


**THE IMPACT OF COMMUNITY POLICING ON CRIME RATE  
IN KENYA: A CASE STUDY OF EASTLEIGH**

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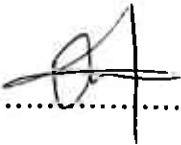
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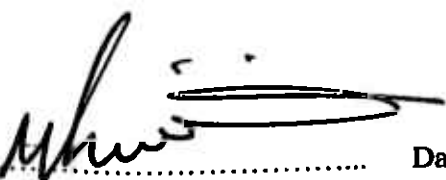
## DECLARATION

This project is my original work and has not been submitted for any other award in any other University

Signature  ..... Date 30/11/2016 .....

Richard Odawa Kinyanyi

This project has been submitted for examination with my permission as a University Supervisor

Signature  ..... Date 30/11/2016 .....

Dr. Richard M. Bosire

## **DEDICATION**

**To my loving wife and mother of my children for the support rendered to me as I undertook the research as well as my parents for the support they have always given me to date.**

## ACKNOWLEDGEMENT

It could not have been possible to undertake and conclude these studies and the project without the will of God. I therefore thank God for availing the opportunity, blessings, good health and enabling environment. Further, I recognize the efforts of the lecturers at the faculty who toiled to generate the right material to enrich my understanding of the nature of conflicts in the international environment and its management. I extend my sincere appreciation all of them. To generate this project, it required a lot of wisdom, modeling and guidance. I wish to register my sincere thanks to my supervisor, Dr. Richard M. Bosire, for his wisdom, timeliness and invaluable input he contributed.

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## **ABSTRACT**

Security is a critical component of the national political and development agenda. The prevalence of traditional, informal security governance practices, particularly in Africa, demonstrates their continuing relevance in people's lives and the ambivalent relationship they continue to have with modern statutory institutions. In many contexts, non-state actors play an important role in delivering security and justice services. In other contexts, however, those actors can undermine security, contribute to human rights violations, and challenge the role and responsibility of the state. The main objective of the study was to investigate the impact of community policing on crime rate in Kenya with specific reference to community policing in Eastleigh. This study used both primary and secondary data in analyzing the variables. The primary data was obtained from personnel in the police force in Eastleigh. Secondary data included data gathered from documents search such as media reports, analysis and review of published books, journals, papers, periodicals, and unpublished works as well as government's official documents. The findings from these primary and secondary data once collected was be analyzed through SPSS and content analysis. The study found out that non-state play a significant role in matters of security in that they are policing the local prevailing norms about what is a crime and how it should be addressed so as to restore community harmony. They exist not just because the state police are ineffective in enforcing order, but because the police are often perceived as enforcing an alien, inappropriate, or erroneous order. Certainly, the study found out that there are criticisms of local non-state actors playing the role of community policing as some are prone to human rights abuses and may be unreliable, have poor skills, and lack both transparency and vertical accountability as well as lack of confidence in the law enforcement agencies tasked with protecting the citizens hence the poor adoption of the initiative.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background to the Study**

According to the (Bureau of Justice Assistance, 2007), Community policing is recently gaining traction as society leaders seek to identify better ways of promoting public safety and security. Stakeholders in the security sector such as Chiefs, police, policing officials and other policy makers are evaluating changes in management, outlook, operations and organization that can enable improvement of the communities they serve through improvement of the quality of the services they provide. According to (Docobo Manuel Jose 2005), the new policing approach must focus on the theme of crime prevention, intelligence gathering, and sharing information. This approach necessitate a change in the behaviour of law enforcement agencies, and it will also involve the establishment of outside partnerships, citizen participation, problem solving, and organizational transformation,

A wide set of theoretical and practical approaches that are still developing are involved in community policing. These measures vary in accordance to the needs and responses of the communities at stake. The United States Department of Justice, 1994 indicate that certain fundamental approaches and considerations are universal to all community policing efforts. Until now, no concise outline of community policing is in place for players in need of learning and using this comprehensive approach to react to the scourge of crime and disorder in communities.

Without a doubt, Community policing is the most desired method of policing among the stakeholders in law enforcement, and it has been applied by many jurisdictions recently. Policing is relying a great deal on community policing to sustain their

legitimacy and the urge to convince the society for their permission to be administered. According to the United States Institute of Justice (1995), contemporary law enforcement history began over 170 years ago when the London Metropolitan Police District in 1829 was established. British Parliament in designing this new police force, desired to minimize the increasing rate of crime in and around the capital's capital. Sir Robert Peel who was the first chief of the London Metropolitan Police adopted the model. This model has acted as the customary approach for all British and American police forces since that time. The model has also been applied to most African countries that were former British colonies which include Kenya and most of the countries in the commonwealth.

The approach involve the use of measure of crime to establish the efficiency of the police, the significance of a centralisation, publicly easy to get to police headquarters and the importance of appropriate recruitment, selection, and training. The formation of regular patrol areas was the best modernization introduced. Prior to 1829, the police reacted after the reporting of a crime. Patrols rarely occurred and any crime prevention or arresting of offenders in the act of carrying out crimes rarely occurred.

Peel however stationed his policemen to given geographic neighbourhoods and he held them accountable for thwarting and reducing crime rate within the borders of their jurisdiction. He founded this approach on his idea that the police will be familiar to the community and members of the community having information about crime and likely tell a well-known figure than a stranger, that they would become recognizable with people and places and would be able to identify doubtful individuals or crime, and they would be noticeable on their positions, tending to stop crimes taking place in their neighbourhood. In the African context community policing has been around with the absence of uniformed law enforcement officers, it

was left to each and every community member to look after the security welfare of the other members of the society. Security was a communal affair in most cases and it warranted each member to look after the other persons security needs. The community could banish a criminal element thus making the community a safer place by plucking out the bad influence from the community.

According to the United States Institute of Justice (1995), the origin of contemporary community policing came in the 1960s from the activities of the civil rights movement. Its advance however has been informed by a diversity of factors in the past fifty years despite its origins being the chaos in police-community relations of the he civil rights movement in the 1960s. Extensive disorder, riots and protests against racial injustices brought the need for police to work hand in hand with the public in enhancing security and reducing the racial tension that had built up during the civil rights movement. A key belief of Community oriented policing is based on the need to reduce citizens' fear of crime at the same time forming a police-community. According to Vernon and Lasley, 1992, it is fundamental in reducing both petty crime and in some instances preventing major criminal activities found that in inner-city neighbourhoods.

In Kenya the community policing programme was officially launched on the 27th of April 2004 by the then President Hon. Mwai Kibaki in Ruai. The programme was launched following the recommendations of a National Task Force tasked in the month of April 2003. The taskforce major role was to find ways of reducing crime, by involving the citizens while using limited financial resources. According to the Kenya National Police Service Act 2011 community policing was started to assist in, institute and maintain police-police partnership to enhance contact between the Police Service and the community by improving honesty in the service and accountability of

to the community as well as problem solving through problem identification by the police.

In his speech the President emphasized that the programme will enhance security of life, security of property and finally promotes the sustainable development of the economy. Community policing is an important aspect of a nation's security. Security is a key area to citizens of any given state, and it is seen by the fact that it is enshrined in most of the constitutions of various states and also as a fundamental right. Security of citizens is very important and cannot be taken for granted, it is vital as an ingredient of economic development. It is important to use all resources available to enhance security of the people and their property and the greatest resource is the human aspect which can be exhibited through community policing.

### **1.2 Statement of the Problem**

Community policing is an approach to policing that involves a partnership between the police and the community to identify problems and solve them. The duty of maintaining law and order is no longer the sole prerogative of police but most of the members of public have been involved in measures to improve community's safety and quality. Community policing has broad implications. The comprehensive point of view on crime management and prevention, the new highlight on engaging members of the community as actors in the course of problems solving, and the police critical role in community policing require significant changes in the police organization. Society's quality of life is greatly improved by the neighborhood police patrols as they aid members of the community marshal resources and support for problems solving. Members of the community can air their concerns, give advice and

participate addressing those issues. Establishing a positive cooperation will need the will, innovativeness, and persistence of all involved.

To stop crime and create more vital neighborhoods, revitalizing communities is essential. It takes time to remove barriers of apathy and mistrust in some communities in order to achieve meaningful partnerships. Community cooperation and finding solutions to problems require trust as a base of trust allows formation of interactions by police and the community that produces achievements. It becomes difficult to policing effectively without trust between police and citizens.

The study intends to evaluate the impact of community policing as a means of managing crime. With the initiation of the programme a lot of input and sharing of information was expected between the public and the law enforcers, crime rate was expected to go down and economic growth was expected to rocket due to the increase in security manpower. The study intends to evaluate the strides made to enhance the programme, and if the programme has been a success or a failure, and finally highlight on the areas that may need improvement to make the programme better. The study intends to show that with the community policing programme in place, the crime rate should reduce as compared to prior years when the programme was not in place.

### **1.3 Research Questions**

- i. What is the impact of community policing on crime reporting?
- ii. To what extent has crime rate reduced since the introduction of the community policing programme?

