

Research Article

Examining the Versatility and Misuse of Information Communication Technology in Community Policing in Malawi

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Abstract

Technology has modernized citizens' social networks and interaction gaining active engagement to security management. Internet evolution popularity have revolutionized public policing through technology creating superhuman over security challenges. Paper aims to examine the versatility and misuse of technology in community policing in Malawi. This is qualitative study that purposely selected five published papers from a research "Community policing, citizen's participation, and information communication technology in Muloza, Malawi." Systematic review of published papers through content analysis will identify and consolidate work to date and guide future research on the topic. Data analysis followed transcription, coding, codes grouped into sub themes, sub themes into themes answering research questions. Respondents answered to (a) what are versatility of information communication technology in security? (b) What are misuses of information communications technology in security? Through frame theory of communication, social disorganization and participatory democracy theories results indicate (1) technologies store, replicate, disseminate data for depositing evidence (2) Empower citizens to (a) communicate, share information between citizens and police, (b) be aware of rights violations, safety needs, (c) allow people's involvement in rights violations, (d) facilitate citizen's involvement in crime prevention, (e) maintain community dialogue and engagement, (f) help citizens look for faster emergency response times (g) promote evidence sharing with authorities. (3) Revolutionize communications allowing use SMS, WhatsApp, Telephone calls, pictures, videos, VNs, promoting wide, formal and non-formal channels improving accountability and transparency according real-time updates, responses, capacity. (4) Enhance citizens' engagement to (i) reporting, requesting transport to police, (ii) organizing patrols (iii) mobilizing help during neighborhoods activities. (5) Encourage citizens to participate virtually allowing citizens (i) improve communications between police and community, (ii) identify a wider variety of insecurities (Transparency), (iii) promote the effective use of limited resources, (iv) move beyond the customary bureaucratic procedures, (v) improve participation of women, minorities, and vulnerable population, (vi) contribute to empowerment of the community. Technology misuse in security were; (a) some officials could inform suspects about intended ambushes (b) some citizens could fabricate false information to deceive others (d) some citizens used social media to deal with marginalized groups (e) some officials and citizens could disseminate and replicate confidential organization official client information. Other studies have concluded technology may help reduce corruption through wide formal and non-formal interactions. Currently, technology empower, revolutionize, transform citizens to get involved to fight corruption. Recommends more civic education to masses on need to adopt use of digital platform of community policing.

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Keywords

Technology Transform, Technology Revolutionize, Technology Empowers, Technology Availability, Store Disseminate Replicate

1. Introduction

1.1. Background Information

World over there is increase in population against scarcity of resources igniting rise of crime for survival [21]. In public security and governance, there is great need to comprehensively adapt to digital policing. Digital platform is there to facilitate already programmed police work [10]. In the same vein Malawi Vision 2063 motivates citizens to harness technology to help achieve a self-reliant nation by 2063 [17].

The call to harness technology is timely, considering country's stride progress in a number of areas inclusive improved uptake of mobile phone technology use [17]. Participation through digital platform may help the acceleration of national transition to an upper middle-income economy status by creating a vibrant knowledge-based digital economy [17].

Malawi aims to breed responsive, open and transparent public security services that engage citizen, to participate with ethical conduct allowing innovation and openness to change [17]. Furthermore, citizens' participation through digital platform will promote and enhance the demand for accountability and contribute to the curbing and eradication of corrupt practices [17]. Malawians must harness new technologies, including the use of digital platforms in public security.

Empowered citizens are able to promote respect of rule of law and harmonious co-existence that will promote attainment of Sustainable Development Goal 16: Promote just, peaceful and inclusive societies [23]. The paper focuses on examining the versatility and misuse of information communication technology in community policing in Malawi.

1.2. Empirical Evidence

In India, Rani claim that information communication technologies have increased efficiency and productivity by automating routine tasks and traditional tasks [24], minimizing for the need for human labor enabling greater focus on creative thinking [24]. The technologies are able to store, disseminate and replicate data accurately and without bias [24]. Examples, are telephones, WhatsApp and computers etc. In a study by Mols and Pridmore in The Netherlands, twenty-six semi-structured in-depth interviews, and two focus group interviews, reveal WhatsApp Neighborhood Crime Prevention group initiatives helped citizens to be; aware of suspicious activities, alert the police, share information on

WNCP forum, react in safe manner [18].

