

**INFLUENCE OF EMPLOYEE WELFARE PROJECTS ON POLICE
OFFICERS' MOTIVATION TO WORK: A CASE OF POLICE HOUSING
PROJECT IN NAIROBI COUNTY, KENYA**

BY

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DECLARATION

This research project report was my original work and has not been presented for any education ward in any other institution.

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DEDICATION

Utmost gratitude to my parents Julius Gituma Mbogori and Beatrice Kanja Gituma who taught me to seek knowledge, honor the truth and financial support in my search for excellence. To my brother Eric Mwenda, my sister Kelly Kendi, and my Relatives I am deeply grateful for your encouragement and support while undertaking my study.

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ACRONYMS AND ABBREVIATIONS

APD	- Ashellvile Police Department
EWP	- Employee welfare project
ICESCR	- International Covenant on Economic, Social and Cultural Rights
KPS	- Kenya Police Service
NPS	- National Police Service
SPSS	- Statistical Package for Social Sciences
UNICEF	- United Nation Children's Fund
UN	- United Nations
VIPs	- Ventilated Improved Pit Latrines
WHO	- World Health Organization

ABSTRACT

The purpose of the study was to establish how employee welfare projects in this case the police housing projects influenced police officers motivation to work. The study was guided by the following objectives: To determine how the location of houses influence police officers motivation to work; to establish the extent which provision of basic amenities influence police officers motivation to work; to examine how organization of security around the houses influence police officers motivation to work and to establish how maintenance procedures of houses influence police officers motivation to work. The study used descriptive survey design where both quantitative and qualitative approaches were employed. The population study was limited to Police Officers within an administrative area of about 696km² (269sq m) in Nairobi County. The sample size was 130 police officers with a response rate of 74% (96). Primary data was collected using questionnaires using the drop and pick method. The data was then organized, edited and analyzed using computer data analysis software the Statistical Package for Social Sciences (SPSS). Data analysis outputs included descriptive statistics such as frequency distributions, percentages and means as a measure of central tendency. The findings were presented in tables and figures. A total of 96 respondents filled and returned their questionnaires, this translating to a response rate of 74% and non-response rate of 26%. Majority of the respondents were male police constable aged 26-35 years, lived in the houses for a period of 4-8 years with 4-6 members in each household. The respondents were therefore mature to give valid information on the influence of employee welfare projects on police officers level of motivation to work. The study recommends the government of Kenya to construct more police houses near police officers workplace and consider the geographical location in relation to transport network, schools, medical facilities, and urban services. The houses should provide adequate space, access to piped water, electricity connectivity, proper sanitation, and maintained in good working order without defects since it plays a decisive role in the health status of the residents. This study was based on police housing project in Nairobi County, the study therefore suggests that a similar study be conducted targeting all police housing projects in all counties in the country. The study further suggests that a similar study be carried out among other public officers and employees in the private sector to establish the influence of employee welfare projects on their level of motivation to work.

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Motivation, coming from the Latin word *movere* meaning “to move”, has been defined in various ways. Motivation is defined as a psychological that determines a person’s level of effort: effort refers to how hard people work (Kovach, 1995). Some employees exert a high level of effort to provide superior customer service. It can be said that one’s work-related needs, values and expectations are partially dependent on the institution which varies across nations. Work is inextricably tied to economic factors such as ability to finance one’s activities of daily living, e.g. purchase groceries, securing housing and provide for uncertainty in the near future. (Kovach, 1995)

Employee motivation is the willingness to exert high levels of effort toward organizational goals, conditioned by the effort’s ability to satisfy some individual need, (Birgitta, 2005). This definition of motivation is used since it is conditioned. Although the process of motivation is universal, in other words, the conditioning of that behavior is the design challenge addressed by this study. Individuals have preferences, which are contingent on needs. It can be said that the motivation results from the psychological need to satisfy desires that remain unsatisfied. Considering the different needs of individuals’, an organization can design effective and efficient incentive schemes. Ramlall (2004) argues unsatisfied need creates tension, which stimulates drives within the individual. These drives generate a search behavior and the individual tries hard to locate goals or objectives those if attained, will satisfy the need and relieve the tension in the individual. So it is evident that if the manager wants to improve the overall functioning of the organization, he will have to try to

improve the level of motivation of the organization members. In order to attain this, the first step required is to understand the concept of needs.

Employee welfare projects (EWP) are an important facet of industrial relations, the extra dimension, giving satisfaction to the workers in a way which even a good wage cannot, therefore the police housing project is important for a significant difference in the economic well being of the police force. These projects if inadequate, will negatively impact on the level of police motivation. According to a study conducted in the United States of America on police officers under stress reveals that the police work often exposes officers to stress or trauma which may affect their ability to perform effectively. This impact of stress or exposure to traumatic incidents shows that there has been a growing concern about the potential risks posed by the police officers whose psychological well being has been affected by their work thus the need to assess and support officers who have been involved in critical incidents through provisions of employee welfare projects in ensuring that they are fit for service. (Moss, 1999)

In Africa, the influence of employee welfare projects on the level motivation of police officers is a subject of great concern. For instance, in Ghana, studies have shown that currently 25% of police officers are not housed at all, contrary to Ghana's conditions of service. Out of the 75% who reside in police accommodation only half have decent accommodation. The rest live in uncompleted buildings, offices, garages, and dilapidated buildings (Quaye, 2009).

In Kenya, the Kenya police service (KPS) is a national force established under police Act, CAP 84 of Kenya and charged with the responsibility of maintaining law and order, protecting life and property, detecting and preventing crime, preserving peace, apprehending offenders and enforcing all laws and regulations. However, KPS today

face numerous difficulties, most of which are linked to inadequate funding, shortage of personnel, increase in administrative units, lack of research on crime and other security concerns, terrorisms and terror gangs. Despite these challenges, police welfare projects, cars, Improved pay, proper medical cover for officers and families, Life insurance policy for all serving police officers in case they are injured or get killed in their line of duty and above all Modern housing infrastructure will go a long way in improving they level of motivation to work. It is paramount that the country gives the necessary attention and implementation of the Ransley Task force report so as to operationalize and entrench the new people centered police institutions that will ensure that the welfare of police officers are catered for and accountability in National Police Service(NPS).(Douglas, Casty, 2013)

Kenya is party to the International covenant on Economic, Social and Cultural Rights (ICESCR), having ratified it in 1972. The right to housing in international law is recognized under Article 11 of the 1966 ICESCR, which provide for “the right of everyone to an adequate standard of living for himself and his family, including adequate food, clothing and housing, and to the continuous improvement of living conditions.”(UN General Assembly, December 2010)

Following the promulgation of a new constitution in 2010, Kenya has recognized the right to housing, stating in Section 43(1) (b) that every person has the right to “accessible and adequate housing and reasonable standard of sanitation”. Therefore, the expectation under international human rights law is that Kenya has an obligation to respect, to protect and to fulfill the right to housing.

1.2 Statement of the Problem

Police housing units in Kenya has to be the worst in the world; maybe worse than South Sudan because Police officers share a one-room shack, two families to each shack, each family with a spouse and a few children. Police officers in Nairobi have devised new survival tactics in response to the shortage of housing affecting the county, some new recruits were accommodated in garages, canteens, classrooms and dilapidated buildings. For example at the Langata police station, 15 police officers were living in a Kindergarten classroom because of the acute shortage of housing. It was demoralizing for officers in delivering their duty yet living in the station's kindergarten due to the factor that they were unable to secure housing.

1.3 Purpose of the Study

The purpose of the research was to explore and document the influence of employee welfare projects on police officers motivation to work, a case of police housing project in Nairobi County.

1.4 Objectives of the study

The study was guided by the following objectives:

1. To determine how the location of houses influence police officers motivation to work.
2. To establish the extent to which provision of basic amenities influence police officers motivation to work.
3. To examine how the organization of security around the houses influence police officers motivation to work.

4. To establish how maintenance procedure of houses influence police officers motivation to work.

1.5 Research Questions

The study was geared towards answering the following research questions:

1. How does the location of houses influence police officers motivation to work?
2. To what extent does provision of basic amenities influence police officers motivation to work?
3. How does the organization of security around the houses influence police officers motivation to work?
4. What are the maintenance procedures of houses influence police officers motivation to work?

1.6 Significance of the study

The research findings aim at understanding how employee welfare projects influence police officers motivation to work. Most police houses in Nairobi areas were built more than three decades ago and in many cases were in need of replacement or urgent repairs, insufficient houses for officers has led to high rent burden, overcrowding, substandard housing and housing insecurity for many officers.

Secondly, the government of Kenya was in the midst of implementing ambitious reforms in the country National Police Service as enshrined in the constitution. The constitution stipulates various police reforms which if fully implemented would revamp the Police Service and address cases of police welfare, impunity by rogue officers, inefficiency and gross human rights violations. The research was seeking to

contribute immensely towards understanding police welfare projects in this case the housing project, influence on police officers motivation to work.

1.7 Delimitation of the study

The study covered Nairobi County which currently has about ten newly built police housing unit in the four districts. The researcher was familiar with the county which provided an opportunity for an in-depth study.