- iii. What is the effect of community policing on police-community relations and the level of public confidence in the police since the inception of the programme?
- iv. How has the public confidence level in the police changed since the inception of the programme?

#### **1.4 Research Objectives**

The main objective of the study was to evaluate the impact of community policing on crime rate in Kenya. The specific objectives of the study included the following:

- i. Examine the impact of community policing on crime reporting.
- ii. Evaluate the effect of community policing on police-citizen relations and level of public confidence in the police since the inception of the programme.
- iii. To establish crime rate since the introduction of the community policing programme.

#### **1.5 Justification of the Study**

The main purpose of this study was to evaluate the impact of community policing since its inception. This study not only sought to “identify constraints that hinder community policing programme but also to “identify ways of improving the programme.” While Kenya’s government has continuously tried to address security issues, it’s yet to extensively involve the public. In its own capacity, it has tried to solve the observable issues affecting security without actually involving the major stake holders who are the residents. The major consumers of the programme are the community members thus this affirms the key purpose of this study is to offer the community an avenue to evaluate the community policing programme, and to reveal



their ideas, concerns, and perspectives strengths weaknesses opportunities and threats on how programme can be improve.

The study will add value by taking views of the stakeholders and hence improving on the policy implementation framework, by looking at the major strides made while analyzing the major areas that need to be polished. The study conducted will help improve the national police service act policy on community policing based on the findings. It will assist to identify challenges that have rocked the programme since its inception, and also contribute to the enhancement of key areas in security that can be improved on. The study will help improve the knowledge level of the both the police and citizens on the community policing programme.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

The chapter discusses works by various scholars focussing on community policing and crime reporting, police citizen relations and crime reduction. Subsequently, the chapter elaborates on both the contingency and institutional theory as a basis of explaining the research objectives.

#### **2.2 Crime Reporting**

Community policing has been applied in some countries with great outcomes in terms of crime reporting. However, studies conducted by the Bureau of Justice Assistance, 2007 show that community policing isn't simply implementable with easy accomplishment process but one that requires patience to achieve . Problems appear in 3 areas; within the community, the police, and in the implementation of community policing efforts. The community and the police should have the same goals or else the programme is likely to fail in achieving its desired objectives. United States and Hong Kong's implementation experiences are two examples of community policing success. Hong Kong undertook to improve police and public relations by involving the public in crime prevention, even though the police were found unwilling to encourage bigger community and police cooperation as well as not encouraging the community in developing law and order strategies, a key goal of community policing according to (Lo, 2004). The good relation between the police and community led to high crime reporting leading to reduction in crime.

Community policing is accepted as a modern police technique that is intended to reduce crime in the United States. It is of importance for citizens to be able to report crime without being afraid of the outcome. The community policing concept is premised on the thinking that having citizens who are not afraid to report crime through establishing cooperation between society and the police is a meaningful aim of police organizations. This is deemed vital in enhancing citizen's confidence in police thus an easier way to fight crime. Hawden (2003) assessed US community policing and noted that community's attitude towards the police became better when police were more noticeable though it did not enhance their view of police efficiency.

Traditionally, enforcement of law by local authorities concerned themselves basically with stopping and solving crimes that have an immediate and visible impact on the society. However, local law enforcement will have to conform to community policing as an existing strategy to fulfill the requirements of security in the face of unknown future terrorist/crime threats, (Docobo Manuel Jose 2005). Doccobo avers that crime reduction can be achieved through police citizen collaboration unlike what was done in the traditional ways since crime has evolved and so policing ways must evolve. Community policy remains an important tool in reducing both petty crime and in some instances thwarting major criminal activities. The programme can't solve all our security problems but can assist in making sure that many issues related to insecurity are dealt with. Trojanowicz, (1992, p.12) responded to criticisms as one of the supporters of the concept, saying that he was aware that that community policing was not an at once miracle cure. Patience is vital in the setting up of the ideal community policing programme, McDowell (1993, p.211) argued that the strategy calls for a drastic change in the thinking of policing. Critics should be aware that the shift in values of an organization is not easy and it consumes time to execute.

### **2.3 Police-Citizen Relations**

These is a critical factor towards the implementation of the community policing programme, as it determines the outcome of the other factors that support the implementation of the programme. According to Kelling and Moore, the need to restore close community relationships necessitated the need of community policing in this era. The two authors argue that policing in America went through two eras, political and reform era. In the reform era, policing was held responsible for creating a rift between the police and the society. To correct the resistance against the police and to transform the reputation of police, initiatives were instituted that pertained to community relations. Much progress was made in terms of establishing community relations during the period after the movements of the 1960's.

There has also been thinking that communities will be ready to accept community policing methods. (Long et al. 2002) avers that community members are not ready to establish cooperation with law enforcement agencies due to communication problems that hinder community policing success, especially in regions with minority and people with special needs. (Schneider 1998), argues that community and police cooperation on a community is not usually present, and can often times be high-jacked by the minority stakeholders (Bohm et al. 2000). These implying that police citizen relation are important in achieving the desired goals intended for community policing. The relation between police and community should be a rosy one and both the police and the community should not have a negative attitude towards each other. Wycoff and Skogan (1993) found out that police departments can change and the officers as well as the community, all benefit from changed attitudes during implementation of community policing in Madison, Wisconsin. Police must be willing to change their attitude towards the citizens through training programmes that

will improve their interpersonal skill. A study done in Virginia in the US showed that officers who favoured the strategy of Community policing made fewer arrests and also when they did so they did it according with the law and without discrimination.

Citizens must also change their attitudes towards the police this will enhance the level of information flow. Citizens will feel safe if they know the information they give is treated with confidentiality and anonymity, hence they feel safe communicating with the police. Areas where community policing programmes are practiced properly usually experience low crime rate and better relationship between citizens and police. A survey done in the United States National on the importance of community policing found that apparent crime problems had gone down considerably, robbery and theft declined and residents embraced positive attitudes towards the police and their supervisors involved in the survey were more optimistic than their counterparts regarding the influence of community policing. According to Moore (1994), community policing has become so widespread such that if police leaders do not want to employ them, communities will force these ideas on them.

#### **2.4 Crime Reduction**

The reduction of crime has in so many cases been credited to the community policing programme. A Green Bay business district witnessed increased crime rates. Investigations discovered that only 20 people were accountable for most of the neighbourhood complaints. The police involved the community effort to vigorously enforce public ordinances, increase liquor license regulation, mobilize citizens at city council meetings, adjust the environmental design, use the courts as a liaison for alcoholic treatment, and have alcohol merchants refuse to sell alcohol to chronic

offenders. The business district was revitalized, and calls for service reduced significantly, showing community policing as an effective way of reducing crime.

Friedman (1992) acknowledges that the community policing programme will lead to a reduction in crime in the long run. According to Kelling et al (1988), the activities of the police are more noticeable to the community, with more accountability. Citizens get to appreciate the force and will pass more vital information and thus making sure crime goes down. Community policing acknowledges that members of the society can work in partnership with enforcement agencies and play a role in reducing crime in the community.

According to Friedmann (1992, p.2) a great deal of the opposition directed at community policing is justified because of the expenses and on efficacy and effectiveness problems. He argued that the benefits of community policing in the long run might cover the start-up costs and also critics are not sure how to accurately measure police effectiveness. He suggested that there is need to cover the divide, between those who view community policing as the solution for every problem and those critics who don't even want to try it.

## **2.5 Theoretical Framework**

Community policing is not a new concept, many scholars have come up with different theories to explain it. Contingency theory is one such theory that can help understand core issues in evaluating the impact of a successful community policing programme. Lawrence and Lorsch were the original postulators of Contingency theory. According to them, varying environments places varying requirements on organizations. The authors look at environments that are always changing in terms of the market, production, rise in population or any other major factor that symbolizes change, they

are keen on such environments as they are the kind of environment that present varying demands which are positive and negative, than relatively stable environments, such is the environment exhibited by Eastleigh which was once a small and silent neighbourhood but has evolved to become a major business and economic hub in Kenya.

Despite this theory having been widely explained over time, the broad assumptions of the theory indicate that decisions are dependent on environmental circumstances. Organizations therefore have to align their domestic functioning to conditions of the environments they are, if they have to attain the best. In the American setup the adoption of community has been highly emphasized post the September 11 attacks with security organs heavily relying on citizen feedback and input to enhance security with a very high success rate. In Kenya with the change from Kenya police force to Kenya police service and the limited number of police one must look into the key environmental aspects that affect the community and organization. A survey by the carried out by the United Nations in 2004 showed that the ratio of police to citizen was 1 to 1150 against a UN recommended ration of 1 to 450, a situation that continues to worsen.

Two assumptions inform the theory and (Galbraith 1973) includes another one. The assumptions that make up essential foundation of the theory are applied to address to the challenges met in evaluation of community policing programmes: In organizing there is no way which is best; In organizing any way is not equally efficient, and; The best way to organize is determined by the nature of the environment to which the organization operates in.

