

# "Influence of Community Based Policing Strategies on reduction of Crime level in Kenya. A case of Embakasi district, Nairobi province"

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A Research Project Report Submitted in Partial fulfillment of the requirements for the Award of Master of Arts degree in Project Planning and Management, of the University of Nairobi.

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## DECLARATION


I declare that this research project is my original work and has not been presented for academic award in any other university or institution of higher learning.

Sign .....  ..... Date ..... 1/9/2010 .....

Geoffrey A Onchiri

REG NO: L50/73547/09

This research project has been presented for examination with my approval as a university supervisor

Sign .....  ..... Date ..... 06-09-2010 .....

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## **DEDICATION**

I dedicate this research to all the victims of crime in Eastlands area of Nairobi, my parents, Elias Onchiri Ongori and Loise Mong'ina Onchiri for their sacrifice and self denial in order to provide for my education; my lovely wife Nancy and my daughter June Nyanchama for their moral support and encouragement during my course and research work.

## **ACKNOWLEDGEMENT**

A research paper like this is not possible without the cooperation of many persons. First and foremost, I wish to thank my lecturers especially those who taught me research and statistical methods. These research units imparted useful research skills in me which will enable me to carry out my research successfully. Nevertheless, for the success of this research I worked closely with my research supervisor Dr Kyalo, the youth, the residents and the Police officers of Embakasi District.

Secondly, I wish to acknowledge the management of the Kenya institute for studies in criminal justice and University of Nairobi libraries, for their valuable and resourceful research materials.

Finally, to the almighty God for the strength, courage, glory and honor which has seen me throughout the period of writing this research project.

I hope and appreciate that the findings and recommendations of this research will inspire individuals, communities and organizations in supporting the Kenya community policing initiative through partnerships, unified information based efforts and focus on crime prevention activities in Eastland section of Nairobi and the nation at large.

Through the findings of this research, it is also hoped that the youth who are believed to be the age group that is most involved in violent crimes in Kenya, will appreciate the need for a collaborative information exchange between them and the police in crime prevention in order to establish a blossoming socio-economic environment for them to thrive.

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## **ABBREVIATIONS AND ACCRONYMS**

<b>AP</b>	<b>Administration Police</b>
<b>999</b>	<b>Kenya police emergency telephone number</b>
<b>CBO's</b>	<b>Community Based Organizations</b>
<b>CBP</b>	<b>Community Based Policing</b>
<b>CJS</b>	<b>Criminal Justice System</b>
<b>CPFs</b>	<b>Community policing forums</b>
<b>F</b>	<b>Female</b>
<b>M</b>	<b>Male</b>
<b>NGO's</b>	<b>Non-Governmental Organizations</b>
<b>OCPD</b>	<b>Officer Commanding Police Division</b>
<b>OCS</b>	<b>Officer Commanding Station</b>
<b>P.O P</b>	<b>Problem Oriented Policing</b>
<b>SOS</b>	<b>Save Our Souls</b>
<b>SPSS</b>	<b>Statistical package for social sciences</b>
<b>UN</b>	<b>United Nations</b>

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## ABSTRACT

Crime is a social phenomenon that is recurrent on in our society and posses serious challenges for many governments and economies all over the world resulting to the establishment of so called traditional forms of policing to combat the escalating cases of organized and sophisticated criminal gangs. This form of policing is reactive in that it responds to calls from citizens for police service and hence has not been effective in crime prevention.

It is on this back drop that a new approach of community based policing was formulated. This crime prevention strategy envisages a closer partnership between responsible citizen of *the community and the police in preventing crime through the application of two key policing strategies viz: community-police partnerships and community problem solving oriented strategies.*

The purpose of the study was to establish the influence of these policing initiative strategies and the police attitude towards the public as well as the public attitude to the police on crime levels reduction in Kenya.

The study adopted a descriptive research design through the use of questionnaires and interview schedules for data collection. The data collected was analyzed both qualitatively and quantitatively.

The major findings of the study include the poor implementation of the CBP strategies, the negative impact of the police attitude towards the public and the public attitude towards the police on the CBP and the mistrust between the police and the public.

Finally, among other recommendations the study emphasizes that the CBP must be organized within an overall police culture change from the traditional command police officers to the service oriented police officers.

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Background of the study**

This chapter has discussed the background of the study, the Statement of the problem, the purpose of the study, the research objectives and the research questions. The significance of the study and research Limitations have also been outlined in this chapter. Lastly the assumptions of the study and definitions of significant terms have been summarized at the end of the chapter

The community based policing is a crime prevention strategy that envisages a closer partnership between responsible citizen of the community and the police in preventing crime through the application of two Key strategies of community police partnerships and community problem solving oriented strategies. On the other hand the traditional forms of policing are characterized by interaction of police with citizens mostly on an emergency nature, where the major links with public are basically the SOS telephone number 999, cries or alarms from citizens calling for help and the reporting of incidences in the police stations. After the police receive this information, they can then swing into action.

In Kenya, the first community policing initiative was launched in the year 2001 to primarily help equip the police with first hand criminal intelligence for combating the escalating crime. The pilot program of the CBP was first done in Kibera, Ruai, Ziwani and Isiolo police stations. This was through a joint effort between the Kenya police, UN-Habitat, and Nairobi Central Business Association. The pilot units of Ziwani and Kibera played a leading role in developing an urban-based model for community policing in Kenya (Republic of Kenya, 2004)

Since 2003, the government of Kenya has embraced community policing as a core strategy for crime prevention which involves the combination of efforts and resources of the law enforcement agencies and community members. One of the core objectives of Community policing is to facilitate partnership so that the public can seek assistance from law enforcement agencies. However, the concept of community policing is faced with the challenge of enhancing public participation in security initiatives so as to promote access to justice and contribute to increased safety whilst encouraging the right to live without fear of

crime. This requires a focus on engaging the public on crime prevention efforts (Republic of Kenya, 2003)

According to the police website <http://www.administrationpolice.go.ke/cbp> many of the Kenyan youth today have little or no supervision at all because their parents work on full-time basis either in formal or in the informal sector. Inevitably, many young people indulge in drug and alcohol abuse, gang activity and unsafe sex. The greatest number of violent crimes committed in Kenya by youth are due to peer and drug influences.