1.8 Limitations of the study

Unwillingness from the respondents, viewing the study with a lot of suspicion was an hindrance in the study. However, respondents' fear of sharing information was countered by giving them written assurance that data collected was used only for research purpose. In addition, lack of adequate finance and time to complete the study was a great limitation that was dealt with by the researcher strictly working in line with the budget and the time frame.

1.9 Assumptions of the study

The study was carried out on the assumption that respondents were to fill the questionnaire truthfully and correctly. Data would be collected fast, accurately and adequately for the study, and data collected through questionnaires would have validity and measure the desired content.

1.10 Definitions of significant terms

Basic amenities are any features that provide comfort, convenience, or pleasure: a house amenities for example large rooms; reliable drinking water; power and proper sanitation are quality of pleasantness.

Employee welfare project is a term including various services, benefits and facilities offered to employees by the employers. The welfare measures need not be monetary but in any kind or forms. This includes items such as allowances, housing, transportation, medical insurance and food.

Location is a geographical point or an area on the Earth's surface which often indicates an entity with an ambiguous boundary, relying more on human or social attributes of place identity.

Maintenance procedure involves fixing any sort of mechanical, plumbing or electrical device should it become out of order or broken. It also includes performing routine actions which keep the device in working order or prevent trouble from arising. Maintenance procedure may be defined as, "All actions which have the objective of retaining or restoring an item in or to a state in which it can perform its required function.

Motivation actually describes the level of desire employees feel to perform, regardless of the level of happiness. Employees who are adequately motivated to perform will be more productive, more engaged and feel more invested in their work. When employees feel these things, it helps them, and thereby their managers, be more successful.

Physical security describes security measures that are designed to deny unauthorized access to facilities, equipment and resources, and to protect personnel and property from damage or harm (such as theft). Physical security involves the use of multiple layers of interdependent systems which include security guards, protective barriers, locks, and access control protocols.

1.11 Organization of the study

The study report was organized in five chapters. Chapter One contains the introduction; background of the study, statement of the problem, purpose of study, objectives of the study, research questions, significance of the study, delimitation of the study, limitation of the study, assumptions of the study, and definition of key terms. In Chapter Two it contains literature review; theoretical framework, conceptual framework, explanation of variables on the conceptual framework and gap in literature review. Chapter Three contains research methodology; research design, target population, sample size and procedure, research instruments, data analysis techniques, data collection method, ethical consideration and operational definition of variables. In Chapter Four data analysis, presentation and interpretation, and finally Chapter Five, the summary of the study, discussion of the study, conclusion, recommendation and suggestion for further study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The chapter presents the relevant literature on the topic of study. The chapter begins with a section laying out the introduction; Location and motivation; provision of basic amenities and motivation; security and motivation; maintenance procedure and motivation; theoretical framework; conceptual framework; gaps in literature review and lastly summary of literature review.

2.2 Location of houses and Motivation

Short or long distance is widely applied and has social economic and political consequences for employees and their families, companies and communities. The distances that employees cover during the journeys between their homes and workplace make daily commuting unfeasible. It is usually viewed as imposing costs and having frictional effects on economic activities and hence, necessitates efficient coping strategies. On-site accommodation and compact work-schedules characterize workers' everyday experience on duty, while long resting periods at home after the end of each work turn act as highly motivating rewards (Mattias, 2006)

Anderson (2012) notes the Ashellvile Police Department (APD) has made police housing units fall within the individual police patrol districts, a priority for enforcement and effective policing efforts possible. Commuting time has been reduced for many officers who spend short hours behind the wheel of their cars. While there are certainly some advantages living near the workplace, living near your workplace gives you the flexibility you need to balance your home and your work life more effectively. When you live only a few minutes away from the office, you might

be able to take advantage of overtime opportunities and still have time to spend with your family. You have the opportunity to run back into the office to fix a problem, without spending hours on the road going back and forth.

Smith (2004) connotes the length of time a person may remain in any particular settlement types depends upon their original motivation for travel, the distance from home to destination, and the circumstances they are faced with at their destination. Housing location is often motivated by the need or desire to access social services such as banking, retail, health services, local market, educational facilities, transport network system and social gathering for example a local Church or a Mosque. In addition, Sleutjes (2013) argues other interesting aspects about location preference for people settlement in an urban setup are, for example the presence of shops, a variety of restaurants and recreational public spaces (such as parks). Theatre, Museums and Cinemas are cultural facilities. The quality of local living environment has a direct impact on our health and well-being. Awotona, (1988) posits the location of housing in the community has social and physical characteristics that affect resident motivation. Residents of existing public housing estates in Nigeria have expressed dissatisfaction with their housing because it lacks basic features such as roads, schools, disposal systems, transportation systems, and place for employment, safety, management, and shopping centers in the neighborhoods.

Awotona (1990) notes a typical European new town with basic amenities such as roads, green verges, playgrounds and open spaces that are regularly maintained, but the majority of the residents are found to be dissatisfied with the geographical location of the house estate in relation to medical facilities, recreational centers, urban services and employment. Ozo (1990) connotes, in Nigeria, the neighborhood and the location of public housing has acted against any success of the housing or any

satisfaction with housing programs. Public housing units Okigwe, Nsukka and Lokoja areas were not occupied for some years after completion of the projects. The units were overgrown with weeds and suffered from serious vandalism in which most of the window louvers, door panels and frames, and electrical wiring were looted. Similarly, the core housing projects in Maiduguri, which lacked access as a result of poor location, Muoghalu (1991) and Ozo (1990) further assert that the planning and designing stages of these public housing programs have to consider vital variables such as accessibility to the neighborhoods, proximity to local market, drainage systems, schools, health centers, religious institutions, playgrounds, open spaces, and good roads, which have been found to be important variables in neighborhood development and to greatly influence users' motivation.

Social services clearly play a significant role in the structural geography of people temporary mobility. Existing research suggests that when people require a higher level of service than those available in their towns and communities of residence, their preference is often to travel to a regional service centre rather than a major city. Regional service centre have a full range of services required- hospitals, quality high school, and full range of retail and recreational facilities and are often within a geographical reach by people (Burns, 2006)

2.3 Provision of basic amenities and Motivation.

Andrew (2009), adequate space is important to the health and well-being of residents. There needs to be adequate space to undertake normal household activities, allow household members some privacy within the dwelling, and allow children playing room that does not get in the way of other household activities. For example, bedrooms that contain sufficient space for a desk and chair can allow the space to be used for private study and sufficient bedrooms space can allow children to entertain

friends. Moreover, HATC (2006) argues space standards should reflect family needs such as food preparation and eating, children's education needs and more generally the lifestyle requirements of the household. For example, the living room must provide space sufficient for two or three easy chairs, a television set, a settee, small tables, and places suitable for a reasonable quantity of other possessions such as sewing box, toy box, radiogram and bookcase. In addition, it is important to examine the number of rooms in a dwelling, divided by the number of people living there, indicates whether residents are living in a crowded conditions, overcrowding housing may have a negative impact on physical and mental health, relation with others and children development. Hand and Shove (2007) acknowledge adequate space, it is important for basic living for it enables residents to go about their routines of everyday lives in comfort

WHO and UNICEF (2006) postulate water is one of the most important natural resources and is the essence of life on earth. The availability of safe water and adequate sanitation is critical for health reasons. Access to clean drinking water and improved sanitation is fundamental to health and the prevention of many diseases worldwide. A lack of clean water and sanitation leads to diarrheal illness and other infectious diseases through the fecal-oral pathway. Diarrheal illness is the second leading cause of death among children under the age of five, especially in developing countries (WHO, 2009). Most of these deaths are preventable through use of hygienic latrines, hand washing, and access to clean drinking water. In addition, Satterthwaite (2003) observes inadequate provision of piped water and proper sanitation are identified as serious problems affecting urban dwellers.

Proper sanitation facilities for example toilets, latrines, access to safe water, showers, clothes washing stands and solid waste disposal facilities are essential at home to

promote health because they allow people to dispose of the waste appropriately. The quality of housing conditions here plays a decisive role in the health status of the residents. Many health problems are either directly or indirectly related to availability of sanitation facilities at home (WHO, 1999)

The World Health Organization (WHO) defines “improved sanitation” as access to personal sanitation facilities that are able to hygienically separate human waste from human contact. (WHO, 2008), these include flush and pour-flush toilets that empty into a sewer, septic tank or soak away pit, as well as pit latrines with slabs, ventilated improved pit latrines (VIPs) and composting toilets. Unimproved sanitation includes no sanitation facilities at all, known as “open defecation”, pit latrines without slabs, hanging toilets, buckets, and shared or public facilities of any type. WHO (1999) observe that because of an inadequate provision of water, sanitation, drainage and garbage collection urban areas pose serious hazards for human population, since many diseases vectors tend to thrive where there is an inadequate provision of these services.

