

How does the use of CCTV affect the crime investigation and prevention in KZ?

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Introduction

Nowadays, the issue of public crimes is one of the acute problems, which violates social norms and causes great condemnation among people. Even though in some countries such as the United States, Russia, Portugal, France, or the United Kingdom crime rates are gradually decreasing, public discontent is still present. To my great surprise, according to the results of 2020, Kazakhstan took the 34 place in the crime index (54.81%) among all countries of the world. Sometimes representatives of public order are unable to investigate crimes, such as theft, bodily harm or hooliganism, due to the lack of evidence, testifying the act of committing the crime. Therefore, I want to explore a solution that involves the establishment of CCTV in public places and its effectiveness in investigating and preventing this problem.

Recently, I came across one video that spoke about surveillance cameras and their role in the fight against crime in Kazakhstan. In the comments, people were divided into two groups “for” and “against”: they argued about the effectiveness of cameras and what is the likelihood that they can guarantee safety in society. Therefore, I decided to find out how effective CCTV cameras are in preventing, as well as investigating crime in Kazakhstan.

There are several questions and doubts pertaining to the work of CCTV, but I am convinced that there is information and evidence from people proving that they are not effective in investigating, as well as preventing crime in KZ. Nevertheless, in this research I intend to go deep into this topic and at this point, I will be careful to not allow my bias to interfere the process of the research.

My research is useful for two groups of people: public order authorities (police) and organizations involved in the development of cameras as well as the local population. More precisely, this study can reveal a possible method of combating crime and find wide application among these representatives of public order protection, since cameras will force people to follow social standards, and for the organization this is an opportunity to improve the work of CCTV cameras in accordance with the requirements and proposals of people. For the local population, this is an opportunity to learn how the installation of surveillance cameras can guarantee their safety and, in the event of a crime, turn to the work of these surveillance methods to prove that they were victims of the crime and find the culprit. Also, their proposals to improve the work of CCTV cameras or dissatisfaction can be used by different organizations and representatives of law enforcement agencies in the future.

Context

In recent years, technology is developing at the speed of light and is gradually entering our lives. Different technologies are widely used in our lives and one of them is CCTV which is also known as a closed-circuit television camera. These cameras can receive images or recordings for surveillance or other personal purposes.

One of the goals of using CCTV cameras is to monitor society, their actions and ensure public safety. In many countries, public video surveillance is now used as a key tool for monitoring

population movements and preventing as well as investigating crime, terrorism in both the private and public sectors (Global, 2020). For example, at least 200 million cameras are installed in China, while in the USA and Germany, 50 and 5.2 million cameras are installed, respectively (Iffans, 2020). The problem of the commission of a crime is also relevant in many countries. The top three countries on the high crime index include Venezuela, Papua New Guinea and South Africa, which have 84.25.80.24 and 77.07, respectively. In the above-mentioned countries, where there are a lot of surveillance cameras, the situation is much better. For instance, in the United States, the crime index is 47.74, in Germany 35.42 and in China 30.17.

CCTV cameras have been proving effective worldwide. For example, when an explosion occurred in the US at the Boston Marathon in 2013 surveillance footage helped to investigate the incident and detain the suspects. The effectiveness of CCTV cameras lies in the fact that they helped find two suspects among a thousand people, observing their behavior and tracking the places where they planted bombs (Duke, 2019).

In Kazakhstan CCTV cameras are called "Sergek" and the Sergek Public and Road Safety System appeared in 2017. Thanks to this system, it is possible to solve criminal offenses, including thefts, hijackings, and murders. For example, over the period 2018-2019 the number of crimes committed in public places in Nur-Sultan decreased by 38%. If in 2018 more than 14 thousand offenses were committed in public places of the city, then in 2019 this figure decreased to almost 8 thousand. Moreover, crimes committed on the streets of the city decreased by 45%. The number of hooligan actions decreased by 52%. The press service of the police department of East Kazakhstan region reported that in 2020 more than 140 criminal crimes were solved by police with the help of Sergek (Shakabaev, 2021). These are theft of someone else's property, hooliganism, theft of vehicles, robbery, grievous bodily harm and murder. In addition, in our city, where 4,028 cameras monitor public life, over 100 crimes were solved thanks to surveillance cameras (Shakabaev, Over 100 crimes helped to uncover CCTV cameras in Ust-Kamenogorsk, 2020).