The availability of small fire arms in the country has also abated the violent crime in Kenya. In the year 2008 in Nairobi alone the police recovered 107 pistols, 17 rifles, 162 toy pistols, 526 ammunitions and 107 explosives from criminals. Kenya police crime report (2008)

According to the Kenya police website <http://www.kenyapolice.go.ke/community>, the police commissioner (Major General Ali) in his speech on 27<sup>th</sup> may 2006 during the first anniversary of community based policing announced that Kenya Police had by then rolled out community policing to all the provinces and districts. He further confirmed that 322 Police Stations countrywide had functional community policing committees with 625 officers trained during the preceding year alone. He added that both the Kenya Police College Kiganjo and the Administration Police Training College had started offering community policing as compulsory formal subjects to all police officers.

It is therefore important to find out whether the community policing strategies have helped cultivate collaborative partnerships between the police and residents, helped in solving the residents' problems, helped to reduce fear of crime among the residents and enhanced the exchange of criminal intelligence to the police officers working in estates of Kayole, Umoja and Dandora of Embakasi District of Nairobi province.



## **1.2 Statement of the problem**

This study was intended to investigate critically the influence of community based policing strategies in building up strategic partnerships between the police and the residents and CBP approach towards solving recurrent problems of the residents with a view of addressing crime levels in estates of Umoja, Kayole and Dandora.

Although some studies have been done on the Kenya community policing initiative, little of the research has critically investigated the attitude problem manifested in the Kenya community policing initiative. This study sought to investigate critically on how the attitude problem between the public and the police have interfered with the implementation of community based policing on crime level reduction in the Embakasi District of Nairobi province.

Despite the operationalization of the community based policing initiative there were still significant crime levels in estates of Umoja, Kayole, Dandora and the surrounding estates.

This study therefore, sought to find out the influence of community policing strategies on crime level reduction in Embakasi district of Nairobi province in Kenya

## **1.3 Purpose of the study**

This study intended to establish the influence of the Kenya community based policing strategies on crime level reduction in Embakasi District of Nairobi Province, its weaknesses and establish other possible factors that contribute to high crime levels in the area with a view of giving recommendations on how the programme can be effectively reviewed.

## **1.4 Research Objectives**

The research objectives that guided this study were: -

1. To determine the influence of community partnership approach of CBP on reduction of crime level in Embakasi district of Nairobi province.
2. To establish the contribution of the problem solving approach of CBP on reduction of crime level in Embakasi district of Nairobi province.

3. To establish the extent to which the police attitude towards the public has influenced crime level in Embakasi district of Nairobi province
4. To establish the extent to which public attitude towards the police has influenced crime level in Embakasi district of Nairobi province

## **1.5 Research questions**

The research questions that guided the study were:

1. To what extent has community partnership approach of CBP influenced reduction of crime level in Embakasi district of Nairobi province?
2. What are the contributions of the problem solving approach of CBP on reduction of crime level in Embakasi district of Nairobi province?
3. What are the effects of police attitude towards the public on CBP implementation in Embakasi district of Nairobi province?
4. To what extent has public attitude towards the police influenced crime in Embakasi district of Nairobi province?

## **1.6 Significance of the study**

It was expected that the findings of this study would be of much importance to the government policy makers, the Kenya police and the public, especially in evaluating the strengths and weaknesses of the community based policing programme in their areas. Through the research recommendations, the government policy makers would find it important to incorporate the recommendations when reviewing or upgrading the community policing programme.

The research findings would be as a resource material for scholarly work and further research in this area of community based policing.

## **1.7 Delimitation of the study**

The residents and the police working in Umoja, Dandora and Kayole estate were conversant with the trends of crime in the estate and therefore were willing to share information hoping that the findings and recommendations of the research may be helpful to them. Moreover, given the fact the researcher is a youth worker and possesses qualifications of a forensic science and research skills, was able to establish a good rapport and persuaded the interviewees to build trust in giving their responses. The study involved the training of research assistants to help in the administration of the research instruments for the study, especially during the filling of questionnaires.

The questionnaires were structured and semi structured for the purpose of eliciting full responses and other useful but unintended information from respondents. The Research study also incorporated other research instruments such as, oral interview and observation during the study.

## **1.8 Limitations of the study**

Research conducted on matters of crime is a sensitive phenomenon and therefore the interview questions may fail to some extent in eliciting the desired responses due to fear of victimization and doubts on confidentiality of the process. However, to minimize this, the researcher assured all respondents of high degree of confidentiality and clarified to them the purpose for which this research was carried out.

Time was a constraint factor in this research especially in the application of other research methodologies such as questionnaires and interview schedules which required more time.

Finance was also a constraint in carrying out the research effectively since most of the information was sought through questionnaires which were costly to print and facilitation for the research assistants and respondents was a key factor in the research.

## **1.9 Assumptions of the study**

1. It is an assumption that the police, the youths, the area residents, and other relevant organizations co-operated by giving correct, truthful and informed responses during the research mission.
2. It is an assumption that the research instrument employed was able to elicit the desired results for the research.
3. It is an assumption that the sample selected was a true representative of the total Population under study
4. It is an assumption that there was a social-political environment was stable during the study for the research instruments to elicit valid responses.

## **1.10 Definitions of Significant Terms**

**Crime:** Crime in this study will be used to mean any act, default, or conduct prejudicial to the community, the commission of which, by law, renders the person responsible liable to punishment by a fine, imprisonment, or other penalty.

**Criminal intelligence:** Criminal intelligence in this study is information gathered or collected, analyzed, recorded/reported and disseminated by law enforcement agencies concerning types of crime, identified criminals and known or suspected criminal groups.

**Modus operandi:** Modus operandi in this study is a term used by law enforcement authorities to describe the particular manner in which a crime is committed or the routine method a person or entity uses to perform an act.

**Violent Crime:** A violent crime or crime of violence in this study is a crime in which the offender uses or threatens to use violent force upon the victim. This entails both crimes in which the violent act is the objective, such as murder, as well as crimes in which violence is the means to an end, such as homicides, kidnapping, abduction, robbery, assaults, intimidation, threats, all sexual offences and group assembly.

**Community:** Community is a grouping of people who reside in specific locality and who exercise some degree of autonomy in organizing their social life in such away that they can satisfy their social needs

**Community based policing:** Community based policing in this study is a philosophy that promotes and supports organizational strategies to address the causes of crime and reduce the fear of crime and social disorder through problem-solving tactics and police community partnerships.