Urban population growth has implications for the provision of services and the state of the environment. For example, poor services, including inadequate provision of water and sanitation and inadequate drainage and garbage collection, are significant features of the world’s fastest growing cities. Housing is a basic requirement of human well-being. Along with the requirement of shelter, other facilities in the micro environment of housing such as type of dwelling units, drinking water, sanitation and hygiene form vital components of overall quality of life of the people. Access to improved service level of sanitation and water supply is not only vital for human health but also necessary for the people convenience and dignity. If water and

sanitation are not provided within the home, privacy and physical security are also an issue (Cairncross et al., 1990)

The availability of water and wastewater services is an important requirement in a household. There is a wide availability of water and wastewater systems within the city that provide water for drinking, washing clothes, food preparation, personal and household hygiene, and proper treatment of wastewater. Access to water, moreover, often becomes more tenuous when there are more members of in a family. Such households often require addition water for cleaning and bathing. In situation where water may be scarce, it may be possible to collect and conserve water, through, for example, rainwater harvesting and the use of tippy taps. Tippy taps, which can be made from plastic jugs, gourd or other local materials, regulate flow to allow hand-washing with a very small quantity of water. Even water that is safe at this point of collection is often contaminated for house. Thus, appropriate water treatment and storage is essential. Available technologies include chlorination and storage in an appropriate vessel, various types of filters, and solar disinfection using heat and ultraviolet radiation (Hillbrunner, 2007)

Toman and Jemelkova (2002) achieving universal access to electricity is one of the most important goals set for the energy sector by governments in the developing world. Electricity alone is not sufficient to spur economic growth, but it is certainly necessary to human development, as certain basic activities such as lighting, refrigeration, running household appliances, washing, cloth drying and water heating, cannot easily be carried out by other forms of energy. Sustainable provision of electricity can free large amounts of time and labor and promote better health and education. Electricity access is major factor in economic and social development of people. Foster and Tre (2000) the number of electrical appliances used in modern

homes continues to grow; putting extra demands on your electrical system, hence as a result large households' size spend more energy on cooking and lighting.

2.4 Security and Motivation.

Fence regulations are intended to improve and maintain the overall appearance of a community. Any man-made barrier or any structure of any material, the purpose of which is to provide protection from intrusion (both physical and visual) to mark a boundary, enclose, screen, restrict access, decorate or provide right-of-way edge treatment for any lot, building, structure, swimming pool, spa and development is defined as a fence. A gate is considered part of the fence. Chain-links, welded wire fabric, wood, erected stone wall, hedges or other plantings which create a fence effect are subject to the same regulations as types of fences. Fencing may function as key elements of territorial boundary, for architectural and landscape markers to distinguish ownership of a space; to maximize natural surveillance, or the ability to easily keep watch over residential grounds and monitor the flow of individuals into and out of the compound with access point such as gates; and fences also do offer privacy and enclosure that may be desirable in a residential setting (Joseph, 2010)

Ratcliffe (2001) burglary is illegal and unlawful entry into a dwelling (house, unit, caravan, garage, and yard) for the purpose of committing a felony. The occurrence of residential burglary is frequently attributed to its opportunistic nature. Many households are an attractive target for offenders due to the large number of highly valuable and portable goods, during the night through many accessible entry points such as doors and windows. Grabosky (1995) connotes there is a simple and direct relationship between lighting and crime: better lighting will deter offenders who benefit from the cover of darkness. Improved lighting means that offenders are more likely to be seen by someone who might intervene, call the police, or recognize the

offender. Even if this does not happen, some offenders who fear that it might would be deterred from crime.

Effective security lighting starts with determining and illuminating target areas such as entry points. A good lighting system is one designed to distribute an appropriate amount of light evenly with uniformity values of between 0.25 and 0.40 using lamps with a rating of at least 60 on the colour rendering index. Using shielded fixtures is beneficial in two ways. First, glare is decreased or eliminated. Uncomfortable or temporarily blinding, a glaring light can distract the eye and cast harsh shadows that create easy concealment opportunities for a trespasser. Second, shielded fixtures help you control both the placement and the amount of light. Entrances, windows, and gates can be the focal points of a lighting scheme that does not over illuminate, but allows adequate and uniform visibility that dissipates shadows. Lighting makes it essential to use a lamp which has both a long life expectancy and is energy efficient. The improved lighting component included removing heavy growth from existing lighting and poles, repairing all broken lights, and installing additional sodium lights and light poles (Welsh, Farrington, 2007)

Physical and social environments in neighborhoods can be overtly hazardous for example, polluted or crime infested. They also can severely limit the choices and resources available to individuals. For example, an individual's ability and motivation to exercise, avoid smoking and excessive drinking can be constrained by living in a neighborhood that lacks safe areas for exercise, where intensive tobacco and alcohol advertising targets poorer and minority youth and liquor stores are plentiful, and where healthy role models are scarce.(Robert Wood Johnson Foundation, 2008)

Ingrid, Margery (1997), argue neighborhood environment has an influence on important outcomes for children and adults. Most people want their children to grow up in a “good” neighborhood, where the public schools are effective, where the streets and parks are safe, where other children do not lure them into dangerous or illegal activities, and where adults reinforce the values of responsibility and work. Social relationships among residents, improve the degree of mutual trust and feelings of connectedness among neighbors. Residents of “close-knit” neighborhoods may be more likely to work together to achieve common goals, like to exchange information (such as, regarding childcare, jobs and other resources), and to maintain informal social controls (such as, discouraging crime or other undesirable behaviors such as smoking, drunkenness, littering and graffiti). Children in more closely-knit neighborhoods are more likely to receive guidance from multiple adults and less likely to engage in health-damaging behaviors like smoking, drinking and drug use or gang involvement, (Robert Wood Johnson Foundation, 2008). Most people believe that growing up in a “bad” neighborhood puts a child’s future at risk. Neighborhood conditions may influence a variety of individual outcomes, including educational attainment, criminal involvement, teen sexual activity, and employment (Ingrid & Margery, 1997)

2.5 Maintenance procedures and Motivation

All drain pipes, including soil pipes, waste pipes, ventilating pipes and underground drain pipes should be maintained in good working order without defects. All such pipes should be inspected regularly, and where leakage, blockage or defects are detected, they should be rectified immediately. Minor blockage of drains can usually be cleared by high pressure water jet or roding. In case of serious blockage by materials such as cement, the defective portion may have to be exposed and replaced.

Manholes should be readily accessible for regular maintenance. Access to them should not be obstructed by floor finishes, planters or furniture items. All parts of the vertical drain pipes, including soil pipes, waste pipes, ventilating pipes and branch pipes are to be checked thoroughly to ensure that there are no cracks or leaks. Where cracks or leaks are found in any section of the pipes, they should be replaced. Sanitary fitments including water closets, bathtubs, lavatory basins, shower trays, sinks and floor drains should be regularly inspected, preferably once every three months, to ensure that they are in good working order without leakage. Where leakage is detected, the fitments and their associated drain pipes should be immediately repaired or replaced as the case may be. To better protect the health of occupants, they should adopt the cleaning and disinfecting procedures to clean the sanitary fitments regularly (Building professionals, 2003)

Morris, winter (1975) argue when a family's current housing condition does not meet the existing family cultural norms, there is a normative deficit. A deficit gives rise to dissatisfaction, which, in turn, calls for action. The family responds by moving, adapting to the residence, or remodeling in order to reduce the deficit. Among the actions a household can take to adapt the residence are additions, alternatives, and changing the functions of the rooms. In addition, Andrew (2009) asserts housing that is of sufficient size also enables, subject to suitable design, increased adaptability and sustainability, for example by adding partitions creates extra rooms or changes layouts. It allows a longer lifespan and thus contributes to sustainability through minimizing unnecessarily premature redevelopment or major alteration.

Remodeling refers to home improvements that are beyond normal repair, maintenance and decorating. Households choose to undertake these major home improvements in order to accommodate an additional family member, to increase the value of the

house, to correct functional problems, for example, modernize a kitchen, to develop poorly used space, for example, a family room in the basement (John, 1975)

The total cost of remodeling maybe less than moving, the costs are likely to be surprisingly high. There are several reasons for this, including the fact that some demolition is required to remove such things as siding, windows and walls. When walls or flooring is removed, it is not uncommon to find unexpected repairs that must be made. In addition, the new construction must tie into the existing structure. Sometimes this means re-flooring an entire room (John, 1975)