The idea that there are universal guidelines and principles can be functional to organizations is challenged by the first assumption. The assumption that policing community involves various strategies that is necessary to successful community policing programme. This could be true for the essential ideas of community policing, for example, boosting police and public cooperation and encouraging participation of the public in enforcement of laws. It is however wrong, to assume that all strategies and procedures of a programme can be used regularly time and place regardless thus the way one relates to a resident in a given state in America will be different to the way one relates to citizens in Eastleigh of Somali origin.

Scott (2002) indicates that the understanding of economists that the structure of an organization isn't significant to performance of an organization is challenged by second assumption. Nowadays, it is widely thought that organizational form is strongly linked to the performance of an organization. The importance of organization structure is however disregarded or undervalued in community policing. In developed countries proper organizational structures have been critical towards achieving positive outcomes through community policing especially in the fight against terrorism, in addition key indicators have been set up to measure the programme's success.

Effective programme demands modification in the structure of departments of police organization for example decision making to be decentralized and hierarchies compressed. According to Adams, et.al.<sup>27</sup>, it needs two basic reforms: one, change police structure from crime control and emphasis on patrols on the streets, solving problems efforts and greater freedom of officer. Two is modification takes place in the behaviours and expectations of police officers. Thus locally community policing



require that more freedom be given to policemen to interact with the citizens to enhance their productivity by preventing crime before it occurs.

The third assumption elucidates factors that bring about trouble in the execution and employment of the community policing strategies. Scott (2002) pointed out that organizations are only successful if they succeed in acclimatizing to their environments. During employment of the programme, some characteristics pertaining to the environment the community if not looked at becomes an impediment to the accomplishment of the programme.

Community policing from Contingency theory perspective is that police departments can use community policing provided it enables them achieve their goals for example, if a community is diverse, then the police is more likely to use community policing because it would enable them deliver the needs of their heterogeneous residents.

Institutional theory can also help understand core issues in evaluating the impact of a successful community policing programme. Institutional theory, argue that some institutional expectations of a police organization arise from factors such as region, civil entities, and funding sources, which might assert pressure on it. Therefore, police departments can employ community policing provided it meets the institutional needs of residents. The institution setup here can determine the success of the community policing program towards it meeting the set objectives. Richard Scott's 2002 highlight the 'pillars of institutional analysis' and denote formal regulations, social norms and obligations, and then shared understandings and common beliefs. That signifies simple factors that can impact community policing programs as a result of poor interpretation. However, institution rules, practises and social behaviour are important in determining the implementation of an effective community policing programme.

Regulations, shared beliefs, and social norms, exert influence on how human beings act and think. Forming a logic that provides a basis for things we do, and things we consider necessary, or ethically correct, or just understandable. That logic can be entrenched in adopted roles, shared principles which we base cooperation, the goals we think are vital, and means that we deem suitable in following them. Thus, developing ways of understanding why individuals, organisations, act the way they do.

## **2.6 Hypotheses**

**H<sub>0</sub>: Community policing does not reduce crime rates in Eastleigh.**

**H<sub>0</sub>: Community policing does not increase crime reporting in Eastleigh.**

**H<sub>0</sub>: Community policing does have improved police-citizen relation and public confidence**

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Research Design**

In view of the intended subject of study which hinges on a contemporary social issue, this research adopted the case study approach as a research methodology. This method is appropriate at highlighting and comprehends of difficult issues or objects and can expand experience and knowledge to what that already exists from previous research. It emphasized comprehensive contextual analysis of a number of events or conditions how they relate. To achieve this the researcher employed embedded designs to classify a number of sub units (such as police officers, residents, roles or locations) then each of which was explored independently; the resulting data from units were put together to come up with an overall picture.

#### **3.2 Study Site and Population**

The approach used the deductive approach to collect data for the study is. The approach involved collecting quantitative data in form of numbers to assess the percentage increase or decrease in crime since the inception of the programme. The study was conducted in Kenya, Nairobi County, Kamukunji Constituency in Eastleigh estate. The estate is one of the most densely populated regions in Nairobi with an approximated population of four hundred thousand (400,000). It is a cosmopolitan area with a thriving business population due to its large population and also cheap pricing of products sold as compared to other business areas. The area has a high number of Somali immigrants and other indigenous Kenyans, it thus presents a great challenge to security organs placed at its disposal hence the need for the programme. The target population of this study were residents of Eastleigh area of Nairobi County.

### **3.3 Sampling Techniques**

A combination of random and purposive sampling procedures was applied to select the respondents. A sample of 70 residents was drawn.

### **3.4 Research Instruments**

The study utilised two sets of research instruments, viz. a questionnaire for the residents and an in-depth interview schedule for officers.

### **3.5 Data Collection Techniques**

Data collection lasted for 10 days. The researcher recruited two assistants to help in data collection. A training session was held with research assistants to enhance familiarity with the instruments and remind them of essential data sourcing skills, including how to approach respondents, build a rapport, initiate interviews, pose questions, make probes and take notes. As part of preparation, a research permit was obtained from the National Commission for Science, Technology and Innovation (NACOSTI).

### **3.6 Data Sources**

Primary data was sourced through self-administered questionnaires and in-depth interviews, while secondary data was sourced through a desk review of books and police records.

### **3.7 Data Analysis**

Quantitative data processing began with editing, followed by coding open-ended data, entry, cleaning, transformation, analysis and interpretation. All the quantitative analyses were facilitated using the Statistical Package for Social Sciences (SPSS) and Microsoft Excel packages. The respondents' answers were quantified into numerical

values and analyzed based on the numerical values presented. The data was presented in form of graphs and charts.

## CHAPTER FOUR

### DATA ANALYSIS AND PRESENTATION

#### 4.1 Introduction

This chapter presents the analysis and interpretation of the findings of the study. The researcher made use of frequency tables and figures to present the findings of the study. The quantitative raw data was analysed in SPSS Version 22 while qualitative data was analysed through content analysis.

#### 4.2 Demographics

From Table 4.1, it is clear that a majority of the respondents 56% were adults aged between 31 years and 45 years. This was significant for this study because most crimes are committed by the youth. Similarly, a majority of city residents within this age group are actively involved in informal employment engagements that make them work at odd hours rendering them vulnerable to criminal activities.

**Table 4.1: Age of Respondents**

Category	Frequency	Percentage
18-30	10	20%
31-45	28	56%
46-70	12	24%
Total	50	100%

From Table 4.2 there was a near equal representation of both genders in the study. This ensured that the study included the views of both women and men in understanding community policing within Eastleigh.

**Table 4.2: Gender**

Category	Frequency	Percentage
Male	27	54%
Female	23	46%
Total	50	100%

Table 4.3 indicates that a majority of the respondents (66%) were married with only 34% not married. This could be explained by the fact that a majority of the respondents (56%) fell within the age bracket of 31 years to 45 years.

**Table 4.3: Marital Status**

Category	Frequency	Percentage
Single	17	34%
Married	33	66%
Total	50	100%

From Table 4.4, a majority of the respondents (56%) were Muslims. However a significant 40% of the respondents were Christians. Eastleigh estate is predominantly inhabited by Somalis who practise the Islamic faith.

**Table 4.4: Religion**

Category	Frequency	Percentage
Muslim	28	56%
Christian	20	40%
Others	2	4%
Total	50	100%

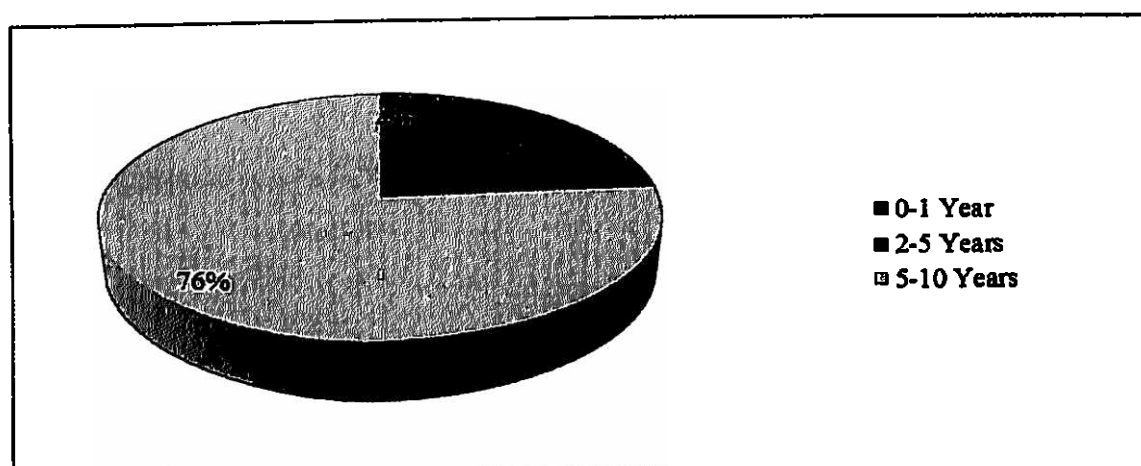
A majority of the respondents interviewed (72%) were engaged in gainful employment either as business people, employees, or casual labourers.