**Community participation:** Community level of involvement in the implementation of the CBP projects and programmes

**Training:** Acquiring skills that are essential in the implementation of the community policing imitative strategies

**Working Conditions:** The quality of work environment that is conducive and supportive for the police officers to work effectively

**Youth:** Youth in this study is a young person male or female aged between 15 to 35 years

## **1.11 Summary of Chapter One**

In this chapter of the research proposal, the study has focused in detail on the background of the problem under study and the purpose of the study. The study has also enumerated the research questions and objectives that guided this research paper. Besides these, this chapter has discussed in detail the significance, delimitations of the study, limitations, its assumptions and defined significant terms

## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Introduction

This chapter discusses the available related literature on the community based policing concepts and generally the strategies that are incorporated in this approach of crime prevention. The research has drawn the resource materials from several sources which include: research papers, reference books, journals and authenticated website literature.

#### 2.2 Social Dynamics of Crime

Karstedt S and Bussman D.K (2000:1) found out that criminologists struggle to keep pace with the dynamics of social changes. The powerful mechanism of self-regulation in social institutions, communities or even families seem to fall apart in an increasingly "individualized" society and consequently the "non-state forms" of social control are weakened. There is no doubt that the dismantling of the welfare state (social structures) has an impact on crime and social control at national levels. In a "fragmented society" violent conflicts as well as property crimes will spread. Criminologists forecast an increase of violent crimes in those societies that are most affected by social and economic pressures. The dynamics of social change, directly affect the life courses of juveniles through situations of stress and strain, which are casual factors for delinquent involvement. Furthermore, globalization provides new opportunities for white collar and organized crime

According to Adler, Mueller and Laufer (2004:168), The CBP has also borrowed a lot of its principles from the social theory which focuses on techniques and strategies that regulate human behaviour and lead to conformity or obedience to society's rules and influence of family, school, religious beliefs, moral values, friends and even beliefs about government. Theorists who have adopted this orientation consider laws, norms, customs, morals, ethics and etiquette to be forms of social control. The theory therefore is based on the premise that people commit crimes when they have not developed adequate attachments, have not become involved in and committed to conventional activities and had not internalized the rules of society or do not care about them.

Adler et al (2004:183) emphasizes that efforts to prevent crime must therefore involve teaching conventional values. It is also necessary to find ways to strengthen individual bonds to the society, commitment to the conventional order, and involvement in conventional activities. One way is to strengthen the institutions that socialize people and continue to regulate their behaviour throughout life that is the family, the school and the neighborhood.

According to Adler et.al (2004:183), Experimental school based parent training programs should be offered in all estates. The major premise of these programs is that a child's bond to a family is crucial. To develop this bond, parents learn to provide opportunities that would help the child participate and succeed in a social unit such as the school and to reinforce conformity or punish violations of the group's norms.

Adler et.al (2004:184) found out that the church & family have helped protect and maintain social order in neighborhoods and instill a sense of pride and control in residents. The neighbourhood as an institution of informal social control has been very much weakened. Various agencies have tried to reverse this trend with programmes to prevent juvenile crime that are implemented through neighborhood based organizations. These programmes seek to reduce crime by strengthening neighborhood cohesion.

### **2.3 The concept of Community policing initiative**

According to Walker (1992), the basic principles of community policing call for the following steps on the part of the police:

- a) De-emphasize responding to calls for service
- b) De-emphasize crime fighting
- c) Concentrate on neighborhood level disorder
- d) Develop closer ties with citizens as co-producers of police services
- e) Develop closer ties with other government agencies which have responsibilities for community problems
- f) Redefine the police role in forms of problem solving and community organizing

According to Adler et.al (2004:467), Community based policing is a crime prevention strategy that envisages a closer partnership between responsible citizens of the community and the Police in preventing crime. It is informed by a common interest to combat crime and therefore the need to forge closer links between law enforcement agencies, the communities that they serve and protect and more so the youth. On the other hand, Community policing programs are crime prevention strategies that attempt to help the police transform into a community service rather than being a force. Community policing is helping through a gradual process in building trust between the community and the police.

The philosophy of community policing is build on the belief that the people deserve and have a right to say on how their communities are policed in exchange for their involvement and support. The role of the police as a catalyst in a multi- sectoral approach to poverty reduction and enhanced safety and security for all provides a clear sign post on the way forward.

In the Kenyan context, community policing is a strategy where the police work in accountable and proactive partnerships with the community; the community thereby participates-in its own policing and the two work together in mobilizing resources to promote community safety and support security initiatives on a long term basis, rather than the police alone reacting on ad hoc and short term incidents as they occur. (Republic of Kenya 2004:3)

According to Walker (1992:176) community policy and problem oriented policing have their roots in the police `` research revolution`` of 1960s & 1970s. The major findings of the research revolution revealed the complexity of the police role, the limitations on policies fighting's abilities and the importance of private citizens' participation in policing.

**The complex police role:** Studies have found that the police spend only about 30% of their time dealing with crime. Most police contacts with citizens involve peace keeping and order maintenance (Walker, 1992).

**The limits of patrol:** Kansas city preventive patrol experiment (1972 – 1973) found out their routine patrol is very limited in its ability to deter crime and increasing the level of patrol coverage did not reduce crime. The most important conclusion is that police departments cannot expect to correct crime rate by increasing the number of police or the level of patrol (Walker, 1992).



**Limits of quick response time:** studies have found that reducing patrol response time does not increase the probability of arrest. Few calls to the police involve a crime in progress, where an offender is present and, thus, capable of being arrested. Citizens often delay calling the police, thus, even if the response time for the patrol is five minutes or two minutes to the scene it becomes irrelevant (Walker, 1992).

**The limits of criminal investigation:** studies of detective work have found that most cleared crimes "solve themselves". They are solved on the basis of information obtained by the first officer to arrive to the scene. If that officer gets the name or identify of a suspect, there is a high chance that the crime will be cleared. If that information is not obtained, the chances of clearance are very low (Walker, 1992).

**Citizens as co-producers of police services:** recognition of the limits of police fighting ability brought a new awareness of the importance of citizens' participation in policing. Starting in the late 1960s, experts began to think of citizens as co producers of police services. The police depend on the citizens to report crime and to request help in dealing with disorder. The decision to arrest is heavily influenced by the expressed preference for arrest on the part of a citizen. Successful prosecution of offenders depends heavily on the cooperation of victims and witnesses' lack of cooperation is one of the major causes of case dismissal (Walker, 1992).

In short, effective policing depends on police citizen cooperation. Several of the major police reform programs since 1960s have attempted to improve relations between the police and the public. The earliest programme of team policing and special community relations (SCR) units failed to achieve this goal. Community policing represent an alternative approach.

Evans (1974 15:) also found out that the objectives of the police cannot be fully realized with the public's charging attitude towards the law, split personality of the police, the distorted figures of crime e.g. violence and armed robbery and crime as a multi-national enterprise.

