Government's plans and programmes under the Growth and Poverty Reduction Strategy (GPRS) as well as the various Presidential Special Initiatives (PSIs) was largely achieved because the country had experienced a relatively safe and secure environment.

2.6.1 The Role of Police

A police force is a constituted body of persons empowered by the state to enforce the law, protect property, and limit civil disorder. Their powers include the legitimized use of force. The term is most commonly associated with police services of a state that are authorized to exercise the police power of that state within a defined legal or territorial area of responsibility. Police forces are often defined as being separate from military or other organizations involved in the defense of the state against foreign aggressors; however, gendarmerie are military units charged with civil policing. Law enforcement, however, constitutes only part of policing activity. Policing has included an array of activities in different situations, but the predominant ones are concerned with the preservation of order. In some societies, in the late 18th and early 19th centuries, these developed within the context of maintaining the class system and the protection of private property [4]. Many police forces suffer from police corruption to a greater or lesser degree. The police force is usually a public sector service, meaning they are paid through taxes [4]. Alternative names for police force include constabulary, gendarmerie, police department, police service, crime prevention, protective services, law enforcement agency, civil guard or civic guard. Members may be referred to as police officers, troopers, sheriffs, constables, rangers, peace officers or civic/civil guards. As police are often interacting with individuals, slang terms are numerous. Many slang terms for police officers are decades or centuries old with lost etymology.

2.6.2 Mission statement

The service was established to detection of crime, and apprehension offenders. The service is also to maintain law and order in the country and internal peace and security [2],[4],[5]. In order to perform these functions, it is the stated mission of the police to ensure operational readiness and make available trained police personnel for deployment at all times throughout the country.

2.6.3 Organizational structure

The Ghana Police Service operates in twelve divisions: ten covering the ten regions of Ghana, one assigned

specifically to the seaport and industrial hub of Tema, and the twelfth being the Railways, Ports and Harbours Division. An additional division, the Marine Police Unit, exists to handle issues that arise from the country's offshore oil and gas industry [3]. The current head of the Ghana Police Service is Inspector General of Police (IGP) Mohammed Ahmed Alhassan. For each of the regional police divisions, there is a Regional Commander who is in charge of all operational and administrative functions under his jurisdiction. In direct operational matters, the Regional Commander furthermore works in tandem with the Regional Operational Commander [1]. For administrative functions, the Regional Commander is assisted by the Deputy Regional Commander and the Regional Crime Officer. The Deputy Inspector-General of Police is assisted by the Director-General of the Police Administration, and supervises the activities of the regional commanders of police.

2.6.4 Regional divisions

Apart from the National Police Headquarters, all the regional divisions have subdivisions under them. The aim of this is to decentralize the activities of the regional police force for more effective and flexible policing. Each regional command is divided into divisional commands. The various divisional commands are headed by Divisional Commanders, who are in charge of the district commands under them. The individual district commands are, in turn, headed by District Commanders. The District Commanders have direct control and supervisory responsibilities over all police stations and posts under their jurisdiction [2]. The twelve regional divisions exercise oversight responsibilities over 51 divisions, which have 179 district divisions under them. The districts have jurisdiction over a national total of 651 police stations [3].

2.6.5 Special units

There are, furthermore, specialized police units in all the regional divisions. The Regional Commander has oversight over these units [6]. These units include:

1. Motor Transport and Traffic Directorate (MTTD)
2. Highway Patrol Unit (HPU)
3. Public Affairs Directorate (PAD)
4. Courts and Prosecution
5. Domestic Violence and Victim Support Unit (DOVVSU)
6. Rapid Deployment Force (RDF)
7. National Protection Unit (NPU)
8. Arms and Ammunition
9. Finance Offices
10. Audit Offices
11. Crime Offices
12. Research, Planning & ICT Offices
13. Serious Fraud Unit (SFU)
14. Ghana Crime Unit (info.ghanapolice at consultant com)

2.6.6 Marine Police Unit

In April 2011, the Ghana Police Service set up a special Marine Police Unit (MPU). The unit has amongst its duties policing operations related to the country's oil and gas industry and the handling of offenses contained in the Fisheries Act 2002 and Fisheries Regulations 2011.

The Marine Unit was inaugurated in Takoradi on 21 June 2013 by Vice President Kwesi Amissah-Arthur. The unit operates two 9-meter patrol boats (P1 & P2) and four 6.3-meter rigid inflatable boats (P3, P4, P5 & P6) [5].