Technologies have capacity to boosts productivity as well as the efficiency of human activities. Proper usage will create superhuman [24]. For example, in Canada Twitter through smartphones helped police and citizens gather intelligence and transcending physical geographical and cultural boundaries in order to develop relationships with various community groups [5]. In The Netherlands, qualitative research results reveal citizen use WhatsApp neighborhood Crime Prevention groups to share what they digitally saw on the groups within their neighborhood, helped to reduce crime of break-ins [19].

Various information communication gadgets, application and initiatives allows business and individuals to accomplish more in less time [24]. For example, computers can process finger printing faster accurately and in less time for police officers as compared to physical analysis of traditional paper finger printing [24].

Information communication technology gadgets, applications and initiatives help to improve communication between police and citizens and within citizens themselves. In South Eastern Europe, Czapska and Struzinska in qualitative study with 25 in-depth interviews in post-communist society reveal that social media seems to be a tool to support the process of improving communication between the police and citizens [6]. In Pakistan, Khalid and Nyborg in qualitative study on victims of Gender Based Violence reveal that social media may improve competence of stakeholders and process reporting, mitigating and preventing Gender Based Violence [12]. In Europe, Brewster et al., analyzed the impact of technology on citizen engagement [3]. Case study of UNITY project, reveal UNITY mobile application helped sexual workers (prostitutes) to report to police threats they faced during their sexual activities though prostitution was in conflict with the law [3].

Information communication technology gains collaboration of citizens and police. In Spain, technology and community collaboration can overcome the constraints of resources and improve security with less agents on the ground [4]. In Canada, Coomber examined the perceptions of Canadian police officers regarding their use of Twitter as a community policing tool, study reveal Twitter helped police collaborate with citizens to gather intelligence, transcend geographical boundaries and build relationships [5]. In New York-USA, Thomas et al. examined Police use of Twitter alignment with and enhance community policing objectives [29]. Results

indicate Twitter helped police collaborate with citizens in various community policing matters [29].

In Lampung Province- Indonesia, Fahm et al. analyzed effort's citizens do to participate by utilizing the development of Smartphones [8]. Quantitative study with 123 respondents reveals that the development of ICT has contributed to the fulfillment of basic service of a sense of security [8]. Citizens use WhatsApp groups to communicate with each other between residents, village officials, to police personnel [8]. The support of existing communication patterns tends to be easier to execute efforts to strengthen social cohesion in the communities that have a record of conflict events [8]. This clearly indicates that information technology empowers citizens to act on issues affecting them to authorities.

However, there are blind spots or oversights in the adoption and use of various information communication technology gadgets, application and initiatives that can generate harmful unintended consequences [2, 28]. They can arise from our unconscious biases or structural inequalities embedded in society [28]. Blind spots can occur at any point before, during, or after the development of a model [28]. Adoption of ICTs or Artificial intelligence in policing provides a practical solution to many of the issues facing modern policing [28, 26]. A single system can sift through information and data much quicker and more thoroughly than human officers (although there is the argument that human operators should continuously monitor AI to prevent errors) [2, 24].

In India Rani, examined the impacts and ethics of utilizing Artificial Intelligence (AI) in Indian policing [24]. It explores both the positive and negative consequences of using AI, as well as the ethical considerations that have be taken into account [24]. Based on secondary sources of information, such as national and international reports, journal articles, and institutional websites that discuss the use of AI technology by the police in India [24]. AI has proven to be effective in policing, from preventing crime to identifying criminals, by detecting potential crimes in advance with fewer resources and in more areas [24]. In India, the police use AI technology not only for facial recognition but also for crime mapping, analysis, and building blocks [24].

In South Eastern Europe, scholars did research and found that since information communication technology applications such as Facebook, Twitter, and WhatsApp are used for citizens to communicate with each other [6]. There is a possibility to create a "critical mass" of people who meet up at the social media networks in order to react [6]. Because social media is easy to connect people who are interested in similar issues [6]. Where they can connect to advocate for solutions of different security-related local problems [6]. Information communication technology application create chance for citizens to communicate with authorities in less formal way via social media is associated with a risk of getting many pieces of facetious or irrelevant information, which would cause an additional or often fruitless work for officials [6].

Above all misuse or inappropriate use of information communication technology gadgets, applications and initiatives may call for legal actions administratively or criminally in a court of law [28, 26]. The misuse of information communication technology gadgets, applications and initiatives may promote discriminatory behaviors [28], violation of data protection [28] and may fuel defamation and harassment [28]. This may result in employees losing their employment [28]. To manage the misuse, organizations must provide appropriate social media guidance and training for users [28].