Kelling and Bratton (1988) found out that fear must be reduced if community members are to participate actively in policing. People will not act if they feel that their actions will jeopardize their safety. Although the delivery of police services is organized by geographic area, a community may encompass widely diverse cultures, values, and concerns, particularly in urban settings. A community consists of more than just the local government and the neighbourhood residents. Churches, schools, hospitals, social groups, private and public

agencies, and those who work in the area are also vital members of the community. In addition, those who visit for cultural or recreational purposes or provide services to the area are also concerned with the safety and security of the neighbourhood. Including these "communities of interest" in efforts to address problems of crime and disorder can expand the resource base of the community.

Kelling and Bratton (1988), further argues that these multiple and sometimes conflicting interests require patrol officers to function not only as preservers of law and order, but also as skilful mediators. Demands on police from one community of interest can sometimes clash with the rights of another community of interest. For example, a community group may oppose certain police tactics used to crack down on gang activity, which the group believes may result in discriminatory arrest practices. The police must not only protect the rights of the protesting group, but must also work with all of the community members involved to find a way to preserve neighbourhood peace. For this process to be effective, community members must communicate their views and suggestions and back up the negotiating efforts of the police. In this way, the entire community participates in the Establishing and mediation process and helps preserve order. The police must encourage a spirit of cooperation that balances the collective interests of all citizens with maintaining mutual the personal rights of individuals,

## **2.4 The community policing strategies or approaches**

According to Adler et.al (2004:467), the most widely accepted strategy for improving police-community relations is that of community policy that generally consist of programs and policies based on a partnership between the police and the community they serve. Some researchers have used the term "community wellness" to describe the philosophy behind this kind of policing. Therefore, the emphasis is on working in collaboration with residents to determine community needs and the best way to address them and to involve citizens as "co-producers of public safety". Among the goals of community policy should include: Reduction in fear of crime, Development of closer ties with the community, Engagement of residents is joint effort to prevent crime and maintain order and an increase in the level of public satisfaction with police services. The types of programs that have been described as community policing Include: Use of foot patrol, store front police stations, Community surveys, Police sponsored youth activities, Neighborhood watch programs, Mini-police stations in each neighborhood and problem solving. It is also worth for the police

departments to note that communities have different needs and priorities that the police have to be aware of if efforts to prevent crime are to be effective.

According to Kelling and Bratton (1988), Policing strategies that worked in the past are not always effective today. The desired goal, an enhanced sense of safety, security, and well-being, has not been achieved. Practitioners agree that there is a pressing need for innovation to curb the crises in many communities. Both the level and nature of crime and the changing character of American communities are causing police to seek more effective methods. Many urban communities are experiencing serious problems with illegal drugs, gang violence, murders, muggings, and burglaries. Sub-urban and rural communities have not escaped unscathed. They are also noting increases in crime and disorder.

These community policing strategies or approaches are broadly categorized into two classes i.e community partnership and problem solving strategies

#### **2.4.1 Community Partnership approach**

Kelling and Bratton (1988) defines community partnership the adopting of a policing perspective that exceeds the standard law enforcement emphasis. According to Kelling, this broadened outlook recognizes the value of activities that contribute to the orderliness and well-being of a neighbourhood. These activities could include: helping accident or crime victims, providing emergency medical services, helping resolve domestic and neighbourhood conflicts (e.g., family violence, landlord-tenant disputes, or racial harassment), working with residents and local businesses to improve neighbourhood conditions, controlling automobile and pedestrian traffic, providing emergency social services and referrals to those at risk (e.g., adolescent runaways, the homeless, the intoxicated, and the mentally ill), protecting the exercise of constitutional rights (e.g., guaranteeing a person's right to speak, protecting lawful assemblies from disruption), and providing a model of citizenship (helpfulness, respect for others, honesty, and fairness).

These services help develop trust between the police and the community. This trust enables the police to gain greater access to valuable information from the community that could lead to the solution and prevention of crimes, will engender support for needed crime-control measures, and will provide an opportunity for officers to establish a working relationship with the community. The entire police organization must be involved in enlisting the cooperation of community members in promoting safety and security. To build this trust for

an effective community partnership police must treat people with respect and sensitivity. The use of unnecessary force and arrogance, aloofness, or rudeness at any level of the agency will dampen the willingness of community members to ally themselves with the police. (Kelling and Bratton, 1988)

The conflicts within communities are as important as the commonalities. Police must recognize the existence of both to build the cooperative bonds partnership needed to maintain order, provide a sense of security, and control crime. Police must build lasting relationships that encompass all elements of the community and centre on the fundamental issues of public safety and quality of life. The key to managing this difficult task is trust, (Kelling et.al, 1988).

Russell (1978:1) argues that the police cannot successfully carryout their task of maintaining law and order without the support and confidence of the people. The police and the community are one. The police act for the community in the enforcement of the law and it is on the law and its enforcement that the liberties of the community rest therefore there is need for the two to work as a team.

Russell (1978) emphasizes that mutual confidence between the police and the public is very essential. The police should do what they can to retain confidence and respect of those they serve.

According to Kelling and Bratton (1988), establishing and maintaining mutual trust is the central goal of the first core component of community policing that is, community partnership. Police recognize the need for cooperation with the community. In the fight against serious crime, police have encouraged community members to come forth with relevant information. In addition, police have spoken to neighbourhood groups, participated in business and civic events, worked with social agencies, and taken part in educational and recreational programs for school children. Special units have provided a variety of crisis intervention services.

Kelling and Bratton (1988) wonders on how then the cooperative efforts of community policing differ from the actions that have taken place previously. The fundamental distinction is that, in community policing, the police become an integral part of the community culture, and the community assists in defining future priorities and in allocating resources. The difference is substantial and encompasses basic goals and commitments.

Kelling and Bratton (1988) found out that effective mobilization of community support requires different approaches in different communities. Establishing trust and obtaining cooperation are often easier in middle class and affluent communities than in poorer communities, where mistrust of police may have a long history. Building bonds in some neighbourhoods may involve supporting basic social institutions (e.g., families, churches, schools) that have been weakened by pervasive crime or disorder. The creation of viable communities is necessary if lasting alliances that nurture cooperative efforts are to be sustained. Under community policing, the police become both catalysts and facilitators in the development of these communities. *Community policing expands police efforts to prevent and control crime.* The community is no longer viewed by police as a passive presence or a source of limited information, but as a partner in this effort. Community concerns with crime and disorder thus become the target of efforts by the police and the community working in tandem.