**Table 4.5: Employment Status**

Category	Frequency	Percentage
Employed	36	72%
Unemployed	13	26%
Others	1	2%
Total	50	100%

A majority of respondents (96%) had either worked or lived in Eastleigh for two or more years. This was significant to the study because the knowledge of respondents about community policing in Eastleigh could be assumed to be sufficient enough to make conclusions about.

**Figure 4.1: Number of years the respondent has worked or lived in Eastleigh**



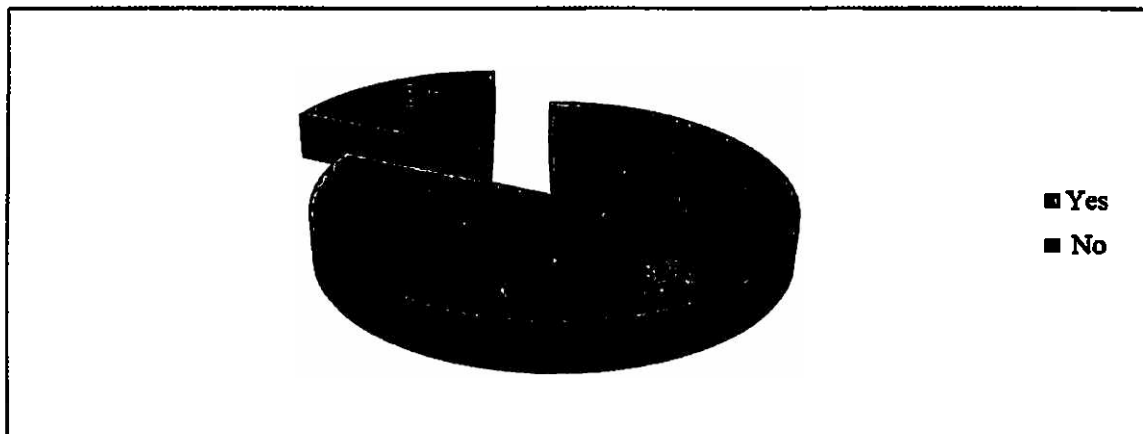
#### **4.3 Awareness on community policing programme**

The community policing programme was initiated in the year 2003 to help the police combat crime in partnership with Kenyan citizens. The programme was also aimed at



helping the police service regain the confidence and trust of the public. From the study it was established that a majority of Eastleigh residents were aware of the initiative. They cited numerous campaigns that were conducted by the government to popularise the programme as a medium that effectively informed the public of the policy intervention.

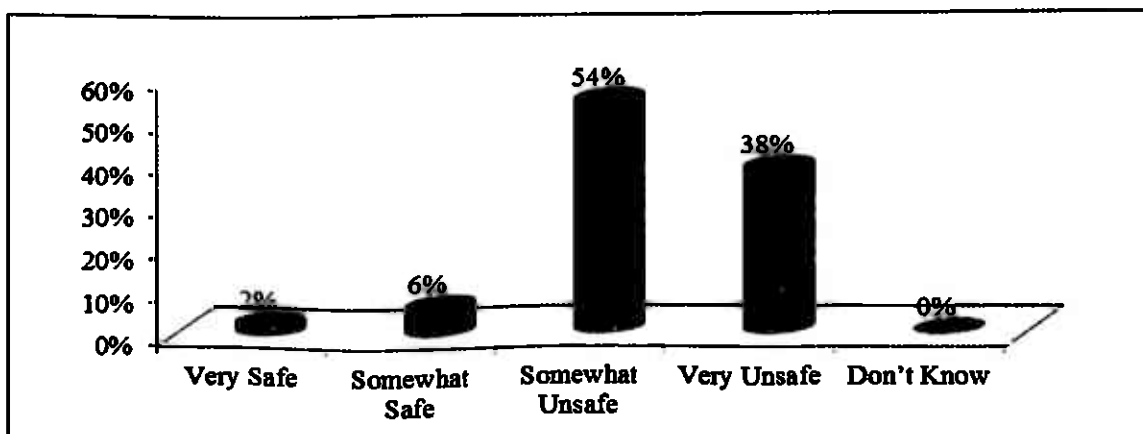
**Figure 4.2: Awareness of Community Policing Programme**



#### 4.4 Safety of the Neighbourhood

The study sought to establish how safe residents of Eastleigh felt about their neighbourhood in general.

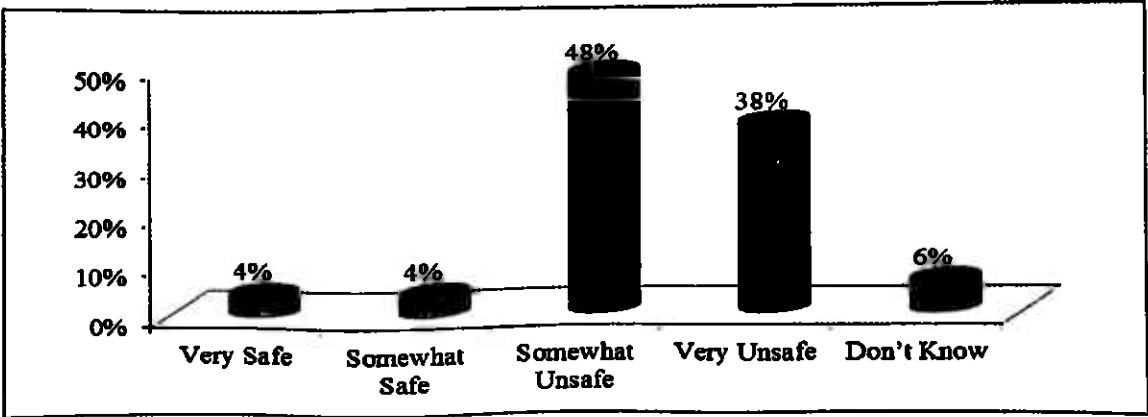
**Figure 4.3: Safety When Walking Alone In the Neighbourhood**



A majority of the respondents felt somewhat unsafe in the neighbourhood. A significant 38% felt unsafe in the neighbourhood. These feelings could be attributed to the numerous police swoops in the neighbourhood to flush out members of violent extremist groups as well as the presence of such groups in the neighbourhood. The general feeling among the respondents was that the police were part of insecurity in the neighbourhood rather than be the solution. They indicated that police swoops were inhuman and brutal. On the other hand, they indicated that violent extremist groups like *Al Shabaab* and other criminal gangs like *Baghdad* were a major cause of insecurity in the neighbourhood.

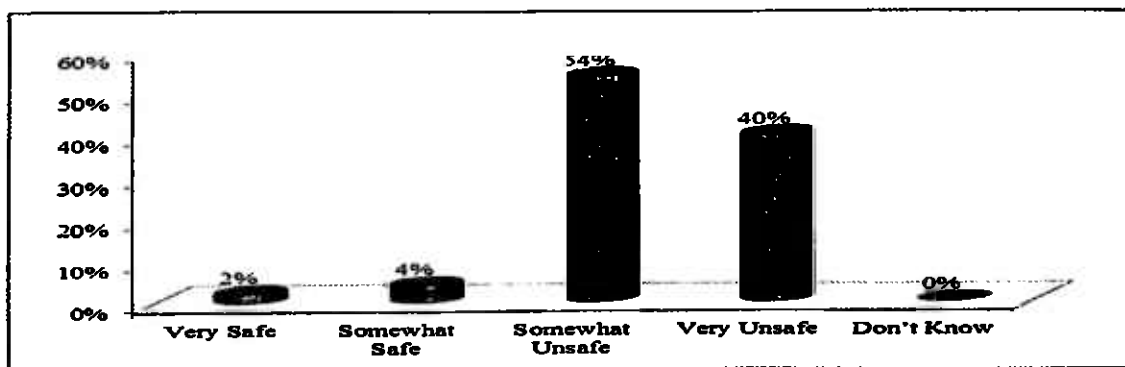
The study also sought to establish the specific feeling of respondents about their safety walking at night in the neighbourhood. From the findings, a majority of the respondents feel somewhat unsafe walking alone at night. It is also significant to note that 38% percent of the respondents felt very unsafe walking alone at night in the neighbourhood. This percentage corresponds to the respondents who generally feel that the neighbourhood is unsafe. With this consistency, it can be concluded that the neighbourhood is not safe.

**Figure 4.4: Safety When Walking In the Neighbourhood after Dark**



Asked about how safe they felt walking alone in the neighbourhood during the day. A majority of the respondents indicated that they felt somewhat unsafe with a significant 40% indicating that they felt very unsafe walking alone in the neighbourhood during the day. It is important to note that only 2% of the respondents felt safe walking alone in the neighbourhood during the day.