It is important for individual and organization to know that misuse of Information communication technology gadgets, applications and initiatives may attract legal action [28]. In Nigeria Samuel-Okon et al., examines four key hypotheses: the impact of public and organizational awareness, the role of advanced detection technologies, the effectiveness of ethical guidelines, and the influence of penalties and enforcement [26]. The findings reveal that awareness, technology, ethics, and enforcement all contribute to mitigating AI misuse [26]. The study concludes by proposing comprehensive strategies, including targeted awareness campaigns, investment in detection technologies, robust ethical guidelines, and strengthened legal frameworks, to effectively combat the criminal use of AI [26].

1.3. Problem Statement

Malawi has made tremendous developmental progress on improved uptake of mobile technology use. Datareportal shows that by 2023, 57% of Malawi population owns mobile phones and 5.04 million people access internet services [7]. Use of social media has become pervasive because of increased access to mobile devices in both rural and urban Malawi [17, 20]. Study results indicate information communication technology is versatile by increasing efficiency and productivity by automating routine tasks and traditional tasks, minimizing for the need for human labor enabling greater focus on creative thinking [18]. Technologies have capacity to boosts productivity as well as the efficiency of human activities. Proper usage will create superhuman [24], helped to reduce crime [19]. Various information communication gadgets, application and initiatives allows business and individuals to accomplish more in less time. Information communication technology gadgets, applications and initiatives help to improve communication between police and citizens and within citizens themselves [12, 3]. Information communication technology gains collaboration of citizens and police [4, 5, 29]. Information technology empowers citizens to act on issues affecting them to authorities [8]. It is against this background that this paper wants to examine the versatility and misuse of information communication technology in community policing in Malawi. The objective will be addressed by two questions (a) what are versatilities of information communication technology in security? (b) What are misuses of information communications technology in security?

2. Methodology

This is qualitative research guided by interpretivism paradigm. The study purposely selected five published papers in a research “*Community policing, citizen’s participation, and information communication technology in Muloza, Malawi*” because they are completing the conceptual framework of the research. Aimed to do systematic review of the five published papers through content analysis with an aim to identify and consolidate work to date and guide future research on citizens participation in creating sense of security through information communication technology [22]. The study also searched some articles on google scholar to enhance the literature review. The criteria for papers from google scholar were by searching key words of “information communication technology”, “ICT policing”, “sense of security”, “community policing through information communication technology”, “digital platform of community policing” From downloaded papers the researcher purposely selected papers from South Asia, South Eastern Europe, Canada, United States of America, Europe, Indonesia, Pakistan, Nigeria and Spain to increase knowledge paradigm from other regions. The conclusions reached are an important step towards expanding the body of knowledge about versatility of information communication technology in security [22]. Data analysis follows transcription of findings of all published papers, coding, and codes grouped into sub themes, sub themes into themes and answering research questions. The study is guided by frame theory of communication, social disorganization and participatory democracy theories.

3. Results

According to data collected in the research from where the purposely selected five published journals that were used for content analysis the socio-demographic profile of 432 respondents include, 50.9% females and 49.1% males with an average age of 40 years [13]. According to marital status there were 7.2 % divorced, 5.3% separated, 20.8 % widowed, 10.2 % single, and 56.5% married [14]. Academically, 16.0% never attended and 2.5% attended adult school. The larger proportion of the respondents attained primary, secondary and tertiary education 32.2%, 38.9% and 10.4 % respectively [15]. According to occupations, 7.6% school going, 6.7 % casual labour, 16.4 % formal employment, 16.2 % skilled employment, 26.2 % farmer, 26.9 % petty traders/business with an average income of MK 100, 200.82 [16].

3.1. Versatility of Information Communication Technology in Community Policing

(a) In answering to the question “*what is the versatility of information communication technology in community policing?*”

Analyzed data from transcript reveal that information

communication technology can be adopted for five significant functions.

First, qualitative analyzed data reveal citizens pointed out that the availability of information communication technology was very important in community policing. The persistent themes that came out pointing to significance of information technology availability were: (a) have capacity and capability to store data, (b) capacity and capability to replicate data and (c) capacity and capability to disseminate security data.

The implication is that properly deployed information communication technology gadgets and software may allow citizens (a) to initiate dialogue with authority, (b) deposit evidence monitored in the community.