In my study, two lenses can be defined: ethical and social. More precisely, the use of CCTV should have a positive long-term impact on the solution of issues such as thefts, causing harm to health or hooliganism. However, there have been noticed many cases when people doubt their effectiveness and feel that government spends too much money on "dummy cameras". For example, there were cases when some cameras could not see clearly the faces of criminals or the numbers of cars that caused accidents, and thus didn't help to investigate crime properly. Moreover, CCTV cameras are often used to fine those who exceeded speed limit or crossed double lines on the roads thus making people dislike this technology and consider them as a tool of stealing money from people, not protecting them. Furthermore, there were other cases when people considered Sergek's work as a threat of invasion of privacy. Supporters and developer of Sergek say that social networks like Facebook and Instagram already know personal information about people more than the user himself, but opponents often claim that before using these social networks, a person gives his consent while citizens did not consent to the establishment of Sergek. Therefore, people tend to believe that they violate constitutional human rights.

Now, viewing this issue through the perspective of police people they consider CCTV cameras as a great help to investigate and prevent crimes. Some policemen believe that the presence of CCTV cameras alone, make people adjust their behaviors with social norms. For example, the installation of Sergek cameras helped to reduce the number of crimes in Astana by an average of

30%, accidents - by 18%. In addition to this, the transport discipline of drivers has increased and it was possible to solve more than 500 criminal offenses, including 4 murders (Capital.kz, 2018).

The second perspective is the founder of the project, who is Asset Akhmetov and he said that the Sergek system has already managed to prove itself positively in practice. Thanks to its implementation, in the main megacities of the country there has been a decrease in the number of deaths and injuries in road accidents, the number of accidents has decreased, discipline among motorists has increased significantly and there has been a decrease in crimes in public places. Moreover, Kairat Akhmetov who is the head of the consortium Open Technologies Group/Korkem Telecom (Sergek) as well as the creator of the intelligent video control, forecasting and analysis system Sergek noted that the goal of creating the Sergek system is to ensure safety and reduce the number of violations on the roads. Now Astana has 6,000 cameras on the roads, 4,000 cameras in places of mass accumulation of people and another 3,000 cameras in shopping and business centers of the city (KZ.expert, 2020). Therefore, being the founder of this project, he has the strong belief that the establishment of Sergek is one of the effective methods of preventing as well as investigating crime in Kazakhstan.

Aims

The main purpose of my research is to identify CCTV's effectiveness in crime investigation and prevention in Kazakhstan. My research will also reveal possible proposals to improve the performance of surveillance cameras.

In order to achieve this purpose, the following research questions will be addressed:

- How often victims of crime/accidents address CCTV camera recordings?
- What's the rate of crimes investigated thanks to CCTV camera recordings?
- What are the advantages of CCTV cameras?
- What are the drawbacks of CCTV cameras?
- How CCTV cameras can be improved to better prevent and investigate crimes?

It is predicted that people often apply for camera recordings since at present there are more than 20,000 cameras in our country, and 4028 surveillance cameras work in Ust-Kamenogorsk, and therefore the crime investigation rate may be higher than the average. Also, if there are people who have become a victim of a crime and have applied for recording cameras, then they can identify such shortcomings of the cameras as the poor quality of the cameras or the inability to focus several people's faces and, as a result, propose new versions of the cameras.

Methods

To achieve the main goal of my research -to determine the effectiveness of "CCTV cameras" in the investigation of crimes, as well as their prevention in Kazakhstan and collect information

about the attitude of people to surveillance cameras I chose the following methods: survey, focus group discussion and document analysis. The research design is descriptive. This design integrated the quantitative, qualitative data collection and Marja J Verhoef, Ann L Casebeer stated that “Quantitative research generates factual, reliable outcome data that are usually generalizable to some larger populations, and qualitative research produces rich, detailed and valid process data based on the participant’s, rather than the investigator’s, perspectives and interpretations” .Therefore, these research methods helped to achieve the main aim of the research and cover all the research sub-questions.

