



Procedural Justice:
A systematic literature search and technical report to the
National Policing Improvement Agency*

By Sarah Bennett, Rebecca Denning, Lorraine Mazerolle and Belinda Stocks
Centre of Excellence in Policing and Security (CEPS)

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In collaboration with
Renata Anibaldi
Kate Daffy
Patricia Ferguson
Natalie Gracia
Alice Hutchings
Amanda King
Matthew Manning
Jen Owens
Steven Sellers

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This report represents the views of the authors and not those of the NPIA.

Summary

The Research, Analysis and Information Unit (RAI) of the National Policing Improvement Agency (NPIA) have identified 'the procedural justice thesis' as an important development in policing research with plans to replicate US research in a UK context. To facilitate their research agenda, the Centre of Excellence in Policing and Security (CEPS) at Griffith University developed a comprehensive search strategy and conducted a methodologically rigorous systematic literature search of procedural justice between April and June, 2009. Twenty-two keywords were identified and searched on six electronic databases and two library catalogues.

Main finding from the report:

- Over 20,600 records were retrieved and reviewed across all of the datasources and search terms used. Of these, 2,526 records were identified as relevant to the research questions posed by the RAI and of these 794 were unique records/references.
- The amount of relevant material retrieved across the searches was impressive but the inclusion percentage was very low at 12 percent. This was mostly caused by a combination of keywords which returned a high number of ineligible results. Whilst these words had been piloted the research team had been reluctant to eliminate them as they retrieved new material of interest. Future systematic searches should adopt a much more ruthless approach to keyword selection and only chose those words that returned a very high inclusion rate.
- Informit and Web of Knowledge produced the most number of eligible records and/or percentage of included records for the systematic search.
- The research questions were very broad in order to be inclusive of the variety of literature developed on the subject of procedural justice and police legitimacy. Future literature searches would benefit from identifying one specific dimension of procedural justice (for example confidence) and target the search accordingly.
- Analysis of the relevant literature indicated that survey methods have been used predominately to assess procedural justice measures such as confidence and/or ratings of the police.
- Most research found on legitimacy and procedural justice has focused on the way in which the *police* treat the public.
- The majority of studies identified in the relevant literature originated in the USA. Research by Sunshine and Tyler was most frequently retrieved in the systematic search.
- Of the 794 abstracts reviewed, only 34 studies specifically listed an experimental method (e.g. with a control group). Given that our results highlighted a large increase in publications/interest over time, we would suggest that more experimental research should be conducted to advance knowledge of procedural justice and legitimacy.

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Abbreviations used in the technical report

| Abbreviation | Meaning |
|--------------|---|
| APA | American Psychological Association (5 th edition) |
| BIO | Biography |
| CEPS | Australian Research Council Centre of Excellence in Policing and Security |
| CSA | Cambridge Scientific Abstracts |
| CUL | Cambridge University Library |
| Ingenta | Ingenta Connect |
| IRR | Inter-rater reliability |
| N/A | Not Applicable |
| NCJRS | National Criminal Justice Reference Service |
| NDLTD | Networked Digital Library of Theses and Dissertations |
| NIJ | National Institute of Justice |
| NPIA | National Policing Improvement Agency |
| NPL-NPIA | National Police Library via National Policing Improvement Agency |
| RA | Research Assistant |
| RAI | Research, Analysis and Information Unit |
| Ref | Reference |
| SPSS | Statistical Package for Social Sciences |
| SR | Senior Researcher |
| UK | United Kingdom |
| UP | University of Pennsylvania Library |
| USA | United States of America |
| Wiley | WileyInterscience |
| WOK | Web of Knowledge |

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1. Introduction and Overview

The legitimacy of social institutions, such as the police, is paramount for maintaining social order in communities. To be effective, policing requires the ongoing support and voluntary cooperation of the public. Research suggests that when the police treat citizens fairly and respectfully, using 'procedural justice' approaches, people will view the police as legitimate legal authorities, comply with police instructions, and cooperate with requests. Citizens who perceive the police as legitimate are more likely to obey laws without the threat of punishment, are subsequently less likely to make complaints about their encounters with the police, have higher levels of satisfaction with the police generally, and are more likely to report crime and disorder problems (see Kane, 2005; Tyler, 1990; Tyler, 2003; Tyler & Huo, 2002).

Understanding how to foster legitimacy is particularly important in the post 9/11 era where new types of public safety emergencies, coupled with a range of contemporary ethnic, religious, cultural and ideological issues create new challenges for the police and raise public concern about the growing social isolation and marginalisation of some groups. When negative perceptions of police legitimacy exist, the police struggle to elicit cooperation and compliance during street encounters and leave themselves vulnerable to citizen complaints against them. Non-compliance with police can escalate to violence towards police officers, and in turn, increase the risk of harm to the citizens at the encounter (Reiss, 1971). Moreover, when the police are not perceived as a legitimate authority, they are often thwarted as they seek help from citizens in the form of crime incident reporting, and consequently fail to satisfy public demands for police service (see Hawdon, 2008; Kane, 2005; Mastrofski, Snipes & Supina, 1996; McCluskey, 2003; Reiss, 1971; Tyler & Huo, 2002).

1.1 Purpose

The Research, Analysis and Information Unit (RAI) of the National Policing Improvement Agency (NPIA) identified 'the procedural justice thesis' as an important development in policing research with plans to replicate US research in a UK context. To facilitate the RAI research agenda, a better understanding of the available procedural justice literature was required.

In April 2009, the RAI tasked the Centre of Excellence in Policing and Security (CEPS) with a systematic literature *search* of procedural justice. The systematic search

focused on specific research questions and attempted to *identify* literature relevant to the question. Unlike a systematic *review* however, the search did not attempt to answer the questions posed, appraise the experimental quality of the selected literature, or summarise or synthesise data from the literature in (for example) a meta-analysis.

To guide the literature search and help identify literature that would assist their research goals, the RAI proposed the following questions:

1. How is legitimacy conceptualised in the criminal justice field?
2. What empirical evidence is there for the impact of the following on public confidence or ratings of the police?
 - Police effectiveness in tackling crime, anti-social behaviour and local problems; and
 - ‘process policing’ – procedural fairness or the way the police treat members of the public.
3. What empirical evidence is there for the impact of the following on cooperation with the police and compliance with the law?
 - Police effectiveness in tackling crime, anti-social behaviour and local problems;
 - Perceived risk of being caught and punished for committing a crime; and
 - ‘Process policing’ – procedural fairness or the way the police treat members of the public.

1.2 Objectives and outputs

This technical report describes the search strategy, presents the results of the systematic search and provides the RAI and other scholars with a ‘bank’ of literature on procedural justice to assist with future research. The main goal of the systematic search was to use an objective and transparent approach that minimised bias to create a database of relevant literature that could be replicated or added to in the future. In addition, the following outcomes were considered central to the success of the project:

- Develop a search strategy in collaboration with the RAI that would address the research questions;
- Identify data sources (primarily electronic) that would capture literature of relevance;

- Create a coding framework that would enable the RAI to identify specific literature when required (for example, research utilising surveys of procedural justice). Literature would be coded from the abstracts only;
- Conduct a methodologically rigorous search of literature databases using the devised search strategy;
- Record results in an electronic database using universally accessible software to enable easy interrogation of the data; and
- Produce a reference library for relevant literature using an accessible referencing software package that would allow the RAI to cite documents in future reports and allow for flexibility in terms of referencing styles (e.g. APA, Harvard, Annotated).

1.3 Organisation of the technical report

This technical report presents the methodology for and evidence from a systematic search of procedural justice. Specifically, the structure of the technical report is as follows:

Section 2: Research Methods. The methods section provides a detailed description of how the search strategy was developed in response to the research questions (e.g. keywords, coding framework) and the identification of data sources that would capture relevant material. In addition, this section describes the piloting of the search strategy, training researchers and conducting inter-rater reliability tests to optimise consistent coding. The section concludes with a description of how the results of the searches were compiled and organised in order to assist with the interrogation of the systematic search data.

Section 3: Results. Evidence from the systematic searches are summarised and presented with an emphasis on the most effective search terms, electronic catalogues used, and the most cited articles across the data sources that are relevant to the NPIA research questions. In addition, the results propose how to best utilise the database of over 20,000 records retrieved from the comprehensive search of procedural justice literature.

Section 4: Conclusion. This section summarises the main findings of the systematic search and includes recommendations for improving the search strategy for future research.

Section 5: Appendices. The references for the systematic search are presented in Appendix C. Additionally, a subset of references identifying a survey in the methods is presented as Appendix D. The research team developed valuable guides for searching selected electronic resources (e.g. Cambridge Scientific Abstracts, Proquest etc.) as well as coding instructions. These documents are 'stand alone' documents which may be of use to the RAI and other scholars when conducting searches in the future.

2. Research Methods

The main purpose of a systematic literature search is to provide a consistent, unbiased and transparent approach to identifying existing evidence that in turn will provide a foundation upon which future research activities can be built.

A search strategy was developed in consultation with the RAI that incorporated the following process:

1. Determine period of time to be covered by search;
2. Develop a list of keywords from the RAI research questions;
3. Identify data sources (with an emphasis on electronic sources) that would capture relevant material;
4. Determine system for assessing whether documents were relevant to the research questions;
5. Develop process for coding relevant material;
6. Create database for recording literature of relevance;
7. Create library for recording abstracts and references of relevant material;
8. Define search and recording procedure;
9. Train staff and conduct inter-rater reliability to optimise consistent coding;
10. Conduct searches and categorise studies on the basis of a review of the abstract;
11. Merge individual search results into one comprehensive database; and
12. Review selected material and 'clean' data to ensure consistency.

The subsequent sections will provide extensive detail around how each part of the search strategy was developed.

2.1 Period of time to be covered by systematic search

The research team completed a preliminary review of literature focusing on authors who have given significant consideration to the 'design' of procedural justice and legitimacy (e.g. Tyler, Murphy, Hinds, Kane and Hawdon) to determine the period of time that should be covered in the search strategy. Our team came to the conclusion that procedural justice and legitimacy as criminal justice concepts developed significantly from 1990 when Tyler's influential book *Why People Obey the Law* was first published. However, it was clear from the literature that important foundational works were conducted in the 1980s that should be included in the search (e.g. Tyler and Lind's (1986) *Procedural processes and legal institutions*, Roehl's (1988) *Measuring perceptions of procedural justice*, etc.). Consequently, the research team decided to include books, book sections, journal articles, reports, dissertations and electronic sources (hereafter referred to as 'documents' or 'literature') from 1980 in order to be inclusive of significant literature on procedural justice and legitimate policing.

2.2 Keyword formulation

Determining the right keywords or search terms is a critical component of a search strategy that will elicit relevant information. The research team spent a considerable amount of time conceptualising and piloting search terms. This section describes the two phases used to arrive at the final set of keywords. The first phase focused on developing a list of keywords and phase two focused on refining the keywords into a search structure.

It should be noted that any compound terms (e.g., procedural justice; criminal justice) were always considered as a single term and entered into searches in quotes (i.e., "procedural justice"). This strategy ensured that the database searched for the entire term rather than "procedural" AND "justice", which would clearly produce very different results. In addition, search terms with multiple iterations from a base word stem (e.g. fair, fairness, fairly) were typed in as word* (e.g. fair*). This approach enabled the researcher to capture relevant literature with fewer searches, thereby saving time.

2.2a Preliminary Keywords

Keywords were identified initially from the research questions posed by the RAI (see section 1.1: Purpose) and are presented in Table 2.2a. The search terms were organised into broad concepts or 'Tiers' as follows:

- Tier 1: Criminal Justice Agencies to retrieve literature relating to criminal justice organisations (e.g. the police) as opposed to other organisations (e.g. tax office, armed forces etc.).
- Tier 2: Procedural Justice and Associated Terms. Synonyms for the phrase 'procedural justice' were identified from literature by authors considered foundational to the development of procedural justice and legitimacy as concepts in the criminal justice setting.
- Tier 3: Procedural Justice Outcomes. Research suggests that there are measurable outcomes to procedural justice approaches and legitimate policing (e.g. compliance). As with Tier Two terms, the research team reviewed literature by foundational authors to draw out additional keywords that would assist with retrieving relevant literature.
- Tier 4: Evidence Focused Filters. A central objective was to develop a search strategy that would identify quality publications relevant to the research questions. Consequently, research related terms were included.

From this preliminary list, the research team set out to refine the keywords and determine how best to search on the terms in order to produce the greatest number of relevant literature with the least number of searches.

Table 2.2a: Preliminary Keywords for Procedural Justice Systematic Literature Search

| Tier 1 Criminal Justice Agencies | Tier 2 Procedural Justice & Associated terms | Tier 3 Procedural justice outcomes | Tier 4 Evidence focused filters |
|--|---|---|---|
| Police Policing "Criminal Justice" "Law Enforcement" Court Prison Correction* Authorities | "Procedural Justice" "Procedural Fairness" "Fair Procedure" "Fair Process" "Effective policing" "Police effectiveness" "Distributive justice" "Process Policing" "Fair Outcome" | Compliance Comply Confidence Cooperat* (Cooperate, cooperation) Fair* (fair, fairness, fairly) Legitima* (Legitimacy, legitimate) Rank* (Rank, Ranking) Participat* (Participation, Participate) Satisfaction "Social Capital" Trust* (Trust, Trusting) | Study Studies Research Empirical Evaluation Theor* (used in combination with 'legitimacy' in Tier 3 keywords only to answer RAI question 1. |
| 8 Keywords | 9 Keywords | 11 Keywords | 6 Keywords |

2.2b Refining Keywords

An important goal of the search strategy was for each search to produce different/unique but relevant results. The research team determined that the Tiers searched independently would generate a vast number of hits, most of which would be irrelevant. For example, searching on the term 'police' in isolation resulted in 59,869 records using Cambridge Scientific Abstracts (CSA), whilst 'procedural justice' on its own produced 849 hits, 'compliance' produced 10,005 and 'study' produced 309,253.

The research team decided to combine Tiers 1 and 2 in searches to generate literature focused on criminal justice agents and procedural justice. Additionally, combining criminal justice agencies (Tier 1) with outcomes (Tier 3) would draw out literature on methods/factors that would have an impact on effects such as compliance, cooperation and confidence but might not have resulted from procedurally just procedures (e.g. risk of being caught). It was hoped that these two search iterations would help to conceptualise legitimacy in the criminal justice system generally and help tease out the relative importance of:

- Police effectiveness in tackling crime, anti-social behaviour and local problems;
- Perceived risk of being caught and punished for committing a crime; and

- The way the public were treated by the police;

ON cooperation with the police and compliance with the law and/or confidence or ratings of the police?

A series of pilots were conducted to test the merit of the search combinations (Tiers 1 + 2 and Tiers 1 + 3). It should be noted that not all keyword combinations were piloted and the pilot searches were conducted in predominately CSA and Ovid, as their holdings provided detailed coverage of criminology and related disciplines. Pilots reviewed the first twenty records returned in the search. Effort was initially made to return the results in a 'random' order to avoid any bias that might occur as a result of more recent articles returning first; but listing the results by author's email address, URL or other fields proved to be more problematic (e.g. many documents had missing fields) and this idea was abandoned.

Pilots of the Tier 1 and 2 keywords produced promising results in CSA and Ovid (database descriptions are provided in section 2.3b of this report). Table 2.2b1 provides examples of the many searches conducted on the initial list of keywords. The 'search field' in the table refers to the part of the document that the database searched for the search terms (e.g. in keywords only, abstract, authors, full text etc.). In the examples provided below, the searches were conducted on document abstracts.

Search terms generating a 75 percent or more inclusion rate were considered productive. Search terms under 75 percent were not necessarily excluded but in such cases the research team considered:

- The number of records that would not have been located using other more successful search terms (e.g. police and "procedural justice");
- The number of records to be reviewed in the search. For example, where there were few abstracts to review in order to capture an eligible document that would not have been located using other search terms, we considered keeping the keyword; and
- Whether other databases produced more successful results for the keyword(s). For example, searching on the keywords police and "procedural fairness" resulted in an 80 percent rate in Ovid and a 60 percent inclusion rate in CSA.

| Table 2.2b1 Pilot of Tier 1 and 2 search terms | | | | | | |
|--|-------------------|--------------|------------------------|--------------|------------|-------------|
| Database | Keywords | | | | Total Hits | % Inclusion |
| | Tier 1 | Search Field | Tier 2 | Search Field | | |
| CSA | police | abstract | "procedural justice" | abstract | 61 | 95% |
| Ovid | police | abstract | "procedural justice" | abstract | 34 | 75% |
| CSA | police | abstract | "procedural fairness" | abstract | 5 | 60% |
| Ovid | police | abstract | "procedural fairness" | abstract | 5 | 80% |
| CSA | policing | abstract | "procedural justice" | abstract | 24 | 95% |
| Ovid | policing | abstract | "procedural justice" | abstract | 7 | 86% |
| CSA | "law enforcement" | abstract | "procedural fairness" | abstract | 0 | 0% |
| Ovid | "law enforcement" | abstract | "procedural fairness" | abstract | 1 | 100% |
| CSA | "law enforcement" | abstract | "procedural justice" | abstract | 10 | 67% |
| Ovid | "law enforcement" | abstract | "procedural justice" | abstract | 7 | 71% |
| CSA | police | abstract | "distributive justice" | abstract | 10 | 20% |
| Ovid | police | abstract | "distributive justice" | abstract | 5 | 60% |
| CSA | policing | abstract | "distributive justice" | abstract | 3 | 0% |
| Ovid | policing | abstract | "distributive justice" | abstract | 0 | 0% |
| CSA | police | abstract | "process policing" | abstract | 1 | 0% |
| Ovid | police | abstract | "process policing" | abstract | 0 | 0% |
| CSA | police | abstract | "fair outcome" | abstract | 0 | 0% |
| Ovid | police | abstract | "fair outcome" | abstract | 2 | 0% |
| Note: For each search, only the first 20 records were reviewed | | | | | | |

From the review of Tier 1 and 2 words, the "process policing" and "fair outcome" were removed from the list of keywords.