Result is similar to Mols and Pridmore in The Netherlands where WhatsApp Neighborhood Crime Prevention group initiatives helped citizens to store, disseminate and replicate data to fellow citizens and authorities to build social cohesion to be; aware of suspicious activities, alert the police, share information on WNCP forum, react in safe manner [18]. Similarly to research finding by Williams et al., where research studies show that public health services through issued smartphones to patients which stored, disseminated [32] and replicated patients information to promote chronic condition handling, reduce disparities in health care and hospital readmissions, and gained quality of life through ICTs [18].

Secondly, qualitative analyzed data reveal citizens pointed out that information communication technology was very important because it empower citizens to act at individual, group, society or global level through digital platform in community policing. The persistent themes that came out pointing on how information communication technology empowered citizens were: that it empowered citizens to (a) communicate and share information between citizens and police, (b) be aware of rights violations and safety needs, (c) allow people’s involvement in rights violations and suspicious activities, (d) facilitate citizen’s involvement in crime prevention and community policing efforts, (e) to maintain community dialogue and engagement, (f) help citizens look for faster emergency response times, and (g) to promote evidence and information sharing with authorities.

Result implies that information communication technology was very important because it empowers citizens to act to at individual, group, society or global level through digital platform in community policing. Citizens could play do-it-yourself as dictated by condition.

Result is similar to finding by Fahm et al., in Indonesia that information communication technology gadgets and applications empowered citizens to report security issues to village heads and authorities [8]. Similarly Brewster et al. in Europe [3], that information technology application of UNITY empowered minority groups of prostitutes and homeless to report rights violations to police [3]. Similar to Khalid and Nyborg, in Pakistan where technology empowered victims of Gender Based Violence to report to police

[12].

Thirdly, qualitative analyzed data reveal citizens pointed out that information communication technology was very important because it revolutionize communications by allowing citizens use SMS, WhatsApp, Telephone calls, pictures, videos, VNs, to act at individual, group, society or global level through digital platform in community policing. The persistent themes that came out pointing on how information communication technology revolutionize communications were: information communication technology provided (a) wide participation (b) formal channels (c) non-formal channels, (d) accorded real-time updates, responses, and capacity to access prompt assistance through virtual context.

The implication is that citizens can communicate in any angle at any digital forum and dissemination and replication of stored information can easily be activated. This may greatly improve transparency and accountability.

Result is similar to conclusion by Stareva, claiming that it only took 26 seconds for the world to know Osama bin Laden's death [27]. This is because social media has power that (1) affect PR, (2) promotes two-way conversations (dialogue) with various publics, (3) with more tools and channels, direct, real time, instantaneous communication, better relationship-building and engagement opportunities, control in hands of ordinary people, better target audience reach, locally and globally, everyone can be a publisher, information finds us, everything is public, almost no control over what is said in social media, 24/7 media and demand for content, everything spreads in a matter of seconds, time and location do not matter and crisis situations are harder to deal with [27].

Fourthly, qualitative analyzed data reveal citizens pointed out that information communication technology was very important because it enhanced citizens' engagement to take charge of their security challenges in their neighborhoods through digital platform in community policing. The persistent themes that came out pointing on how information communication technology enhance citizens' engagement in community policing were that it facilitated citizens to: (a) reporting and requesting transport on security information to police and CPF members, (b) for organizing patrols and (c) mobilizing help during participatory activities in the neighborhoods.

Implication is that citizens were able to mobilize and take charge of their security through arresting suspects and preventing them to commit offences on their properties and lives.

Result is similar to Van Steden and Mehlbaum in The Netherlands where information communication technology allowed citizens to play do-it-yourself to build social cohesion against crime in their neighborhood [30].

Fifthly, qualitative analyzed data reveal citizens pointed out that information communication technology was very important because it Encourages citizens to participate virtually to take charge of their security challenges in their

neighborhoods through digital platform in community policing. The persistent themes that came out pointing on how information communication technology encourages citizens to participate virtually to take charge of their security challenge in their neighborhoods through digital platform in community policing were that it will allow citizens to (i) improve communications between police and community, (ii) identify a wider variety of insecurities (Transparency), (iii) promote the effective use of limited resources, (iv) move beyond the customary bureaucratic procedures, (v) improve participation of women, minorities, and vulnerable population, (vi) contribute to empowerment of the community.