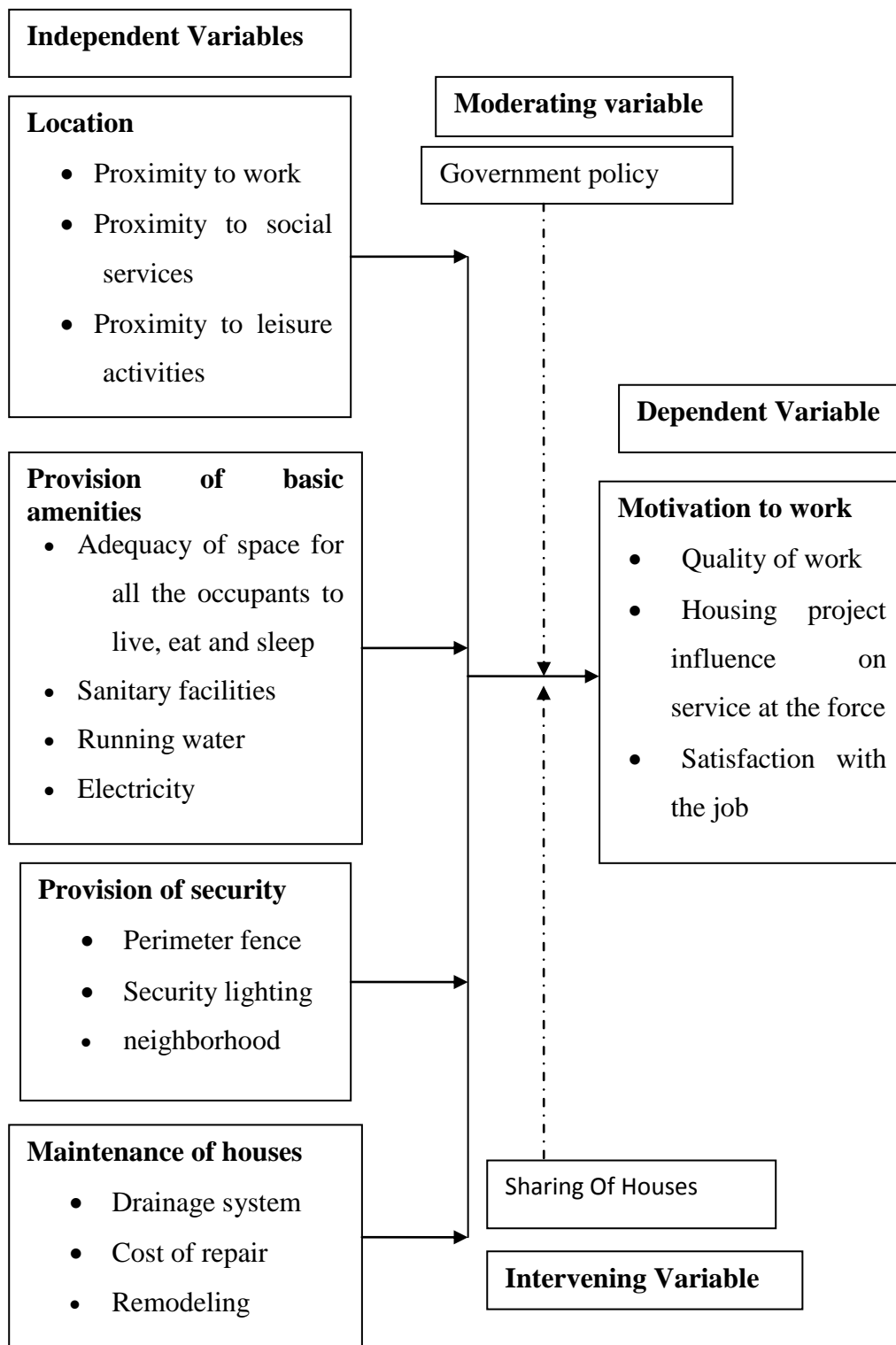
2.6 Theoretical framework

The study was grounded on the cognitive evaluation theory. Cognitive Evaluation Theory suggests that there are actually two motivation systems, intrinsic and extrinsic that correspond to two kinds of motivation. Intrinsic motivation comes from the actual performance of the task or job that is achievement, responsibility and competence. Extrinsic motivation comes from a person's environment, controlled by others for example pay, promotion, feedback and working conditions (Deci and Ryan, 1985). The study was geared to understand the influence of employee welfare projects on police officers motivation to work, a case of police housing project in Nairobi County. The relationship between the variables that was the location of houses, the provision of basic amenities, the provision of security around the houses, and maintenance of houses had an impact on the level of motivation of police officers to work.

2.7 Conceptual framework.

Figure 1 represents the conceptual framework that has been adopted by this research study.

Figure 1: Conceptual Framework



2.8 Summary of the chapter

This chapter covered related literature review with an aim of identifying knowledge gaps. The review of literature review indicate that little has been done on police housing units which was a relatively new project being implemented by police reform tasks force in Kenya. The research covers the location of houses, provision of basic amenities, provision of security around the houses, and maintenance of the police housing units in Nairobi County. The study was to assess the influence of employee welfare projects on police officers motivation to work, hence making further contribution to research on employee welfare projects and more so on police officers where no research of this magnitude has been done before.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The chapter presents the research methodology used in the study. The research started with introduction, research design, target population, sample size and sample procedure, research instrument, pilot testing of the instrument, validity of the instrument, reliability of the instrument, data collection procedures, data analysis techniques, ethical consideration and operational definition of variables.

3.2 Research design

The study used descriptive research design where both quantitative and qualitative approaches were employed. This study considered a descriptive survey design ideal and consistent with Mugenda & Mugenda (2003) argument that it was an efficient way of collecting information from a large number of respondents and appropriate for a wide range of information. Description was not only restricted to fact findings but also results into the formulation of important principles of knowledge and solution to significant problems. In the context of the study, effort was made to establish the influence of employee welfare project on motivation of police officers to work.

3.3 Target population

According to Oso & Onen (2008), a target population describes the total number of units which the researcher has in mind and to which he or she intends to generalize the findings of the study. The population study was limited to Police Officers within an administrative area of about 696km² (269sq mi) that is Nairobi County. The target population was 1300 police officers in their various ranks which was categorized into

three senior officers, superintendents and Inspectors, and police constables (Kenya Police force standing order, 2001)

3.4 Sample Size and Sampling procedure

This section presents sample size and sampling procedures the researcher was used in the study.

3.4.1 Sample Size

The study using stratified random sampling, a sample of 130 officers was selected at random. According to Mugenda & Mugenda (2003) a sample size of at least 10% of the total populace is considered sufficient. The sample size was as shown on Table 3.1

Table 3.1: Sample size

Category	Target population	Sample ratio	Sample size
Senior officers	25	0.1	3
Superintendents & Inspectors	175	0.1	17
Police constables	1100	0.1	110
Total	1300	0.1	130

Source: (Kenya Police force standing order, 2001)

3.4.2 Sampling procedure

Mugenda & Mugenda (2003) define sampling as the process of selecting a number of individuals or objects for a study in such a way so that the individuals or element represent the larger group, or the population from which they are selected. Buruburu, Parklands, Langata, Muthaiga and Central police housing units were thus chosen for the study. Stratified random sampling was used to divide the population to different strata so as to draw randomly a predetermined number of police officers. Stratification

introduces an element of control as a means of increasing the precision and representativeness. Stratified random sampling was applied to pick and develop sample that satisfy the need of the study.

3.5 Research Instrument

Oso & Onen (2008) connotes that instrument are tools used which are to collect data. The study used questionnaires to collect data. Questionnaires can collect a large amount of information within a very short period of time and get responses of same questions from a large number of people. A questionnaire is a self report used for gathering information about variables of interest in an investigation (Mugenda & Mugenda, 1999). The researcher used questionnaires to collect primary data. Questionnaires are instruments used to gather data which allows the measurements for or against a particular view points. The questionnaire had both closed and open questions to allow the respondents to fully capture the issue under investigation.

3.5.1 Pilot Testing

Pilot testing of the research instrument was done with Parklands police housing unit in Nairobi County. It was to check for the reliability and ethical appropriateness of the questionnaires guide. The stage was crucial in the research process because it enabled the researcher to detect problems or weaknesses that could be encountered during the main research, therefore pilot test results were discussed with the supervisor and changes made based on the outcome of the instrument review.

3.5.2 Validity of instruments

Validity is the degree to which results obtained from the analysis of the data actually represent the phenomenon under study (Mugenda & Mugenda, 2003). The pilot study

ascertains the validity of the instrument. Content validity of a measuring instrument is the extent to which it provides adequate coverage of the investigative questions guiding the study (Mugenda, 2008). The researcher discussed with the supervisor in the area being investigated to assess the relevance of content used in the questionnaire development.

3.5.3 Reliability of Instruments

Oso & Onen, (2009) reliability is the extent to which research results are consistent over time, over place and over methods. The test re-test method was used to assess the reliability of the instrument where questionnaires were administered to a group of police officers with similar characteristics as the actual sample. The test was repeated after a week. The spearman's rank correlation coefficient was used to compute the correlation of the results of the two tests where 0.7 levels were acceptable.

3.6 Data collecting procedures

The researcher obtained a research permit from the National Council for Science and Technology and the relevant government departments through the assistance of the University of Nairobi before proceeding to the field. The researcher contacted the respondents to inform them on the intended research. The researcher arranged for an interview session with the police officers and briefed them in order to facilitate delivering and administration of the questionnaire. The data was then collected through a drop and pick method where the questionnaires were delivered.

3.7 Data Analysis Techniques

According to Bryman & Cramer (2008), data analysis seeks to fulfill research objectives and answer research questions. It involves working with data, organizing, breaking into manageable units, synthesizing, searching for patterns, and deciding

what's important. The data was organized, edited and summarized using computer data analysis software the Statistical Package for Social Sciences (SPSS). The research analyzed and interpreted the data qualitatively and quantitatively. Data analysis outputs included descriptive statistics such as frequency distributions, percentages and means as a measure of central tendency. Content analysis was employed to analyze qualitative data, which was integrated together with the quantitative analysis into one main study.