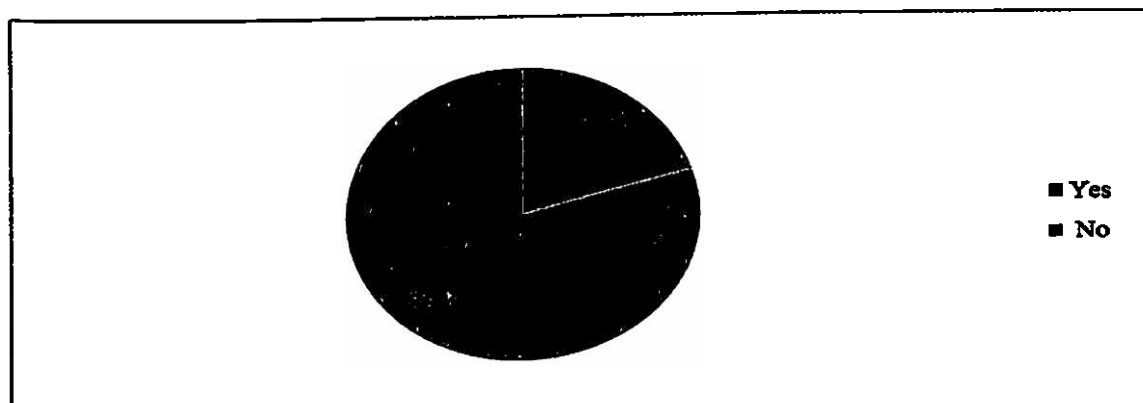
**Figure 4.5: Safety When Walking In the Neighbourhood during the Day**



#### 4.5 Provision of Information to the Police by the Public

The study sought to establish whether respondents had volunteered information to the police without being prompted.

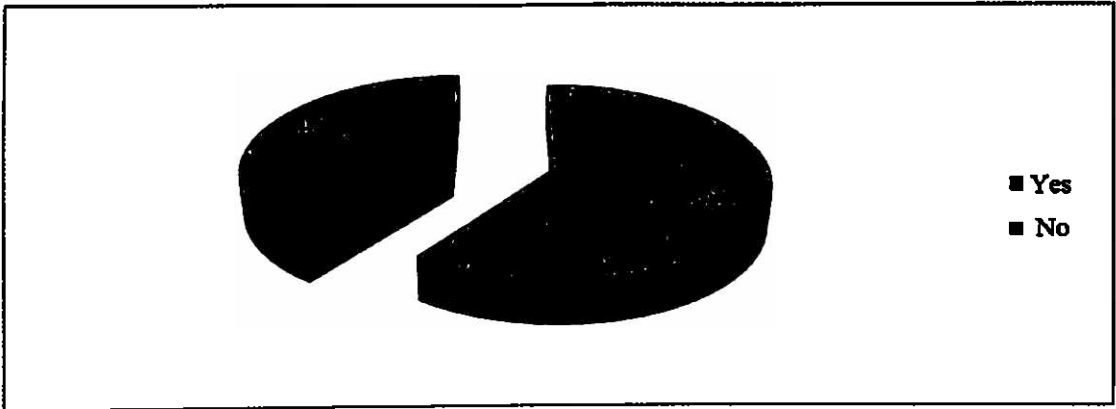
**Figure 4.6: Volunteering Information to the Police without Prompting**



Despite their knowledge and awareness of community policing, the findings of the study established that only 20% of the respondents had volunteered information without prompting with a majority of the respondents indicating that they had not.

In order to follow up on volunteering of information to the police, the study sought to establish whether respondents felt confident while sharing any information with the police.

**Figure 4.7: Confidence While Sharing Information with the Police**

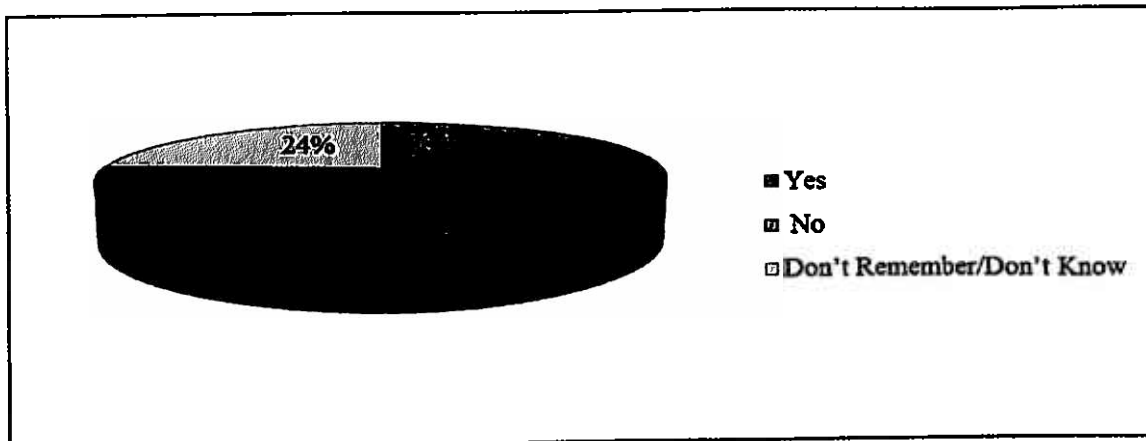


A majority of the respondents (80%) indicated that they did not feel confident sharing information with the police with only 20% indicating that they felt confident sharing information with the police. These findings may inform the earlier findings in which residents do not volunteer information to the police.

**4.6 Crime Rate in the Last 12 Months**

Respondents were asked whether in the past 12 months they or anyone in their household had been the victim of any crime.

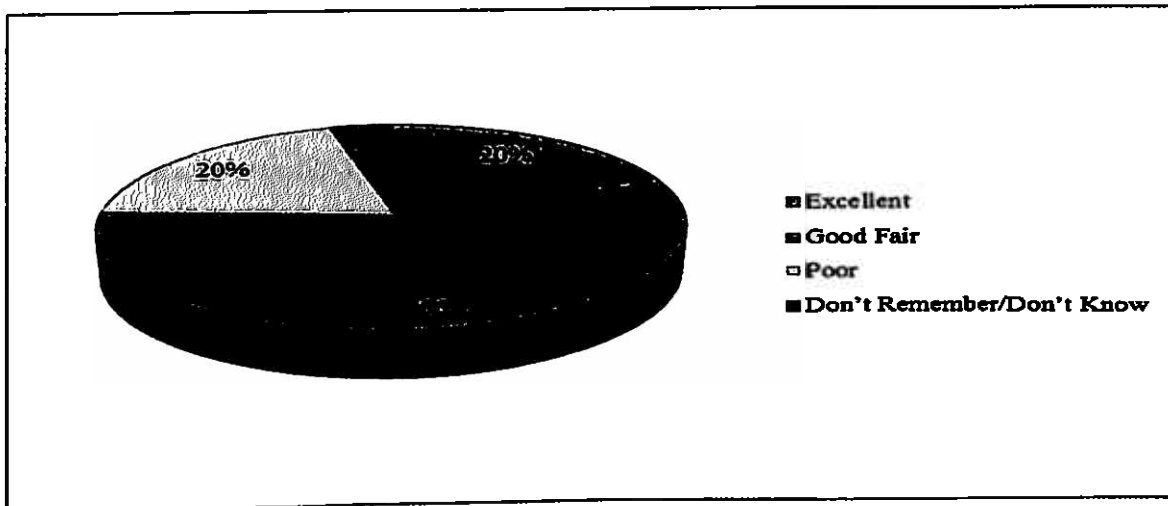
**Figure 4.8: Being a Victim of Any Crime in the Last 12 Months**



A significant 20% indicated that they or their family member had been direct victims of crime in the past 12 months. A significant 24% either did not remember or did not know. This cannot be interpreted to mean that such had not happened but could be an indicator that they may have been victims. Of the respondents 56% out rightly indicated that they or their family members had not been direct victims of crime.

The study sought to establish whether respondents had any contact with the police in the past 12 months. Some of the respondents (4%) could neither remember any contact with the police nor rate such contact. A majority of the respondents who indicated that they had contact with the police in the past 12 months rated such contact as fairly good while 20% rated their contact with the police as excellent. A similar percentage rated their contact with the police as poor.

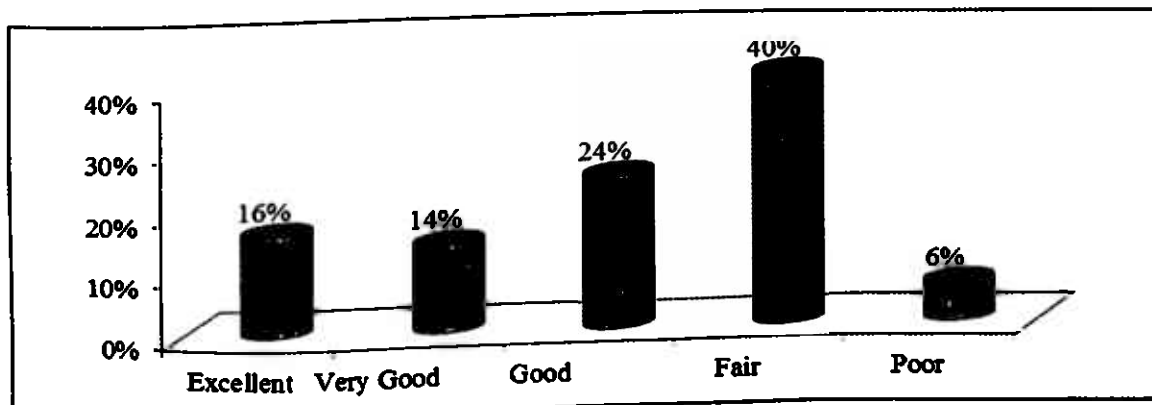
**Figure 4.9: Contact with the Police in the Past 12 Months**



#### **4.7 Police-Community Relations**

Over all the study established that a majority of the respondents rated police community relations as fair since the introduction of community policing programme.