3.0 Criminal Background Checks

A background check or background investigation is the process of looking up and compiling criminal records, commercial records and financial records of an individual or an organization. A criminal record or police record is a record of a person's criminal history, generally used by potential employers, lenders etc. to assess his or her trustworthiness. The information included in a criminal record and the existence of a criminal record varies between countries and even between jurisdictions within a country. In most cases it lists all non-expunged criminal offenses and may also include traffic offenses such as speeding and drunk-driving. In some countries the record is limited to actual convictions (where the individual has pleaded guilty or been declared guilty by a qualified court), while in others it also includes arrests, charges dismissed, charges pending, and even charges of which the individual has been acquitted.

3.1 Rational behind criminal background checks

Background checks are often requested by employers on job candidates for employment screening, especially on candidates seeking a position that requires high security or a position of trust, such as in a school, hospital, financial institution, airport, and government. These checks are traditionally administered by a government agency for a nominal fee, but can also be administered by private companies. Background checks can be expensive depending on the information requested. Results of a background check typically include past employment verification, credit history, and criminal history [6]. These checks are often used by employers as a means of judging a job candidate's past mistakes, character, and fitness, and to identify potential hiring risks for safety and security reasons. Background checks are also used to thoroughly investigate potential government employees in order to be given a security clearance. However, these checks may sometimes be used for illegal purposes, such as unlawful discrimination (or employment discrimination), identity theft, and violation of privacy. Checks are frequently conducted to confirm information found on an employment application or résumé/curriculum vitae. One study showed that half of all reference checks done on prospective employees differed between what the job applicant provided and what the source reported. They may also be conducted as a way to further differentiate potential employees and pick the one the employer feels is best suited for the position. Employers have an obligation to make sure their work environment is safe for all employees and helps prevent other employment problems in the workplace. In the United States, the Brady Bill requires criminal checks for those wishing to purchase handguns from licensed firearms dealers. Restricted firearms (like machine guns), suppressors, explosives or large quantities of precursor chemicals, and concealed weapons permits also require criminal checks. Checks are also required for those working in positions with special security concerns, such as trucking, ports of entry, and airports (including airline transportation). Other laws exist to

prevent those who do not pass a criminal check from working in careers involving the elderly, disabled, or children.

3.2 Pre-employment screening

Pre-employment screening refers to the process of investigating the backgrounds of potential employees and is commonly used to verify the accuracy of an applicant's claims as well as to discover any possible criminal history, workers compensation claims, or employer sanctions. For example, CBC News of Canada reported that fraud in the workplace cost Canadian Businesses over \$3.2 Billion in 2011. Applicants who satisfy all requirements are formally contacted through a letter informing them of further arrangements and procedures. Usually, qualified applicants are made to report at the various police training schools where successful applicants undergo physical body selection, height checks and relevant documents carefully scrutinized and verified by a competent Police Enlistment Team.

3.3 Sources of Data

3.3.1 Personal Data

Basic information required of a prospective applicant includes some personal details such as name, date and place of birth, home town, name and addresses of parents, if previously employed, the name and address of employer and reasons for leaving the employment, previous convictions and any other information that would be required by the Police Administration. For general enlistment exercises, the minimum age is 18 years and maximum is 25. This information is normally provided by the applicant on his/her application form.

3.3.2 Judicial sources

Despite popular belief, there is no single source for employers to obtain criminal court records. In US, the Federal Bureau of Investigation (FBI) and law enforcement agencies have access to a national criminal computer database known as the National Crime Information Center (NCIC). However, it is not possible for most private sector employers to access this database. So, what options do employers have for accessing criminal court records? Crimes are prosecuted in county, state or federal courts. As a result, court records can be retrieved from any of these sources. However, there are more than 10,000 county, state and federal courthouses in the United States. Below are descriptions of each of the three main criminal court record sources. Understanding the differences between each of them will help you choose the best sources of criminal court record information for your organization.

3.3.3 County

For the most part, employers turn to county courts as their primary source for criminal court records and there are good reasons for this. First, county courts usually have the fastest turnaround times. Second, county courts are typically the most accurate and up-to-date. Third, county criminal records are known to provide the most detailed information available. There are a total of 3,187 U.S. county court houses, which can make it challenging to conduct criminal background searches in all the areas where

applicants formerly lived. Completing address verification before ordering a criminal court record will help narrow down your choices, but there is still a chance you may miss an applicant's criminal court record if you have not selected the county where s/he was arrested or convicted. To help prevent this oversight, some vendors offer metropolitan county criminal court records, which provide available misdemeanor and felony records for several counties associated with a major metropolitan area.