3.8 Ethical Consideration

Ethics is the appropriateness of the researcher's behaviour in relation to the rights of those who become the subject of one's work. The researcher adhered to the laid down practices and ensured they were observed at all times. The researcher obtained necessary documentation and authorization from the University, and the National Commission for Science, Technology and Innovation, prior to collection of data from the target population. The researcher informed the respondents the purpose of the study and gave them an assurance that the data collected was solely used for academic and research purposes and the researcher observed confidentiality of the data collected.

3.9 Operational definition of variables

Table 3.2: Operational definition of variables

Objective	Type of variables <u>Independent variables</u>	Indicators	Measurement scale	Analysis technique
To determine how the location of houses influence police officers motivation to work	Location	Proximity to work Proximity to social services Proximity to leisure activities	Ordinal, Nominal and Ratio depending on the question asked	Frequencies Percentage Mean
To establish the extent to which provision of basic amenities influence police officers motivation to work	Provision of basic amenities	Adequacy of space for all the occupants to live, eat and sleep Sanitary facilities Running water Electricity(power)	Ordinal, Nominal and Ratio depending on the question asked	Frequencies Percentage Mean
To examine how the organization of security around the houses influence police officers motivation to work	Provision of security	Perimeter fence Security lighting Neighborhood	Ordinal, Nominal and Ratio depending on the question asked	Frequencies Percentage Mean
To establish how maintenance procedure of houses influence police officers motivation to work	Maintenance procedures	Drainage system Cost of repair Remodeling	Ordinal, Nominal and Ratio depending on the question asked	Frequencies Percentage Mean

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND INTERPRETATION

4.1 Introduction

This chapter presents findings from the analysis of the questionnaires as collected from the field. The study sought to establish the influence of employee welfare projects on police officers motivation to work, a case of police housing project in Nairobi County. The completed questionnaires were edited, coded and then analyzed using SPSS (v 20). The findings were presented in tables.

4.2 Response Rate

Out of the total 130 respondents, a total of 96 respondents filled and returned their questionnaires. This translated to a response rate of 74% and non-response rate of 26%. According to Mugenda & Mugenda (2003) the statistically significant response rate for analysis should be at least 50%. (Table 4.1)

Table 4.1: Response Rate

	Frequency	Percentage
Non Response	34	26
Response	96	74

4.3 Demographic Information

This is the information describing the characteristics of the respondents among police officers in Nairobi County.

4.3.1 Gender of Respondents

The study sought to establish the gender of the respondents. The findings are as shown on Table 4.2

Table 4.2: Gender of the respondents

	Frequency	Percentage
Male	61	64
Female	35	36
Total	96	100

The findings indicated that the respondents were both males and females even though majority of the respondents 64% (61) were males while only 36% (35) were females. This meant that both genders were well represented to enrich the research project.

4.3.2 Police Rank

The study sought to establish the police rank among the respondents. The findings are as shown on Table 4.3

Table 4.3: Police Rank

	Frequency	Percentage
Police constables	84	87.5
Superintendents/ Inspectors	9	9.4
senior officers	3	3.1
Total	96	100

The study established that majority of the respondents 87.5% (84) were police constables, 9.4% (9) were superintendents and inspectors while only 3.1% (3) of the respondents were senior officers. This meant that police constables were the main respondents thus they would give valid information on the influence of employee

welfare projects on police officers motivation to work, a case of police housing project in Nairobi County.

4.3.3 Age of the respondents

The study sought to establish the age brackets of the respondents. The findings are as shown on Table 4.4

Table 4.4: Age of the Respondents

	Frequency	Percentage
18-25	5	5.2
26-35	48	50
36-45	21	21.9
46-55	20	20.8
Above 55	2	2.1
Total	96	100

From the responses, the study found out that majority of the respondents 50% were of age between 26-35 years, 21.9% said they were 36-45 years of age, 20.8% of the respondents said 46-55 years, 5.2% of the respondents indicated 18-25 years while 2.1% of the respondents indicated above 55 years. This meant that the respondents were mature enough to give accurate information on the influence of employee welfare projects on police officers' motivation to work.

4.3.4 Number of Household Members

The study further sought to establish the number of members in each household. The findings are as shown on Table 4.5

Table 4.5: Number of household members

	Frequency	Percentage
Less than 3	31	32.3
4 to 6	52	54.2
7 to 10	10	10.4
More than 10	3	3.1
Total	96	100

The finding indicated that majority of the respondents 54.2% said 4-6 household members, those who said less than 3 household members were 32.3% whereas 10.4% indicated 7-10 members with only 3.1% of the respondents indicating that the number of household members was more than 10. This meant that majority of the people were living in crowded conditions.

4.3.5 How long have you lived in this house

The respondents were asked to indicate the number of years they have lived in their houses. The findings are as shown on Table 4.6

Table 4.6: Duration you have lived in this house

	Frequency	Percentage
1- 3	35	36.5
4- 8	43	44.8
9- 12	14	14.6
More than 12	4	4.1
Total	96	100

From the finding, the study established that majority of the respondents 44.8% had lived in the house for a period of 4-8 years, 36.5% of the respondents said 1-3 years whereas 14.6% of the respondents said 9-12 years and only 4.1% indicated that they

had lived in the house for more than 12 years. This meant that majority of the respondents had lived in the houses long enough to give valid information on influence of employee welfare projects on police officers' motivation to work.

4.4 Location and Motivation

The study further sought to establish the approximate distance of the respondents' from home to workplace in meters. The findings are as shown on Table 4.7

Table 4.7: Distance from home to workplace

Meters	Frequency	Percentage
0-100	36	37.5
0-200	5	5.2
200-500	30	31.3
over 500	25	26.0
Total	96	100.0

The findings indicated that 37.5% (36) of the respondents indicated 0-100 meters was the distance from home to their workplace, 31.3% (30) said 200-500 meters, 26% (25) said over 500 meters while only 5.2% (5) indicated that the distance from home to workplace was 0-200 meters.

The study sought to establish the approximate distance from home to the social amenities in meters. Majority of the respondents said that the distance from home to Health centers was approximately 150 meters, to shops and local markets was 100 meters while to church or mosque was approximately 200 meters.

The respondents were also asked to specify the main leisure activities and to approximate the distance from their houses to leisure activity in meters. The findings are as shown on Table 4.8

Table 4.8: Distance from house to leisure activity

Meters	Frequency	Percentage
0-200	39	40.6
0-500	41	42.7
500-1000	9	9.4
over 1000	7	7.3
Total	96	100

The findings indicated that majority of the respondents' main leisure activities was visiting with friends and watching football. On approximate distance 42.7% (41) of the respondents said 0-500 meters, 40.6% (39) highlighted 0-200 meters, 9.4% (9) said that the approximate distance from their houses to leisure activity was 500-1000 meters while 7.3% (7) said over 1000 meters.

The respondents were further asked to indicate to what extent they were motivated with the location of police housing units. The findings are as shown on Table 4.9

Table 4.9: Motivated by the location of police housing units

	Frequency	Percentage	Mean	Std Dev
Not motivated	11	11.5	2.5104	0.69577
Poorly motivated	25	26.0		
Motivated	60	62.5		
Total	96	100.0		

The findings indicated that majority of the respondents 62.5% (60) indicated they were motivated, 26.0% (25) of the respondents said they were poorly motivated, 11.5% (11) said they were not motivated while none of the respondents 0% (0) said

highly motivated. The finding shows that majority of the respondents were motivated by the location of the housing. The respondents agreed that they were motivated by the location of the police housing units with a mean of 2.5104 and a standard deviation of 0.69577.

4.5 Availability of Basic Amenities and Motivation

The respondents were asked the extent to which they agreed with the following statements below on availability of basic amenities and motivation. The findings are as indicated on Table 4.10

Table 4.10: The house is spacious for all the occupants to:

	Strongly disagree		Disagree		Agree		Strongly agree		Mean	Std Dev
	F	%	F	%	F	%	F	%		
Undertake normal household activities	16	16.7	62	64.6	18	18.7	0	0	2.0208	0.5978
Allow members some privacy	22	22.9	43	44.8	25	26	6	6.3	2.1562	0.8502
Fit all household furniture and home appliances	38	39.5	47	49	11	11.5	0	0	1.7188	0.6609
Allow children study and playroom	30	31.3	8	8.3	48	50	10	10.4	2.7667	1.0320

Note. F=Frequency
%=Percentage

On whether the house is spacious for all the occupants to undertake normal household activities, the respondents disagreed with a mean of 2.0208 and a standard deviation of 0.5978. 64.6% (62) of the respondents disagreed that the house was spacious for all the occupants to undertake normal household activities, 18.7% (18) of the respondents agreed, 16.7% (16) strongly disagreed while none of the respondents 0% (0) strongly agreed that the house was spacious for all the occupants to undertake normal household activities.