The research team also conducted a review of Tier 1, Tier 3 and Tier 4 keywords. Results from a series of pilots indicated that Tier 1 and 3 terms produced much higher hits with much lower inclusions. Please see Table 2.2b2 for a subset of piloted terms.

| Database | Keywords | | | | | | Total Hits | % Inclusion |
|----------|----------|--------------|------------------|--------------|----------------|--------------|------------|-------------|
| | Tier 1 | Search Field | Tier 3 | Search Field | Tier 3 | Search Field | | |
| CSA | police | abstract | rank* | abstract | | | 529 | 0% |
| Ovid | police | abstract | rank* | abstract | | | 207 | 2% |
| CSA | police | abstract | satisfaction | abstract | | | 588 | 10% |
| Ovid | police | abstract | satisfaction | abstract | | | 279 | 25% |
| CSA | police | abstract | "social capital" | abstract | | | 55 | 15% |
| Ovid | police | abstract | "social capital" | abstract | | | 10 | 5% |
| Ovid | police | abstract | trust | abstract | | | 103 | 35% |
| CSA | police | abstract | compliance | abstract | | | 214 | 5% |
| CSA | police | abstract | compliance | abstract | evidence terms | abstract | 128 | 25% |
| CSA | police | abstract | cooperation | abstract | | | 705 | 15% |
| CSA | police | abstract | cooperation | abstract | evidence terms | abstract | 322 | 40% |
| CSA | police | abstract | fair | abstract | | | 155 | 40% |
| CSA | police | abstract | fair | abstract | evidence terms | abstract | 87 | 50% |

Note: For each search, only the first 20 records were reviewed

The research team spent a substantial amount of time negotiating how best to utilise the keywords. Where a high percentage of eligible records from keywords/phrases with a low inclusion rate could be retrieved using other more successful keywords/phrases, then the search term was eliminated. For example, over 85 percent of eligible records from satisfaction and "social capital" were also retrieved using the Tier 1 and Tier 2 combinations. Given that these terms produced very large hits, which would require considerable time to review, these terms were eliminated from the search strategy. Through this process the following keywords were eliminated: Rank*, Participat*, Satisfaction, "Social Capital" and Trust*.

The RAI had indicated an emphasis on 'empirical evidence' in list of questions (see section 1.1). Where there were useful and unique records from the search, the research team explored using 'evidence' focused terms to increase the inclusion rate. Police and cooperation, for example, generated 705 hits in CSA with a 15 percent inclusion rate. Adding in the evidence focused terms Study, Studies, Research,

Empirical and Evaluation to the search halved the number of hits and increased the inclusion rate to 40 percent.

Whilst many of the inclusion rates were not ideal, the research team was reluctant to eliminate terms that would generate relevant literature not captured through other searches. The piloting of keywords also led researchers to refine the evidence focused filters into a Boolean operator where available. Instead of searching on six keywords, it was possible to combine the search terms in brackets using OR (e.g. Study OR Studies OR Research OR Empirical OR Evaluation OR Theor*).

At the end of the pilot a final list of keywords was created. These are presented in Table 2.2b3. The keyword combinations produced 104 searches [(Tier 1 (8) X Tier 2 (7) = 56) + (Tier 1 (8) X Tier 3 (6) X Tier 4 (1) = 48) = 104].

Table 2.2b3: Keywords for Procedural Justice Systematic Literature Search

| Tier 1 Criminal Justice Agencies | Tier 2 Procedural Justice & Associated terms | Tier 3 Procedural justice outcomes | Tier 4 Evidence focused filters [using Boolean functions] |
|--|--|---------------------------------------|--|
| Police | "Procedural Justice" | Compliance | Study |
| Policing | "Procedural Fairness" | Comply | Studies |
| "Criminal Justice" | "Fair Procedure" | Confidence | Research |
| "Law Enforcement" | "Fair Process" | Cooperat* (Cooperate, cooperation) | Empirical |
| Court | "Effective policing" | Fair* (fair, fairness, fairly) | Evaluation |
| Prison | "Police effectiveness" | Legitima* (Legitimacy, legitimate) | Theor* (used in combination with 'legitimacy' in Tier 3 keywords only to answer RAI question 1. |
| Correction* | "Distributive justice" | | |
| Authorities | | | |
| 8 Keywords | 7 Keywords | 6 Keywords | 1 Keywords |

The 'search field' was also piloted in databases with this functionality existed. Results indicated that the search 'anywhere' in the document option produced more hits with a lower inclusion percentage than searches conducted on the abstract only or title, abstract and descriptors. For example, police and "procedural justice" generated 136 records when the search field 'anywhere' was used in CSA with a 60 percent inclusion. When the 'abstract' only field was used with the same terms in CSA, 61 records were returned and the inclusion rate jumped to 90 percent. Consequently, the research team decided to search on the abstract when this option was available.

2.3 Database selection

A fundamental objective was to develop a search strategy that could be replicated by the RAI or other researchers in the future. Consequently, the focus was to utilise electronic databases/resources that could be generally accessed (e.g. not restricted material through an organisation's intranet). Additionally, it was considered important to locate 'grey' literature or material that is not formally published, such as working papers, unpublished dissertations, and reports (e.g. government, non-government, technical reports etc.). The research team produced a preliminary set of electronic databases/resources consisting of 10 academic databases, 2 agency websites, and 3 library catalogues; totalling 15 databases. Please refer to Table 2.3.

Table 2.3. Preliminary Database Selection

| Database | Data Entry Name | Sub-database | Data Entry Name |
|---|-----------------|---|-----------------|
| CSA | CSA | Criminal Justice Abstracts | CJA |
| | | Sociological Abstracts | SOC |
| | | SAGE Criminology | SAGECRIM |
| | | SAGE Sociology | SAGESOC |
| | | SAGE Political Science | SAGEPS |
| Informit | Informit | CINCH | CINCH |
| Ingenta Connect | Ingenta | - | - |
| Networked Digital Library of Theses and Dissertations | NDLTD | - | - |
| National Criminal Justice Reference Service | NCJRS | - | - |
| Ovid | Ovid | PsycARTICLES | PsycART |
| | | PsycEXTRA | PsycEXTRA |
| | | PsycINFO | PsycINFO |
| Proquest | Proquest | Proquest - Dissertations and Theses | PQ-DT |
| | | Proquest - Psychological Journals | PQ-Psych |
| | | Proquest – Social Science Journals | PQ-SS |
| Science Direct | Science Direct | | Science Direct |
| Informaworld | | Taylor and Francis Journals | TandF |
| Web of Knowledge | WOK | Arts and Humanities Citation Index | AH |
| | | Web of Science - Social Sciences Citation Index | SS |
| | | Web of Science - Science Citation Index | Sci |
| WileyInterscience | Wiley | - | - |
| Home Office | Home Office | - | - |
| National Police Library via NPIA | NPL-NPIA | - | - |
| Cambridge University Library | CUL | - | - |
| University of Pennsylvania Library | UP | - | - |

Two issues emerged when choosing the databases to be included in the search strategy. The first was to identify any unnecessary duplication between databases which was completed by doing a comparison of the source content of each database. The second was to identify the idiosyncrasies of each database, and prepare instructions for research assistants that maintained the integrity of the search strategy.

2.3a Database content comparison

The content of each database was accessed either from information provided on the website, or by contacting the provider directly. Where it was unreasonable to compare individual entries (for example, some databases had more than 7000 subscribed journals), publisher lists were compared. Where only individual sources were available, these were entered into a Microsoft Excel spreadsheet and compared with other databases using the find function. This process could have been improved using the 2007 version of Excel as it has a duplicates feature not in the 2003 version, but this software was not available at the work site. An additional but secondary consideration was whether the database had the facility to export the citation to a referencing software package such as EndNote, thereby saving considerable time by uploading citations automatically.

The content comparison of each database revealed significant duplication. The exclusions are summarised below, each with a rationale.

1. NCJRS and NIJ

The content found in NCJRS and NIJ is captured by other databases in the list. Specifically, Ovid's PsycEXTRA captures the NCJRS and NIJ grey literature, while a combination of CSA, Informit, ProQuest, and Ingenta, captures the relevant journals that NCJRS subscribe to. In addition, the search capability of these sites is poor and would quadruple the amount of searches in both NCJRS and NIJ. Finally, these databases do not have any capacity to transfer data to EndNote or other referencing software.

2. Informaworld (Taylor and Francis)

All Taylor and Francis journals are captured by Ingenta.

3. Networked Digital Library of Theses and Dissertations (NDLTD)

This database is a project managed by Virginia Tech. It is not an extensive database of dissertations and only holds 13, 881 entries. ProQuest – Dissertations and Theses is the most comprehensive database of its kind in the world, with 2.4 million entries. Additionally, NDLTD has no capacity to transfer data to referencing software.

4. Home Office

Home Office publications are captured by PsycEXTRA and CSA. Furthermore, the search engine returns links to the full text record rather than displaying an abstract. Consequently, links for each returned record would have to be followed in order to determine the eligibility of the document. The site does not have the capacity to transfer data to referencing software.

5. PsycARTICLES as a sub-database

PsycARTICLES is an additional database to Ovid with a focus on content with FULL text. PsycINFO returns all of the same records but includes material without full text. This sub-database would provide duplicate records.

6. Science Direct

The non physical science publishers/publications of relevance to the procedural justice review are provided below with a listing of where the material content is captured elsewhere in the search strategy:

- Academic Press captured in Ingenta;
- PsycARTICLES captured in Ovid; and
- Elsevier captured in Ingenta.

7. Wiley Interscience

Wiley Interscience is also known as Blackwell Publishing. Content from Blackwell is captured in Ingenta.

8. Science Citation Index

Science Citation Index is a sub-database in Web of Science (within Web of Knowledge). Records that are relevant to the procedural justice review are duplicated in either the Arts and Humanities Citation Index or Social Science Citation Index of Web of Science. Removing this sub-database substantially reduces the amount of exclusions for Web of Science without losing relevant material.

9. University of Pennsylvania

Given that the Cambridge University Library is a copyright library, and the National Policing Library will be searched, there is unnecessary duplication by using the University of Pennsylvania catalogue.

Following the review of content, ProQuest Legal Module was added as a sub-database in the ProQuest search to capture additional relevant material produced in the legal literature.

Table 2.3a presents the list of databases and sub-databases as well as abbreviations used in the search strategy. The final list included 6 databases (CSA, Informit, Ingenta Connect, Ovid, Proquest and Web of Knowledge) and 2 library catalogues (National Police Library and the Cambridge University Library and dependent libraries)

Table 2.3a. Databases for the Procedural Justice Systematic Literature Search

| Database | Data Entry Name | Sub-database | Data Entry Name |
|--|-----------------|---|-----------------|
| CSA | CSA | Criminal Justice Abstracts | CJA |
| | | Sociological Abstracts | SOC |
| | | SAGE Criminology | SAGECRIM |
| | | SAGE Sociology | SAGESOC |
| | | SAGE Political Science | SAGEPS |
| Informit | Informit | CINCH Criminology | CINCH |
| Ingenta Connect | Ingenta | - | - |
| Ovid | Ovid | PsycEXTRA | PsycEXTRA |
| | | PsycINFO | PsycINFO |
| ProQuest | ProQuest | ProQuest - Dissertations and Theses | PQ-DT |
| | | ProQuest - Psychological Journals | PQ-Psych |
| | | ProQuest - Social Science Journals | PQ-SS |
| | | ProQuest - Legal Module | PQ-LM |
| Web of Knowledge | WOK | Web of Science – Arts and Humanities Citation Index | A&HCI |
| | | Web of Science - Social Sciences Citation Index | SSCI |
| National Police Library via NPIA | NPL-NPIA | | |
| Cambridge University Library & Dependent Libraries Catalogue | CUL | | |

2.3b Database/datasource information

This section provides some background information on the selected databases. Additional information can be found in the database websites which are provided in Table 2.3b.

Electronic resources

- **CSA**

 - Criminal Justice Abstracts (via CSA Illumina)**

 - Criminal Justice Abstracts is a criminology database maintained by SAGE publications with detailed coverage of criminology and related disciplines from 1968. The database includes both published and unpublished material (grey literature). With assistance provided by Don M. Gottfredson Library of Criminal Justice, this database is a comprehensive collection of indexes and summaries related to crime trends, prevention and deterrence, juvenile delinquency, juvenile justice, police, courts, punishment and sentencing.

 - Sociological & Social Services Abstracts**

 - These abstracts and indexes capture the international literature relating to sociology, social services and associated disciplines. There are abstracts of articles and citations to book reviews drawn from over 1800 serials publications.

 - SAGE Criminology, Sociology and Political Science**

 - The SAGE full text collections provide discipline-specific research databases in areas such as criminology, political science, psychology, sociology, and education. The database includes over 256 journals, with in excess of 360,000 full text articles, book reviews, and editorials. In particular, the criminology collection covers criminal justice, juvenile delinquency, juvenile justice, corrections, penology, policing, forensic psychology, family and domestic violence, amongst others.

- **Informit**

 - This database covers topic areas including: Agriculture; Arts; Asian; Business; Education; Engineering; Health; History; Indigenous; Law; Media; Reference; Sciences; Social Sciences; and Technology.

CINCH – Australian Criminology Database

CINCH covers all aspects of crime and criminal justice including corrections, crime, crime prevention, criminal law, criminology, juvenile justice, law enforcement, police and victims of crime and is produced by the JV Barry Library at the Australian Institute of Criminology. This sub-database includes over 57,000 records from 1968.

○ **Ingenta Connect**

Ingenta Connect covers areas relating to: Agriculture/Food Sciences; Arts and Humanities; Biology/Life Sciences; Chemistry; Computer and Information Sciences; Earth and Environmental Sciences; Economics and Business; Engineering/Technology; Mathematics and Statistics; Medicine; Nursing; Philosophy/Linguistics; Physics/Astronomy; Psychology/Psychiatry; and Social Sciences. The database includes 1,188 Social Science Publications, covering areas such as Anthropology & Archeology; Education; Families & Communities; Gender Studies; Law; Political Science; Social & Public Welfare; Social Science (General); Sociology; and Urban Studies.

○ **Ovid**

PsycEXTRA

This is a grey literature database relating to psychology, behavioural sciences and health and includes abstracts and citations for over 150,000 records, with more than 70 percent available in full text. Holdings are from 2004 to present. Material includes reports, pamphlets, magazines, videos, press releases, annual reports, grant information and conference papers. There is no overlap between PsycEXTRA and PsycINFO.

PsycINFO

This bibliographic database presents abstracts and citations in the psychology, behavioural and health sciences with holdings in excess of 2.6 million records. Ninety-eight percent of the material is peer reviewed and includes books, journal articles, chapters and dissertations. Holdings are from 1800 to present.

○ **Proquest**

Dissertations and Theses;

This searchable collection of over 2.4 million full text dissertations dating from 1861 covers a variety of topics from around the world. Since 1980, each

dissertation includes a 350 word abstract, and masters theses a 150 word abstract. Many dissertations include a 24 page preview.

Psychological Journals

This collection includes abstracts and indexes for in excess of 650 titles, with the majority available in full text. The collection covers a range of psychology disciplines, such as behavioural, clinical, cognitive, developmental, experimental, industrial, personality, physiological, psychobiology, psychometrics and social psychology. Additionally, the database includes coverage of related disciplines, such as criminology. Holdings commence from 1971.

Social Science Journals

This database covers more than 565 journals, with over 330 available in full text from 1994. The social science collection includes a variety of topics, including addiction studies, urban studies, family studies, and industrial relations.

Legal Module

This database covers more than 209 journals, with over 142 available in full text from 1991. The collection covers business law, civil law, criminal law, and more.

- **Web of Knowledge**

Web of Science

This collection of citation databases provides an overall access to six comprehensive citation databases, covering over 10,000 high impact journals worldwide. Material includes open access journals, as well as over 110,000 conference proceedings. For the purpose of the systematic search, the Social Science (2,100 major journals from 50 social science disciplines) and Arts and Humanities (6000 scientific and social science journals from 256 disciplines) Citation Indices were accessed.

Library Catalogues

- **National Policing Library via the National Policing Improvement Agency**

The National Police Library covers all aspects of policing, including police science; criminal justice; legislation; cases; training; management; and social sciences. The

online catalogue has an index of the 55,000 books, reports, theses and videos, as well as 15,000 articles indexed from 1989.

o **Cambridge University Library and dependant libraries**

Newton is the major catalogue for Cambridge University libraries. Newton includes the following holdings of Cambridge University Library: all printed books published from 1978 onwards, with the exception of Official Publications; selected Official Publications published since 1999; printed books published before 1978 considered to be of academic importance at the time of acquisition; all print journals; all electronic journals; atlases published after 1977; maps catalogued since August 2000; sheet music and recorded music catalogued after 1990; microfilms and microfiches published after 1977; audio-visual material published after 1977; and music manuscripts. Newton also covers dependent libraries, including all printed books and journals in the: Betty and Gordon Moore Library; Medical Library; Central Science Library; and Squire Law Library. Coverage of books published prior to 1978 in the University Library is incomplete.

Non electronic datasources

There was an emphasis on electronic datasources for retrieving information. However, in addition the databases listed above, the research team also reviewed biographies and/or references from authors who have written influentially on the topic of procedural justice and police legitimacy. Specifically, publication lists and biographies of the following authors were reviewed: Tom Tyler, Kristina Murphy, Lyn Hinds, Stephen Mastrofski, James Hawdon and Justice Tankebe. While this list of authors is not exhaustive, this resource was used primarily to add additional references that were not retrieved in the general search strategy.

Table 2.3b. Databases with their respective weblinks

| Database | Abbreviation | URL |
|--|--------------|---|
| CSA | CSA | http://www.csa.com |
| Informit | Informit | http://www.informit.com.au/databases |
| Ingenta Connect | Ingenta | http://www.ingentaconnect.com/ |
| Proquest | Proquest | http://www.proquest.com |
| Ovid | Ovid | http://gateway.ovid.com/autologin.html |
| Web of Knowledge | WOK | www.isiknowledge.com/ |
| National Police Library via NPIA | NPL-NPIA | www.npia.police.uk/en/8495.htm |
| Cambridge University Library & Dependent Library Catalogue | CUL | http://ul-newton.lib.cam.ac.uk/ |

2.4 Process for determining eligibility of literature

In consultation with the RAI, it was decided that the relevance of the literature would be determined on the basis of a review of the abstract.

Inclusions

Given the broad nature of the research questions, the search strategy would require a broad inclusion base. It was decided that the researcher should assess whether the document was relevant to one of the three RAI questions posed (see section 1.1 for questions) and include theoretical/discussion pieces in addition to the literature that provided empirical evidence.

Exclusions

Broadly speaking, a document would be excluded if it did not relate to criminal justice agencies or address the specific questions posed by the RAI. In addition, documents focused on political legitimacy and racial profiling were considered outside the scope of the research questions.

2.5 Coding of relevant literature

A coding template was devised that included search information, research information and reference information. In consultation with the RAI, it was agreed that the literature would be coded from the abstract or equivalent (e.g. executive summary). The following provides detail on each section of the coding strategy.

1. Search Information. The research team wanted to ensure that analysis could be completed on the keyword(s) and database(s) used to produce a specific record. Additionally, it was important to have the ability to cross check database totals and records for accuracy. To facilitate these objectives, the following information was captured in relation to the specific search:
 - *Search Date*. As new material is constantly being added to each electronic database, to cross-check results we would need to know when the search had been completed.
 - *Researcher*. Searchers were responsible for a given database or selection of keywords within a database. It was important to know who was responsible for each given search.
 - *Database and sub-database used*.