**Figure 4.10: Rating of Police Community Relations**

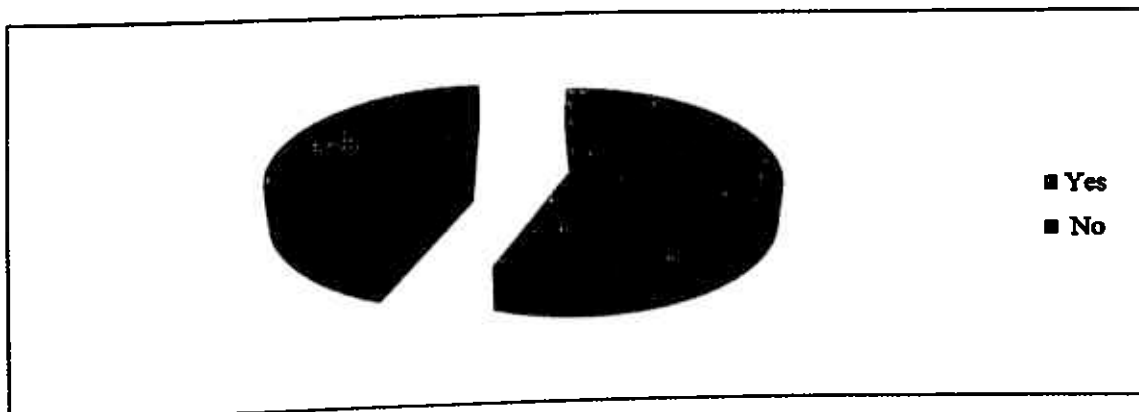


Twenty four percent (24%) rated it as good, 14% as very good and 16% as excellent.

These findings indicate that there are great improvements in the relationship between the public and the police in the past decade since the introduction of community policing.

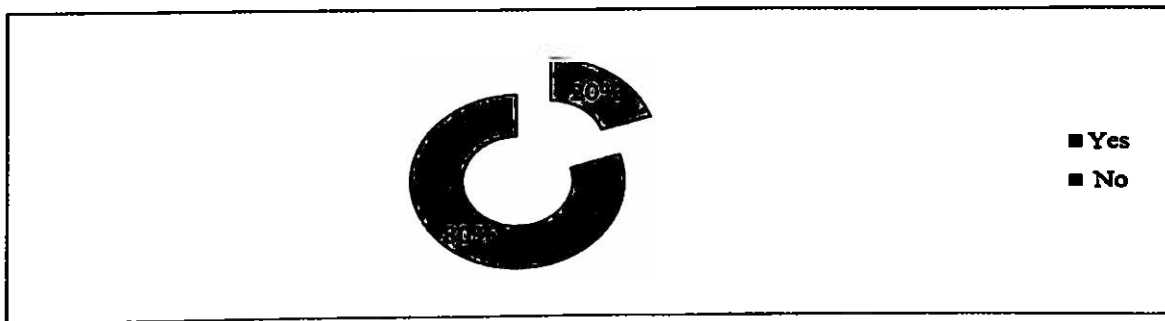
The researcher also engaged police officers in order to have a multidimensional understanding of community policing in Eastleigh. When asked whether their station had a community policing programme, a majority of the respondents (56%) responded to the affirmative while 44% of the respondents indicated no. These findings indicate that the government has done well in operationalising the programme but is yet to fully put up mechanism that will ensure community policing across all police station in Eastleigh.

**Figure 4.11: Existence of a Community Policing Programme**



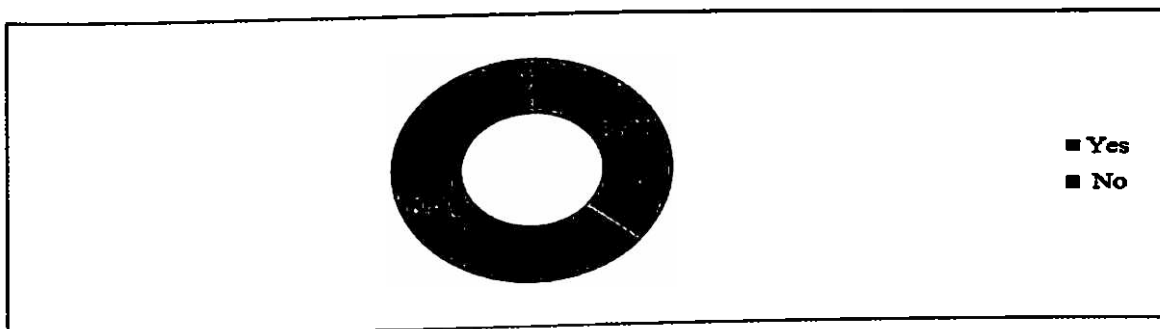
Measuring community attitude towards community policing is a fundamental step in the operationalisation of the programme since it cannot be successful without the support of the public. It was surprising to note that 80% of officers interviewed indicated that their stations do not analyse citizen attitudes towards community policing. Only 20% of the officers interviewed indicated that their stations do. This shows that despite government efforts to fight crime through a joint effort with the public, the police service is yet to wholly embrace the programme.

**Figure 4.12: Analysis of Citizen Attitudes toward Community Policing**



The study established that a majority of police stations (64%) do not meet with representative groups in the community to discuss police-community relations problems and potential solutions.

**Figure 4.13: Meeting to Discuss Police-Community Relations**



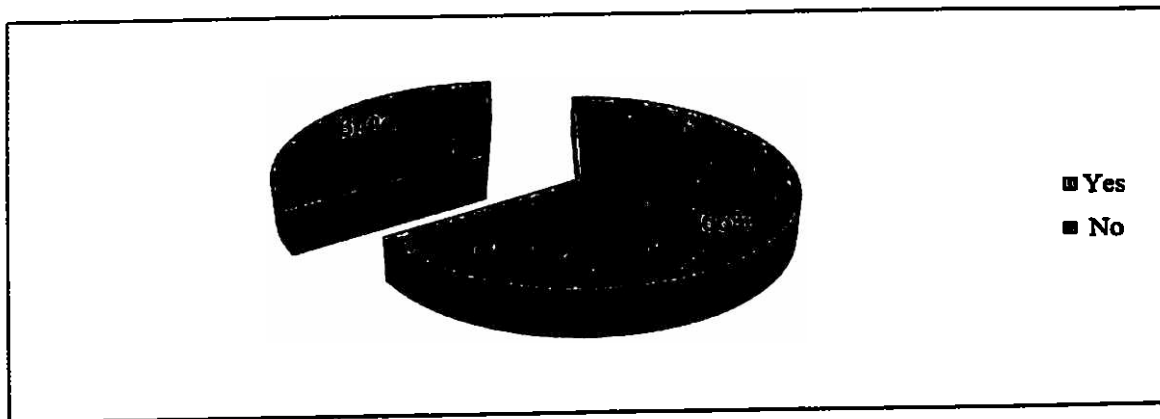
Only 36% of police stations hold such meetings. This is a further indication that the police service has not put in concerted efforts to operationalise this government programme. This may inform an earlier finding by the study that the public rarely volunteers information to the police.