Asked whether the house is spacious for all the occupants to allow members some privacy, the respondents disagreed with a mean of 2.1562 and a standard deviation of 0.8502 that the house was spacious for all the occupants to allow members some privacy. 44.8% (43) of the respondents indicated that they disagreed, 26% (25) of the respondents agreed that the house was spacious for all the occupants to allow members some privacy, 22.9% (22) of the respondents strongly disagreed while 6.3% (6) of the respondents strongly agreed that the house was spacious for all the occupants to allow members some privacy.

On whether the house is spacious for all the occupants to fit all the household furniture and home appliances, the respondents disagreed with a mean of 1.7188 and a standard deviation of 0.6609 that the house was spacious for all the occupants to fit all the household furniture and home appliances. The respondents who disagreed were 49% (47), 39.5% (38) of the respondents strongly disagreed whereas 11.5% (11) of the respondents agreed while none of the respondents 0% (0) strongly agreed that the house was spacious for all the occupants to fit all the household furniture and home appliances.

Asked whether the house is spacious for all the occupants to allow children study and playroom, the respondents agreed with a mean of 2.7667 and a standard deviation of 1.0320 that the house was spacious for all the occupants to allow children study and playroom. The respondents who agreed were 50% (48), 31.3% (30) of the respondents strongly disagreed whereas 10.4% (10) strongly agreed while only 8.3% (8) disagreeing that the house was spacious for all the occupants to allow children study and playroom..

The study further sought to establish how effective the sanitary facilities in the house were. The findings are as shown on Table 4.11

Table 4.11: Effectiveness of the Sanitary Facilities

	Frequency	Percentage	Mean	Std Dev
Not Effective	24	25	2.1250	0.81111
Poorly effective	38	39.6		
Effective	32	33.3		
Very effective	2	2.1		
Total	96	100.0		

From the findings, the respondents said the sanitary facilities available in the house were poorly effective with a mean of 2.1250 and a standard deviation of 0.81111. 39.6% (38) said the sanitary facilities were poorly effective, 33.3% (32) indicated effective while 25% (24) said not effective while 2.1% (2) said that sanitary facilities were very effective.

The respondents were also asked whether they have piped water and electricity connectivity in their houses. The finding was as shown on Table 4.12

Table 4.12: Availability of piped water and electricity connectivity

		F	%	Mean	Std Dev
Availability of piped water and Electricity	Agree	96	100		
Rating the services provided	Not Satisfactory	13	13.5	2.2812	0.77735
	Poorly satisfactory	49	51		
	Satisfactory	28	29.2		
	Highly satisfactory	6	6.3		
Lack of essential basic amenities lowers morale	Strongly disagree	8	8.3	3.0958	0.91167
	Disagree	10	10.4		
	Agree	48	50		
	Strongly Agree	30	31.3		

Note. F=Frequency
%=Percentage

From the findings, all the 96 respondents agreed that they had piped water and electricity connectivity in their houses. Further asked to rate the services provided, majority of the respondents said poorly satisfactory with a mean of 2.2812 and a standard deviation of 0.77735. 51% (49) of the respondents indicated poorly satisfactory, 29.2% (28) of the respondents said that the services provided were satisfactory, 13.5% (13) said not satisfactory whereas 6.3% (6) of the respondents said that the services provided were highly satisfactory. Majority of the respondents complained of water shortage because they get to use water only three times a week, and experience power black-out frequently.

The respondents were further asked to suggest on ways of improving the services provided, the respondents suggested that the sanitation levels and water supply be improved since they were important for human health, appropriate water treatment and storage methods be put in place to facilitate smooth operations during the scarce periods. The respondents further suggested that police housing units should have a backup generator in case of power black-out.

The study further sought to establish whether lack of essential basic amenities in the houses lowered police morale, majority of the respondents agreed with a mean of 3.0958 and a standard deviation of 0.91167 that lack of essential basic amenities in the houses lowered their morale. 50% (48) of the respondents agree that lack of essential basic amenities in the houses lowered their morale, 31.3% (30) strongly agreed, 10.4% (10) disagreed while only 8.3% (8) of the respondents strongly disagreed that lack of essential amenities basic in the houses lowered their morale.

4.6 Security and Motivation

The study sought to establish whether there was perimeter fence around the housing units. The study found out that all the respondents agreed that there was a perimeter fence around the housing units. On the type of fence around the housing units and how effective the perimeter fence was, the findings are as shown on Table 4.13

Table 4.13: Security and Motivation

Type of		Frequency	Percentage	Mean	Std Dev
fence	Chain links	46	47.9		
	Welded wire fabric	24	25.0		
	Erected stone wall	26	27.1		
	Hedges	0	0		
How effective is the perimeter fence	Not effective	18	18.8	2.3958	1.04104
	Poorly effective	35	36.5		
	Effective	31	32.2		
	Very Effective	12	12.5		

From the responses, the study found out that 47.9% (46) of the respondents said that chain links was the type of fence around the housing units, 27.1% (26) of the respondents indicated erected stone wall while 25% (24) said welded wire fabric and none of the respondents 0% (0) said hedges. Asked on how effective the perimeter fence was, the respondents said poorly effective with a mean of 2.3958 and a standard deviation of 1.04104. The respondents who said poorly effective were 36.5% (35), 32.2% (31) indicated effective whereas 18.8% (18) reported that the perimeter fence was not effective and only 12.5% (12) of the respondents said very effective.

Asked whether security lighting was available around the premises, the study found out that the respondents reported that there was security lighting around the premises. The respondents indicated that the lights were placed at the gate, stare-cases, outside the police station and outside the police housing units' entrance. The respondents were further asked to comment on how conducive the physical and social environment for raising children in the neighborhood was. Majority of the

respondents indicated that the environment was conducive for raising children in the neighborhood.

4.7 Maintenance of Houses and Motivation

The respondents were asked how effective the maintenance procedures of the drainage system was, the findings are as shown on Table 4.14

Table 4.14: Maintenance procedures of houses and Motivation

		F	%	Mean	Std Dev
How effective					
is the	Not Effective	20	21	2.1042	0.73240
maintenance	Poorly effective	47	49		
procedure of the	Effective	28	29		
drainage system	Very effective	1	1		
How much does	less than 5000	6	7	2.5521	0.75212
it cost to	5000-10000	31	36.5		
remodel the	10000-15000	43	50.6		
house	Above 15000	5	5.9		
Have you	Yes	85	88.5		
remodeled your	No	11	11.5		
house					

Note. F=Frequency
%=Percentage

On how effective was the maintenance procedure of the drainage system, the respondents said poorly effective with a mean of 2.1042 and a standard deviation of 0.73240. 49% (47) of the respondents indicated poorly effective, the respondents who reported effective were 29% (28), 21% (20) of the respondents said that the maintenance procedure was not effective while 1% (1) respondent indicated very effective.

The respondents were further asked whether they had remodeled their houses, 88.5% (85) had while 11.5% (11) indicated that they had remodeled their houses. Asked on which part of the house and why majority indicated to have remodeled the bedroom cabinets, added kitchen cabinets and other expanded and turned the storage room into a bedroom and a study room. Asked on how much it costs to remodel the house, respondents indicated 10000-15000 with mean of 2.5521 and a standard deviation of 0.75212. 50.6% (43) of the respondents said 10000-15000, 36.5% (31) of the respondents said it costs 5000-10000 to remodel the house, 7% (6) of the respondents indicated less than 5000 while 5.9% (5) indicated above 5000.

4.8 Police Motivation to Work

The respondents were asked to rate the quality of work they offer as police officers. The findings are as shown on Table 4.15

Table 4.15: Police officers motivation to work

		F	%	Mean	Std dev
How would you rate the quality of work you offer as a police officer	Not satisfactory	5	5.2	2.8521	0.91617
	poorly	22	22.9		
	satisfactory	50	52.1		
	Highly satisfactory	19	19.8		
To what extent does the housing project influence your service at the force	Not at all	2	2.1	3.5625	0.62933
	To a little extent	1	1.0		
	Moderate extent	34	35.4		
	Great extent	59	61.5		
Given chance to choose another profession, would you still join the police force	Yes	23	24		
	No	73	76		

Note. F=Frequency
%=Percentage

The findings on how would you rate the quality of work you offer as a police officer, the respondents reported satisfactory with a mean of 2.8521 and a standard deviation of 0.91617. 52.1% (50) of the respondents said their quality of work as police officers was satisfactory, 22.9% (22) indicated poorly satisfactory, 19.8% (19) of the respondents indicated that their work as police officers was highly satisfactory whereas 5.2% (5) said not satisfactory.

Asked to what extent the housing project influence your service at the force, the respondents indicated to a great extent with a mean of 3.5625 and a standard deviation of 0.62933 that the housing influenced service at the force. 61.5% of the respondents indicated to a great extent, 35.4% (34) said to a moderate extent, the respondents who said not at all were 2.1% (2) while only 1% (1) of the respondents indicated that the housing influenced service at the force to a little extent.

The study also sought to find out, if the respondent would still join the police force given a chance to choose another profession. 76% (73) of the respondents reported that given a chance to choose another profession, they would not join the police force while 24% (23) indicated that they would still join the police force. Asked to explain why, the findings showed that majority of the respondents were not comfortable working in the police force because of unsatisfied need such as insufficient pay, lack of proper medical cover and life insurance policy for all serving police officers in case they are injured or get killed in their line of duty.