- *Keywords*. The search terms from each 'Tier' was listed in order to be able to conduct analysis on which keywords and/or combinations of keywords produced the most number of relevant results.
 - *Search Fields*. Where the function was available, the database was asked to retrieve literature identifying keywords in the document abstract rather than the full text. Early pilots suggested that the abstract only searches provided a reduced number of hits with a higher inclusion rate.
2. Eligibility. The research team decided that *all* records from each search would be inputted into the database. This would allow the research team to examine discrepancies in coding of eligible/ineligible documents and would also provide a tally of searches found on a given database to the number of records recorded. Given that a decision of eligibility is inherently subjective, despite significant training, the inclusion of the ineligible records in the searches also meant that it was possible to return to the search and review references and abstracts at a later date.
3. Research Information. The research team wanted the ability to retrieve literature with specific research criteria at a later date. For example, studies that had used quantitative methods, had administered a survey, involved victims of crime, and so on. Consequently, several questions were added to the coding template that would capture research information on eligible documents:
- *Design*. Qualitative, quantitative, mixed methods, not applicable or unknown.
 - *Primary Method*. Experimental (e.g. randomised controlled trial), survey, observations, interviews, case studies, other, and not applicable.
 - *Secondary Method*. Where multiple methods had been used.
 - *Research Question*. This was added to the coding template to help direct the RAI towards literature around each of the research questions. For example, legitimacy generally, cooperation/compliance, confidence/ranking or literature that addressed more than one research question.
 - *Agency*. Where literature was focused on specific criminal justice agencies this was coded (e.g. the police).
 - *Outcome*. The results/outcomes of the retrieved document was added to enable the researcher to identify literature with outcomes relating to the research question. For example, the way the public were treated/procedural justice had an impact on the public's confidence in the police.

- *Region*. The geographic region within which the research was conducted was included in the coding template in order to extract, for example, research conducted in the US versus other countries of interest.
 - *Population*. The participants who were the target of research methods, for example, offenders, victims, or students.
4. Reference information. A key deliverable was to provide the RAI with a complete reference with the corresponding abstract so that researchers could retrieve the article in the future. Consequently, the following items were included in the coding template:
- Reference;
 - Abstract; and
 - Link to PDF or URL where available.

A detailed instruction sheet relating to each item for coding (including examples) was created and is presented as Appendix A. More detail on training generally is presented in section 2.9.

2.6 Database for recording results

The research team contemplated developing a database for entering in search results using Microsoft Access, Statistical Package for the Social Sciences (SPSS) or EndNote. Creating a database in EndNote was considered to be an interesting option as it would provide an 'all in one' interface for researchers. Unfortunately, EndNote is user specific and therefore fields set up to code items such as the research information were not transferable to other researchers meaning that every person involved in the systematic literature search would have to manually add in fields for coding into their *own* EndNote libraries. After some deliberation, the researchers decided to 'keep it simple' and use Microsoft Excel as it is generally accessible and easy to use. Griffith University utilises Excel version 2003. Column headings were created from the coding template. Whilst the headings are listed below under each topic, on the Excel spreadsheet they formed a continuous row.

Search Information

| | | | | | | | | | |
|-------------|------------|----------|--------------|---------------|--------|--------|--------|--------|---------------|
| Search Date | Researcher | Database | Sub Database | Search Number | Tier 1 | Tier 2 | Tier 3 | Tier 4 | Record Number |
|-------------|------------|----------|--------------|---------------|--------|--------|--------|--------|---------------|

Research Information

| | | | | | | | | |
|----------|--------|----------------|------------------|-------------------|--------|---------|--------|------------|
| Eligible | Design | Primary Method | Secondary Method | Research Question | Agency | Outcome | Region | Population |
|----------|--------|----------------|------------------|-------------------|--------|---------|--------|------------|

Reference information

| | | |
|-----------|----------------------|----------|
| Reference | Link (to PDF or URL) | Abstract |
|-----------|----------------------|----------|

The senior researcher responsible for the project created a template for each database and/or portion of a database in Excel. In addition to the worksheet for coding literature, the template had a summary worksheet for each research assistant to complete. The summary sheet provided a row for each search combination with its corresponding search field (e.g. abstract), thereby ensuring that there were no missing combinations of search terms. Additionally, this summary datasheet provided a space for researchers to indicate whether the date filter was used or available (e.g. records from 1980 to present) and check that the number of 'hits' returned for a particular search was equal to the number of records reported, which was very helpful when reconciling search results. For example, some databases either removed duplicates automatically or provided a 'remove duplicates' function. This meant that sometimes the number of 'hits' did not reconcile with the number of records printed for a particular search. These within search duplicates were noted on the summary sheet so that the numbers tallied up correctly. The column headings for the summary sheet were as follows:

Researcher, database and keyword information

| | | | |
|-------------|------------|----------|---------------|
| Search Date | Researcher | Database | Search Number |
|-------------|------------|----------|---------------|

| Keywords | | | | | | | |
|----------|--------------|--------|--------------|--------|--------------|--------|--------------|
| Tier 1 | Search Field | Tier 2 | Search Field | Tier 3 | Search Field | Tier 4 | Search Field |

Date filter information and returned results

| | | | | | | |
|-----------------|------------|------------------------|------------------------------------|------------------------|------------------------|-----------------------|
| Date Filter Y/N | Total Hits | Total Records reported | Number of within search duplicates | Total Excluded Records | Total Eligible Records | % of Eligible Records |
|-----------------|------------|------------------------|------------------------------------|------------------------|------------------------|-----------------------|

2.7 Database for recording reference information

The research team decided to use EndNote version 12 (X2) as the software is readily available at Griffith University and is a user friendly referencing software package.

Some of the advantages of using EndNote include:

- Facility to present references in multiple styles (e.g. APA, Harvard, Annotated) or create a unique style to the user.
- Records the reference AND abstract where available
- Provides a 'cite as you write' function which makes it easier to include accurate citations in Microsoft Word documents.
- Has the functionality to export to Microsoft Word, Excel and Access.

In many of the databases used, it was possible to import the citations from the searches directly into EndNote as it is a popular referencing program. The researcher would then 'clean up' references to ensure the material was presented accurately and could be presented in the standard APA fifth edition style.

2.8 Define procedure for completing searches

Prior to training staff and conducting searches, senior researchers reviewed a series of abstracts to discuss issues of eligibility and coding. Following this, the senior researcher conducted a full Tier 1 and 2 search combination (police and "procedural

justice”) in CSA with a result of 50 records. This search would later form the basis for training research assistants and conducting an inter-rater test of reliability (see section 2.9). The senior researcher printed off results, assessed records for eligibility, coded the records into the Excel database (including summary sheet) and imported references into EndNote. Through this course of action, a very detailed step-by-step instruction document was created. This search and coding document is provided in Appendix A.

A document detailing database idiosyncrasies was also developed. In particular, the database instructions document provided information on:

- *Where to locate the database.* Some databases had to be accessed via the Griffith University library page whilst others had a weblink for general access.
- *Where and how to type in searches.* Senior researchers tested basic and advanced search options as well as the use of Boolean functions.
- *How to print off records.* Unfortunately, printing off references in abstracts in some databases was not self-evident and required some manipulation (e.g. copying and pasting documents into a word file).
- *Importing citations into EndNote.* Each database had a unique process for importing citations into the referencing software. In some cases text files had to be created to facilitate an import.

The database instructions document is provided at the end of this report as Appendix B.

2.9 Recruitment, training and inter-rater reliability

2.9a Recruitment

In addition to the senior researcher (SR) managing the project, six research assistants (RAs) were recruited. Minimum requirements included (1) proficiency in Excel, (2) experience in searching databases, and (3) completion or near completion of an undergraduate degree. Recruitment was targeted towards Psychology and Criminology honours and postgraduate students, preferably with an accompanying staff recommendation.

2.9b Training process and test of inter-rater reliability

The training process was facilitated by a training document which provided an overview of the project’s research questions, search strategy, resources and skills

necessary to participate, as well as detailed search and coding instructions (see Appendix A). The SR walked each RA individually through the document, demonstrating procedures using Excel and EndNote. Whilst some of the RAs worked off site, all were required to come into the office for training.

The first RA was assigned what was initially devised to be an inter-rater reliability (IRR) task. The RA was asked to search and code results of the Tier 1 and Tier 2 search of police and “procedural justice” in CSA as the SR had previously completed the task. The RA was asked to return a completed EndNote library, Excel summary sheet and coded worksheet. The IRR inter-rater reliability was calculated by comparing the RA’s results (e.g. eligibility and coding) with those of the SR. The SR also checked the EndNote library to determine if there were any difficulties with importing records.

Two issues emerged. Firstly, the time taken to complete the process for 50 records was approximately 6 hours, and secondly, the same problems/issues of coding occurred throughout the 50 records meaning that the IRR results were low. Subsequently, it was decided all RAs would complete a ‘training’ task initially on the first 30 records returned from the CSA search. Following the training task, the RA and the SR would discuss the results and highlight any differences in interpretation. Once the training debrief had occurred and the RA and SR were confident to proceed, the IRR task was provided. The RA completed the IRR on the last 20 records of the CSA search. This process allowed for a dramatic alignment in coding between the RAs and the SR as was reflected by an overall IRR result of 91 percent (N=7).

The time invested in training staff to conduct consistent and reliable coding was extensive. On average it took 7.5 hours per RA to provide background to the project and conduct the training and IRR exercises. A breakdown of this time estimate is provided in Table 2.9b.

The training process was critical in identifying issues which in turn evolved into a more detailed and descriptive search strategy and coding document (Appendix A). The final version of this document proved to be a valuable resource for consistent coding for the duration of the project.

Table 2.9b: Time Commitment for Training and IRR Process (50 records)

| Task | Hours |
|--|-----------|
| SR and RA to discuss project. RA to complete the training task | 3 |
| SR to check the training task and provide feedback | 1 |
| RA to complete the IRR task | 2 |
| SR to check IRR task and provide feedback | 1 |
| Final discussion and assignment of database | .5 |
| TOTAL Training hours per RA | 7.5 |
| TOTAL Training hours for all RAs (N=6) | 45 |

3. Results

This section provides results of the systematic search of procedural justice literature.

The organisation of the results is as follows:

1. Database issues.
2. Cleaning and cross checking of search results.
3. Relevant literature.
4. Database results.
5. Keyword(s) combination results:
 - a. Tier 1 + Tier 2.
 - b. Tier 1 + Tier 3 + Tier 4.
6. Relevant literature totals by research information:
 - a. Design (e.g. the number of document using a quantitative design).
 - b. Method (e.g. survey, case studies etc.).
 - c. Research question.
 - d. Agency.
 - e. Outcome.
 - f. Region.
 - g. Population.
7. Most frequently cited literature.
8. Most frequently cited literature for each research question (top five across all search combinations).
9. Literature identifying a survey in methods.
10. Temporal graph highlighting development of procedural justice literature from 1980 to present.

3.1 Database Issues

Researchers conducting database searches identified difficulties on a variety of issues including the display of records, printing of references and/or abstracts and importing citations into EndNote. This section describes some of the issues encountered within specified databases.

CSA

CSA can only print/save/export 200-225 records at a time. Where hits over 200 were encountered, the searcher needed to print in batches of 200. The researcher needed to keep track of the numbering so that, for example, record number 201 was not listed as 1 in the spreadsheet. In order to compile an Endnote library, references had to be save as txt* files and later imported into Endnote program. References belonging to searches which resulted in large numbers of hits could not be saved at the same time. Therefore, in some cases, references were imported in groups of 50.

Ingenta

Ingenta does not display the abstracts for each record. The searcher has to individually open each record, and copy and paste the abstract into a word document to print all hits which takes considerable time. In addition, it was not possible to import the abstracts into EndNote. These had to be cut and pasted manually into the EndNote library.

An interesting idiosyncrasy was that Ingenta did not allow for a Boolean combination using the words study and studies. Consequently, additional searches had to be added to this database to include these records.

Researchers experienced difficulties with regard to search sessions timing out. It would appear that searches resulting in a particularly large number of records were unable to be processed.

Proquest

There were a number of difficulties with this database which affected the efficiency of the searches. Specifically:

- The default number of records displayed on the results page is 10. This can be changed to 30 in the box in the lower right hand corner but this has to be done for each search.
- It is possible to select only 50 records at one time for export, print or save. If there are more than 50 records, it is necessary to go to the *My research* tab and clear all marked records and then go back to Results section to export the next 50 records and so forth. Whilst this additional step seems simple enough, repeating this action added considerable time to the processing of search results.
- When exporting results to the EndNote library, often the authors first and last names were transposed. These had to be manually changed. Additionally, the type of document was often incorrectly classified. For example, many journal articles were imported into EndNote as a 'Film or Broadcast'. When this occurred, the reference type had to be changed manually in EndNote.

A subset of Excel records from the Proquest search became corrupted and could not be retrieved (this was not the result of the database). The research team reconstructed the results of these searches from the EndNote libraries that had been created. Specifically, the EndNote records were exported into Excel and the records were coded from the abstracts. Whilst the number of records reconciles with the Proquest database searches, the order of the records is alphabetical as opposed to what the database displayed. It would have required considerable time to re-order each result to align with the database. It was felt that the action taken would not unduly compromise the integrity of the research as the results would be the same (the number of included documents) but simply in a different order.

NPL-NPIA

We encountered considerable difficulties with the NPL website. Initial issues were that the website did not have the facility to import references into EndNote and as reference information was coded in separate fields (e.g. a cell for authors, a cell for publication year, a cell for title etc.) several cut and paste actions were required to capture complete reference information.

In general, researchers ran a given search, printed off the records and imported the references into EndNote. The researcher would read the hard copy of the document

and code the record accordingly. At the conclusion of the coding, the researcher would cross check references in EndNote with the references in Excel. After a significant amount of coding, researchers responsible for searching the NPL found they could not reconcile their EndNote and Excel records. After a lengthy investigation process, researchers discovered that there was a discrepancy in how results were viewed online (which is where the cut and pastes of the reference information occurred) as compared to the printed records.

For example, when a search was conducted on the terms (all fields for each term): Police AND Cooperat* AND (study or studies or research or empirical or evaluation) the database produced 209 results.

Record number 86 provides the following result online/onscreen:

Online/Onscreen Result

| Record Number | Author | Title | Year |
|---------------|--------------------|---|------|
| 86 | OCCHIPINTI, John D | Politics of EU police cooperation: toward a European FBI? | 2003 |

However, the following appeared when the entire search results was printed (e.g. when all 209 titles, authors and abstracts are printed in a batch)

Printed Result

| Record Number | Author | Title | Year |
|---------------|--------------------|---|------|
| 86 | OCCHIPINTI, John D | 'Looking for a need in a haystack': seeking the successful partnership. | 2003 |

After checking 150 results within the search, 42 or **28%** of the records were found to be inconsistent.

This disjuncture between onscreen and printed results appeared to occur after a [missing value] has recorded in one of the fields (e.g. author).

In addition, there appeared to be additional mismatches between the author and the title on the online view as was determined by checking titles using google or other search engines. An email was sent to the NPL librarian who investigated the issue promptly and confirmed that there was indeed a problem with the database that was triggered by a factor of how many records were being output and how much detail

were included in the output format chosen - i.e. the overall volume of data which is being sorted and output/printed (NPL Librarian, May 2009). The NPL Librarian wrote: "Assuming that you have routinely been using the "full format" then any search with more than 80 or so records may well be affected".

We chose to use the NPL-NPIA database because it produced articles that we believe might not be located using other sources (e.g. grey literature such as constabulary reports etc.). We were exceptionally concerned and disappointed with the discrepancy within the NPIA database as we had reviewed over 2000 results and had coded our results from the paper printouts of the searches. The NPL librarian generously offered to help the project team by examining individual records, but given the time delays in discovering the problem, the research team decided to abandon any further searches in NPL and 'cleaned' up existing search results with under 80 hits. The results of the NPL Library are therefore incomplete.

Cambridge University Library and Dependant Libraries

Cambridge library was problematic with regard to entering multiple search terms i.e. Tier 1 + 3 + 4 and Tier 1 +2. The research team made the decision to search tier 2 terms only after pilot searches of combined tier words appeared too specific or too general for the catalogue, resulting in either extremely large or null hits. For example, police AND "procedural justice" produced 1 record, while court AND "distributive justice" produced nil results. The search field 'Keyword Anywhere' was determined to be the most useful in generating relevant results.

CUL failed to produce some of the more frequently hits obtained from other databases which was surprising and disappointing. In addition, search sessions were limited to five minute periods before timing out.

Creating an Endnote library entailed having to edit all imported references. When formatting in APA 5th edition the author, title and subsequent referencing information was imported in its entirety under 'Author'.

Ambiguous references appearing in hardcopies of abstracts required researchers to search elsewhere (e.g. Google scholar) in an attempt to locate more comprehensive reference information.

Incomplete/missing abstracts meant it was not possible to code most documents. Therefore the research team decided to treat the results as records of interest/recommended but did not code (RNC = Recommended Not Coded).

Web of Knowledge

Web of Knowledge did not denote the specific sub-databases from which the document was retrieved, therefore, it was not possible to code this in the search results. A number of records were coded as ineligible on the basis that abstracts were not available. In addition, many references were printed in capitals, or had information missing which required manual rectification.

3.2 Cleaning and Cross-Checking results

At the conclusion of the searches, 20,652 records had been entered into the Excel database. The research team had a 'show all work' approach. The Excel database contains a spreadsheet with all located records (eligible and ineligible records including duplicates). In addition, a worksheet was added in Excel which lists all the yes records including duplicates and another worksheet with all of the unique yes records only.

A significant amount of time was required to 'clean' the database and ensure that records had been consistently entered. The following are examples of the many cross checks that were performed:

- A random list of search numbers was generated in Excel to cross check the number of hits, within search duplicates and records generated for a selected database.
- A summary sheet was created listing every search conducted on every database. This summary sheet had to reconcile exactly with the database to ensure that every record was accounted for.
- Records in the Excel database were sorted by reference and then by abstract to look for inconsistencies in coding (Eligible versus Ineligible records). Where discrepancies did occur, it was most often the result of the database providing different abstracts in relation to the same citation. Therefore, one researcher may have coded the method as 'survey' but another researcher coded the method as 'unknown'. In such cases, the decision was made to code the record using the most available information.

- Discrepancies in reference. A sort by abstract also helped to identify discrepancies with the reference. For example, where the database had incorrectly mixed the first and last name of the author, this was often recognisable when sorting by abstracts.
- Quality of reference. The quality of the reference varied so that some references listed, for example, the volume and issue number whilst other references were incomplete. Where such discrepancies occurred, the most complete reference was retained.