Kelling and Bratton (1988) found out that the close alliance forged with the community should not be limited to an isolated incident or series of incidents, nor confined to a specific time frame. The partnership between the police and the community must be enduring and balanced. It must break down the old concepts of professional versus collaborator in the civilian, expert versus novice, and authority figure versus subordinate. The police and the community must be collaborators in the quest to encourage and preserve peace and prosperity. The more conspicuous police presence of the long-term patrol officer in itself prosperity. But it is not sufficient. The entire police organization must vigorously enlist the cooperation of community residents in pursuing the goals of deterring crime and preserving order. Police personnel on every level must join in building a broad rapport with community members.

Kelling and Bratton (1988) feel that the "community" for which a patrol officer is given responsibility should be a small, well-defined geo- graphical area. Beats should be configured in a manner that preserves, as much as possible, the unique geographical and social characteristics of neighbourhoods while still allowing efficient service. Patrol officers are the primary providers of police services and have the most extensive contact with community members. In community policing efforts, they will provide the bulk of the daily policing needs of the community, and they will be assisted by immediate supervisors, other police units, and appropriate government and social agencies. Upper level managers and command

staff will be responsible for ensuring that the entire organization backs the efforts of patrol officers.

Kelling and Bratton (1988) argue that effective community policing depends on optimizing positive contact between patrol officers and community members. Patrol cars are only one optimizing positive method of conveying police services. Police departments may supplement automobile patrols with foot, bicycle, scooter, and horseback patrols, as well contact between patrols as adding "mini-stations" to bring police closer to the community. Regular officers and community meetings and forums will afford police and community members' opportunity to air concerns and find ways to address them.

According to Adler et.al (2004) it is felt that patrol cars, isolated officers from citizens and that if the police were put back on streets and estates, people will get to know them and feel a greater sense of security. These reduce the level of citizens' fear though it is not necessarily that crime levels will go down significantly,

Kelling and Bratton (1988) found out that for the patrol officer, police/community partnership entails talking to local business owners to help identify their problems and concerns, visiting residents in their homes to offer advice on security, and helping to organize and support neighbourhood watch groups and regular community meetings. For example, the patrol officer will canvass the neighbourhood for information about a string of burglaries and then revisit those residents to inform them when the burglar is caught. The chief police executive will explain and discuss controversial police tactics so that community members understand the necessity of these tactics for public and officer safety. The department management will consult community members about gang suppression tactics, and every level of the department will actively solicit the concerns and suggestions of community groups, residents, leaders, and local government officials. In this police/community partnership, providing critical social services will be acknowledged as being inextricably linked to deterring crime and problem solving will become a cooperative effort.

According to Adler et al (2004), in 1970, this strategy called team policy became popular in USA to enhance contract between citizens and police. It is hoped that if the image of the police was checked from that of enemy to that of a friend, law enforcement activities would be a great deal more effective. The team, a group of officers and a supervisor is in charge of a specific neighbourhood on 24 hour basis. Team members decide on how to divide up the

work, what methods to use to cover an area, and how to maximize communications with community members. The communication is accomplished by a variety of means, including meetings between community leaders and team representation, store front mini police stations that encourage citizens to drop in and programs in which community volunteers work as block watchers to report suspicious situations. Team members meet regularly to discuss neighbourhood problems, to keep each other informed, and to decide on common policy.

#### **2.4.2 Problem solving approach**

Herman, Goldstein (1979) developed and advanced the concept of "problem oriented policing" (POP), which encouraged police to begin thinking differently about their purpose. They suggested that problem resolution constituted the true, substantive work of policing and advocated that police identify and address root causes of problems that lead to repeat calls for service. POP required a move from a reactive, incident-oriented stance to one that actively addressed the problems that continually drained police resources.

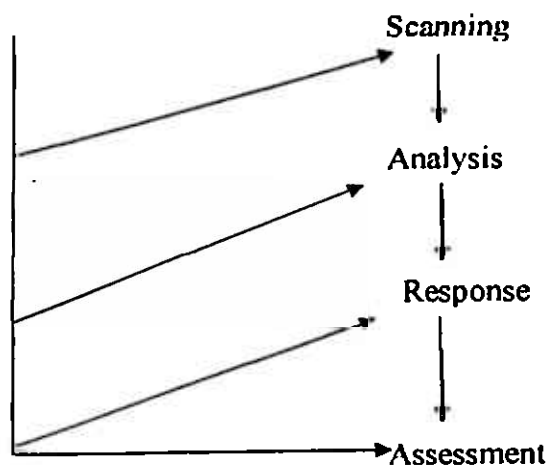
Herman Goldstein (1979) cites a study of POP implementation in Newport News, Virginia, where the POP was found to be an effective approach to addressing many community problems, and important data about POP design and implementation was gathered. Other research indicated that police could identify the hot spots of repeat calls in a community and thereby devise strategies to reduce the number of calls

Walker (1992) recognizes Herman Goldstein (1979) argument that police have always defined their role in vague and general terms as law enforcement, order maintenance and so on. In practice each of these general areas includes many different kinds of problems. Murder is one form of crime, but residential burglary is very different kind, requiring a different police response. Domestic disturbances are one form of disorder; public intoxication and panhandling are very different kinds of problems. At the same time police departments have no meaningful measures of their effectiveness in each of these areas. The standard statistics of crime rate are virtually useless for two reasons. First, they collapse all the different kinds of crime into one global category. Second, they are rarely a very imperfect measure of the actual incidence of criminal behaviour.

Walker (1992) recognizes Goldstein argument that police should disaggregate the different problems they face and then attempt to develop strategies to address each one. In this respect, problem oriented policing is a primary planning process i.e it provide a frame work for

police to think in terms of specific problems. Police departments have failed to engage in a meaningful planning because the modern police communication system has forced them into a reactive role. They have become pre-occupied with responding to calls for service and have adopted a policy of responding to calls for service and have adopted a policy of responding as quickly as possible to all calls. Moreover, the police have encouraged more calls by advertising their services and through all, have made it easy for people to call. These reactive role of police means that they respond to isolated incidents. Goldstein argues that instead, they should group incident around recurring problems and focus on underlying causes. The figure below indicates the planning process as it was used in problems solving experiment in Newport News, Virginia, in the mid 1980.