The first method was a survey and the main aim of using it is to gather mainly valid quantitative data and to engage a large number of respondents, as it is anonymous and conducts online. In addition, my survey was conducted using Google Forms and initially I did a trial. After interviewing 10 people, I chose the "add your answer" function to avoid the same type of answers. Later, I sent a link in different groups and my goal was to interview at least 100 people, since according to statisticians, to get a significant result, the number of people should be at least 100 people. Another feature of this method is that people’s responses can be shown as circular diagrams showing the percentage of responses given by participants. Nevertheless, the online survey has one significant drawback: the fact that my survey was quite long people tried to answer quickly and this caused difficulties with analyzing answers of respondents.

The targeted population is people between the ages of 18-65+, which will ensure the reliability of the survey results and the responses of the respondents could be generalized to a group of representatives. I have chosen this age category, because the most commonly used age bands in surveys for adults are “18-24”, “25-34”, “35-44”, “45-54”, “55-64” and “65 and over”. Since my survey was conducted among people who work and study most of their time, I tried to minimize the time spent on survey, so it mostly included multiple choice questions and only a couple of open-ended questions. Nevertheless, there were people who answered departing from the topic in the open-ended questions, which interfered with the analyzing detailed responses.

The second research tool is a focus group discussion, and its aim is to get people's opinions about the CCTV and its role in preventing, investigating crime in KZ. This method was effective since the response of each participant was essential, that is, a discussion was built on the basis of each response. In addition, everyone could express their point of view or opinion, which really helped me in collecting full information. Besides this, respondents aged 18-65+ years were present in the group, because I wanted to gather information about people’s opinion about CCTV cameras from perspectives of different age groups and life experiences.

The discussion took place in the Zoom platform and was attended by 7 people including me, since the ideal number of people is from 5 to 8. 10 more people could influence the conduct of the discussion as they are difficult to control and often people could prevent others from expressing their opinions (Krueger, 2014). Nevertheless, there were several difficulties and shortcomings in conducting this method: firstly, there was dominance of participants over others, that is, subsequent responses of respondents were built around the answer of this person. Secondly, due to the difference in ages, respondents often had different opinions and answers, which sometimes caused a dispute between representatives of different generations.

The third method is a document analysis, and its aim is to know about people's attitude towards "CCTV cameras" through social media such as VK or Instagram, because they are widely used by citizens of Kazakhstan. Moreover, I watched videos on YouTube related to this topic, since the author's position was clear and, in the comments, it was possible to read the opinions of the audience. I have chosen this method, because it ensured reliability: users wrote their honest opinions about CCTV cameras without knowing that it will be observed by anybody. In addition, this type of research method was useful in focusing on the questions that I used in focus group discussion and online survey. To be more precise, I supplemented the answers received in two methods with more truthful and accurate answers, because this is the advantage of analyzing the document: the presence of researchers does not affect the data, that is, in the survey and focus group discussion, people behave differently, knowing that they are being observed (toolkit, 2017).

To get people's opinions about the cameras, I watched two videos: the first video was about the principle of working the cameras, where in the comments I saw people's opinions and advice about the cameras, while the second video of one blogger was about the cameras as a whole. Based on the comment, it was possible to understand that people were divided into two groups: for and against, but many expressed negative attitudes towards video surveillance cameras, citing their shortcomings.

Results

There was a total of 139 survey respondents: 55.4% females and 44.6% males. Moreover, there were almost equal distributions among the age bands: "35-44" being the largest and "65 and over" being the smallest group of respondents.

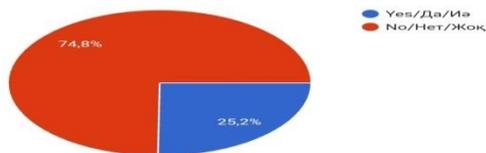
There are key findings from the survey and focus group discussion:

1. According to the charts presented below, 74.8% of respondents never addressed to surveillance cameras as a victim of a crime/accident, while the remaining 25.2% had such experience. In addition, 62.6% of people replied that they don't know those who turned to "CCTV cameras", whereas the remaining 37.4% chose the answer "yes". Moreover, the majority of focus group interviews' respondents answered that they don't know much about "CCTV cameras" and about the principle of work of "Sergek" in particular, but they know cases when cameras helped investigate crimes, such as theft of property and accidents. As a result, I found out that people rarely turn to CCTV cameras, which helped me find the answer to one of the research questions: How often

victims of crime/accidents address CCTV camera recordings?