A majority of officers (64%) interviewed indicated that police patrol assignments are permanent while 34% indicated that the assignments are not permanent. Permanent patrol assignments create familiarity between officers and the public. It also creates familiarity between officers and criminals leading to established corruption cartels between the police and criminals. These corruption cartels hinder the fight against



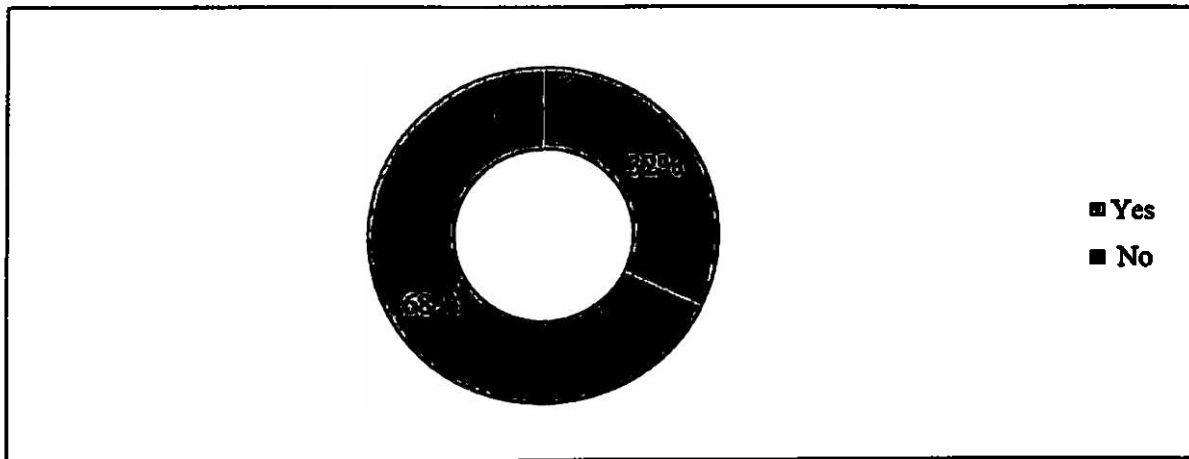
insecurity in the neighbourhood. One officer indicated that with familiarity, criminals agree with officers on an amount to be given to the officer who will always be there to look for the criminals back.

**Figure 4.14: Police Patrol Assignments**



A majority (68%) of officers indicated that citizens do not volunteer information to the police with only 32% indicating that citizens volunteer information to the police. This corroborates earlier findings where 80% of respondents indicated that they have never volunteered information to the police. Community policing cannot be successful if citizens do not volunteer information to the police. On the other hand, citizens may not volunteer information to the police if they are not sure of confidential treatment of such information as well as the guarantee that the source will remain anonymous.

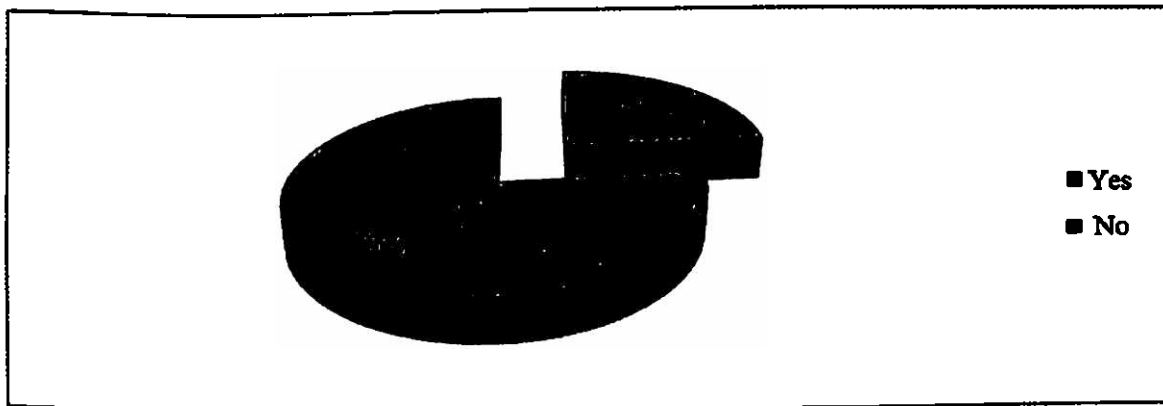
**Figure 4.15: Volunteered Information from Citizens to the Police**



#### **4.8 Police Liaison with Neighbourhood Associations**

A majority of the officers indicated that there are no liaison officers assigned, at their stations, to work with neighbourhood associations.

**Figure 4.16: Police Liaison with Neighbourhood Associations**

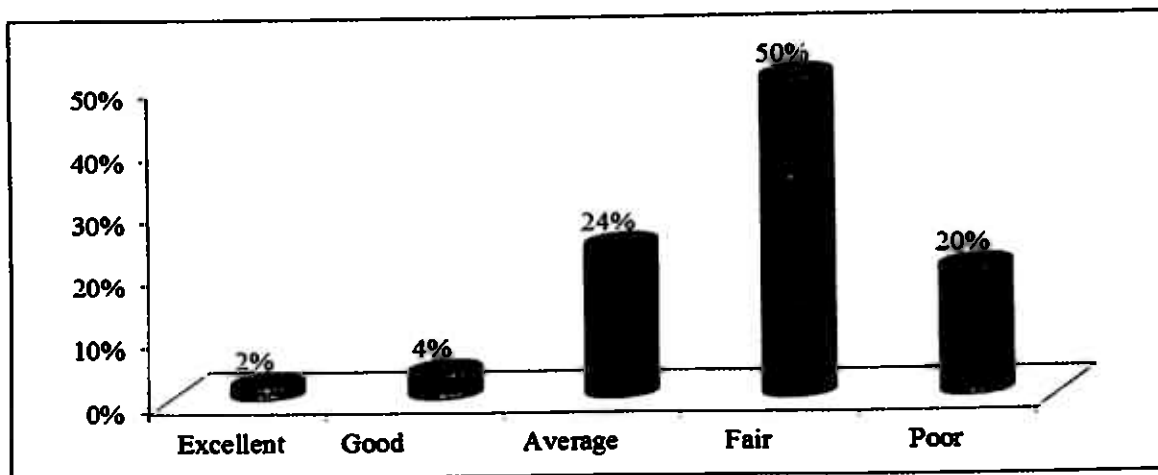


Only 24% of officers indicated that their stations had liaison officers working with neighbourhood associations. These findings indicate that community policing still remains a mirage in most police stations. Community-police liaisons are important in the integrated fight against crime.

Asked to rate the citizen's attitude towards the police, a majority (50%) indicated that it is fair while 24% rated it as average. A significant 20% rated citizens' attitude towards the police as poor with only 2% rating it as excellent and a paltry 4% as good.

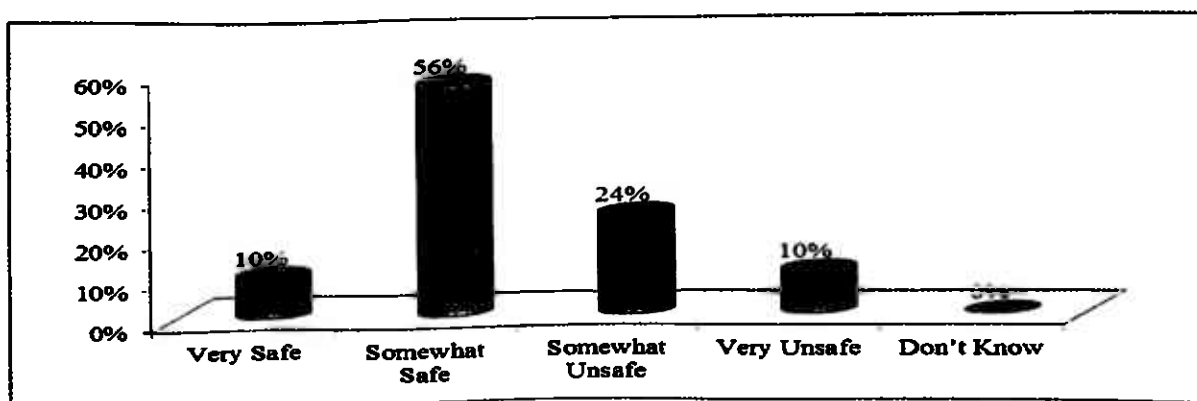
With these statistics coming from the police, it can be concluded that a lot more needs to be done to effectively operationalise community policing.

**Figure 4.17: Rating of Citizen's Attitude towards the Police**



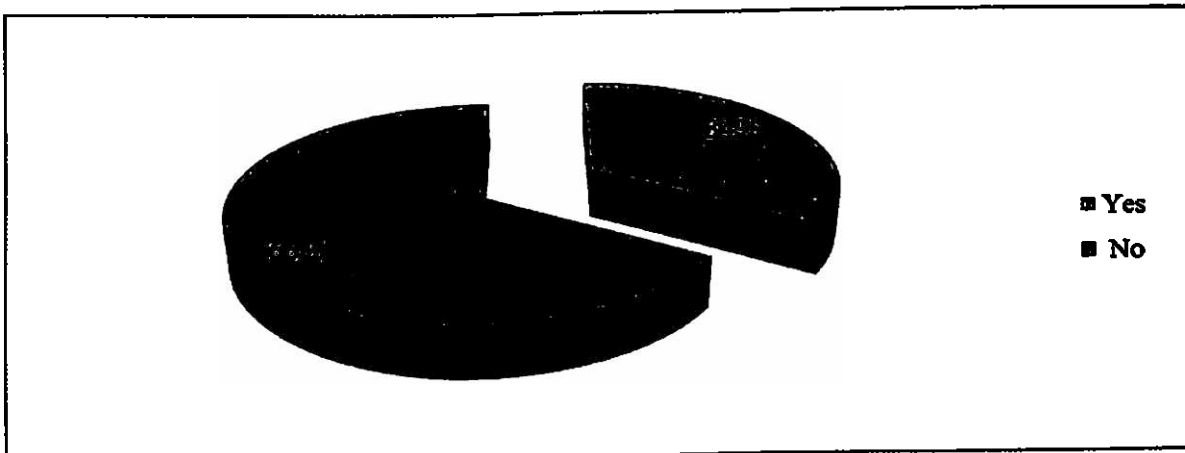
A majority (56%) of officers interviewed indicated that Eastleigh is somewhat safe since the introduction of community policing with a significant 24% indicating that it is somewhat unsafe. Only 10% of officers indicated that the neighbourhood is safe and an equivalent percentage indicating the Eastleigh is unsafe. With officers themselves rating security in the neighbourhood as only fair, the fears of the residents that they do not feel safe in the neighbourhood are real.