Implication is that information communication technology has very promising future role to encourage citizens participate actively on the digital platform of community policing to transform administration of public security within their neighborhoods.

Study result is similar to finding by Fung, that digital platform may influence social transformation where Increasing citizen participation is sometimes seen as a way to increase the efficacy of regulation, improve the provision of public goods and services, and bolster outcomes in areas such as health, and education that straddle the boundaries between public and private, social and individual. Many participatory democrats hope that participatory governance reforms will also advance social justice [9]. It is here that direct citizen participation faces its greatest challenge [9]. The digital platforms must allow politicians to create the political conditions under which powerful organizations and leaders are motivated to advance social justice [9].

3.2. Misuse of Information Communication Technology in Community Policing

(b) In answering to the question "*what are misuse of information communication technology in community policing?*"

Analyzed data from transcript through process of content analysis, respondents pointed out that information communication technology applications are misused by people in authority. The persistent themes that were consistently mentioned throughout the content analysis to show how information communication technology was being misused in security were; (a) some officials could inform suspects about intended ambushes (b) some citizens could fabricate false information to deceive others (d) some citizens used social media to deal with marginalized groups (e) some officials and citizens could disseminate and replicate confidential organization official client information.

Result imply that information communication gadgets could harm humans is proper measures to control usage are not put in place.

Study result is similar to result by Czapska & Struzinska, in South Eastern Europe that some youth used social media to create critical mass to advocate for solutions that were dif-

ferent security related to local problems [6], and that some other groups of citizens ended up sending facetious information to police officers which created fruitless work for police officers [6].

4. Implication of Study Results

The implication is that properly deployed information communication technology gadgets and software may facilitate storage, dissemination and replication of security related information allowing citizens to initiate dialogue with authority and deposit evidence monitored in the community.

Information communication technology has capacity to help citizens build strong social cohesion thereby empower citizens to act to at individual, group, society or global level through digital platform to in community policing.

Information communication technology revolutionizes citizen-police communications providing wide formal and non-formal channels with an aim of solving security related problems. This may greatly improve transparency and accountability.

Information communication technology gadgets, application and initiatives have capacity to enhance citizens engagement in managing their security helping them to succeed take charge of their security through arresting suspects and preventing them to commit offences on their properties and lives.

Information communication technology is a game changer for promised future that has capacity to transform administration of public security allowing citizens to be part of corruption fighters within their neighborhoods. Below is Phelemero Model of digital platform of community policing for citizens participation in creating sense of security. The Model has been created from systematic literature review of the five published papers from the research as explained in the methodology with an aim to increase knowledge paradigm on the subject.

Figure 1 is about Phelemero digital platform of community policing. The concept has five constructs as explained below;

Availability and proper deployment of need to have gadgets and applications of ICTs will allow citizens to store, replicate and disseminate various public security related data. The data may be stored, replicated and disseminated as part of evidence on rights abuse. The ICTs will store, replicate and disseminate without bias, will not be bothered about frequency so long they are properly deployed and managed.

The possession and linking up of various members of society to socialize and interact via ICTs categorically empower citizens to have mandate to take part discussing various related security matters of their concerns. This allows citizens to speak their mind and share various concerns and ambitions about their neighborhood security. The empowerment strengthens social cohesion, collective efficacy and community guardianship over humanity.

The availability of ICTs that empower citizens to strengthen social cohesion, collective efficacy and community guardianship facilitates enhanced citizen activities to promote public security. They are able to organize themselves, report to authorities and seek for interventions on related security issues.

The availability of ICTs, empowerment to socialize and interact and enhancing citizens engagement revolutionizes sharing of security concerns. The ICTs provide and promote wide participation ranging from Do-It-Yourself to group initiatives in both formal and non-formal ways of approaching to issues. Furthermore, ICTs allow citizens to use SMS, telephone calls, pictures, videos, Voice notes in the course of storing, replicating and disseminating data, thereby revolutionizing communication in solving security challenges.

The ICTs are able to transform citizens perceptions and handling of their challenges to security issues. Citizens socialize and interact over security issues to deliberate on particular rights violation in the quest to get social justice. Once social justice is attained them ICTs may have helped transform citizens security levels reducing state of decline.

The constructs are all playing value addition to come up with a result of creating sense of security, the allows mean all constructs are connected to call it digital platform of community policing. They are part of the digital platform of community policing and rather they creating a systems theory. If one construct is not adding value then creation of sense of security. Phelemero digital platform of community policing assumes if all the five constructs in the conceptual framework are activated then ICTs will help citizens to manage their security in their neighborhood.