Figure 1: Problem solving process



Source: Walker (1992 pg 177)

According to Spelman, Eck and John (1987), Problem solving is a broad term that implies more than simply the elimination and prevention of crimes. Problem solving is based on the assumption that “crime and disorder can be reduced in small geographic areas by carefully studying the characteristics of problems in the area, and then applying the appropriate resources” and on the assumption that “Individuals make choices based on the opportunities presented by the immediate physical and social characteristics of an area. By manipulating these factors, people will be less inclined to act in an offensive manner.”

Spelman, Eck and John (1987) explains the problem-solving process stating that the theory behind problem-oriented policing is simple. Underlying conditions create problems. These



conditions might include the characteristics of the people involved (offenders, potential victims, and others), determining the social setting in which these people interact, the physical environment underlying causes of mends, and the way the public deals with these conditions.

Ronald and Clarke (1983) found out that as police recognize the effectiveness of the problem-solving approach, there is a growing awareness that community involvement is essential for its success. Determining the underlying causes of crime depends, to a great extent, on an in depth knowledge of community. Therefore, community participation in identifying and setting priorities will contribute to effective problem-solving efforts by the community and the police. Cooperative problem solving also reinforces trust, facilitates the exchange of information, and leads to the identification of other areas that could benefit from the mutual attention of the police and the community. The problem-solving process, like community partnership, is self-renewing. For this process to operate effectively the police need to devote attention to and recognize the validity of community concerns. Neighbourhood groups and the police will not always agree on which specific problems deserve attention first. Police may regard robberies as the biggest problem in a particular community, while residents may find derelicts that sleep in doorways, break bottles on sidewalks, and pick through garbage cans to be the number one problem.

Community concerns and priorities will vary within and among these communities of interest. Some communities of interest are long-lasting and were formed around racial, ethnic, occupational lines, or a common history, church, or school. Others form and reforms as new problems are identified and addressed. Interest groups within communities can be in opposition to one another. Intra community disputes have been common in large urban centers, especially in times of changing demographics and population migrations (Kelling and Bratton, 1988)

According to Herman and Goldstein (1990), the community policing strategy (Herman Goldstein's approach) has been tried in many communities and has worked. In Madison, Wisconsin, police were called regularly to deal with people behaving strangely at a shopping mall. The local press characterized the mall as a haven for vagrants and put their number at 1,000. But after the public analyzed the problem, they discovered that the individuals in question had been under psychiatric supervision and were disruptive when they did not take their medication. Through the help of this community intelligence reports the police worked

with mental health professionals to set up better supervision and within a short time the problem was solved. Customers returned to the shopping mall and business went back as usual.

According to Adler et al (2004), Lawrence Sherman and David Weisburd decided to replicate the Kansas City study but with a different focus. They argued that allocating more police to entire neighborhood did not have a different effect because not all areas of neighbourhood are at high risk for crime. The police presence should be intensified in hot spots particular places within neighbourhood that are the source of most calls to police. Recently the hot spots approach has been widely applied to policing guns and drugs. To aid in their identification of crime hot spots, many large police departments have identified them as those areas with most calls for service and police activity for particular crimes.

According to Adler et al (2004), the crime preventive patrols which entails an increase in police presence and visibility, distress criminals from the community crimes and thereby reducing citizens' fear and foster good police community relation. However, researchers have also found out that increased patrol levels has no effect on crime rates, citizens' fear of crime, citizens satisfaction with police or the amount of time it takes to respond to calls

Adler et al (2004) found out that like with other strategies, problem oriented policing has been met with resistance from both police and its implementation has been difficult as well. Problem oriented strategies have focused on a variety of crime problems, including guns, violent crime and especially drugs and drug related crime.

## **2.5 Key issues in community policing**

According to Walker (1992:186) although community policing is an important development, many unanswered questions about it remain:

**A legitimate police role?** Walker (1992) argues that one key issue in the community policy debate involves the proper police role. Should police officers function as community organizers? Should they work on housing problems and vacant lots? Is this the proper role of a police officer? There is no right or wrong answer to this question. A community may prefer the more traditional police role. The fact that the police role has been defined in one way for many years does not mean it cannot be defined in different way. Change is not impossible.

**Loss of accountability and control:** According to Walker (1992), this involves the potential loss or accountability and control of police officer behaviour. Walker recognizes David Bayley suggestion in a well argued critique that community policing may erode some important standards in policing. Officers may be encouraged to use any method at their disposal to handle neighbourhood problem. Certain tactics could violate the rights of individual citizens (especially members of groups whom community residents do not like). This problem is especially acute in community policing because the concept places high value on police responsiveness to perceived community needs.

**A political police?** Walker (1992) recognizes David Barley warning that there are serious dangers in the community policing expansion of the police role. Community policing may erode some of the limits on all government power on the police in particular. If the police organize community groups, there is the danger that this groups will turn into political advocacy groups who will lobby for political candidates or issues resulting into a perception that the police are in full support of the group's activities.

## **2.6 Principles of community based policing in Kenya**

According to the official Kenya police website <http://www.kenyapolice.go.ke/community>

Community Based policing is guided by basic fundamental principles;

- a) Creation of understanding between the police and the community about their role in crime prevention.
- b) Supplementing police patrols through private guards and neighbourhood watch groups.
- c) Education, capacity building, enhancing Kenya Police personnel and members of the community to enable constructive participation in addressing the problems of crime.
- d) Forming community policing victim support centers and Training response teams (units).
- e) Improving street lighting (security lights) to reduce crime.
- f) Evaluating community policing programmes.
- g) Giving special attention to vulnerable groups who are most likely to become victims e.g. women and children.

- h) Share responsibility and decision-making as well as sustained commitment from both the police and community, with regard to safety and security needs.
- i) Enhancement of accountability of the police to the community they serve.
- j) Resolving conflict between and within community groupings in a manner which enhances peace and stability.
- k) Basing problem solving activities on a consultative approach that constantly seeks to improve responsiveness to identified community needs.
- l) Participation of all members of the Kenya Police in community policing and problem solving initiatives.
- m) Ensuring that community policing informs, guides and sustain all policing activities.