3.3.4 State

Statewide criminal court record searches are convenient in the sense they may pull all available misdemeanor and felony information from counties within the state. However, there is no guarantee statewide repositories will contain records for all counties or the information will be current. Certain states provide extensive criminal court record information, while others are more limited in their reporting capabilities. It all depends on how rigidly the state maintains this information. Reputable vendors should know which states provide information that is comparable to county criminal court records in terms of accuracy and quality. Employers should be aware it may take longer to receive statewide criminal court record results, but the wait may be worth it in the sense they may gain more information about their applicants than a single county search would yield. In addition, statewide searches may reveal additional locations where the applicant has had encounters with authorities, making it easier to know where to order more detailed county criminal searches.

3.3.5 Federal

The federal court system is completely separate from the county/state system. A search at the federal level will not uncover information at the state level. Moreover, federal searches are based on name matches only, so the process may be more lengthy in confirming whether a federal criminal court record actually belongs to an applicant. In addition, only certain types of crimes are prosecuted at the federal level. The majority of cases in federal courts involve serious drug violations, such as interstate drug trafficking. Other crimes reported at this level include immigration law violations, financial fraud, bank robbery and crimes against the government. Many employers decide not to complete federal background checks on applicants. Yet, it is important to carefully evaluate the essential functions of a job, especially upper level management positions, to determine if a federal search is warranted. Eliminating federal criminal background checks from the screening process could prevent employers from obtaining valuable information about their applicants [6].

3.3.6 Databases

Over the years, databases have evolved to become dynamic resources for criminal court records, improving turnaround times and significantly reducing screening expenses. However, databases have a reputation for being outdated, inaccurate and incomplete. So, are database searches as good as live, on-site courthouse inquiries? The answer is: it depends on who manages the database and how often the information is updated. In this age of modern technology, most municipal, county, state and federal courts use computerized database systems to store

criminal court records information. Credible criminal database searches originate from legitimate government agencies that update files frequently and allow ongoing access to their databases. Nevertheless, court processing and data entry delays inherently make database information somewhat outdated. Likewise, buying access to static criminal databases containing unofficial compilations of criminal court records is never a good idea even if it is a bargain. Employers who knowingly rely on searches from static criminal databases may have difficulty convincing a jury they met due diligence screening requirements. Criminal database searches can be used as one component of a robust criminal background screening program. In this regard, employers complete nationwide criminal database searches to gain a broad overview of their applicant's past criminal activity. Based on the criminal database results, along with address verification results, employers should then conduct secondary "live" county or state criminal court record searches in order to obtain the most complete information available about applicants.

3.4 Quality of Data

While checking an applicant's criminal history is an essential and often mandatory part of safeguarding the workplace, criminal court records are not without their flaws. Human error, court delays, processing lags and staffing shortages all impact the quality of criminal court records. It is possible there will be factual errors, missing information and other mistakes within a criminal court record. Consequently, it is important that a quality assurance process is in place to identify and correct errors – regardless of whether an employer conducts background checks internally or uses an outside vendor. However, for employers who conduct screening in-house, it may be difficult to detect problems with report results due to a lack of familiarity with such documents or limited personnel [4]. Experienced screening providers usually have entire departments devoted to quality assurance. Before completed background checks are delivered to customers, reputable vendors review all reports containing "a hit" (i.e., showing a criminal conviction) to verify the information seems accurate. Knowledgeable vendors can quickly pick out inconsistencies and contact courthouse personnel to clarify details.

3.5 Types of Crimes considered

Most people are familiar with various types of crimes based on movie, television and other media interpretations. In reality, the criminal justice system is more complex. A crime is broadly defined as conduct that is dangerous to citizens, damaging to society and is punishable with fines, confinement and/or a general loss of certain civil rights. Crimes are usually classified into three categories: felonies, misdemeanors and infractions.

3.5.1 Felonies

Felonies are the most serious types of crimes and usually result in the most severe punishments, such as state imprisonment for more than one year. Examples of felonies include murder, grand theft, burglary, robbery, kidnapping and some drug offenses.

3.5.2 Misdemeanors

On the other hand, misdemeanors may be lesser offenses punishable by probation, imprisonment at the county level and/or fines. Misdemeanor crimes generally result in a maximum of one-year imprisonment and/or fines. Crimes such as assault, disorderly conduct, disorderly intoxication, petty theft and prostitution are usually classified as misdemeanor offenses. Clearly, misdemeanor crimes, such as assault, can be just as severe as felony crimes. According to The Safe Hiring Manual by Lester S. Rosen, one of the biggest mistakes employers make is not searching an applicant's misdemeanor criminal court record. Consequently, the nature and gravity of both felony and misdemeanor crimes should be carefully considered [6].