CHAPTER FIVE

SUMMARY OF FINDINGS, DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of the research findings, the discussion, conclusion and recommendation drawn from the data findings. Furthermore, conclusions were drawn from the study findings and several recommendations made by the researcher.

5.2 Summary of the findings

This section gives a summary of the research findings under the four objectives; to determine how the location of houses influence police officers motivation to work, to establish the extent to which provision of basic amenities influence police officers motivation to work, to examine how the organization of security around the houses influence police officers motivation to work and to establish how maintenance procedures of houses influence police officers motivation to work.

The findings of the study show that a total of 96 respondents filled and returned their questionnaires. This translated to a respond rate of 74% out of the 130 respondents; non-response rate therefore was 26%. The findings indicated that the respondents were both male and female though majority of the respondents 64% (61) were male while only 36% (35) were female. The study established that majority of the respondents 87.5% (84) were police constables, 9.4% (9) were superintendents and inspectors while only 3.1% (3) of the respondents were senior officers. The study found out that majority of the respondents 50% were of age 26-35 year, 54.2% had 4-6 household members and 44.8% lived in the houses for a period of 4-8 years.

To determine how the location of houses influences police officers motivation to work. The study found out that the approximate distance from home to workplace was 0-100 meters, on the approximate distance from home to social amenities most respondents reported from home to health centers was approximately 150 meters, to shops and local market was 100 meters, to church or mosque was 200 meters, and while form home to leisure activities was approximately 500 meters. Majority of the respondents' main leisure activities was visiting with friends and watching football whereas 62.5% (60) indicated they were motivated with the location of the police housing units.

To establish the extent to which provision of basic amenities influence police officers motivation to work. Out of the 96 respondents, 64.6% (62) of the respondents disagreed that the house was spacious for all the occupants to undertake normal household activities, 44.8% (43) disagreed that the house was spacious for all the occupants to all members some privacy, 49% (47) of the respondents disagreed that the house was spacious for all the occupants to fit all the household furniture and home appliances, 50% (48) agreed that the house was spacious for all occupants to allow children study and playroom. Majority of the respondents 39.6% (38) indicated that the sanitary facilities available in the houses were poorly effective. All the 96 respondents agreed that that they had piped water and electricity in their houses and when asked to rate the services provided most respondent indicated 51% (49) poorly satisfactory. The respondents further suggested that appropriate water treatment and storage methods be put in place to facilitate smooth operations during the scarce periods, and a backup generator be installed counter the frequent power black-out. Moreover, 50% (48) of the respondents agreed that lack of essential basic amenities in the houses lowered their morale.

To examine how the organization of security around the houses influences police officers motivation to work. The study found out that all the respondents agreed that there was a perimeter fence around the housing units, where 47.9% (48) reported chain link was used for fencing but most of the respondents 36.5% (35) indicated that the perimeter fence was poorly effective. Majority of the respondents agreed that there was security lighting around the premise placed at the gate, stare-cases, outside the police station and outside the entrance of the police housing units for visibility and security purpose. On how conducive the physical and social environment for raising children in the neighborhood, majority of the respondents indicated that the environment was conducive and neighbours were very social.

To establish how maintenance procedures of houses influences police officers motivation to work. On how effective the maintenance procedure of the drainage system, majority of the respondents 49% (47) indicated poorly effective. Asked whether they had remodeled their houses 88.5% (85) had while 11.5% (11) indicated they had not. The findings also found that majority remodeled bedroom cabinets, added kitchen cabinets and others expanded and turned the storage room into a bedroom or a study area at an estimate cost of 10000-15000.

The study established that out of the 96 respondents, 52.1% (50) of the respondents said their quality of work as police officers was satisfactory, 61.5% (59) indicated to a great extent the housing project influence they service at the force. The study also found out that given a chance to choose another profession 76% (73) of the respondents would not join the police force while 24% (23) indicated that they would still join the force. The findings show that majority of the respondents were not comfortable working in the police force because of unsatisfied need such as

insufficient pay, lack of proper medical cover and life insurance policy for all serving police officers in case they are injured or killed in their line of duty.

5.3 Discussion of the findings

The study established that a total of 96 respondents faithfully filled and returned their questionnaires, majority of the respondents were male and were police constables. From the finding, the study found that majority of the respondents had lived in their houses for a period of 4-8 years and they were 4-6 members in each household.

The study established that majority of the respondents indicated that the approximate distance of their homes to work place was 0-100 meters. The study also found out that the approximate distance to health centers was 150 meters, to shops and local market was 100 meters and to church or mosque was 200 meters. The finding coincides with Smith (2004) who established that housing location is often motivated by the need or desire to access social services (such as banking, retail, health services, local market, educational facilities, transport network system and social gathering for example a local Church or a Mosque. It was reported main leisure activity was visiting with friends and watching football and distance from the house to leisure activity area was between 0-500 meters. The finding agrees with Sleutjes (2013) who argues that there are other interesting aspects about location preference for people settlement in an urban setup are, for example the presence of shops, a variety of restaurants and recreational public spaces (such as parks). Theatre, Museums and Cinemas are cultural facilities.

On whether the respondents were motivated by the location of the police housing units, majority of the respondents indicated that they were motivated. The finding

agrees with Awotona (1988) who highlighted that the location of housing in the community has social and physical characteristics that affect resident motivation. Residents of existing public housing estates in Nigeria have expressed dissatisfaction with their housing because it lacks basic features such as roads, schools, disposal systems, transportation systems, and place for employment, safety, management, and shopping centers in the neighborhoods.

From the responses, the study found out that majority of the respondents disagreed that the house was spacious for all the occupants to undertake normal household activities. The finding disagrees with Hand and Shove (2007) who acknowledge adequate space as being important for basic living for it enables residents to go about their routines of everyday lives in comfort. On whether the house was spacious for all the occupants to allow members some privacy, the finding showed that the respondents disagreed that the house was spacious for all the occupants to allow members some privacy. The finding conflict with Andrew (2009) who reported that adequate space is important to allow household members some privacy within the dwelling. From the responses on whether the house was spacious for all the occupants to fit all the household furniture and home appliances. The finding showed that the respondents disagreed. The finding differs with HATC (2006) who argue that space standards should reflect family needs such as food preparation and eating, children's education needs and more generally the lifestyle requirements of the household.

Asked whether the house was spacious for all the occupants to allow children study and playroom, the study found out that the respondents agreed that the house was spacious for all the occupants to allow children study and playroom. The finding agrees with Andrew (2009) who established that adequate space is important since it

allows children playing room that does not get in the way of other household activities. For example, bedrooms that contain sufficient space for a desk and chair can allow the space to be used for private study and sufficient bedrooms space can allow children to entertain friends.

On the effectiveness of the sanitary facilities, the study established that the sanitary facilities available in the house were poorly effective. The findings disagree with WHO (1999) who indicated that Proper sanitation facilities for example toilets, latrines, access to safe water, showers, clothes washing stands and solid waste disposal facilities are essential at home to promote health because they allow people to dispose of the waste appropriately. The quality of housing conditions here plays a decisive role in the health status of the residents. Many health problems are either directly or indirectly related to availability of sanitation facilities at home.

On whether they have piped water and electricity connectivity in their houses, the study found out that they had piped water and electricity connectivity in their houses. The finding agrees with Toman & Jemelkova (2002) who reported that universal access to electricity is one of the most important goals set for the energy sector by governments in the developing world. Electricity alone is not sufficient to spur economic growth, but it is certainly necessary to human development, as certain basic activities such as lighting, refrigeration, running household appliances, washing, cloth drying and water heating, cannot easily be carried out by other forms of energy.

Asked to rate the services provided, the study established that the services provided were poorly satisfactory. The finding differs with Hillbrunner (2007) who reported that the availability of water, electricity connectivity and wastewater services is an important requirement in a household. There is a wide availability of water and

wastewater systems within the city that provide water for drinking, washing clothes, food preparation, personal and household hygiene, and proper treatment of wastewater. Asked to suggest ways of improving the services the respondents suggested that appropriate water treatment and storage methods be put in place to facilitate smooth operations during the scarce periods, and a backup generator be installed counter the frequent power black-out. Moreover, majority of the respondents agreed that lack of essential basic amenities in the houses lowered their morale

The study established that there was a perimeter fence around the housing units. The finding agrees with Joseph (2010) who indicated that Fencing may function as key elements of territorial boundary, for architectural and landscape markers to distinguish ownership of a space; to maximize natural surveillance, or the ability to easily keep watch over residential grounds and monitor the flow of individuals into and out of the compound with access point such as gates; and fences also do offer privacy and enclosure that may be desirable in a residential setting. Asked on how effective the perimeter fence was, the study found that the perimeter fence was poorly effective. On whether security lighting was available around the premises, the study established that there was security lighting around the premises and the lights were placed at the gate, the perimeter fence, outside the police station and outside the police housing unit entrance for visibility and security purpose. The finding agrees with Welsh & Farrington (2007) who highlighted that Entrances, windows, and gates can be the focal points of a lighting scheme that does not over illuminate, but allows adequate and uniform visibility that dissipates shadows. The study also established that environment was conducive for raising children in the neighborhood and that the neighbours were social. The finding was impartial to Ingrid & Margery (1997) who established that most people want their children to grow up in a “good” neighborhood,

where the public schools are effective, where the streets and parks are safe, where other children do not lure them into dangerous or illegal activities, and where adults reinforce the values of responsibility and work.