Result of the implication of Phelemero Model of digital platform of community policing for citizens participation in creating sense of security from systematic analysis of literature review from published papers in a research "Community policing, citizen's participation, and information communication technology in Muloza, Malawi" is similar to result by Abdelmegid et al., who conclude that the conceptual modelling phase of simulation studies has proven to be effective in enhancing the impact of simulation modelling in different domains [1]. He conducted a study through systematic literature review of studies in construction [1]. The objective of the paper is to identify the roles that conceptual modelling can play in advancing the engagement, accuracy, and adoption (among other things) of discrete-event simulation studies in construction [1]. Results indicate that the benefits of conceptual modelling include facilitating communications between stakeholders, capturing sufficient information for the simulation model, improving the quality of simulation models, guiding other simulation modelling activities, and facilitating verification and validation of simulation models [1]. By linking these benefits to the current research agenda in construction simulation [1], the paper shows the significance and potential of the conceptual modelling phase to

enhance the impact of discrete-event simulation studies in construction [1]. Similarly, result is in line with Jaakkola, that as a powerful means of theory building, conceptual articles are increasingly called for in marketing academia [11]. Similarly, systematic literature review in a particular knowledge paradigm defeats lack epistemological rigor, that leads to problems regarding the applicability of a certain modeling language in a given context on the one hand, and regarding the feasibility of certain evaluation approaches towards certain modeling questions on the other hand [25].

Result is similar to Verdonck et al., who conducts an empirical study that explores the differences between adopting a traditional conceptual modeling (TCM) technique and an ontology-driven conceptual modeling (ODCM) technique [31] with the objective to understand and identify in which modeling situations an ODCM technique can prove beneficial compared to a TCM technique [31]. More specifically, scholars asked if there existed any meaningful differences in the resulting conceptual model and the effort spent to create such model between novice modelers trained in an ontolo-

gy-driven conceptual modeling technique and novice modelers trained in a traditional conceptual modeling technique [31]. To answer this question, paper discuss previous empirical research efforts and distill these efforts into two hypotheses [31]. Next, these hypotheses are tested in a rigorously developed experiment, where a total of 100 students from two different Universities participated [31]. The findings of our empirical study confirm that there do exist meaningful differences between adopting the two techniques [31]. We observed that novice modelers applying the ODCM technique arrived at higher quality models compared to novice modelers applying the TCM technique [31]. More specifically, the results of the empirical study demonstrated that it is advantageous to apply an ODCM technique over an TCM when having to model the more challenging and advanced facets of a certain domain or scenario [31].

However, the blind side of information communication technology is that if it is not properly managed it has potential to harm humans instead of creating super humans to tackling security challenges of their time.