3.5.3 Infractions

Infractions, the third criminal classification, consist of public offenses that are typically only punished with fines. For example, noise violations, walking a dog without a leash and traffic violations such as parking tickets are considered infractions. With the exception of driving record checks, most employers do not typically use infraction information in the hiring process because it usually does not pertain to the essential functions of a job. A criminal background check will show crimes that an individual has been accused of committing and whether she or he was convicted. Specifically, checking an applicant's criminal record may strengthen an employer's defense against negligent hiring claims in the event s/he harms someone while on the job and the matter is taken to court. In these cases, courts are more likely to rule in favor of the employer, asserting the employer met due diligence requirements to determine if an individual's past might negatively impact his/her ability to perform essential job functions or cause harm to others. In most jurisdictions, criminal court records provide employers with the following: Case/file number, physical description or personal identifiers (i.e., date of birth, social security number), date of offense, arrest date and filing date, type of offense and disposition, if available

4.0 Challenges of Criminal background checks

There are some barriers to information seeking. Data show that search for information may be restricted because of several reasons, including: time. Managers may not have the time to search comprehensively for the needed information. The more decisions managers have to make, the less time they have to investigate each decision. Decision making characteristics. Employees often use less than optimal decision making procedures. Instead of having a comprehensive list of alternatives they rely on a short list. Instead of postponing decisions until all information is collected, they decide as they go; often breaking the search process before necessary information is collected. Structural barriers. Organizations restrict access to some information. Only specific groups within the organization have access to these information. This is often done for security purposes. Sometimes it is done to enable work units to focus their attention on single tasks and allow other units to address other tasks. Sometimes this is done in order to make some decisions more consistent with organization priorities. When organization decentralize decision making and remove structural barriers

to information, workers have more latitude in decision making and may follow various decision making procedures. One purpose of restricting access to information is to make sure that the organization applies consistent criteria to similar decisions. Cultural factors. Cultural factors draw the line between curiosity and intrusiveness. These factors restrict information seeking by making some topics taboo or requiring the person to follow particular rituals for getting certain information. Both the society and the organization affect the culture and milieu in which employees seek information. Organization cultures that value formal communications that encourage group consensus and that enforce hierarchical ranks are more likely to restrict information search and innovation on the part of their employees. Organization policies and rules. Certain organization policies and rules may restrict information seeking behavior. For example, policies on privacy of employees restrict access to information on use of employee assistance programs. Individual impediments. Employees may prefer to remain ignorant about some issues in order to not to have to choose sides on some issues. Employees may not have the cognitive ability to process large amount of information. Technical issues in search procedures. Employees may not be aware of sources of information or procedures for access to these sources. Cost of search. Both the dollar cost of search as well as the cost of thinking (tolerance of uncertainty until some future time) may restrict search for information. "Not part of my job". Employees may not be motivated to seek information because it is not in their job description. Fear of the unknown. Employees may not seek information, especially feedback about their work, because the information may be negative. There is a clear indication that there is no substantive source where information can be gathered to check the new recruits in the Ghana Police Service apart from the personal information the individuals will provide when filling their application forms. Moreover, there is no national network system which can assist the office which is responsible for recruiting new personnel to do the criminal background checks. Computer software systems have been developed in some of Police stations which are used to record cases. However, there are no systems which are used to record people who are convicted by court. Again, various courts do not have computer networked system which can capture all the information about the individuals who are convicted.

5.0 CONCLUSION

There is a clear indication that there is no substantive system designed to manage individual criminal record. The Police Service needs a specific software which can be used to create individual data for reference. A Software Requirements Specification (SRS) – a requirements specification for a software system – is a complete description of the behavior of a system to be developed. It includes a set of use cases that describe all the interactions the users will have with the software. The following subsections of the Software Requirements Specifications (SRS) document provide an overview of the entire SRS. This Software Requirements Specification provides a complete description of all the functions and specifications of the Crime Information Management System (CIMS) Crime Information Management System (PIMS) allows user

to store police department's case details, Complaint Details, FIR Details, etc. This Software Package allows Police Departments to store all the details related to the department and use them whenever necessary. This project will also be able to provide reports of various cases, FIR report, charge sheet report, Most Wanted Criminals record, payroll, attendance reports and also be able to upload and view criminal photos and scanned documents. The Police Department users will be able to use this SRS as a "test" to see if the software engineers will be constructing the system to their expectations. If it is not to their expectations the end users can specify how it is not to their liking and the software engineers will change the SRS to fit the end users' needs. The software product to be produced is a Crime Information System which will automate the major Crime Information. The first subsystem is a Crime Information System which will keep track of employee's payroll and attendance. The second subsystem is the Tracking and managing Case Details. The third subsystem is Automated Tasks System which generates reports to tracks all Police department operations and allows modification of subsystem information. Since it will be used as offline project and the software has got user-friendly screen dialogs for the maintenance of the database and the software has been useful for large databases with more information. This system will reduce the manual operation required to maintain all the records of Police department.

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