**Figure 4.18: Rating of Security since the Introduction of Community Policing**



The study established that only 34% of police stations in Eastleigh measure citizens' fear of crime with a majority of stations (66%) not doing the same. Without sufficient knowledge on citizens' fear of crime officers may not be in a position to handle these fears or effectively fight crime in Eastleigh.

**Figure 4.19: Existence of Ways of Measuring Citizen's Fear of Crime**



## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter presents the summary, conclusions of the findings of the study and recommendations from the findings.

#### **5.2 Summary**

In summary community policing in Eastleigh has had some impact on crime reporting and crime rate, police-citizen relations and public confidence though more resources ought to be invested in the program. Security remains a key aspect in our daily live thus the need for citizen and law enforcement agencies to work together to ensure the absence of anarchy. Community policing, though a relatively new concept, is gaining momentum as a good number of citizens have acknowledged that they are aware of the initiative. In addition even though not high some citizens have attested to having some significant impact on crime levels. Similarly, police-citizen relations continue to grow as citizens are able to confide in police on crime issues or through interaction by patrols thus highlighting its impact on citizen police relations. The impact of community policing continues to grow as citizens appreciate its importance. However, focus should also be put the perception of the police towards citizens as well as how the police interact with and treat citizens. Police to citizen relation has been highlighted as a key area that needs to be developed to achieve the intended goals of the programme. This will ensure that community policing becomes an effective crime detection and prevention tool.

### **5.3 Conclusions**

In conclusion the study sought to establish the impact of community policing on crime reporting, evaluate the effect of community policing on police-citizen relations and level of public confidence in the police since the inception of the programme and establish if there is a reduction in the crime rate since the introduction of the community policing programme within Eastleigh. By testing the hypotheses it was established that community policing has had a major impact in Eastleigh as the initiative continues to record some success though at a snail's pace due to trust issues between the police and the citizenry

The findings established that, on average, 20 % of citizens report crime to the police with the perception that community policing has improved safety in the neighbourhood scoring 66 %. However, it should be noted that 56 % of the residents have been victims of crime. This is an indicator that crime still remains a challenge in the community. Despite this success, a lot needs to be done to change the perception of 80% of officers who do not care about citizen-police relations. It is very difficult to fight crime without the input of citizens. They are the victims of crime and some of the criminal live among them.

Police citizen relations within Eastleigh continue to grow as exhibited by the awareness of the residents on the programme which highlights the collaboration of the two. The programme has had some impact on crime reporting but the gap remains wide thus the need of focussing more effort in building the trust between citizens and the police. Community policing is a philosophy founded on the idea that community cooperation and support can help prevent crime and reduce fear with community members, helping to identify suspects, detain offenders, report problems to the police

or otherwise target the social problems which give rise to a crime in the first place. The idea of citizens taking part in security issues have been built on the foundations of peace and tranquillity, with the urge to wage a long-standing and protracted war against crime that threatens the survival and existence of the communities.

Citizen involvement in policing remains a vital towards the success of the programme. The involvement of citizen in the program is likely to have a positive impact on crime level and reporting. However, the level of trust in the police force remains low thus the cooperation between citizens and police has remained minimal. Citizen involvement in matters of security has been established on the understanding that the basis of development of defence and security. Solid working relationship between the police and the community they serve are the only lasting solution in the on-going and ever increasing battle against crime and criminality in the community.

Reflecting on the prospects for community policing in Eastleigh, this study concludes that while the concept seems relevant, there are real obstacles in translating these activities into successful programmes. First, considering that there is need for adequate push for the program through increase of resources to ensure its success while proper vetting of it key stake holders to ensure that they programs is not used for political expediency or hijacked by criminals for their own benefit .

#### **5.4 Recommendations**

Since community safety extends further than crime and involves public noise, disorders and vandalism, all these problems of crime and disorders cannot be dealt with by the police only. Planning, learning and investing in what works need to be informed Community safety. The county governments should direct their resources to make sure that problems of safety and security in communities are solved by

supporting community policing initiatives that are taking part in the maintenance of law and order among the community members. At the national government level reducing crime by taking a role in tracking and evaluation process should be the strategy.

*Sungusungu* (or neighbourhood watch groups) as a method is one of the tried and proven cooperation strategies which is already acknowledged by law and found to be affordable and working among the marginalized poor majority in Tanzania. These initiatives require political and administrative support and drive by leaders and citizens from the grassroots level to the national level.

In Eastleigh situation, there is need to review the prevailing community policing arrangement specifically vetting and recruitment and so that criminal elements do not operate under the guise of community policing, adherence to the values and mandate of community policing. For example, there occurred a lapse in the provision of security in Gusii land by the *sungusungu* groups as good initiative of community policing was being turned into an opportunity for the perpetration of crimes and violations human rights.

In addition, there is need for the national government to invest in police citizen relations so that the citizens can gain some confidence towards the police due to the fact that security is a mandate of the national government. To encourage local interest and non-state actors in community policing, especially among law enforcement agencies and local communities, policy should consider providing incentives for innovation and creativity at the local level, specifically at the local police level, which also needs to be recognized and provided for in the police force operating procedures.



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## APPENDICES

### APPENDIX I: QUESTIONNAIRE FOR OFFICERS

Dear respondent, my name is ..... from the University of Nairobi. I am undertaking a research on the impact of community policing in Kenya. You have been selected at random to participate in this survey. In the view of this, you are required to participate in the research by providing answers to enable the researcher fulfil the research objective which is to evaluate the success of community policing program in Kenya. All information you provide will be treated confidentially.

1. Does your station have a community policing program?

YES  NO

2. Does your station analyze citizen attitudes toward your community policing?

YES  NO

3. Does your station meet with representative groups in the community to discuss police-community relations problems and potential solutions?

YES  NO

4. Are patrol assignments permanent?

YES  NO

5. Do citizens volunteer information to your department or officers willingly?

YES  NO

6. Does your station have a program in which an officer is assigned as liaison to neighborhood associations?

YES  NO

7. Please list any major hindrance towards community policing?

---

8. How do you rate the citizen's attitude towards the police?

Excellent  Very Good  Average  Fair  Poor

9. How would you rate the level of security in eastleigh since the introduction of community policing?

Very safe  somewhat safe  somewhat unsafe  Very unsafe   
Don't know

10. Does your station have ways of measuring citizen's fear of crime?

Yes  No

11. If yes how? \_\_\_\_\_

12. Please state any suggestions on how your station can improve the community policing program?

13. How do you rate police community relations since the introduction of the program?

Excellent  very good  good  fair  poor

## APPENDIX II: QUESTIONNAIRE FOR RESIDENTS

Dear respondent, my name is.....from the University of Nairobi. I am undertaking a research on the community policing in Kenya. You have been selected at random to participate in this survey. In the view of this, you are required to participate in the research by providing answers to enable the researcher fulfill the research objective which is to evaluate the success of community policing program in Kenya. All information you provide will be treated confidentially.

Please tick as appropriate

### 1. Age

18-30  31-45  46-70

### 2. Gender

Male  Female

### 3. Marital Status

Single  Married

### 4. Religion

Muslim  Christian

### 5. Employment Status

Employed  unemployed

### 6. Are you aware of the community policing program?

Yes  No

7. How many years have you lived or worked in Eastleigh?

a) 0-1year  b) 2-5years  c) 5-10years

Survey Questions (based on scale below)

1. Very safe. 2. Somewhat safe. 3. Somewhat unsafe. 4. Very unsafe. 5. Don't know.

8. How safe do you feel walking alone in your neighbourhood in general?

\_\_\_\_\_

9. How safe do you feel walking alone in your neighbourhood after dark?

\_\_\_\_\_

10. How safe do you feel walking alone in your neighbourhood during the day?

\_\_\_\_\_

11. Have you ever volunteered any information to the police about anything without being prompted? Yes  No

12. Do you feel confident while sharing any information with the police?

Yes  No

13. During the past 12 months, were you or anyone in your household the victim of any crime? If yes, did you report all of these crimes to the police?

Yes  No  Don't remember/don't know

14. During the past 12 months, have you had any contact with the police? If yes, how would you rate the contact?

Excellent  Good Fair  Poor  Don't remembers/don't know

15. How do you rate police community relations since the introduction of the program?

Excellent  very good  good  fair  poor