An EndNote master library was created with all references from all completed searches (all eligible and ineligible records including duplicates). An Eligible and Ineligible group were added to this master EndNote library and a second Unique Eligible EndNote library was created. Many of the databases did not import very accurate results into EndNote. Given that there were over 20,500 records however, the research team focused their clean-up efforts on relevant/eligible records. The following actions were conducted to cross-check the EndNote results.

- The number of EndNote Unique Eligible records had to reconcile exactly with the references in the Unique Eligible worksheet in Excel. This was accomplished by printing out both reference lists and comparing one by one.
- Each record in EndNote was reviewed for formatting in APA. As APA is the 'standard' for referencing, a researcher spent considerable time checking and cleaning references that had not been imported accurately into the software package.

3.3 Literature of relevance

Overall, 20,652 records were retrieved across all of the databases and datasources used in the systematic search. Of these, 2,526 were coded as relevant to the research questions posed by the RAI and of these 794 were unique records/references. Given the broad criteria for inclusion (relevant to one of the three RAI questions posed and included theoretical/discussion pieces as well as literature that provided empirical evidence), the literature retrieved covers a broad base in relation to procedural justice and legitimacy. The low proportion of relevant literature in relation to the literature reviewed will be discussed in the subsequent sections, however, the resulting 794 total records was considered an impressive result and an indication of the interest in procedural justice and legitimacy as between 1980 to 2009. The complete reference list is available in Appendix C: References of relevant literature.

3.4 Database results

An important objective of the systematic search was to offer some recommendations on the databases/datasources used. Table 3.4a provides a summary of the number of records returned, the number of eligible records (including duplicates across search terms) and the percentage of eligible records for the two search combinations (Tier 1 + 2 and Tier 1 + 3 + 4). Table 3.4a also provides a breakdown of the total results for each database, the number of duplicates and unique records. When reviewing the results for the datasource totals it was important to take the following into consideration:

- Researchers identified significant discrepancies when searching the NPL website which are detailed in section 3.1 (Database Issues). The results listed for NPL are therefore incomplete.
- Because of limitations in the Cambridge University Library Catalogue (CUL), only Tier 2 (e.g. procedural justice) terms were searched. Results for this database are incomplete.
- The Biography and Reference checks (Bio & Ref) were used to cross reference the database and library for 'missing' material of interest. Consequently, these results *only* reflect eligible records.
- The number of duplicate records was calculated by subtracting total unique records from total eligible records.

Table 3.4a: Summary of Results for Procedural Justice Systematic Search by Database

| Search Terms | | CSA | Informat | Ingenta | Ovid | Proquest | WOK | NPL* | CUL*** | Bio & Ref** | Total |
|---------------|--------------------|------|----------|---------|------|----------|------|------|--------|-------------|--------|
| Tier 1 & 2 | Total Records | 436 | 84 | 149 | 262 | 494 | 366 | 605 | 48 | 108 | 2,552 |
| | Eligible Records | 149 | 37 | 49 | 112 | 202 | 170 | 39 | 18 | 108 | 884 |
| | % Eligible Records | 34% | 44% | 33% | 43% | 41% | 46% | 6% | 38% | 100% | 35% |
| Tier 1, 3 & 4 | Total Records | 4952 | 264 | 1851 | 1923 | 7487 | 1623 | N/A | N/A | N/A | 18,100 |
| | Eligible Records | 673 | 118 | 132 | 173 | 237 | 309 | N/A | N/A | N/A | 1,642 |
| | % Eligible Records | 14% | 45% | 7% | 9% | 3% | 19% | N/A | N/A | N/A | 9% |
| Total | Total Records | 5388 | 348 | 2000 | 2185 | 7981 | 1989 | 605 | 48 | 108 | 20,652 |
| | Eligible Records | 822 | 155 | 181 | 285 | 439 | 479 | 39 | 18 | 108 | 2,526 |
| | % Eligible Records | 15% | 45% | 9% | 13% | 6% | 24% | 6% | 38% | 100% | 12% |
| | Duplicates | 5125 | 280 | 1972 | 2118 | 7883 | 1846 | 597 | 33 | 4 | 19,858 |
| | Unique records | 263 | 68 | 28 | 67 | 98 | 143 | 8 | 15 | 104 | 794 |

*Total NPL searches are incomplete.

**The Reference and Biography reviews were used as cross reference so all records were considered 'eligible'

***CUL only includes Tier 2 search terms

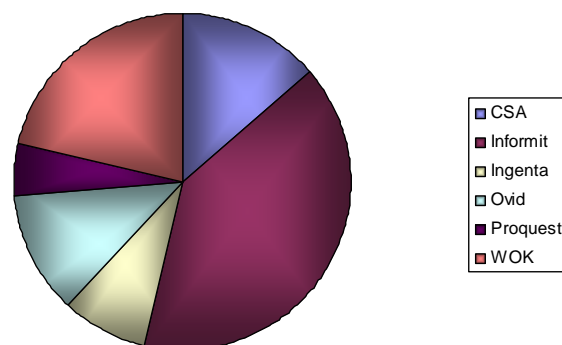
A total of 2,552 records were coded in relation to Tier 1 and 2 searches (e.g. police and "procedural justice") from which 884 records were identified as relevant to the

research questions (35 percent inclusion). Web of Knowledge had the highest percentage of eligible records (46 percent) followed closely by Informit (44 percent) and Ovid (43 percent). The NPL returned the highest number of records (N=605) with the least number of identified eligible literature (six percent inclusion).

Tier 1, 3 and 4 searches (e.g. police and compliance and (study OR studies OR research OR empirical OR evaluation OR theor*)) generated 18,100 records of which only nine percent were coded as eligible. Informit returned the lowest number of results for the search and had the highest percentage of eligible documents ($n=118$). Proquest returned the greatest number of hits ($n=7487$) but only three percent of the records were recorded as eligible.

Overall, 20,652 records were retrieved across all of the databases and datasources used in the systematic search with only 12 percent ($n=2,526$) of records proving to be eligible. When duplicates were eliminated, the result was 794 unique references considered relevant to the research question. Informit produced the highest percentage of eligible results (45 percent) across the two search iterations but also returned the least number of records ($n=348$) of all the completed databases. Graph 3.4a displays the *percentage* of total eligible records by database.

Graph 3.4a: Percent of Total Eligible Records by Database



Database recommendations

The results suggest that Proquest may not be targeted enough to the social science literature to be an advantage in a systematic search of procedural justice. Proquest draws from a very broad discipline base which resulted in a large amount of ineligible

hits. Many of the documents returned were from the medical or engineering disciplines. The large number of hits coupled with the fact that Proquest had a difficult interface for reviewing/printing/importing results (please refer to database issues) meant that significant time was spent processing ineligible results.

Informit proved to be the most targeted of the databases used producing the largest *percentage* of eligible results (45 percent inclusion overall). CSA provided the most number of eligible records ($n=822$ including duplicates resulting in 263 unique records) but required one to process a considerable number of records ($n=5388$) for the result. WOK appeared to be the best of the databases for capturing a large number of eligible literature ($n=479$ including duplicates resulting in 143 unique records) but the low returns for Tier 1 + 3 + 4 search terms brought the overall inclusion down to 24 percent.

3.5 Search terms

The research team conducted analysis on the search terms used to determine which search terms were the most effective at returning literature of relevance. This section describes the results. A summary sheet was created in Excel that listed the keywords used with the number and percentage of eligible records returned for each database. Snapshots of these results are presented in this section but the complete spreadsheet is available in an Excel database that accompanies the technical report. Tables presented in this section provide details on the number of eligible records and the percentage of eligible records (as calculated by dividing the number of eligible records by the total number of records reviewed) for a given search. Analysis for this section excluded the Cambridge University Library catalogue as only Tier 2 words were searched and reference and biography checks did not utilise keywords so were not included.

3.5a Tier 1 and Tier 2 keywords

The Tier 1 + 2 search combinations that produced the most number of eligible records across all of the databases was police AND “procedural justice’ ($n=161$) followed by authorities AND “procedural justice” ($n=100$) and court AND “procedural justice” ($n=99$). Snapshots of these results are presented in Table 3.5a1 and 3.5b2. Search terms with a 100 percent inclusion were police AND “fair process”, “law enforcement” AND “fair procedure” and prison AND “fair process”, however these searches only generated between one and two records across all databases searched. Policing AND

“procedural justice” ($n=65$ records of which 93 percent were eligible) and police and “procedural justice” ($n=161$ of which 78 percent were eligible) returned the most number of hits in relation to the number of records reviewed.

Search terms producing *zero* results across ALL databases are listed in table 3.5a3. The results suggest that these terms are not useful for retrieving relevant material on procedural justice.

Table 3.5a3: Tier 1 + 2 search terms returning zero results across all databases

| | |
|-------------|------------------------|
| policing | "fair procedure" |
| prison | "fair procedure" |
| correction* | "fair procedure" |
| policing | "fair process" |
| correction* | "fair process" |
| court | "effective policing" |
| prison | "effective policing" |
| correction* | "effective policing" |
| authorities | "effective policing" |
| prison | "police effectiveness" |
| correction* | "police effectiveness" |
| prison | "distributive justice" |

Table 3.5a1: Results for Procedural Justice Tier 1 + Tier 2 keywords by database (sorted by total eligible)

| Keywords | | CSA | | Informit | | Ingenta | | Ovid | | Proquest | | WOK | | NPL | | Totals | |
|--------------------|------------------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| Tier 1 | Tier 2 | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible |
| police | "procedural justice" | 42 | 84% | 9 | 90% | 10 | 83% | 23 | 68% | 26 | 68% | 40 | 82% | 11 | 79% | 161 | 78% |
| authorities | "procedural justice" | 13 | 87% | 2 | 100% | 5 | 36% | 26 | 62% | 31 | 55% | 22 | 41% | 1 | 100% | 100 | 54% |
| court | "procedural justice" | 17 | 59% | 2 | 100% | 7 | 70% | 13 | 41% | 26 | 45% | 34 | 44% | 0 | 0% | 99 | 47% |
| policing | "procedural justice" | 18 | 95% | 3 | 100% | 5 | 83% | 6 | 86% | 9 | 90% | 15 | 100% | 9 | 90% | 65 | 93% |
| police | "police effectiveness" | 6 | 8% | 2 | 20% | 5 | 38% | 4 | 20% | 13 | 43% | 7 | 44% | 6 | 2% | 43 | 9% |
| policing | "police effectiveness" | 5 | 14% | 2 | 29% | 3 | 50% | 2 | 25% | 5 | 56% | 5 | 63% | 4 | 3% | 26 | 11% |
| "law enforcement" | "procedural justice" | 6 | 67% | 0 | 0% | 0 | 0% | 5 | 71% | 10 | 67% | 4 | 67% | | | 25 | 63% |
| "criminal justice" | "procedural justice" | 5 | 45% | 0 | 0% | 4 | 100% | 3 | 60% | 6 | 30% | 4 | 40% | 1 | 20% | 23 | 42% |
| authorities | "procedural fairness" | 3 | 50% | 0 | 0% | 0 | 0% | 6 | 32% | 11 | 38% | 2 | 11% | | | 22 | 30% |
| court | "procedural fairness" | 2 | 18% | 5 | 83% | 1 | 13% | 2 | 20% | 6 | 16% | 4 | 33% | | | 20 | 24% |

Table 3.5a2: Results for Procedural Justice Tier 1 + Tier 2 keywords by database (sorted by percent eligible)

| Keywords | | CSA | | Informit | | Ingenta | | Ovid | | Proquest | | WOK | | NPL | | Totals | |
|--------------------|-----------------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| Tier 1 | Tier 2 | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible |
| "law enforcement" | "fair procedure" | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 2 | 100% | 0 | 0% | | | 2 | 100% |
| police | "fair process" | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | | | 2 | 100% |
| prison | "fair process" | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | | | 1 | 100% |
| policing | "procedural justice" | 18 | 95% | 3 | 100% | 5 | 83% | 6 | 86% | 9 | 90% | 15 | 100% | 9 | 90% | 65 | 93% |
| police | "procedural justice" | 42 | 84% | 9 | 90% | 10 | 83% | 23 | 68% | 26 | 68% | 40 | 82% | 11 | 79% | 161 | 78% |
| correction* | "procedural fairness" | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 100% | 1 | 100% | | | 3 | 75% |
| police | "fair procedure" | 1 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 2 | 67% | 1 | 100% | | | 5 | 71% |
| "law enforcement" | "procedural fairness" | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 50% | 0 | 0% | | | 2 | 67% |
| prison | "procedural fairness" | 2 | 50% | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 100% | | | 4 | 67% |
| "law enforcement" | "procedural justice" | 6 | 67% | 0 | 0% | 0 | 0% | 5 | 71% | 10 | 67% | 4 | 67% | | | 25 | 63% |
| "criminal justice" | "fair procedure" | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 60% | 0 | 0% | | | 3 | 60% |
| authorities | "procedural justice" | 13 | 87% | 2 | 100% | 5 | 36% | 26 | 62% | 31 | 55% | 22 | 41% | 1 | 100% | 100 | 54% |

3.5b Tier 1 + 3 + 4

Analysis for this section excluded Tier 1 + 3 + 4 search terms in NPL. Because of technical difficulties encountered on the website (see database issues), data retrieved from these searches was considered corrupted and was deleted from the Excel database.

The Tier 1 + 3 + 4 search terms that returned the most number of eligible records were police AND fair* (150 eligible records), police and legitima* (142 eligible records) followed by court AND fair* (119 eligible records). Snapshots of these results are presented in Table 3.5b1 and 3.5b2. The most efficient search terms with regards to the number of eligible records relative to the number of records returned were policing AND Confidence AND (study OR studies OR research OR empirical OR evaluation OR theor*) with a 38 percent inclusion.

Overall, the Tier 1 + 3 + 4 search terms returned a large number of hits (n=18,100) with a very low overall percent inclusion (nine percent). The results suggest that the Tier 1 + 3 + 4 search term combination was not sufficiently refined and therefore returned a low percentage of eligible records. Our pilot had suggested lower inclusions for the Tier 1 + 3 + 4 searches but as new material was located that was not retrieved in the Tier 1 + 2 search, it was considered a valuable endeavour to retain the keywords and logic of including evidentiary terms. Whilst this was a good intention, the result was that a considerable amount of people hours were utilised in processing records that were not ultimately relevant to the research question as is evidenced by the final low percentage of eligible records. A search strategy in the future would be more ruthless and eliminate keywords that did not have a high rate of return of relevant literature.

Table 3.5b1: Results for Procedural Justice Tier 1 + Tier 3 + Tier 4 keywords by database (sorted by total eligible)

| Keywords | | | CSA | | Informit | | Ingenta | | Ovid | | Proquest | | WOK | | Totals | |
|-------------|------------|------------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| Tier 1 | Tier 3 | Tier 4 | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible |
| police | Fair* | Evidence Focused | 64 | 23% | 12 | 52% | 9 | 18% | 21 | 22% | 22 | 14% | 22 | 36% | 150 | 22% |
| police | Legitima* | Evidence Focused | 65 | 22% | 6 | 50% | 19 | 24% | 12 | 23% | 16 | 9% | 24 | 37% | 142 | 21% |
| court | Fair* | Evidence Focused | 35 | 15% | 12 | 57% | 3 | 5% | 13 | 10% | 18 | 4% | 38 | 30% | 119 | 11% |
| police | Confidence | Evidence Focused | 39 | 17% | 9 | 69% | 11 | 16% | 5 | 5% | 9 | 7% | 18 | 23% | 91 | 15% |
| police | Cooperat* | Evidence Focused | 37 | 8% | 8 | 30% | 4 | 7% | 10 | 12% | 13 | 7% | 11 | 17% | 83 | 9% |
| police | Compliance | Evidence Focused | 33 | 28% | 7 | 41% | 7 | 17% | 4 | 8% | 7 | 11% | 19 | 61% | 77 | 24% |
| policing | Legitima* | Evidence Focused | 37 | 30% | 2 | 50% | 10 | 20% | 6 | 25% | 7 | 10% | 10 | 37% | 72 | 24% |
| authorities | Fair* | Evidence Focused | 15 | 29% | 2 | 67% | 3 | 4% | 24 | 33% | 18 | 4% | 9 | 12% | 71 | 9% |
| court | Legitima* | Evidence Focused | 13 | 8% | 4 | 100% | 6 | 9% | 1 | 3% | 10 | 2% | 22 | 18% | 56 | 6% |
| "criminal | Fair* | Evidence Focused | 20 | 12% | 9 | 82% | 2 | 14% | 4 | 7% | 8 | 9% | 8 | 40% | 51 | 14% |

Table 3.5b2: Results for Procedural Justice Tier 1 + Tier 3 + Tier 4 keywords by database (sorted by percent eligible)

| Keywords | | | CSA | | Informit | | Ingenta | | Ovid | | Proquest | | WOK | | Totals | |
|-----------|------------|------------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| Tier 1 | Tier 3 | Tier 4 | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible | Eligible Records | % Eligible |
| policing | Confidence | Evidence Focused | 20 | 38% | 4 | 80% | 7 | 54% | 3 | 20% | 4 | 25% | 3 | 43% | 41 | 38% |
| policing | Comply | Evidence Focused | 2 | 40% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 14% | 0 | 0% | 5 | 33% |
| policing | Fair* | Evidence Focused | 17 | 24% | 6 | 55% | 4 | 25% | 5 | 24% | 6 | 18% | 5 | 38% | 43 | 26% |
| police | Comply | Evidence Focused | 9 | 31% | 1 | 100% | 2 | 22% | 2 | 20% | 4 | 17% | 2 | 33% | 20 | 25% |
| police | Compliance | Evidence Focused | 33 | 28% | 7 | 41% | 7 | 17% | 4 | 8% | 7 | 11% | 19 | 61% | 77 | 24% |
| policing | Legitima* | Evidence Focused | 37 | 30% | 2 | 50% | 10 | 20% | 6 | 25% | 7 | 10% | 10 | 37% | 72 | 24% |
| "criminal | Confidence | Evidence Focused | 19 | 27% | 6 | 67% | 1 | 9% | 0 | 0% | 6 | 16% | 8 | 53% | 40 | 22% |
| police | Fair* | Evidence Focused | 64 | 23% | 12 | 52% | 9 | 18% | 21 | 22% | 22 | 14% | 22 | 36% | 150 | 22% |

3.6 Relevant literature by research information

Researchers coded research information from the abstracts of eligible literature retrieved from the systematic search. Specifically, the following research information was taken from the abstracts where available: (a) research design, (b) research methods (including primary and secondary methods), (c) research question the document focused on, (d) the criminal justice agency of interest in the research conducted, (e) identified outcome measure in the research, (f) the geographic region under study, and (g) the type of population that was accessed. This section provides a summary of the research information from the identified literature and presents these results in Tables 3.6a-g.