On effectiveness of the maintenance procedure of the drainage system, the study found that the maintenance procedure of the drainage system was poorly effective. The finding differs with Building professionals (2003) who showed that all drain pipes, including soil pipes, waste pipes, ventilating pipes and underground drain pipes should be maintained in good working order without defects. All such pipes should be inspected regularly, and where leakage, blockage or defects are detected, they should be rectified. On whether the respondents remodeled their houses, the study ascertained that majority of respondents had remodeled their houses. The findings concur with John (1975) who reported that remodeling entails home improvements that are beyond normal repair, maintenance and decorating. Households choose to undertake these major home improvements in order to accommodate an additional family member, to increase the value of the house, to correct functional problems, for example, modernize a kitchen, to develop poorly used space, for example, a family room in the basement. The finding found that majority indicated to have remodeled bedroom cabinet, added kitchen cabinet and expanded and turned the storage room to a bedroom or a study room at a cost between Ksh10,000-15,000. The finding is impartial to John (1975) who reported that the total cost of remodeling maybe less than moving, the costs are likely to be surprisingly high. There are several reasons for this, including the fact that some demolition is required to remove such things as siding, windows and walls. When walls or flooring is removed, it is not uncommon to find unexpected repairs that must be made.

The study established the quality of work the respondents offered as police officers was satisfactory. Asked to what extent does the housing influence your service at the force, the study established that that the housing influenced service at the force to a great extent. The finding agrees with Moss (1999) who stated that the police housing project was important for a significant difference in the economic well being of the police force. These projects if inadequate, will negatively impact on the level of police motivation. On whether given a chance to choose another profession if the respondents would still join the police force, the study established that majority said No they would not join the force. The findings showed that majority of the respondents were not comfortable working in the police force because of unsatisfied need such as insufficient pay, lack of proper medical cover and life insurance policy for all serving police officers in case they are injured or killed in their line of duty. The finding concurs with Ramlall (2004) who argues that unsatisfied need creates tension which stimulates drives within the individual

5.4 Conclusion of the study

Based on the findings the study established that the respondents lived close to their workplaces, social amenities like shops and local market, health centers and church or mosque and leisure activity areas. Moreover, the respondents were motivated with the location of the police housing units. The study further established that the houses were not spacious for all the occupants to: undertake normal household activities; allow members some privacy and fit all the household furniture and home appliances. However the study concluded that that the houses were spacious for the occupants to allow children study and playroom. The sanitary facilities available in the house were poorly effective and that there was piped water and electricity connectivity in the houses but poorly satisfactory according to the respondents rating on the services

provided. Therefore, lack of essential basic amenities in the houses lowered police officers morale.

The study determined that there was a perimeter fence around the housing units, mostly chain link however the perimeter fence was poorly effective. The study further established that there was security lighting around the premises and the lights were placed at the gate, the perimeter fence, outside the police station and outside the police housing unit entrance for visibility and security purpose. The study also determined that the environment was conducive for raising children in the neighborhood and the neighbours were social. On maintenance procedure of the study established that the maintenance procedure of the drainage system was poorly effective and that majority of respondents had remodeled their houses. It was also determined that it costs between Ksh10,000-15,000 to remodel the house. The study further concluded that the quality of work the respondents offered as police officers was satisfactory however the police housing projects influenced police officers service at the force to a great extent and that given a chance to choose another profession, the respondents would not join the police force again.

5.5 Recommendations

Based on the findings of the study recommends the following:

1. The study recommends that the government construct more police houses near workplace and during construction of the police houses; they should consider the geographical location of the house estate in relation to transport network, schools, medical facilities, recreational centers and urban services.
2. The study recommends that the police housing projects should provide adequate space since it is important to the health and well-being of residents. The study also recommends that there should be adequate access to piped water and proper sanitation since it plays a decisive role in the health status of the residents.
3. The study recommends that the police housing perimeter fence should be effectively constructed and security lighting repaired to ensure security around the premises.
4. The study recommends that the drainage system should be maintained in good working order without defects. The study also recommends that police houses should be remodeled to make improvements that are beyond normal repair, maintenance and decorating.

5.6 Suggestions for Further Studies

The researcher suggests that further research be conducted on:

1. A similar study be conducted targeting all police housing project in all Counties in the country
2. Investigate on other influence of employee welfare projects on public officers and private sector motivation to work.

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APPENDICES

Appendix I: Introduction letter

Tony Gitonga

P.O.BOX 90434-80100

Mombasa

Dear Respondent

RE: Collection of Survey Data

I am a post graduate student at the University of Nairobi, school of continuing and Distance Education. In order to fulfill the degree requirement, I am undertaking a research project on the influence of Employee welfare projects on police officers' motivation to work, a case of police housing project in Nairobi County. You have been selected to form part of this study. This is to kindly request you to assist me collect the data by filling out the accompanying questionnaires which I will collect from your premises.

The information you provide will be used exclusively for academic purposes, my supervisor and I assure you that the information will be treated with strict confidence.

I thank you in advance for your cooperation

Yours faithfully

Tony Gitonga

Reg No. L50/659944/2013.

MA Planning and Project Management Student

University of Nairobi

SECTION B: LOCATION AND MOTIVATION

6. What is the approximate distance from home to workplace?

(Approximate in meters) tick

0-100 meters 200-500 meters
 0-200 meters Over 500 meters

7. How far is your home from social amenities? That is; Health Centers, Shops and Local Market, Church, or Mosque(Approximate in meters)

Social Amenities	Approximate in meters
Health centers	
Shops and Local markets	
Church or Mosque	

8. Specify your main leisure activity.....

a) What is the approximate distance to your leisure activity from your house?

(Approximate in meters) tick

0-200 meters 500-1000 meters
 0-500 meters Over 1000 meters

9. How motivated are you with the location of police housing units? Please, tick

- a) Highly motivated
- b) Motivated
- c) Poorly motivated
- d) Not motivated

SECTION C: AVAILABILITY OF BASIC AMENITIES AND MOTIVATION.

10. The house is spacious for all the occupants to:

	Strongly disagree	Disagree	Agree	Strongly agree
Undertake normal household activities				
Allow members some privacy				
Fit all the household furniture and home appliances				
Allow children study and playroom				

11. How effective are the sanitary facilities available in the house? Tick

- a) Very effective
- b) Effective
- c) Poorly effective
- d) Not effective

12. Do you have piped water and electricity connectivity in your house?

(Yes/No).....

If (Yes), how would you rate the services provided?

- Highly Satisfactory Poorly satisfactory
- Satisfactory Not satisfactory

b) Please explain your answer above.....

.....
.....
.....

c) Give a suggestion on ways of improving the services provided.....

.....
.....
.....

13. Lack of essential basic amenities in houses lowers your morale? tick

Strongly agree

Disagree

Agree

Strongly disagree

SECTION D: SECURITY AND MOTIVATION.

14. Is there a perimeter fence around the housing units? (Yes/No).....

If (Yes), what type of perimeter fence? Please tick

a) Chain-links

b) Welded wire fabric

c) Erected stone wall

d) hedges

b.) How effective is the perimeter fence? tick

- a) Very effective
- b) Effective
- c) Poorly effective
- d) Not effective

15. Is security lighting available around the premises?

(Yes/No).....

If (Yes) where is the placement of security light and why?

.....
.....
.....

16. In your opinion, how conducive is the physical and social environment for raising children in the neighborhood?

.....
.....
.....
.....

17. How social are your neighbors?

.....
.....
.....

SECTION E: MAINTENANCE OF HOUSES AND MOTIVATION.

18. How effective is the maintenance procedure for the drainage system? tick

- a) Very effective
- b) Effective
- c) Poorly effective
- d) Not effective

19. Have you remodeled the house? (Yes/No).....

If (YES) which part of the house and why.....

.....

.....

20. Approximately, how much does it cost you to remodel the house? (Kshs.)

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Less than 5000 | <input type="checkbox"/> 10000-15000 |
| <input type="checkbox"/> 5000-10000 | <input type="checkbox"/> Above 15000 |

SECTION F: POLICE MOTIVATION TO WORK.

21. How would you rate the quality of work you offer as a police officer?

- | | |
|--|--|
| <input type="checkbox"/> Highly Satisfactory | <input type="checkbox"/> Poorly satisfactory |
| <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Not satisfactory |

22. To what extent does the housing project influence your service at the force?

- Not at all Moderate extent
 To a little extent Great extent

23. Given a chance to choose another profession, would you still join the police force? (Please tick)

- Yes No

b) Please explain your answer above.....
.....
.....

END

Thank you.