## **2.7 Challenges faced in achieving Police Community Partnerships**

**Misunderstandings, mistrust or poor communication:** The greatest barrier in their findings revolves around misunderstandings, mistrust or poor communication that affects the way people interact. This is partly the result of different groups of people being uncomfortable working together or being confused about accountability. It is partly the result of unrealistic expectations by either group (e.g. overly zealous, overly suspicious), different perceptions of the problems and/or impatience in going through the process before jumping onto solutions. The findings also indicate that misunderstandings and communication problems are central to the issues affecting community based policing, Adler et.al (2004)

**Perception of inadequate commitment by police:** The perception of inadequate commitment by police is also another challenge that researchers have found out. This includes the officers involved and/or the executive leadership of the police agency. There is still a feeling that police in some areas do not believe in community policing and/or do not encourage new ideas. The experience with some police is that may believe in seeking community input, but not in accepting a community role in decision-making or in working with police as partners. Community members also see lack of police commitment as the main barrier due to police resistance to change or difficulty giving up control and wanting to remain independent, Adler et.al (2004)

**Lack of adequate police resources:** This involves allocation of police resources in such a way that there is adequate time available for officers to create relationships or to focus on crime prevention. Staffing levels or emphasis on emergency response precludes police availability for problem solving, Adler et.al (2004)

**Non commitment by community to accept responsibility;** This could reflect a lack of commitment, apathy or volunteer burnout. Finding volunteers and keeping them interested in community policing programs is a problem. Partly, community members don't have the time and this leads to a tendency for community members to get involved only when there is an urgent problem of concern. However, it has been found out that at least partially it is as a result of the fact that volunteers do not get enough input from police. Adler et.al (2004)

**Lack of skill and information of police work among community members;** There is need for community members to be equipped with more skills and information about rules and regulations regarding what police can and cannot do. Citizens may expect too much of police because police do not give enough information to them about what is possible or how they work. There is also need for police to make sure that community members understand how their organization works. Community partners need some information on police rules, budgets and legislative mandates to enable community members to develop realistic expectations, Adler et.al (2004)

**Lack of police Training;** According to For Adler et.al (2004), for community policing initiatives to achieve their goals, emphasis should be put on teaching skills, providing information and practical opportunities that enhance the ability of police and community members to interact in a positive and constructive way.

**Other challenges of CBP in Kenya;** In a study done by Kiprono W (2007) on the challenges facing the implementation of community policing in Kenya: A case of Kibera cites the following challenges; poor public image of the police, poor customer care procedures within the police force which discourage residents from reporting crime, belief by some people that crime is a source of livelihood, persistence of mistrust on the police by the communities they serve, misunderstanding of the residents on the concept of community policing, ill equipped police force, poor management of criminal information, perception that the CBP is not an effective way to fight crime, failure of the CBP strategies to incorporate civic education

programme on principles and practice of community policing and government laxity in providing civic education resources

According to Adler et.al (2004), researchers have found out that a change in “mind-set” is necessary in criminal justice agencies and police organizations. This can be achieved by changes to the training, promotion and evaluation systems, but such changes are dependent upon increased organizational commitment to the principles upon which community policing initiative is based. Community based policing cannot alone achieve the necessary changes. Agencies and associations responsible for organizational policies and procedures, as well as training and development of personnel, should work together to take steps to minimize existing barriers to effective police community problem-solving.

## **2.8 Police-Public Relationship in relation to CBP**

Evans (1974:50) found out in a systematic research carried out in 1971, by marketing advisory services on the image of the police that the police are more favourable than unfavourable. Many people think that police are respected than they cause apprehension, since they provide an important role or services in protecting the citizens and helping them when in trouble. However, there is also a feeling of fear that the police are down on the educated young people and unconventional. The worst potential danger of these feelings and attitudes is that they could lead to creation of a gap between the police and the public wide enough to undermine the public cooperation with the police, as people would be less eager to get in touch with the police.

Evans (1974) found out that there is a much simpler and more obvious reason for a gap between the public and police. The public know that the police are there to enforce law and they are trained to be skeptical and suspicious. This brings out the guilty in the people.

Russell (1978:23) found out that the geneses of complaints against the police arise most frequently from some of the multitudes of police-public encounters which characterize the activities of the uniformed police, motor patrol and CID officers. Such encounters, which are viewed as routine by the officers involved, occur because the police office is dispatched in response to a citizen’s call or he asked for assistance by the citizens in the field he is on view and interviews on his own initiative

Russell (1978: 23.) argues that social encounters can be viewed as interactions requiring skill, diplomacy, and sometimes speed, during which identities are claimed or denied. The tension and ambiguity surrounding many police-public encounters makes the maintenances of normal identities problematic. Both parties have reasons to fear the other. In certain urban areas, the police can be likened to an army of occupation, and as such they need to proceed with care.

Russell (1978) also found out that some police officers develop perceptual shorthand which enables them to identify certain types of citizens as "symbolic assailants". These are individuals who through "gesture language and attire" give police the impression that violence is likely to occur thus necessitating pre-emptive caution. Similarly, members of the public often find a policeman as an object to fear. They can never be sure if something unpleasant will occur. The confrontation with the authority is always a bad experience, especially if ones identity versus the law is ambiguous. Under these conditions of anxiety, ambiguity and tension, it is not surprising that the normal smooth pattern of claiming and maintaining identities is likely to fracture. Thus, whenever a police man represents himself in a lightly sinister pose or gives an off-key impression, citizens emotional proclivity might pore dominate similarly whenever a member of the public poses threateningly, that creates increased anxiety in the policeman about his authority in the situation.

## **2.9 Role of Police training on CBP**

Russell (1978) argues that the police officers basic training doesn't emphasize on the socialization aspect. It is generally inadequate in equipping the police to deal with a society eroded with crime, where the policing of the same society requires refined skills which are related to physical prowess or the knowledge of large sections of the law learnt. He further argues that some of the skills that police recruits should acquire in training centers include socialization skills which will help them in handling domestics, known local drunks, football crowds and local magistrates.

## **2.10 The public expectations of the police under CBP programme**

Evans (1974:51) in a survey by Mrs. Monica et al, it is demonstrated that what the public expects from the police varies from area to area. People living predominantly middle-class area reacted favorably to the police on all counts. Such people are less likely to consider the police as vindictive or brutal than those living elsewhere and are generally likely to be lenient with policemen breaking the rules.

People living in slums clearance schemes, and those living in predominantly stable working class community, the survey found out that they were more critical of the police and were more likely to report them if they broke the law.

## **2.11 Theoretical Framework**

This research tool intends to develop awareness and understanding of the study. This study will be guided by two theories; conflict theory and basic needs theory.

Adler et al (2004), found out that the conflict theory emphasizes on the existence of opposing forces in the life of individuals, groups, social structures and society in general. This theory views human beings as a collection of competing interest groups and individuals, each with their own motives and expectations. The principle assumption underlying this theory is that all members of society do not have the same values, interests, or expectations. They vary according to ones position, privileges, ability, class and wealth. Agreement tends to appear among those who share similar privileges. This is likely to encourage un-equal distribution of the scarce but valuable resources and opportunities. This results in division in society resulting in hostility, opposition and crime.