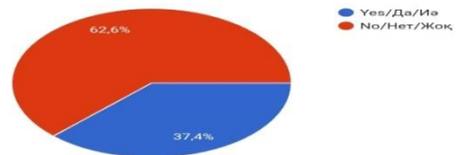
Have you ever addressed "CCTV cameras" as a victim of crime/accidents?/Вы когда-нибудь обращались к «камерам видеонаблюдения» как жертва преступления / несчастного случая?/Сіз «бейнебақылау камераларына» қылмыстың / жазатайым оқиғалардың құрбаны ретінде жүгінген кезіңіз болды ма?

139 ответов



Do you know anyone who addressed "CCTV cameras" as a victim of crime/accidents?/Знаете ли вы кого-нибудь, кто обращался к «камерам видеонаблюдения» как жертва преступления/несчастных случаев?/Сіз «бейнебақылау камераларына» қылмыс / жазатайым оқиғалардың құрбаны ретінде жүгінгендерді білесіз бе?

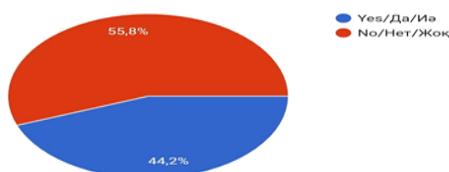
139 ответов



2. When it comes to the question “If “yes” in 3rd question, did it help to investigate a crime/accident?” 58 out of 104 respondents answered “no”, while the other 46 chose the option “yes”. Their percentages were equal to 55.8% and 44.2% respectively. Moreover, the results of the following question “If “yes” in 4th question, did it help him/her to investigate a crime/accident?” were similar to the previous one, that is, most people (53.8% or 56 respondents) claimed that “CCTV cameras” did not help them. The rest of the online survey participants chose the opposite answer, which is accounted for 46.2%. Based on this, it can be concluded that the difference between the two indicators is not so large, but in most cases, crimes were not investigated thanks to the CCTV cameras recordings.

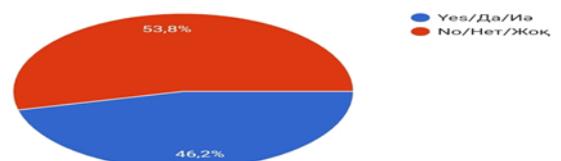
If “yes” in 3rd question, did it help to investigate a crime/accidents?/Если «да» в 3-м вопросе, помогло ли это расследовать преступление/несчастные случаи?/Егер 3-сұрақ бойынша «иә» болса, бұл қылмысты / жазатайым оқиғаларды тергеуге көмектесті ме?

104 ответа

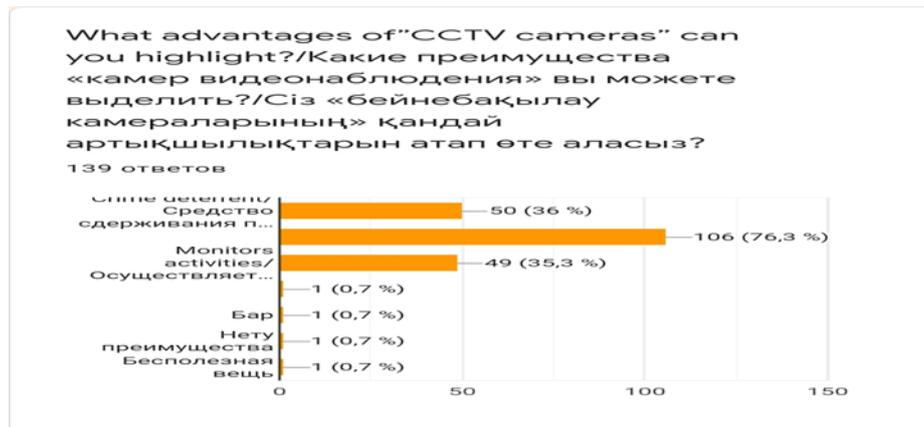


If “yes” in 4th question, did it help him/her to investigate a crime/accidents?/Если «да» в 4-ом вопросе, помогло ли это ему/ей расследовать преступление/ несчастные случаи?/Егер 4-сұрақ бойынша «иә» болса, бұл оған қылмысты / жазатайым оқиғаларды тергеуге көмектесті ме?