3.6a Design

In Table 3.6a, the research design of each document is reported. The highest proportion of retrieved articles were quantitative in nature. Researchers found that qualitative research design was applied about half as much as quantitative methods in the systematic search results.

Table 3.6a: Summary for identified procedural justice literature

| | | |
|---------------|-----------------------|------------|
| Design | Quantitative | 216 |
| | N/A | 157 |
| | Unknown | 149 |
| | Blank (CUL, Ref, BIO) | 117 |
| | Qualitative | 104 |
| | Mixed Methods | 51 |
| | Total Records | 794 |

3.6b Method

The majority of literature retrieved did not cite the primary or secondary research methods utilised in their research. Of those that did, survey research was the most popular method listed, followed by interview (excluding 'other' and the 'non-valid' categories). Observations were listed as a method in 26 studies and case studies were listed as a method in 17 documents.

Table 3.6b: Summary for identified procedural justice literature

| | | |
|---------------|--------------------------------|-------------|
| Method | N/A | 705 |
| | Blank (CUL, Ref, BIO) | 234 |
| | Survey | 176 |
| | Unknown | 176 |
| | Other | 122 |
| | Interviews | 98 |
| | Experimental | 34 |
| | Observations | 26 |
| | Case Studies | 17 |
| | Total Records (794 x 2) | 1588 |

3.6c Research question

Researchers were asked to identify the research question to which each document referred: 243 documents were coded as relating to confidence; 205 related to legitimacy; and 199 were coded as relating to cooperation. Where abstracts were not available or reviewed (e.g. in the case of the biography cross-checks), this information was not coded ($n=117$ documents). There were 29 documents that covered multiple questions in the abstract. Section 3.8 provides the most frequently retrieved documents/references in relation to each research question.

Table 3.6c: Summary for identified procedural justice literature

| | | |
|--------------------------|-----------------------|------------|
| Research Question | Confidence | 243 |
| | Legitimacy | 205 |
| | Cooperation | 199 |
| | Blank (CUL, Ref, BIO) | 117 |
| | Multiple | 29 |
| | Other | 1 |
| | Total Records | 794 |

3.6d Agency

The police was the most frequently listed criminal justice agent from the systematic search, cited in 274 documents (or more than a third) of the retrieved documents. The next most frequently examined institution was the criminal justice system as a whole, also quite popular within the located research, reported in 227 documents.

Table 3.6d: Summary for identified procedural justice literature

| | | |
|---------------|-------------------------|------------|
| Agency | Police | 274 |
| | Criminal Justice System | 227 |
| | Court | 133 |
| | Blank (CUL, Ref, BIO) | 117 |
| | Prison | 23 |
| | N/A | 7 |
| | Unknown | 7 |
| | Other | 6 |
| | Total Records | 794 |

3.6e Outcome

Researchers were asked to consider the outcome of eligible material. For example, was procedural justice more effective at promoting confidence than police effectiveness in tackling crime, anti-social behaviour and local problems? Procedural justice was the most commonly cited outcome of interest in the relevant literature ($n=412$ documents). Legitimacy was the second most reported outcome in the research literature ($n=127$), and effectiveness (e.g. police tackling crime) as the next outcome of interest ($n=84$). Only one document was coded with cooperation (as a sole outcome).

Table 3.6e: Summary for identified procedural justice literature

| | | |
|----------------|-----------------------|------------|
| Outcome | Procedural Justice | 412 |
| | Legitimacy | 127 |
| | Blank (CUL, Ref, BIO) | 117 |
| | Effectiveness | 84 |
| | Multiple | 28 |
| | Caught | 10 |
| | Unknown | 7 |
| | N/A | 5 |
| | Other | 3 |
| | Cooperation | 1 |
| | Total Records | 794 |

3.6f Region

The majority of the studies on procedural justice have been conducted in the US ($n=227$ of the 794 retrieved documents). Research has also been conducted in Australia and New Zealand ($n=62$ studies), United Kingdom ($n=45$) and Europe ($n=38$). With the exception of Antarctica, research on procedural justice has been conducted in all of the world's continents.

Table 3.6f: Summary for identified procedural justice literature

| | | |
|---------------|-----------------------|------------|
| Region | USA | 227 |
| | Unknown | 124 |
| | Blank (CUL, Ref, BIO) | 117 |
| | N/A | 92 |
| | ANZ | 62 |
| | United Kingdom | 45 |
| | Europe | 38 |
| | Australasia Other | 21 |
| | Canada | 14 |
| | Africa | 13 |
| | Asia | 12 |
| | Multiple | 11 |
| | North American Other | 8 |
| | South America | 8 |
| | Middle East | 2 |
| | Antarctica | 0 |
| | Total Records | 794 |

3.6g Population

Researchers were asked to identify the population under research, where available, in the abstract of eligible documents. Results suggest that civilians generally have participated in most of the relevant literature ($n=218$ documents), followed by offenders ($n=79$ studies), criminal justice officials ($n=52$) and victims of crime ($n=35$).

Table 3.6g: Summary for identified procedural justice literature

| | | |
|-------------------|----------------------------|------------|
| Population | Civilian | 218 |
| | N/A | 128 |
| | Blank (CUL, Ref, BIO) | 117 |
| | Other | 93 |
| | Offender | 79 |
| | Criminal Justice Officials | 52 |
| | Victim | 35 |
| | Unknown | 26 |
| | Student | 22 |
| | Youth | 19 |
| | Mentally Ill | 5 |
| | Total Records | 794 |

3.7 Most frequently retrieved literature

Analysis was conducted to determine which references were most frequently retrieved when conducting the systematic search across all search terms and databases. Table 3.7 provides the list of references with their corresponding number of hits.

The most commonly cited document is Sunshine's 2006 paper, *New York and its police: The impact of perceptions of justice on officer credibility*, which was located a total of 54 times. Sunshine's paper is well ahead of the second most commonly cited document, Hinds and Murphy's 2007 journal article, *Public satisfaction with police: Using procedural justice to improve police legitimacy*, which was cited 32 times. The remaining documents were retrieved between 10 and 29 times across the various databases and search terms used.

Within the top references, two authors were repeatedly represented, being Tyler, a listed author in nine references, and Murphy, an author in five references. Other authors with multiple references in this list are Sunshine (three documents), Hinds (three documents), Fagan (two documents) and Fleming (two documents).

Table 3.7: Most frequently retrieved references across all databases

| No. | Reference | No. of Hits |
|-----|--|-------------|
| 1 | Sunshine, J. W. (2006). New York and its police: The impact of perceptions of justice on officer credibility. (Dissertation, Book, Unpublished Dissertation combined) | 54 |
| 2 | Hinds, L., & Murphy, K. (2007). Public satisfaction with police: Using procedural justice to improve police legitimacy. <i>Australian and New Zealand Journal of Criminology</i> , 40(1), 27-42. | 32 |
| 3 | Tyler, T. R. (2004). Enhancing police legitimacy. <i>Annals of the American Academy of Political and Social Science</i> , 593, 84-99. | 29 |
| 4 | Murphy, K., Hinds, L., & Fleming, J. (2008). Encouraging public cooperation and support for police. <i>Policing & Society</i> , 18(2), 136-155. | 28 |
| 5 | Sunshine, J., & Tyler, T. R. (2003). The role of procedural justice for legitimacy in shaping public support for policing. <i>Law & Society Review</i> , 37(3), 513-548. | 23 |
| 6 | Tyler, T. R., Sherman, L. W., Strang, H., Barnes, G. C., & Woods, D. J. (2007). Reintegrative shaming, procedural justice, and recidivism: The engagement of offenders' psychological mechanisms in the Canberra RISE drinking-and-driving experiment. <i>Law and Society Review</i> 41(3): 553-585. | 22 |
| 7 | Skogan, W. G., & Meares, T. L. (2004). Lawful policing. <i>The Annals Of The American Academy Of Political And Social Science</i> , 593(1), 66-83. | 22 |
| 8 | Watson, A. C., & Angell, B. (2007). Applying procedural justice theory to law enforcement's response to persons with mental illness. <i>Psychiatric Services</i> , 58(6), 787-793. | 19 |
| 9 | Brunson, R. K., & Miller, J. (2006). Young Black men and urban policing in the United States. <i>British Journal of Criminology</i> , 46(4), 613-640. | 16 |
| 10 | Tyler, T. R., & Wakslak, C. J. (2004). Profiling and police legitimacy: Procedural justice, attributions of motive, and acceptance of police authority. <i>Criminology</i> , 42(2), 253-281. | 15 |
| 11 | Reisig, M. D., Bratton, J., & Gertz, M. G. (2007). The construct validity and refinement of process-based policing measures. <i>Criminal Justice and Behavior</i> , 34(8), 1005-1028. | 14 |
| 12 | Wells, W. (2007). Type of contact and evaluations of police officers: The effects of procedural justice across three types of police-citizen contacts. <i>Journal of Criminal Justice</i> , 35(6), 612-621. | 12 |
| 13 | Murphy, K. (2009). Procedural Justice and Affect Intensity: Understanding Reactions to Regulatory Authorities. <i>Social Justice Research</i> , 22(1), 1-30. | 12 |
| 14 | Murphy, K. (2008). Public satisfaction with police: The importance of procedural justice and police performance in police-citizen encounters. Canberra: ARC Centre of Excellence in Policing and Security. | 12 |
| 15 | Fagan, J., & Tyler, T. R. (2005). Legal Socialization of Children and Adolescents. <i>Social Justice Research</i> , 18(3), 217-242. | 12 |
| 16 | Papachristos, A. V., Meares, T. L., & Fagan, J. (2007). Attention felons: Evaluating Project Safe Neighborhoods in Chicago. <i>Journal of Empirical Legal Studies</i> , 4(2), 223-272. | 11 |
| 17 | Murphy, K., & Tyler, T. (2008). Procedural justice and compliance behaviour: The mediating role of emotions. <i>European Journal of Social Psychology</i> , 38(4), 652-668. | 11 |
| 18 | Watson, A. C., Angell, B., Morabito, M. S., & Robinson, N. (2008). Defying negative expectations: Dimensions of fair and respectful treatment by police officers as perceived by people with mental illness. <i>Administration and Policy in Mental Health and Mental Health Services Research</i> , 35(6), 449-457. | 10 |
| 19 | Tyler, T. R. (1994). Governing amid diversity: The effect of fair decision-making procedures on the legitimacy of government. <i>Law & Society Review</i> , 28(4), 809-831. | 10 |
| 20 | Tyler, T. R. (1988). What is procedural justice? Criteria used by citizens to assess the fairness of legal procedures. <i>Law & Society Review</i> , 22(1), 103-135. | 10 |
| 21 | Mastrofski, S. D., Snipes, J. B., & Supina, A. E. (1996). Compliance on Demand: The Public's Response to Specific Police Requests. <i>Journal Of Research In Crime And Delinquency</i> , 33(3), 269-305. | 10 |
| 22 | Jackson, J., & Sunshine, J. (2007). Public confidence in policing: A neo-Durkheimian perspective. <i>British Journal of Criminology</i> , 47(2), 214-233. | 10 |
| 23 | Engel, R. S. (2005). Citizens' perceptions of distributive and procedural injustice during traffic stops with police. <i>Journal Of Research In Crime And Delinquency</i> , 42(4), 445-481. | 10 |

3.8 Most frequently retrieved literature by research question

When coding the literature, the research team designated the research question to which the document related. Analysis was conducted to disaggregate the literature in relation to each question, resulting in the allocation of relevant literature into one of five groups: (a) legitimacy; (b) confidence; (c) cooperation; (d) multiple questions; and (e) 'other'. The following sections discuss results for each question and Tables 3.7a-e presents the results of this analysis.

3.8a Legitimacy

The RAI posed the following question to direct the literature search:

How is legitimacy conceptualised in the criminal justice field?

Sunshine and Tyler's *The role of procedural justice and legitimacy in shaping public support for policing* was the most frequently retrieved procedural justice document that addressed 'legitimacy' in its research question (28 hits), followed by Hinds and Murphy's *Public satisfaction with police* (20 hits). Also included in the top nine documents was Reisig, Bratton and Gertz's *The construct validity and refinement of process-based policing measures* and Gouws' *The impact of crime on the legitimacy of the South African political system*.

Table 3.8a: Top References per Research Question

| Rating | Legitimacy | No. of Hits |
|--------|---|-------------|
| 1 | Sunshine, J., Tyler, T. R. (2003). The Role of Procedural Justice and Legitimacy in <i>Shaping Public Support for Policing</i> , 37(3): 513-548. | 28 |
| 2 | Hinds, L., & Murphy, K. (2007). Public satisfaction with police: Using procedural justice to improve police legitimacy. <i>Australian and New Zealand Journal of Criminology</i> , 40(1), 27-42. | 20 |
| 3 | Reisig, M. D., Bratton, J., & Gertz, M. G. (2007). The construct validity and refinement of process-based policing measures. <i>Criminal Justice and Behavior</i> , 34(8), 1005-1028. | 12 |
| 4 | Tyler, T. R. (1994). Governing amid diversity: The effect of fair decision-making procedures on the legitimacy of government. <i>Law & Society Review</i> , 28(4), 809-831. | 10 |
| 5 | Skogan, W. G., & Meares, T. L. (2004). Lawful policing. <i>The Annals Of The American Academy Of Political And Social Science</i> , 593 (1), 66-83. | 9 |
| 6 | Gouws, A. (2004). The Impact of Crime on the Legitimacy of the South African Political System. <i>Acta Criminologica</i> , 17(1), 78-89. | 9 |
| 7 | Wolfe, S. E. (2008). <i>The role of a procedure-specific measure of police legitimacy: A path analysis of police legitimacy during online solicitation of children for sex investigations</i> . Unpublished Master's thesis, University of Louisville, Kentucky, United States. | 9 |
| 8 | Braga, A., Fagan, J., Meares, T., Sampson, R., Tyler, T. R., & Winship, C. (2007). <i>Legitimacy and criminal Justice: A comparative perspective</i> : Russell Sage Foundation | 8 |
| 9 | Zhang, L., Messner, S. F., & Lu, Z. (1999). Public legal education and inmates' perceptions of the legitimacy of official punishment in China. <i>British Journal of Criminology</i> , 39(3), 433-449. | 7 |

3.8a Confidence

The RAI posed the following question to direct the literature search:

What empirical evidence is there for the impact of the following on public confidence or ratings of the police?

- Police effectiveness in tackling crime, anti-social behaviour and local problems.
- 'process policing' – procedural fairness or the way the police treat members of the public.

The most frequently cited document within the systematic search relating to 'confidence' is Sunshine's *New York and its police* (36 hits). Also scoring high in popularity is an article by Tyler, Sherman, Strang, Barnes and Woods, entitled *Reintegrative shaming, procedural justice, and recidivism* (21 hits). Tyler is a listed author in five of the nine most commonly retrieved references on the 'confidence' component of procedural justice, clearly a considerable contributor to the literature relating to this question. Table 3.8b presents the references with the corresponding number of times it was returned in searches across all terms and databases.

Table 3.8b: Top References per Research Question

| Rating | Confidence | No. of Hits |
|--------|--|-------------|
| 1 | Sunshine, J. W. (2006). <i>New York and its police: The impact of perceptions of justice on officer credibility</i> . (Book, Dissertation and unpublished dissertation combined) | 36 |
| 2 | Tyler, T. R., Sherman, L. W., Strang, H., Barnes, G. C., & Woods, D. J. (2007). Reintegrative shaming, procedural justice, and recidivism: The engagement of offenders' psychological mechanisms in the Canberra RISE drinking-and-driving experiment. <i>Law and Society Review</i> 41(3): 553-585. | 21 |
| 3 | Brunson, R. K., & Miller, J. (2006). Young Black men and urban policing in the United States. <i>British Journal of Criminology</i> , 46(4), 613-640. | 16 |
| 4 | Tyler, T. R., & Wakslak, C. J. (2004). Profiling and police legitimacy: Procedural justice, attributions of motive, and acceptance of police authority. <i>Criminology</i> , 42(2), 253-281. | 15 |
| 5 | Engel, R. S. (2005). Citizens' perceptions of distributive and procedural injustice during traffic stops with police. <i>Journal Of Research In Crime And Delinquency</i> , 42(4), 445-481. | 10 |
| 6 | Jackson, J., & Sunshine, J. (2007). Public confidence in policing: A neo-Durkheimian perspective. <i>British Journal of Criminology</i> , 47(2), 214-233. | 10 |
| 7 | Tyler, T. R. (1988). What is procedural justice? Criteria used by citizens to assess the fairness of legal procedures. <i>Law & Society Review</i> , 22(1), 103-135. | 10 |
| 8 | Tyler, T. R. (2001). Public trust and confidence in legal authorities: What do majority and minority group members want from the law and legal institutions? <i>Behavioral Sciences & the Law</i> , 19(2), 215-235. | 10 |
| 9 | Watson, A. C., Angell, B., Morabito, M. S., & Robinson, N. (2008). Defying negative expectations: Dimensions of fair and respectful treatment by police officers as perceived by people with mental illness. <i>Administration and Policy in Mental Health and Mental Health Services Research</i> 35(6): 449-457. | 10 |

3.8c Cooperation

The following question was proposed to capture literature relating to cooperation:

What empirical evidence is there for the impact of the following on cooperation with the police and compliance with the law?

- Police effectiveness in tackling crime, anti-social behaviour and local problems.
- Perceived risk of being caught and punished for committing a crime.

- 'Process policing' – procedural fairness or the way the police treat members of the public.

Within the group of documents committed to exploring the cooperation element of procedural justice, Tyler's 2004 article, *Enhancing police legitimacy*, was the most commonly located (29 hits), followed closely by Murphy, Hinds and Fleming's, *Encouraging public cooperation and support for police* (27 hits). Murphy is the most prolific author located in the cooperation focused procedural justice literature, an author in three of the eight most frequently retrieved documents.