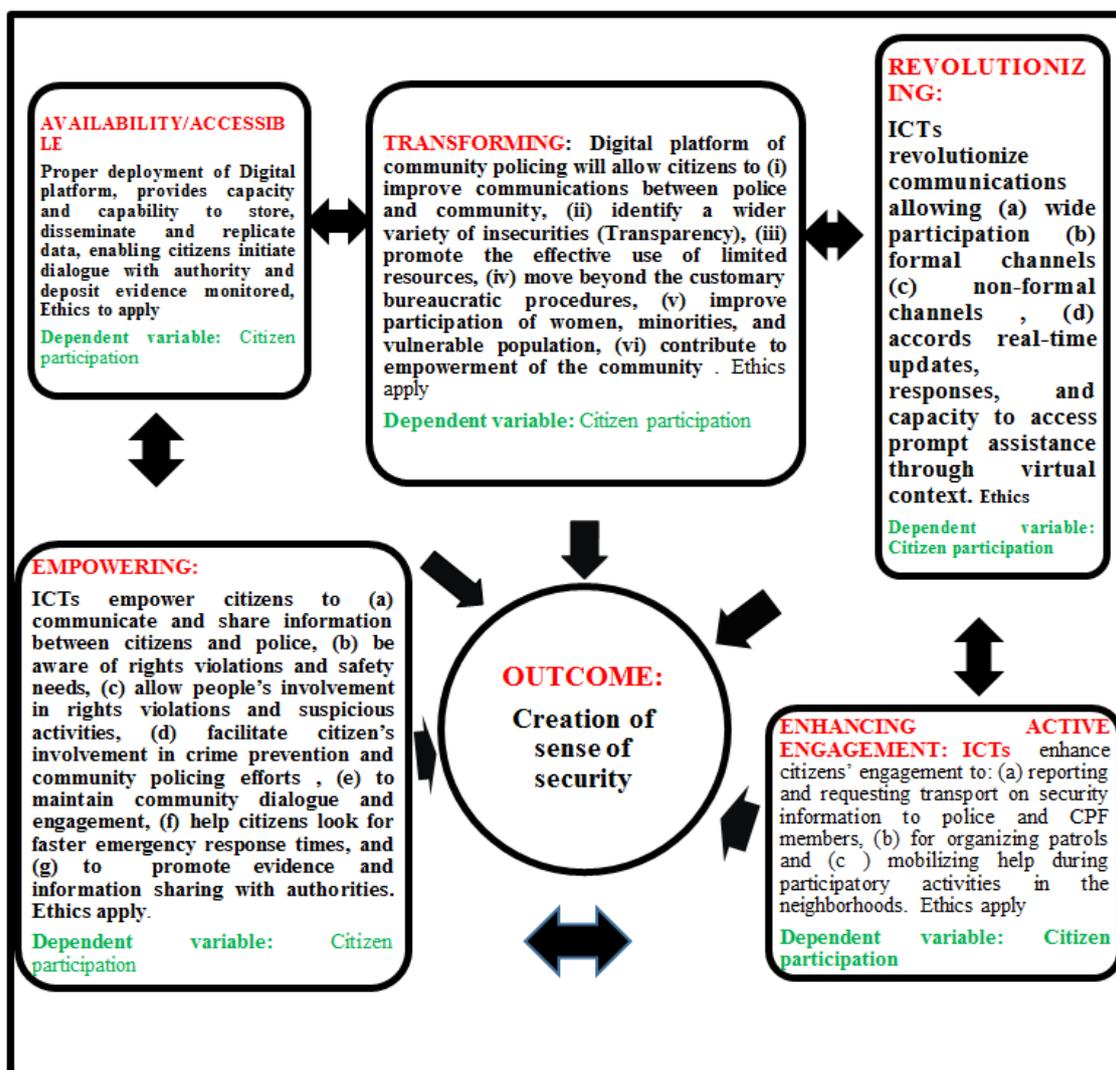


Figure 1. Phelemero Model of digital platform of community policing for citizens participation in creating sense of security.

5. Discussion and Conclusion

While other studies have concluded that information communication technology help reduce corruption by their nature of providing wide formal and non-formal interactions. This paper contributes to digital platform knowledge that availability and adoption of digital platform helps to empower citizens to revolutionize and transform the management of security challenges of their time. Harnessing the digital platform may empower citizens to actively get involved to fight corruption.

6. Recommendations

From the findings of the systematic literature review, the paper recommends the following actions;

There is need for more civic education to masses on need to adopt use of digital platform of community policing.

There is need for educational planners to consider inclusion of subjects that are discussion digital platform of community policing at secondary schools and universities.

The National research agenda to put in place special funding that may help would be researcher to gain access to the funds to manage dissemination of their information communication technology or Artificial Intelligence research results at national platforms. Targeting practitioners such as security national services like the Malawi Police Service, Immigration, Prison, and the Malawi Defence Force.

There is need for researchers to do more research on mitigating factors over misuse and abuse of information communication technology and Artificial Intelligence.

For example, citizens must be sensitized on offences when using information communication technology under the Malawi electronic transaction Act 2016, such as section 78, administering domain name without authority. Section 83, search warrants by courts. Section 84, unauthorized access, interception or interference with data. Section 85, child pornography. Section 86, prohibition of cyber harassment. Section 87, prohibition of offensive communication and many more as guided by section 21 of Malawi Constitution 21.- *“1. Every person shall have the right to personal privacy, which shall include the right not to be subject to - a. searches of his or her person, home or property; b. the seizure of private possessions; or c. interference with private communications, including mail and all forms of telecommunications”*.

Abbreviations

AI	Artificial Intelligence.
GBV	Gender Based Violence
ICT	Information Communication Technology

LPDP Consultancy	Lilian Precious Dorah Phelemero Consultancy
SM	Social Media

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Author Contributions

David Kumwenda is the sole author. The author read and approved the final manuscript.

Conflicts of Interest

The author declares no conflicts of interest.

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