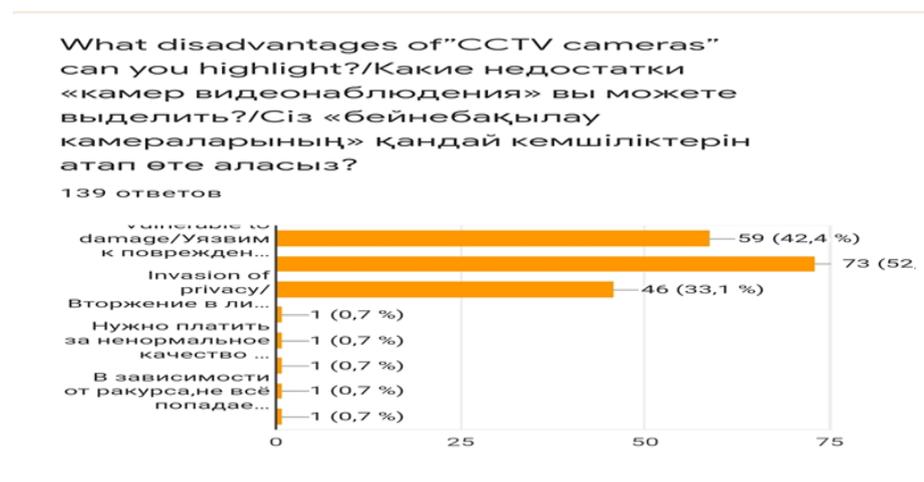
104 ответа



3. All the participants of focus group discussion stated that the use of “CCTV cameras” can ensure public safety by monitoring the activities of society and in the case of a crime, they can provide evidence that will force people to comply with social standards. According to the survey results, 76.3% voted for the "collection of evidence" response, while 36% and 35.3% of respondents chose the "crime deterrent" and "monitors activities." Moreover, 3 people noted that there are no advantages of using surveillance cameras. Here, the answer to another research question was found (What are the advantages of CCTV cameras?), that is, the majority of respondents chose "collection of evidence" as the main advantage of CCTV cameras.



4. Analyzing the results that helped me to answer to the following question “What are the drawbacks of CCTV cameras?” I realized that respondents complained about total camera surveillance. For instance, when it came to Sergek's cameras, most of the participants of focus group discussion were inclined to believe that they had a threat of penetration into a person's personal space. They proved this by the fact that the cameras collect information about a person, thereby violating constitutional human rights. They also believe that these cameras are installed not to monitor public order, but to replenish the country's budget by imposing fines. As for the results of the survey, 52.5% of respondents noted that cameras cannot recognize faces and 42.4%, 33.1% of people voted for "vulnerable to damage" and "invasion of privacy" accordingly. There were also answers affirming that the cameras have a small angle that does not cover the entire space and poor quality.



5. To the last research question "How" CCTV cameras" can be improved to better prevent and investigate crimes?" people gave different answers, but the most popular answers were "improve quality to recognize people's faces" and "buy the latest models that record sound." Nevertheless, the participants of focus group discussion had other answers. One of them suggested installing night vision cameras, since in his opinion most crimes are committed at night. Also, many agreed on the opinion that they should be more durable in order to avoid external influences.

Хорошее качество не китайское производства	Качество
Хорошо было бы если эти камеры были бы действующими	Ставить чаще везде камеры аудио и видео наблюдения
Использовать камеры лучшего качества	Качество камер, а так же их зум должны быть в лучшем состоянии
Чтобы лица были четкими и изображения	Ставить больше по количеству камер...или сделать больше видимость ракурса
Улучшить качество видеоматериала	
Барлық жерге қойып, уақытылы қадағалау керек	Надо использовать более развитые камеры, с широким спектром способностей.
Лучше работать	Исправность видеокамер
Сапасы жоғары камераларды алу қажет. Себебі сапасы төмен камералар адамның түрін, істеген әрекеттері нақты көрсетпейді	Улучшить качество съёмки камер видеонаблюдения