Table 3.8c: Top References per Research Question

| Rating | Cooperation | No. of Hits |
|--------|---|-------------|
| 1 | Tyler, T. R. (2004). Enhancing police legitimacy. <i>Annals of the American Academy of Political and Social Science</i> , 593, 84-99. | 29 |
| 2 | Murphy, K., Hinds, L., & Fleming, J. (2008). Encouraging public cooperation and support for police. <i>Policing & Society</i> , 18(2), 136-155. | 27 |
| 3 | Watson, A. C., & Angell, B. (2007). Applying procedural justice theory to law enforcement's response to persons with mental illness. <i>Psychiatric Services</i> , 58(6), 787-793. | 19 |
| 4 | Murphy, K. (2009). Procedural Justice and Affect Intensity: Understanding Reactions to Regulatory Authorities. <i>Social Justice Research</i> , 22(1), 1-30. | 12 |
| 5 | Wells, W. (2007). Type of contact and evaluations of police officers: The effects of procedural justice across three types of police-citizen contacts. <i>Journal of Criminal Justice</i> , 35(6), 612-621. | 12 |
| 6 | Murphy, K., & Tyler, T. (2008). Procedural justice and compliance behaviour: The mediating role of emotions. <i>European Journal of Social Psychology</i> , 38(4), 652-668. | 11 |
| 7 | Papachristos, A. V., Meares, T. L., & Fagan, J. (2007). Attention felons: Evaluating Project Safe Neighborhoods in Chicago. <i>Journal of Empirical Legal Studies</i> , 4(2), 223-272. | 11 |
| 8 | Mastrofski, S. D., Snipes, J. B., & Supina, A. E. (1996). Compliance on Demand: The Public's Response to Specific Police Requests. <i>Journal Of Research In Crime And Delinquency</i> , 33(3), 269-305. | 10 |

3.8d Multiple

The most frequently retrieved document that addresses multiple research questions was Sunshine's *New York and its police* (18 hits). Following this is Harvell's 2008 article *A developmental assessment of procedural justice: Does process matter to juvenile detainees?* (12 hits) and Sunshine and Tyler's *The role of procedural justice and legitimacy in shaping public support for policing* (11 hits).

Table 3.8d: Top References per Research Question

| Rating | Multiple | No. of Hits |
|--------|--|-------------|
| 1 | Sunshine, J. W. (2006). <i>New York and its police: The impact of perceptions of justice on officer credibility</i> . (Book, Dissertation and unpublished dissertation combined) | 18 |
| 2 | Sunshine, J., & Tyler, T. R. (2003). The Role of Procedural Justice and Legitimacy in Shaping Public Support for Policing. <i>Law and Society Review</i> , 37, 513-548. | 11 |
| 3 | Harvell, S. A. S. (2008). A developmental assessment of procedural justice: Does process matter to juvenile detainees? United States -- District of Columbia, Georgetown University. | 12 |
| 4 | Magnussen, A. M. (2005). The Norwegian Supreme Court and equitable considerations: Problematic aspects of legal reasoning. | 8 |
| 5 | Hawdon, J. E., Ryan, J., & Griffin, S. P. (2003). Policing Tactics and Perceptions of Police Legitimacy. <i>Police Quarterly</i> , 6(4), 469-491. | 8 |
| 6 | Ruback, R. B., Cares, A. C., & Hoskins, S. N. (2008). Crime Victims' Perceptions of Restitution: The Importance of Payment and Understanding. <i>Violence and Victims</i> , 23(6), 697. | 6 |
| 7 | Tyler, T. R. (2005). Policing in black and white: Ethnic group differences in trust and confidence in the police. <i>Police Quarterly</i> , 8(3), 322-342. | 6 |
| 8 | Tangora, D. J. (1998). <i>Procedural justice for juvenile offenders</i> . Unpublished Ph.D., University of Delaware, United States -- Delaware. | 6 |
| 9 | Murphy, K., Tyler, T. R., & Curtis, A. (2009). Nurturing regulatory compliance: Is procedural justice effective when people question the legitimacy of the law? <i>Regulation & Governance</i> , 3(1), 1-26. | 6 |
| 10 | Reisig, M. D., & Lloyd, C. (2009). Procedural Justice, Police Legitimacy, and Helping the Police Fight Crime: Results From a Survey of Jamaican Adolescents. <i>Police Quarterly</i> , 12(1), 42-62. | 6 |

3.8e Other

Only one document with was coded as 'other' – Bowling's 2007 article entitled *Fair and effective policing methods: Towards 'good enough' policing* (4 hits).

Table 3.8e: Top References per Research Question

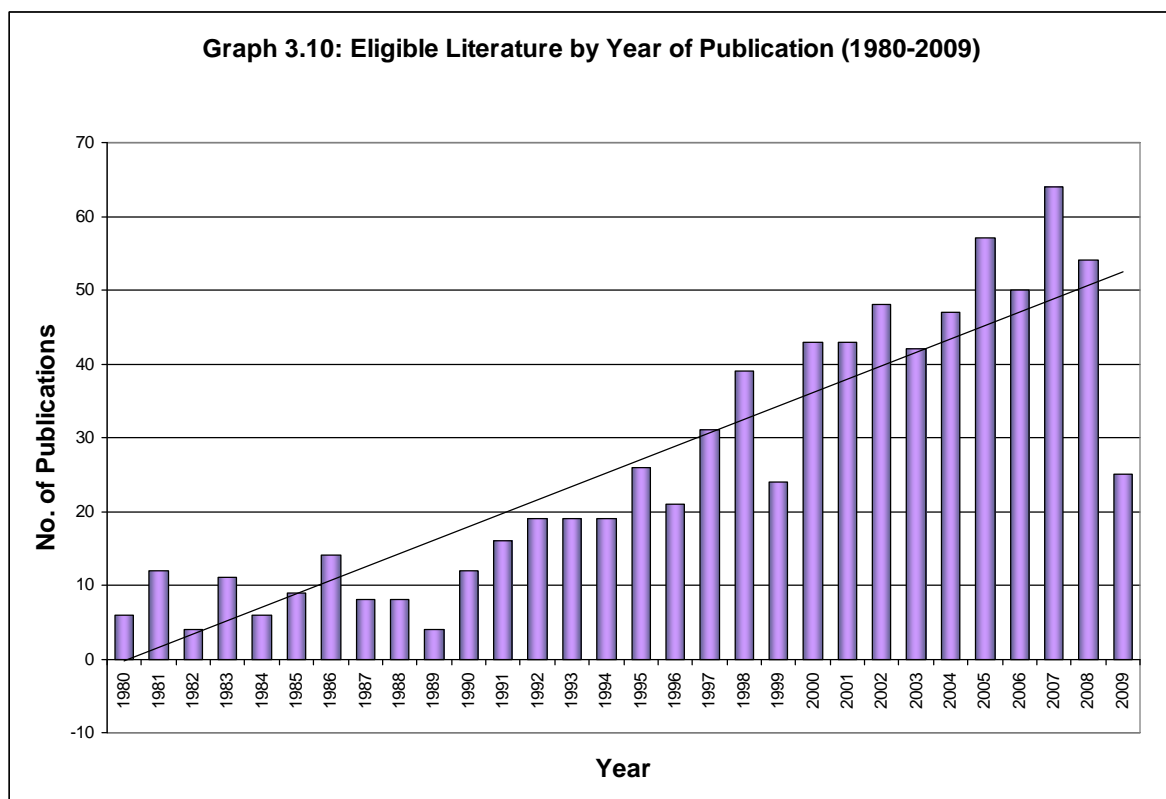
| Rating | Other | No. of Hits |
|--------|---|-------------|
| 1 | Bowling, B. (2007). Fair and Effective Policing Methods: Towards 'Good Enough' Policing. <i>Journal of Scandinavian Studies in Criminology and Crime Prevention</i> , 8(S1), 17-32. | 4 |

3.9. Literature identifying a survey in methods

The RAI had indicated an interest in research on procedural justice and legitimacy which had employed a survey in its methods. Of the 794 documents retrieved across the systematic search 174 of the document *abstracts* (or equivalent) indicated that a survey was used. This subset of references is provided in Appendix D: References for literature identifying survey methods.

3.10 Development of procedural justice literature since 1980

Analysis was performed to explore the development of procedural justice and legitimacy literature from 1980 onwards. Graph 3.10 presents the number of documents by year of publication. The systematic search was completed between April and June 2009, therefore results for 2009 do not represent a complete calendar year. Results indicated that there has been a steady rise in publications between 1980 and 2009. Specifically, in 1980, only six documents relating to the research questions were located from the search strategy; however, 54 document located in the search were published in 2008.



4. Discussion and recommendations

When there exists negative perceptions of police legitimacy, the police struggle to elicit public cooperation and compliance (Murphy, Hinds & Fleming, 2008; Sunshine and Tyler, 2003). Non-compliance with police can escalate to violence towards police officers, which may increase the risk of harm to both the police and citizens at the encounter (see Reiss, 1971). Further, police face more critics with respect to the modes, efficacy and efficiency of their actions when their legitimacy is questioned. This in turn, compromises their functionality as a policing body and may reduce the participation by the public to assist police in their role as guardians of law; for example: reduced incident reporting. Moreover, a rift between policing authorities and citizens may occur; this is particularly the case when demographic factors, structural factors and historical experiences significantly differ between citizens and the various policing bodies – this in turn increases the risk of negative perceptions of quality of treatment and procedural fairness (see Hawdon, 2008; Kane, 2005; Mastrofski, Snipes & Supina, 1996; McCluskey, 2003; Reiss, 1971).

The Research, Analysis and Information Unit (RAI) of the National Policing Improvement Agency (NPIA) identified ‘the procedural justice thesis’ as an important development in policing research with plans to replicate US research in a UK context. To facilitate their research agenda, the RAI requested a systematic literature search of procedural justice in order to identify literature relevant to the following research questions:

4. How is legitimacy conceptualised in the criminal justice field?
5. What empirical evidence is there for the impact of the following on public confidence or ratings of the police?
 - Police effectiveness in tackling crime, anti-social behaviour and local problems; and
 - ‘process policing’ – procedural fairness or the way the police treat members of the public.
6. What empirical evidence is there for the impact of the following on cooperation with the police and compliance with the law?
 - Police effectiveness in tackling crime, anti-social behaviour and local problems;
 - Perceived risk of being caught and punished for committing a crime; and

- 'Process policing' – procedural fairness or the way the police treat members of the public.

The key objectives were to develop a search strategy using keywords and datasources to capture literature of relevance, create a coding framework and database that would enable the RAI to search for specific records in the future, provide a library containing literature of relevance and provide a technical report detailing the above and highlighting difficulties encountered.

Researchers at the Centre of Excellence in Policing and Security (CEPS) at Griffith University developed a comprehensive search strategy and conducted a methodologically rigorous systematic literature search of procedural justice between April and June, 2009.

Twenty-two keywords (evidentiary keywords were counted as one search term using a Boolean function) were chosen and searched on 6 electronic database (Cambridge Scientific Abstracts, Informit, Ingenta Connect, Ovid, Proquest and Web of Knowledge) and two library catalogues (the National Police Library and Cambridge University and dependant libraries). The research team also interrogated biographies and references from selected authors influential in the development of procedural justice research (e.g. Tyler).

The research team developed two search iterations using combinations of keywords. The first search iteration (Tier 1 + 2) included criminal justice agents such as police combined with procedural justice (and associated terms/phrases such as "procedural fairness"). The second search iteration (Tier 1 + 3 + 4) included criminal justice agents combined with procedural justice outcomes (e.g. confidence) with research focused terms (e.g. study). These search iterations were used systematically across the datasources used.

Over 20,600 records were retrieved and reviewed across all of the datasources and search terms used. Of these, 2,526 records were identified as relevant to the research questions posed by the RAI and of these 794 were unique records/references. The amount of relevant material retrieved across the searches was impressive but the inclusion percentage (records reviewed to obtain relevant records) was very low at 12 percent.

Analysis of the keywords, databases and search iterations indicated that Tier 1 + 3 + 4 produced the largest number of hits with the lowest inclusion percentage (9 percent) indicating that the search combination was very inefficient in targeting relevant literature. The research team had conducted a pilot on the combination of terms prior to commencing the systematic search but as the pilot only reviewed a small subset of records that were returned in a couple of databases AND the material located in the pilot would not be captured using other search terms/iterations, the researchers were reluctant to eliminate some of the combinations. This proved to have a high impact on the hours spent retrieving and reviewing material that would mostly be ineligible. Future systematic searches would adopt a much more ruthless approach to keyword selection and only chose those words that returned a very high (greater than 75 percent) inclusion rate.

Researchers also encountered problems with some of the major databases used. Proquest had a difficult interface for processing records. In particular, there were limits to the number of records that could be viewed, printed or imported into EndNote at a time. Additionally, the quality of the imported references was poor meaning that researchers had to spend considerable time correcting references. Also, because of the broad discipline base to Proquest, searches returned very large hits with a low percentage of eligible literature. NPL was another problematic database. Researchers had retrieved and reviewed a large number of records before discovering that hits over 80 were corrupted. This meant that much of the data resulting from the NPL was discarded. Additionally, it is not possible to import citations from NPL directly so researchers conducting large scale systematic searches in the future should seriously consider whether to include this database. Informit and Web of Knowledge appeared to be the best databases for the search terms used and produced the most number of eligible records and/or percentage of included records for the systematic search.

The research questions were very broad in order to be inclusive of the variety of literature developed on the subject of procedural justice and police legitimacy. As a result, the literature retrieved is also very broad. Future literature searches would benefit from identifying one specific dimension of procedural justice (for example confidence) and target the search accordingly. This would mean that the number of keywords would be significantly reduced and consequently the number of searches conducted per database. The researchers input results into an Excel database. To

facilitate interrogation of the literature, the research team developed a comprehensive database in Excel with built in filters to enable the RAI to examine very specific references (e.g. research conducted in the USA that surveyed victims of crime in relation to confidence in the police).

The research team decided to include all eligible and ineligible records in the database. The advantage of this approach was that it was possible to identify discrepancies in coding of eligibility (yes versus no), coding of research information (deciding whether qualitative or quantitative methods had been used), cross checking of search totals, and also allowed for future interrogation of the data. As an inter rater test of reliability had been conducted, it could be argued that the inclusion of ineligible records was an unnecessary additional task. However, the researchers also had a 'show all work' approach to the search strategy. Future research strategies should consider the relative merit of including all records and decide accordingly.

Analysis of the relevant literature indicated that survey methods have been used predominately to assess procedural justice measures such as confidence or ratings of the police. Furthermore, most research in legitimacy and procedural justice has focused on the way in which the police treat the public as opposed to other criminal justice agents. The majority of studies identified in the relevant literature originated in the USA with research by Sunshine and Tyler commonly being retrieved in the searches.

Overall, the systematic search of procedural justice literature has produced a valuable database and library of relevant literature that will assist future researchers. Our temporal analysis highlighted that publications on procedural justice and legitimacy have increased dramatically from 1980 to 2009. This suggests that the "procedural justice thesis" has been picking up momentum in the research literature. Surprisingly, of the 794 abstracts reviewed, only 34 studies specifically listed an experimental method (e.g. experimental and control conditions). Given the very high interest as reflected by the increase in publications over time, we would suggest that more experimental research should be conducted to advance knowledge of procedural justice and legitimacy.

Appendix A – Procedural Justice Training and Coding Document

Overview

The literature search will focus broadly on the following questions:

1. How is legitimacy conceptualised in the criminal justice field?
2. What empirical evidence is there for the impact of:
 - a. Police effectiveness in tackling crime, anti-social behaviour and local problems
 - b. 'process policing' – procedural fairness or the way the police treat members of the public
on public confidence or ratings of the police?
3. What empirical evidence is there for the impact of:
 - a. Police effectiveness in tackling crime, anti-social behaviour and local problems
 - b. Perceived risk of being caught and punished for committing a crime
 - c. 'process policing' – procedural fairness or the way the police treat members of the public
on cooperation with the police and compliance with the law?

Empirical research as well as influential theoretical pieces will be included. In addition, the researchers will incorporate the wide range of qualitative and quantitative work that has been integral to the development of procedural justice.

Search Strategy

There are 4 tiers of keywords. The search strategy incorporates two search iterations:

- a. Tier 1 + Tier 2 (e.g. Police + Procedural Justice)
- b. Tier 1 + Tier 3 + Tier 4 (e.g. Police + Compliance + Research)

| Tier 1 Criminal Justice Agencies | Tier 2 Procedural Justice & Associated terms | Tier 3 Procedural justice outcomes | Tier 4 Evidence focused filters [using Boolean functions] |
|--|---|--|---|
| Police Policing "Criminal Justice" "Law Enforcement" Court Prison Correction* Authorities | "Procedural Justice" "Procedural Fairness" "Fair Procedure" "Fair Process" "Effective policing" "Police effectiveness" "Distributive justice" | Compliance Comply Confidence Cooperat* (Cooperate, cooperation) Fair* (fair, fairness, fairly) Legitima* (Legitimacy, legitimate) | Study Studies Research Empirical Evaluation Theor* (used in combination with 'legitimacy' in Tier 3 keywords only to answer RAI question 1. |

Where possible, we propose to search Tier 1-4 terms using an “abstract” search field. Database limitations may not allow this in all searches. We will note any modifications to this general search strategy to ensure the overall study can be replicated.

As each database is unique, you will:

- Receive specific instructions on how to enter the search terms, and how to export the reference to Endnote (if possible), for each database. You will also be given guidance about what the database does with duplicates, and whether sub-databases are identified when multiple database searches are completed. These last two are important for the completion of specific columns in the spreadsheets.
- Receive separate Excel files for each database assigned. These will be returned to Sarah who will merge them into a Master.
- Be required to create a new Endnote library for each database search you do. Library file names are to be the same as the data entry name. E.g. Records retrieved from Ingenta Connect will be saved in an Endnote library called “Ingenta.enl”. Sarah will then merge these libraries to create a Master.

Searches will be conducted in 6 databases and 2 library catalogues.

Before You Get Started

1. Print out this document so you have it to refer to.
2. Make sure you have Microsoft Excel 2003. If you have a more recent version, please let Sarah know so we can test if there are any compatibility issues. If you Save As doc.xls, this should be ok but we want to be sure!
3. Get Endnote X2, also known as version 12. Endnote is not backwards compatible so make sure you have this version. If you already have Endnote on your computer in an earlier version, you must delete the program completely from your computer (using control panel, remove programs option), before attempting to install the new version. Endnote software can be downloaded free from http://www.griffith.edu.au/cgi-bin/frameit?http://www.griffith.edu.au/ins/training/endnote/content_purchase.html Self-help resources are available from <http://www.griffith.edu.au/library/workshops-training/self-help-resources/endnote>

Search and Code Instructions

STEP 1 – Search Data & Exclusions

1. Open *Search Data* worksheet.
2. Enter *Date of Search* in the form of DD/MM, i.e. 09/04 indicates 9th April.
3. Enter 2 initials for your first and last name under *Researcher*.
4. Note that the *Database*, *Search Number*, and *Keywords* fields have been completed for you. Do not alter these.
5. Access the database you are working with and search the keywords as indicated in the Excel file. Remember to:
 - a. Conduct abstract only searches (where database allows for this functionality)
 - b. Include quotations where specified (e.g. “procedural justice”).
 - c. Include date filter where available (1980 to current).