When I was doing the content analysis, I found a lot of posts on Instagram and videos related to the use of “CCTV cameras” and the “Sergek” in particular. I have noticed that almost all users wrote negative comments and most of them were about dissatisfaction. The most interesting comments under the videos were:

- “Cameras are installed to replenish the budget with fines.”
- “Hello to everyone, in Astana, people live as in a colony settlement, everywhere cameras, cops, soldiers, etc., just if there are cameras, then let the police be reduced. It seems to us soon stripes on clothes with numbers will be made like those of the prisoners and will be observed and immediately calculated by the number. Let first expand the streets and do parking, instead of crushing the people with fines and taxes.”
- “This is a total surveillance of people, violation of constitutional human rights.”
- “Infringement of civil human rights.”
- “They figured out how to rob competently, by 2030 cameras will be installed in each house and in each apartment.”

Based on these comments, I concluded that people are not satisfied with these cameras, because they openly expressed their opinions and even shared their life experiences. In their opinion, the cameras are installed not to maintain order in society, but to penalize people, thereby replenishing the state budget.

Conclusion

The research project was done in order to identify CCTV’s effectiveness in crime investigation, as well as prevention in Kazakhstan and reveal possible proposals to improve the performance of surveillance cameras. So, the methodology I used to gather the information helped me to draw the following conclusions:

1. How often victims of crime/accidents address CCTV camera recordings?

According to the survey and focus group discussion, 104 respondents out of 139 did not turn to CCTV cameras as a victim of a crime/accident, although it was predicted that people often apply for camera recordings since at present there are more than 20,000 cameras in our country, and 4028 surveillance cameras work in Ust-Kamenogorsk. Therefore, the results did not fully support the chosen hypothesis.

2. What's the rate of crimes investigated thanks to CCTV camera recordings?

In this case, the results also did not confirm the hypothesis, since it was assumed that the crime investigation rate could be higher than the average. In fact, the proportion (45.2%) of investigated crimes is below average and it can be concluded that the difference between the two indicators is not so large, but in most cases, crimes were not investigated thanks to the CCTV cameras recordings. According to another study, the results showed that 41.6% of respondents consider CCTV cameras to be reasonably effective (Moyo, 2019). Hence, the results of two studies show that the efficiency of the cameras is relatively medium and the reason for this is people's dissatisfaction with the principle of their work.

3. What are the advantages of CCTV cameras?

According to the survey and focus group discussion, it can be concluded that there are several benefits of using CCTV cameras, but the most popular, apart from "collection of evidence", "crime deterrent" and "monitors activities" are the following:

- Cost-effective
- Low maintenance
- People feel safer

Moreover, results of a survey of another study about the advantages of cameras were also the same, that is, 80% and 68% believe that CCTV cameras will reduce crime and monitor society, respectively (Moyo, 2019).

4. What are the drawbacks of CCTV cameras?

The hypothesis I made in the beginning stated that people who have become a victim of a crime and have applied for recording cameras can identify such shortcomings of the cameras as the poor quality of the cameras or the inability to focus several people's faces. My hypothesis was confirmed since most people highlighted these shortcomings. It is also worth noting the following drawbacks:

- Vulnerable to damage
- Invasion of privacy

5. How CCTV cameras can be improved to better prevent and investigate crimes?

The results on this question also coincided with the original hypothesis, that is, people offered new versions of cameras with improved capabilities, such as night vision, improving the quality of shooting and recording sound.

In conclusion, even though my hypothesis has not completely verified I am highly confident about points of the conclusion that are based on the results of primary research methods, because I was able to find answers to research questions and some of them were confirmed by the results of other research study on this topic. Furthermore, since the results of primary and secondary research were relatively similar, my understanding of the research problem improved and knowledge about this topic also expanded.