6. Return to the *Search Data* worksheet. Complete Y or N to indicate whether *Date Filter* was available.
7. Record the total number of records returned in the *Total Hits* column.
8. **Print out all records by citation and abstract.** Write the search number in the top right hand corner of the print out. (The *Search Number* is already entered in column D of the spreadsheet). We will retain all printed out lists as paper masters.
Note: For the training, print only first 30 records, and first 20 for IRR trial.
9. Review the records and draw a cross on any records that will be excluded and note the reason (choose from the menu below). Where a record meets more than one exclusion category, select the one that appears first in the table below.

| REASONS FOR EXCLUSION | |
|--|-----------------|
| Description | Data Entry Name |
| Document is on racial or ethnic profiling and unrelated to research questions | Profiling |
| Document discusses cross-border law enforcement and cooperation not relating to procedural justice | Interstate |
| Document relates to within agency management (e.g. HR issues, or job satisfaction) | Within Agency |
| Document relates to other governmental organisations (e.g. tax office) | Government |
| Political systems influence on public perceptions of the police and other CJS agencies. | Political |
| Document is not related to the key research questions | Questions |

Note: For records in French and German, include all. These will be forwarded to a translator to determine final inclusion.

Tally the exclusions and enter the totals in the *Reason for Exclusion* columns. Note that there is an *Other* column. This column has been included to cater for exclusions that may arise as we go through the process. Place records that are excluded because they are not in English, French or German in this column. Note that Column W *Sum check inclusions* has been added to ensure the exclusions have been summed correctly. This column is automatically generated and should be equal to the *Total Number of Exclusions* column.

10. Complete the *Number of Within Search Duplicates* column. The *Within Search Duplicates* are those duplicates that are denoted by the database. For example, CSA will inform you in a given search output that there were 'x' number of duplicates. The purpose of this column is to reconcile the number of records generated as compared to the number of hits for each search. The number of records reported on the literature database should equal the number of hits minus the number within search duplicates and other (e.g. French and German publications).
11. Open Endnote. Create a new library, using the data entry name of the database you are working on (see p.5). Set the reference style to APA 5th edition.
12. Return to the database and select those articles which will be *included* in the study and export these to Endnote. **If you are unsure about the publication, select it as well as there is a place in the next spreadsheet to record this.** Refer to the instructions emailed to you for your specific database. Please check that Endnote has correctly coded the Reference Type (e.g. I have exported Journal Articles, but Endnote has imported them as Books), and make the necessary corrections.

Where a database does not have export capability, each record will have to be manually entered. If manually entering, the minimum information required for a bibliographic reference must be entered. I haven't listed these here because it is different for different reference types, e.g. for a book you would need: Author, Year, Title, City, Publisher; but for a Journal article you would need Author, Year, Title, Journal, Volume, Issue, Page number. Each reference type has these necessary fields. In addition, use the "URL" field to insert the address to the relevant webpage, and the "Link to PDF" field if the publication is available in pdf format online. The abstract must also be entered.

STEP 2 – Literature Database: Search Information

1. Open *Literature Database* worksheet. Note that the orange columns are the same as part of the *Search Data* worksheet. You will copy and paste the relevant information from the Search Data worksheet into the Literature Database worksheet for each reference found in that search. You may find this easier to do at the end, after you have entered all of the references.

STEP 3 – Literature Database: Identifiers

1. Enter in the *Record Number* of from the search printout. This will enable us to check what is entered in the spreadsheet, against what is written on your printout.
2. In the *Eligible* column enter either "Y" for yes for publications you are sure are included, and "M" for maybe for publications you are not sure about and "N" for publications that are sure should be excluded. Where documents are a Maybe or NO, enter ONLY the reference and abstract only (e.g. do not code the document).
3. Where available, use the data entry name (see table below) to record *Sub-database* that the publication was drawn from. Sub-databases for each search are listed below. Note, not all printouts will list a sub-database and the instructions you receive with the excel file will provide guidance on this.

| Database | Data Entry Name | Sub-database | Data Entry Name |
|--|-----------------|---|-----------------|
| CSA | CSA | Criminal Justice Abstracts | CJA |
| | | Social Services Abstracts | SOCServ |
| | | Sociological Abstracts | SOC |
| | | SAGE Criminology | SAGECRIM |
| | | SAGE Sociology | SAGESOC |
| | | SAGE Political Science | SAGEPS |
| Informit | Informit | CINCH | CINCH |
| Ingenta Connect | Ingenta | - | - |
| Proquest | Proquest | Proquest - Dissertations and Theses | PQ-DT |
| | | Proquest - Psychological Journals | PQ-Psych |
| | | Proquest - Social Science Journals | PQ-SS |
| | | Proquest - Legal Module | PQ-LM |
| Ovid | Ovid | PsycEXTRA | PsycEXTRA |
| | | PsycINFO | PsycINFO |
| Web of Knowledge | WOK | Web of Science - Arts and Humanities Citation Index | A&HI |
| | | Web of Science - Social Sciences Citation Index | SSCI |
| National Police Library via NPIA | NPL-NPIA | | |
| Cambridge University Library & Dependent Library Catalogue | CUL | | |

STEP 4 – Literature Database: Research Information

Research information is to be extracted by reviewing the abstract. Follow the instructions below for each field.

| FIELD | DESCRIPTION | MENU |
|-------------------|--|---|
| Design | What research design has been used? Choose one. Where it is a theoretical or discussion piece, N/A (not applicable) would be appropriate. Where no methods are specified, Unknown would be appropriate. Mixed Method is defined as studies using a combination of qualitative and quantitative. Unless otherwise specified in the abstract, make the following assumptions about design: (1) survey or experimental indicate a quantitative design, and (2) case studies or interviews indicate a qualitative design. | Qualitative Quantitative Mixed Methods N/A Unknown |
| Primary Method | What is the main method used? Choose one. If a theoretical or discussion piece, choose N/A. | Experimental Survey Observations Interviews Case Studies Other N/A Unknown |
| Secondary Method | This category is for studies using more than one method. Choose one. Choose N/A if single method. Unknown would be used where reference is made to additional research but the methods are not specified. | Experimental Survey Observations Interviews Case Studies Other N/A Unknown |
| Research Question | <p>Does the research focus generally on</p> <ul style="list-style-type: none"> • legitimacy of the CJS (legitimacy), • public confidence or ratings of the police (confidence) or • cooperation with the police and compliance with the law (cooperation). • Where multiple questions are addressed, code as multiple. <p>Please read abstract carefully to determine what the specific research question is being addressed. See example below.</p> <p>Example 1: 'This essay discusses police legitimacy, specifically focusing on 3 points. First, the police need public support and cooperation</p> | Legitimacy Confidence Cooperation Multiple |

| FIELD | DESCRIPTION | MENU |
|---------|--|--|
| | <p>to be effective in their order-maintenance role, and they particularly benefit when they have the voluntary support and cooperation of most members of the public, most of the time. Second, such voluntary support and cooperation is linked to judgments about the legitimacy of the police.' This abstract should be coded as COOPERATION.</p> | |
| Agency | <p>The article relates procedural justice and the Criminal Justice System generally (CJS), police, prisons, courts or none of the above (NA...consider the inclusion of this article)</p> | <p>CJS Police Prison Court N/A Unknown</p> |
| Outcome | <p>Does the research suggest...</p> <p>Confidence or ratings of the police is more impacted by:</p> <ul style="list-style-type: none"> • Police effectiveness in tackling crime (effectiveness) or • Procedural fairness/justice. <p>Cooperation with police and compliance with the law are impacted by:</p> <ul style="list-style-type: none"> • Police effectiveness in tackling crime (effectiveness), • Risk of being caught (caught) or • Procedural fairness/justice <p>The article is focused on legitimacy (legitimacy) and the Criminal Justice System</p> <p>Where Multiple outcomes are discussed list multiple. It is important to really read the outcome of the abstract before coding.</p> <p>Example 1: "Overall, regression analyses confirmed that procedural justice judgments affect police legitimacy, which in turn influence cooperation with the police and compliance with the law." This would be coded as 'procedural justice' as legitimacy, cooperation and compliance is to be achieved through procedural justice.</p> <p>Example 2: "The results indicate that both procedural justice and perceived legitimacy are important factors that shape the satisfaction level of the officer." This should be coded as 'Multiple'.</p> | <p>Effectiveness Caught Legitimacy Procedural Justice Multiple</p> |

| FIELD | DESCRIPTION | MENU |
|------------|--|--|
| Region | Which region/s was the research conducted? If more than one, e.g. a comparative study, enter all relevant regions. For theoretical pieces, choose N/A. See the table over page for explanation of which countries are included in each item. | USA Canada North American Other South America United Kingdom Europe Asia Middle East Africa ANZ Australasia Other Antarctica N/A |
| Population | What population is the sample drawn from? For combinations choose other and specify. E.g. Other, offender and civilians. For theoretical pieces, choose N/A. | Offender Criminal Justice Officials Civilian Victim Mentally Ill Youth Student Other, Specify Multiples. N/A |

Notes:

1. Sometimes the abstract may not provide enough information to determine the variable. In this instance, enter “Unknown”.
2. In instances where information is provided but you are unsure of how it should be coded, enter “Unsure”.
3. Pay careful attention to how the “Other” column is meant to be used for each variable as it is used differently. In most cases where Other – please specify.

Region Menu Descriptions

| Menu Item | Description/Inclusions |
|----------------------|--|
| USA | United States of America |
| Canada | Canada |
| North American Other | Caribbean (Bahamas, Dominican Republic, Haiti, Jamaica, West Indies) Central America (Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama) Cuba, Greenland, Mexico |
| South America | Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay and Venezuela. |
| United Kingdom | England, Ireland, Scotland and Wales. |
| Europe | Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, and Ukraine. |
| Asia | Include all countries in Central, East, and South Asia under this item Central Asia: Kazakhstan, Kyrgyzstan, Mongolia, Tajikistan, Turkmenistan, and Uzbekistan. East Asia: China, Japan, and Korea, South Asia: Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, Darussalam, India, Indonesia, Laos, Malaysia, Maldives, Myanmar, Nepal, Pakistan, PDR, Thailand, The Philippines, Singapore, Sri Lanka, Timor-Leste, and Vietnam. |
| Middle East | Also known as West Asia, includes these countries: Israel, Iraq, Iran, Jordan, Kingdom of Bahrain, Kingdom of Saudi Arabia, Kuwait, Lebanon, Palestine, State of Qatar, Sultanate of Oman, Syrian Arab Republic, United Arab Emirates, and Yemen. |
| Africa | Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Côte d'Ivoire, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Republic of the Congo, Rwanda, Sao Tome and Principe, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sudan, Swaziland, Tanzania, Togo, Tunisia, Uganda, Western Sahara, Zambia, and Zimbabwe. |
| ANZ | Australia and New Zealand |
| Australasia Other | Fiji, French Polynesia, Nauru, New Caledonia, Papua New Guinea, Solomon Islands, Tonga, Tuvalu, and Vanuatu. |
| Antarctica | Antarctica |

STEP 5 – Literature Database: Reference Information

1. Copy and paste the full *Reference* from Endnote. Make sure your Endnote is set up for APA 5th edition format. There is a drop down menu in the top left corner of Endnote to change reference styles.
2. Where the publication is available online, paste the *Link*.
3. Copy and paste the *Abstract*.
4. Check you have pasted in the search information for each entry (listed as STEP 2, but may be quicker to do at the end of the process).
5. Create a back up for the search. **A back up is to be created at the end of each search within the database.** Do this by:
 - a. Emailing the Excel and EndNote files to yourself, AND
 - b. Saving the Excel and EndNote files to one of the following:
 - i. An external hard drive
 - ii. A flash drive
 - iii. Burn to CD

This process will ensure your work is stored in three places (email server, removable storage device, and your hard drive). This should be sufficient protection against lost data. Save over each back up as new back ups are created to ensure that only the most recent version exists.

Complete STEPS 1 to 5 for each search in the database.

STEP 6 – Submitting the Database

Complete this checklist before submitting the database. As you become familiar with the process, you may like to add your own checks in to ensure the database is as accurate and complete as possible. Insert these in the blank rows.

| | |
|---|---|
| CHECK | r |
| Hard Copies | |
| Collate your hard copies in search order, i.e. INF001, INF002, INF003 etc. These need to be submitted to Sarah. Each print out should have the search number in the top right corner, and your exclusions clearly marked with the exclusion code. | r |
| EndNote | |
| Check that when you click on each entry, the reference appears correctly in the bottom pane. If it doesn't, go back and correct, and follow up where you have pasted it in Excel. | r |
| Check that the file name is the data entry name of the database as it appears in the table on p.5 of this document. E.g. Informit.enl | r |
| Excel File | |
| Check all fields are completed (there is a code for everything, do not leave fields blank). Exceptions include the fields that are pre-populated, e.g. keywords, and the Link column. It will be empty if there is no link. | r |
| Run a spell check and make corrections. | r |
| Check that your entries match exactly what is on the menu. E.g. Enter Case Studies, not Case study; United Kingdom, not UK. | r |
| Check the number of exclusions on the search data sheet matches the sum check exclusions column. | r |
| Check the search information has been pasted into the Literature sheet for each inclusion. | r |
| Check you have applied the assumptions for research design. E.g. If the method is Case Studies or Interview, Design should be Qualitative. | r |
| Check that the Research Question entries are consistent with the Outcome entries. E.g. If RQ is entered as Process, then Outcome should be N/A. If RQ is entered as Outcome or Both, then Outcome must have an outcome listed. | r |
| Check the references appear correct in APA format. (Don't worry about the title appearing in italics, as excel converts it to plain text when you paste from EndNote). | r |
| Review records where entries of M, ?, and U appear. Check that these entries are appropriate. | r |
| | r |
| | r |
| | r |
| | r |
| | r |
| | r |
| Ready to Submit | |
| If outside of CEPS, bring in the collated hard copies to Sarah. | r |
| Email the EndNote and Excel file to sarah.bennett@griffith.edu.au | r |

Appendix B– Specific Database Instructions

CSA databases

http://csaweb107v.csa.com.libraryproxy.griffith.edu.au/ids70/select_databases.php?SID=16fh1cb0j4fi7dqtq909cmgor6

If after clicking on this weblink you are asked to login, you will need to go back through the Griffith catalogue, click here to do so:

<http://app.griffith.edu.au/erd/search.php?keyword=CSA+illumina>

1. Select databases

- Criminal Justice Abstracts
- Social Services Abstracts
- Criminology: A SAGE Full-Text Collection
- Political Science: A SAGE Full-Text Collection
- CSA Sociological Abstracts
- Sociology: A SAGE Full-Text Collection

Check that these databases are listed as selected after you have gone to the Search Tools page.

2. Entering Search Terms

Select Search Tools tab

Select Command Search tab

2.1 Tier 1 + 2

For searches CSA001-CSA056, enter the keywords as per the sample format below.

AB=police AND AB=procedural justice

Where the keyword is two words, such as procedural justice, enter AB= procedural justice. Do not use quotation marks.

2.2 Tier 1 + 3 + 4

For the remaining searches, enter the keywords as per the sample format below.

AB=police AND AB=compliance AB=(study OR studies OR Research OR empirical OR evaluation OR theor*)

3. Date Filter

Set “Date Range” to 1980-2009. I have already completed the Date Filter column for you as 1980-2009 in the spreadsheet.

4. Printing Records

Click the Mark box (above left of first record). This will mark all records.
Click Save, Print, Email
Select Full Format – no references
Select Text for document format
Select APA for bibliographic style
Click Print Preview
Use your Internet Browser File, Print buttons.

5. Importing to Endnote

CSA does not allow you to directly export into Endnote. However, it does allow you to save the records in a format that can be imported by Endnote.

Click [Save, Print, Email](#) link
Ensure Marked Records is selected
Ensure Full Format selected
Leave duplicates box unchecked
Before Clicking Save, ensure PC file format is selected.
Click Save (be sure to save as a .txt file and remember where you save it!)

The screenshot shows the export options for 13 marked records. The 'Use 10 Marked Records' radio button is selected. The range is set to records 1 to 15. The format is 'Full format' and 'Include duplicates' is unchecked. The document format is 'HTML' and the bibliographic style is 'APA - American Psychological Association, 5th Edition'. There are buttons for 'Create', 'Email', 'Save', and 'Print Preview'. The 'File format' is set to 'PC'. At the bottom, there is a link to 'Export to RefWorks'.

Use 10 Marked Records
 Use 13 records from the current results list of All Publication Types

From record to of 13 Published Works (maximum 500 at a time)

Include duplicates

Comments:

New! Create a bibliography with QuikBib (Only records for Published Works will be processed.)
Choose a document format:
 HTML Text

Choose a bibliographic style:

To: From:
optional

File format: PC Macintosh Unix

Export to RefWorks

Open your Endnote library.
Click File à Import. An Import pop window should emerge.
Use the Choose File button to browse for the .txt file you just saved.
Import option: select Other filters, click on Find by and select CSA, then select Criminology.
Duplicates: select Import into Duplicate library
Text Translation: select no translation
Click Import

Endnote may automatically open up your duplicate library, and minimise the library you were working with, so don't be alarmed if all of the entries don't appear. Check the original library. Open each record and check that the information has imported correctly and make any necessary corrections.

6. Sub Database

This database does indicate which sub-database the record is from in the right side of each record. You will need to note these as part of *Step 3 – Literature Database - Identifiers*.

7. Duplicates

By leaving the Include Duplicates box unchecked when we saved our records, we tell the database to delete any duplicates. This means that if there were duplicates (more than one of the same publication) in the original number of hits, these will have been removed in the saved/printed file. For example, you may have 100 total hits, and 30 exclusions. This implies you will save/print 70 records. However, when you do this you may find only 69 records. This means a duplicate has been removed. You need to record the number of duplicates in the Search Data spreadsheet. This column handles duplicates that occur within the same database. The "Import into Duplicate Library" option in Endnote you will manage between database duplicates. You do not need to worry about these.

Informit

<http://search.informit.com.au.libraryproxy.griffith.edu.au/>

1. Select databases

Under Informit Index Databases select:
- CINCH (Australian Criminology Database)
Click continue

2. Entering Search Terms

2.1 Tier 1 + 2

For searches INF001-INF008, type the keywords in the following format into the "Search Query" box:

AB=police AND AB=procedural justice

Where the keyword is two words, such as procedural justice, enter AB= procedural justice. Do not use quotation marks.

2.2 Tier 1 + 3 + 4

For the remaining searches, enter the keywords as per the sample format below.

AB=police AND AB=compliance AB=(study OR studies OR Research OR empirical OR evaluation OR theor*)

3. Date Filter

Set "Date Range" to 1980-2009. I have already completed the Date Filter column for you as 1980-2009 in the spreadsheet.