Evaluation

The focus of this study was to determine the CCTV's effectiveness in crime investigation, as well as prevention in Kazakhstan and reveal possible proposals to improve the performance of surveillance cameras. Research questions that are addressing preceding aim were well chosen for the following reasons:

1. They determined how often people turn to CCTV cameras and whether they help them solve crimes / accidents
2. The advantages and disadvantages of using video cameras were identified
3. Thanks to their experience and personal knowledge, people offered their suggestions for improving cameras

Research tools that were used were enough efficiently. Firstly, an online survey was conducted to collect accurate data, but its disadvantage was that respondents in open-ended questions departed from the main topic, which made it difficult to generalize the results. Going forward, it would be better to conduct a street survey questionnaire to expect more accurate answers from people. Secondly, focus group discussion that aimed to supplement the data, gathered in survey was as important as others and helped to get more detailed and reliable arguments. The main drawback of this method was the fact that due to the difference in ages, respondents often had different opinions and answers, which sometimes caused a dispute between representatives of different generations. Hence, participants need to be divided by age category to avoid conflict and dominance over others. Thirdly, a document analysis was chosen to know about people's attitude towards "CCTV cameras" through social media. However, it did not perfectly provide all of the necessary information required to answer your research questions. Therefore, the next time it is necessary to analyze other sources in order to supplement the answers to the remaining research questions.

Based on this, it can be concluded that all research questions were answered, and the corresponding results were made based on these answers. Therefore, even though the research methods had their drawbacks, the results are quite applicable and accurate. Furthermore, the results of primary and secondary research were relatively similar, which proves their applicability and the degree of generalization.

Further research

To improve the existing work, I first need to change one method of research: document analysis. In order to get more useful information and make the project more productive and effective, I could conduct a social experiment. To be more precise, the work of CCTV cameras could be checked by arranging theft or petty hooliganism. Hence, this will help to obtain more accurate results and increase the degree of generalization of outcomes and the applicability of conclusions. It is also necessary to find out the situation of CCTV cameras in other areas, because people from the East Kazakhstan region mainly took part in the study process. Raising this topic in different large cities can give a great impact to this project, providing an opportunity to explore this topic even deeper. In addition, it was necessary to arrange an interview with those who became victims of a crime /

accident and turned to CCTV cameras. These two proposals are essential for increasing confidence in the conclusions and generalizations from the research.

From the answers to the questions of this research project my personal perspectives have changed, before the research I thought that the installation of surveillance cameras can guarantee safety and, in the event of a crime, turn to the work of these surveillance methods to prove that they were victims of the crime and find the culprit. However, from the conclusions it can be understood that the use of CCTV cameras can't fully guarantee safety. Therefore, my future goal is to explore this research project deeper, since the issue of public crimes is one of the acute problems, which violates social norms and causes great condemnation among people.

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Appendices

Appendix 1 - Survey

Q1. How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over

Q2. What is your gender?

- Male
- Female

Q3. Have you ever addressed "CCTV cameras" as a victim of crime/accidents?

- Yes
- No

Q4. Do you know anyone who addressed "CCTV cameras" as a victim of crime/accidents?

- Yes
- No

Q5. If "yes" in 3rd question, did it help to investigate a crime/accidents?

- Yes

- No

Q6. If "yes" in 4th question, did it help him/her to investigate a crime/accidents?

- Yes
- No

Q7. What advantages of "CCTV cameras" can you highlight?

- Crime deterrent
- Collect evidence
- Monitors activities
- Another advantage _____

Q8. What disadvantages of "CCTV cameras" can you highlight?

- Vulnerability
- Difficulty in recognizing faces
- Invasion of privacy
- Another disadvantage _____

Q9. Would you address CCTV cameras if you become a victim of crime?

- 1 (Very unlikely)
- 2 (Unlikely)
- 3 (Neutral)
- 4 (Likely)
- 5 (Very likely)

Q10. Should "CCTV cameras" continue working in KZ?

- Yes
- No

Q11. How "CCTV cameras" can be improved to better prevent and investigate crimes?

Appendix 2 – Focus group discussion

Questions:

1. Do you know about CCTV cameras (Sergek in particular) and its principle of work?
2. Are you familiar with situations, when CCTV cameras helped to investigate crimes?
3. Do you think CCTV cameras are effective in preventing and investigating crime in Kazakhstan?

4. Can CCTV camera ensure public safety?
5. Do you think that CCTV cameras have a threat of penetration into a person's privacy?
6. Are you aware about any drawbacks of CCTV cameras?
7. Do you think that CCTV cameras should work in the future?
8. What is public`s general attitude towards CCTV cameras (Sergek in particular)?
9. Would you address CCTV cameras if you become a victim of crime?

Appendix C – Document analysis

The comments under the videos about CCTV cameras