3. Sub Database

This database does indicate which sub-database the record is from in the bottom right corner of the brief for each record. In this case, it is CINCH. You will need to note these as part of *Step 3 – Literature Database - Identifiers*.

4. Exporting to Endnote

Click Save
Under Records to Save, select Marked Records
Under Fields to Save, select Complete Record
Under Field Label Format, leave as Short Field Labels
Under Output Format, select Endnote Direct

You may get pop ups asking if you want to open or save the file, click Open. Endnote will then open and the records will appear. Open each record and check that the information has imported correctly. One issue seems to be that Endnote incorrectly assigns the reference type, i.e. imports it as Generic, when it is a Journal Article. The implication of this is that the reference information doesn't appear in the correct fields,

e.g. the volume number is not in the volume number field. Please check the reference information appears as it should.

5. Duplicates

This database does not automatically delete duplicates. You will calculate the total number of duplicates and record them in the duplicate column of the Search Data spreadsheet.

Ingenta Connect

<http://www.ingentaconnect.com.libraryproxy.griffith.edu.au/>

1. Select databases

On the Ingenta Connect Welcome Page, click Browse (from menu on the right). This will expand the menu, click on the Advanced Search option.

2. Entering Search Terms

This database has the capacity to search title, abstract, and keywords only. However it does not accept field codes so we are unable to tell it to search just one of these three. It provides two options, see below, all three or the article title. It can not search full text.

Search for: (*)



In article title, keywords or abstract



In article title

2.1 Tier 1 + 2

For searches INF001-INF0056, type the keywords in the following format into the "Search Query" box:

AB=police AND AB=procedural justice

Where the keyword is two words, such as procedural justice, enter AB= procedural justice. Do not use quotation marks.

2.2 Tier 1 + 3 + 4

Ingenta recognises Boolean operators such as AND, OR; but does not like the tier 4 word "study". Attempts to incorporate the word "study" with other tier 4 words resulted in a time out. For example:

AB=police AND AB=compliance AB=(study)

However, it was able to process the other tier 4 words simultaneously. For example,

AB=police AND AB=compliance AB=(Research OR empirical OR evaluation OR theor*)

Due to these results, the searches including tier 4 words of "research", "empirical", and "evaluation" will be done simultaneously. Searches using the tier 4 word "study" will be done separately. For example

police AND compliance AND (research OR empirical OR evaluation)

Use the above formats to enter the keywords, with "In article title, keywords or abstract" selected.

police AND compliance AND (Research OR empirical OR evaluation OR theor*)

2. Date Filter

Ingenta does not have a “Date Range” option. I have already completed the Date Filter column for you as “None” in the spreadsheet.

3. Printing Records

Click Tools, Print.

4. Exporting/Importing to Endnote

Ingenta does have an Export to EndNote option, but it didn’t work when I tried to use it. To try exporting to Endnote, do the following:

Click on Tools in the right menu.
Click Export Options.
Click Endnote
Click Save

If this does not work, you will need to save the records as a .txt file and import them into EndNote.

Instead of clicking Endnote, click plaintext
The results should appear as if ready to print. Click File, Save As, and save as a .txt file. Remember where you save it!
Open your Endnote library.
Click File à Import. An Import pop window should emerge.
Use the Choose File button to browse for the .txt file you just saved.
Import option: select Other filters, select UnCover (INGENTA).
Duplicates: select Import into Duplicate library
Text Translation: select no translation
Click Import

Endnote may automatically open up your duplicate library, and minimise the library you were working with, so don’t be alarmed if all of the entries don’t appear. Check the original library. Open each record and check that the information has imported correctly and make any necessary corrections.

5. Duplicates

This database does not specify how it handles duplicates. If duplicates do appear, calculate the total number of duplicates and record them in the duplicate column of the Search Data spreadsheet.

6. Sub-database

Although Ingenta draws from a variety of publishers, these are not specified as sub-databases therefore this column of the spreadsheet will be left blank.

ProQuest

<http://proquest.umi.com.libraryproxy.griffith.edu.au/login?&clientId=13713>

1. Select databases

Click Select Multiple Databases

Select:

- Dissertations and Theses
- ProQuest Psychology Journals
- ProQuest Social Science Journals
- ProQuest Legal Module

Click Continue

2. Entering Search Terms

2.1 Tier 1 + 2

Open the Advanced filter tab and set the date range to 'after' 12/31/1979 (American date format) to capture literature from 1980 onwards.

Type in Tier 1 and 2 keywords using the 'Abstract' filter as shown in the example below.

ProQuest [Return to Griffith Library Services](#) | [Help](#)

Basic **Advanced** Topics Publications [My Research](#) 0 marked items

Interface language: English [Go](#)

[Databases selected:](#) Multiple databases...

Advanced Search Tools: [Search Tips](#) [Browse Topics](#)

| | |
|--------------------------|-----------------------|
| police | Abstract |
| AND "procedural justice" | Abstract |
| AND | Citation and abstract |

[Add a row](#) | [Remove a row](#) [Search](#) [Clear](#)

Database: [Multiple databases...](#) [Select multiple databases](#)

Date range: [After this date...](#) 12/31/1979 [About](#)

Limit results to: Full text documents only [About](#)
 Scholarly journals, including peer-reviewed [About](#)

[More Search Options](#)

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[Text-only interface](#)
ProQuest

2.2 Tier 1 + 3 + 4

Whilst you can add rows for additional search terms into the advanced filter box, there are insufficient rows to capture all of the Tier 4 words. Consequently, please use the BASIC search function and type in search terms in the following manner to capture relevant from the document abstracts:

ABS(Tier 1 word) AND ABS(Tier 3 word) AND ABS(Study OR Studies OR Research OR Empirical OR Evaluation)

For example

ABS(Police) AND ABS(confidence) AND ABS(Study OR Studies OR Research OR Empirical OR Evaluation)

ProQuest [Return to Griffith Library Services](#) | [Help](#)

Basic Advanced Topics Publications [My Research](#)
0 marked items

Interface language: English Go

Databases selected: Multiple databases...

Basic Search [Tools](#) [Search Tips](#) [Browse Topics](#)

(ce) AND ABS(Study OR Studies OR Research OR Empirical OR Evaluation) Search Clear

Database: Multiple databases... [Select multiple databases](#)

Date range: After this date... 12/31/1979 [About](#)

Limit results to:

- Full text documents only
- Scholarly journals, including peer-reviewed [About](#)

[More Search Options](#)

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[Text-only interface](#)

ProQuest

Please remember to use quotation marks where a phrase is used, e.g “law enforcement”

3. Date Filter

In Date Range, select “after this date” and enter 01/01/1980. This date will be pre-entered into the Date Filter column of the spreadsheet.
Click Search.

4. Printing Records

Click on the Mark All box (above left of first record).
Click Cite
Under format, select Document Summaries (citation & abstract)
Under citation style select Proquest Standard (do not select APA here as the output includes APA style information not relevant to our purposes)
Click Print

5. Exporting to Endnote

Select the records eligible for inclusion.
Click on Export.
Select “Export directly to ProCite, EndNote or Reference Manager”.

A pop up window may ask you to Open with or Save, the default should be on Open with, click Ok. If EndNote is already open, it will then pop up on your screen and show the imported documents. If it was closed, it will ask you which library you wish to open to import the files. You should have created an EndNote library specifically for this database called ProQuest.enl.

6. Sub-database

ProQuest does not specify from which sub-database each record was drawn, therefore this column of the spreadsheet will be left blank.

Ovid

<http://app.griffith.edu.au/erd/search.php?keyword=OVID+sp>

1. Select databases

Under Databases select:

- PsycEXTRA
- PsycINFO

Click Open Selected Resources

2. Entering Search Terms

2.1 Tier 1 + 2 + 3

Go to the Multi-Field search. Type the keywords into the search fields as follows. You will need to Click Add New Row to enter all terms.

The screenshot shows the Ovid search interface for PsycE. The 'Multi-Field Search' tab is selected. The search fields are populated with the following terms and operators:

| Operator | Search Term | Field Selection |
|----------|--------------------|-----------------|
| AND | police | Abstract |
| AND | procedural justice | Abstract |
| AND | | Abstract |
| OR | | Abstract |
| OR | | Abstract |
| OR | | Abstract |
| OR | | Abstract |

Buttons: Search >>, Add New Row

Link: Limits (Click to expand)

2.2 Tier 1 + 3 + 4

The screenshot shows the Ovid search interface for PsycEXTRA. The 'Multi-Field Search' tab is selected. The search fields are populated with the following terms and operators:

| Operator | Search Term | Field Selection |
|----------|-------------|-----------------|
| AND | police | Abstract |
| AND | compliance | Abstract |
| AND | study | Abstract |
| OR | studies | Abstract |
| OR | research | Abstract |
| OR | empirical | Abstract |
| OR | evaluation | Abstract |
| OR | theor* | Abstract |

Buttons: Search >>, Add New Row

Link: Limits (Click to expand)

Ovid does not require that composite words be entered in quotation marks.

3. Date Filter

Click on Limits to expand and select 1980 to current for the year. This has already been completed in the Date Filter box of the spreadsheet.
Click search. Scroll down to view results.

4. Removing Duplicates

Before printing records, click Remove Duplicates (centred above search results).
Ensure that “has abstract” is selected.
Click Continue.

5. Printing Records

Go to the Results Manager.
Under Results, select All in this Set.
Under Fields, select Citation and Abstract.
Under Results format, select Ovid. Be sure to check the Include Search History box also.
Click Print Preview.
Use your Internet Browser’s File, Print buttons.

6. Exporting to Endnote

Go to the Results Manager.
Under Results, select Selected Results.
Under Fields, select Complete Reference.
Under Results format, select Direct Export.
Click Save

A pop up window will ask you to Open with (will be the default) or Save, click OK, you want to open. EndNote will then automatically open showing the imported references. If it does not, it may provide a pop up asking you to choose a filter or connection file, select PsycINFO provided by OvidSp. You can find this quickly in the list by typing PsycINFO into the search box and clicking Find by. Once you find it, click choose.

7. Sub-databases

Ovid does identify which sub-database the record is from. You will need to record whether the record came from PsycEXTRA or PsycINFO in the Sub-databases column.

Web of Knowledge (WOK)

http://apps.isiknowledge.com.libraryproxy.griffith.edu.au/WOS_GeneralSearch_input.do?highlighted_tab=WOS&product=WOS&last_prod=WOS&SID=3Ba3bdJ9caf7InF2L7o&search_mode=GeneralSearch

This link takes you directly to the Web of Science page within Web of Knowledge. If you use some other way of accessing Web of Knowledge, be sure to click on Web of Science tab before proceeding.

1. Entering Search Terms

WOK does not allow searches by all fields, therefore Tier 1+2 and Tier 1+3+4 searches will be conducted the same way.

Click Advanced Search

WOK does not have a field code for abstract, but the field code “topic” denoted by TS, searches by title, abstract and keywords. Enter the keywords into the Advanced Search box as follows:

TS=(police) AND TS=(compliance)

TS=(police) AND TS=(compliance) AND TS=(study OR studies OR Research OR empirical OR evaluation OR theor*)

2. Date Filter – “Timespan”

Ensure the Timespan is set to 1980 to current. The date filter column has already been completed in the spreadsheet as “All years (1980 to current)”.

3. Select Databases

We are only doing the search in:

- Web of Science – Arts and Humanities Citation Index
- Web of Science – Social Sciences Citation Index

Do not select the Science Citation Index.

Click Search

4. Printing Records

To view the results, scroll down to the search history and click on the results number (it will appear in blue). Your results should then appear.

Scroll down to the bottom of the page to the Output Records section.

In Step 1, click on Records and enter the range. For example, if 60 records were found, enter 1-60.

In Step 2, ensure Authors, Title, Source is selected with the plus Abstract box ticked.

In Step 3, click Print. Your results should then appear ready to print. Select the “Print this Page” button in the top right corner. Note: 100 records will be displayed per page. For example, if there are 136 records, 100 records will appear on one page, and 36 on another. You will need to print both pages.

5. Exporting to EndNote

After selecting the records for inclusion, scroll down to the bottom of the page to the Output Records section.

In Step 1, click on Selected Records On Page.

In Step 2, click on Full Record.

In Step 3, click Save to EndNote, RefMan, ProCite. A pop up window will ask if you want to Open or Save, it should be default selected on Open so click OK. EndNote will then automatically open up and display the records.

6. Sub-databases

The WOK output does not specify which sub-database the record was drawn from therefore this column of the spreadsheet will be empty.

7. Duplicates

There is no information about how WOK deals with duplicates. Be aware of this and manually count duplicates should they appear.

National Police Library via NPIA (NPL-NPIA)

You do not need to be a registered user to search the library catalogue. Go to the link below, and click Enter the Catalogue.

<http://library.npia.police.uk/default.htm>

1. Entering Search Terms

1.1 Tier 1 + 2

The catalogue does not allow searching by abstract. Tier 1 and 2 will be searched by Subjects/Keywords. All terms will be searched in All Media.

Enter the search terms as they appear below.

Tier 1 terms appear in row 2, and are searched by Subjects/Keywords.
Tier 2 terms appear in row 3, and are searched by Subjects/Keywords.

Enter compound terms in quotation marks, e.g. "law enforcement".

Search the Catalogue

| Search term(s) | | Field | Medium |
|----------------|----------------------|-------------------|-----------|
| | police | Subjects/Keywords | All media |
| AND | "procedural justice" | Subjects/Keywords | All media |
| AND | | All fields | All media |

Search Clear

1.2 Tier 1 + 3 + 4

Tiers 1 and 2 will be searched as above, that is, Tier 1 All fields, Tier 2 Subjects/Keywords. Tier 4 terms appear in row 3, and are searched by All fields.

Tier 4 search terms will be searched by All Fields, as these words are not often chosen as subjects or keywords, so searching by Subject/Keywords for Tier 4 words excludes the majority of relevant literature.

Search the Catalogue

| Search term(s) | | Field | Medium |
|----------------|--|-------------------|-----------|
| | police | Subjects/Keywords | All media |
| AND | compliance | Subjects/Keywords | All media |
| AND | study OR studies OR Research OR empirical OR evaluation OR theor | All fields | All media |

Search Clear

Under display format, ensure Full is selected.

Under Full, ensure Abstract, Keywords, Links (Default Full) is selected.

Click Search

2. Date Filter

NPL-NPIA does not have a date filter. The date filter column of the spreadsheet has been completed has "none".

3. Printing Records

Click the Print icon (top right).

Select range so that all documents are printed.

Select Full as the output style, and ensure Abstract, Keywords, Links (Default Full) is selected.

Click Ok.

A preview of results will appear. Click the Print icon and follow the printer's on screen prompts.

4. EndNote

NPL-NPIA is hosted by Heritage and EndNote does not have an import filter for this.

This means that you can not export/import records from NPL-NPIA to EndNote.

Inclusion records will need to be entered into manually (use copy and paste where appropriate).

5. Sub-database

This library catalogue does not have sub-databases, therefore this column of the spreadsheet will be blank.

6. Duplicates

This database does not specify how it handles duplicates. If duplicates do appear, calculate the total number of duplicates and record them in the duplicate column of the Search Data spreadsheet.

Cambridge University Library (CUL)

Warning: This webpage times out quickly. Do not leave idle or progress will be lost.

<http://ul-newton.lib.cam.ac.uk/>

1. Date Filter

Click the Guided Search page.

Before conducting the search, click More Search Limits (bottom right). See the Date Filter section below.

Under Date, enter 1980 in the first box and select After. Do not touch any other limits. Click Set Limits. The page will revert back to the Guided Search page.

Do not attempt to set the limits after entering the search terms as when the limits are set, it refreshes the guided search page so that all terms are cleared.

2. Entering Search Terms

CUL does not allow search by Abstract. The most appropriate field it does offer is Keyword Anywhere. Pilot searches revealed that when the research focused Tier 4 terms were used, the search was too limited as these words are not often listed as keywords. As there is no broader field to search by, Tier 4 words will not be used to search CUL.

The following searches will be completed: Tier 1+2, and Tier 1+3.

Enter Tier 1 word in the first row, search by “all of these”, in “Keyword Anywhere”. Ensure AND is selected between rows 1 and 2.

Enter Tier 2 or 3 word in the second row, search by “all of these”, in “Keyword Anywhere”.

Ensure 50 records per page is selected.

Ensure “as a phrase” is selected for terms with multiple words, e.g. “procedural justice”.

Click Search.

search recalls & libraries change search
requests directory catalogue multiple a
catalogues

Current catalogue: Cambridge University Library & Dependent Libraries

Search **Guided search**

Search for: Search in:

AND OR NOT

Search for: Search in:

AND OR NOT

Search for: Search in:

Search - - - Recalls & requests - Libraries directory - Change catalogue - Search multiple cat

Newton: Help menu | Newton: Comments

Do not attempt to complete this search via the simple search page as different results are obtained.

3. Printing Records

CUL does not have an option to select all records so you will need to scroll through all pages and manually select each record. Make sure you click “Retain Selected” before moving to the next page or your selections will be cleared.

When all records have been selected, scroll to the bottom of the page to the Records Option box.

Under Records, select the Selected All Pages option.

Select the download format as Full Record.

Click Format for Print/Save.

Use your Internet Browser File, Print buttons to Print.

Note: CUL records do not have abstracts. You will be required to code on the limited information available. Subsequently, for many of the research variables you may enter “?” to indicate not enough information available to determine a code.

4. EndNote

Click Clear Selected as we don't want all records selected for EndNote.

Mark records for inclusion. Make sure you click “Retain Selected” before moving to the next page or your selections will be cleared.

Scroll to the bottom of the page to the Records Option box.

Under Records, select the Selected All Pages option.

Select the download format as EndNote Citation

Click Format for Print/Save.

Use the File, Save As buttons in your Internet Browser to save the records displayed as a .txt file. Name them according to the search, e.g. CUL001.txt.

Open your EndNote library.

Click File, Import. An Import pop window should emerge.

Use the Choose File button to browse for the .txt file you just saved.

Import option: select Other filters, select Voyager.

Duplicates: select Import into Duplicate library

Text Translation: select no translation

Click Import

Endnote may automatically open up your duplicate library, and minimise the library you were working with, so don't be alarmed if all of the entries don't appear. Check the original library. Open each record and check that the information has imported correctly and make any necessary corrections.

5. Sub-database

This library catalogue does not have sub-databases, therefore this column of the spreadsheet will be blank.

6. Duplicates

This database does not specify how it handles duplicates. If duplicates do appear, calculate the total number of duplicates and record them in the duplicate column of the Search Data spreadsheet.

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Appendix D– References for literature identifying surveys methods

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