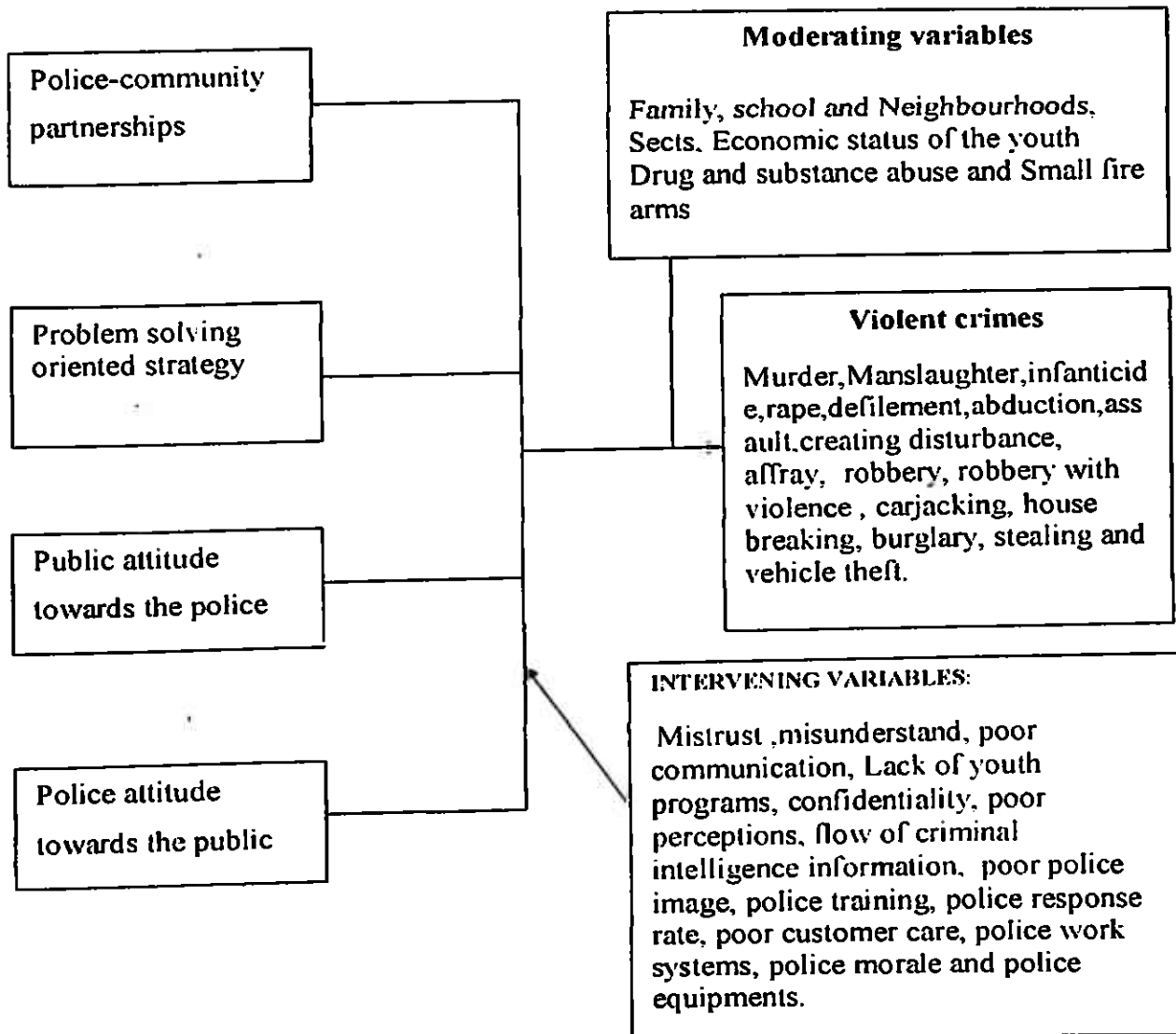
Adler et al (2004) found out that according to basic needs theory, there are certain minimum requirements that are essential to decent standard of living. These are known as physiological needs. They include food, shelter and clothing. They are primary needs and should be catered for before other needs such as security, shelter, sense of belonging and affection, love, esteem, and self actualization are pursued. Crime can be as a result of some group of people whose very basic needs have not been satisfied opting to indulge in criminal activities. The police and the community should therefore, strive towards ensuring that all the residents in their respective areas have at least satisfied the first level of physiological needs as stipulated in the Maslow's hierarchy of needs theory.



These theories will therefore guide this study in evaluating the CBP strategies of crime prevention and how the attitude problem has influenced the implementation of CBP programme in Embakasi district of Nairobi province.

## 2.12 Conceptual Framework

**Figure 2: Conceptual Framework**



## 2.13 Operationalization Table

**Figure 3: Operational definitions of variables**

Variable	Indicator	Measurement	Tools of analysis
<p><b>Independent variables</b></p> <p><b>Problem solving strategy</b></p>	<ul style="list-style-type: none"> <li>- Level of fear of crime among community members</li> <li>- Frequency of police patrol on Hot Spots.</li> <li>- Number of youth programmes established in the area under study</li> <li>-Number of trainings for the community on disaster and emergency preparedness</li> <li>- Number of (CBP) programs that the community have made a choice.</li> </ul>	Nominal	Measures of central tendency
<b>Community partnership</b>	<ul style="list-style-type: none"> <li>-The number of patrol teams established</li> <li>-The presence levels of the police on foot in the estates</li> <li>-Number of store front police stations established</li> <li>-Number of neighbourhood watch programs</li> <li>-The level of participation of community members on the CBP projects and Meetings</li> <li>-The level of willingness on volunteer worker and providing criminal intelligence</li> </ul>	Nominal	Measures of central tendency

Police attitude towards the public	- The visibility levels of the police on car patrols on foot in the estates	Nominal (Hours )	Measures of central tendency
Public attitude towards the police	-Level of perception between the police work and community role in fighting violent crime -The number of residents dissatisfied by the way the police handle their issues -The level of police image by the public -The number of people trusting the police trust level - The number of times a police officer has sought to work closely with residents in solving area problems -Number of people who belief police give un equal treatment to people -The number of people who belief police handle this issues genuinely		
Robbery with violence	-The number of violent robberies witnessed or reported victims in the area under study -The level of fear among the residents on the likelihood of the crime happening	Nominal	Measures of central tendency
Theft: General theft vehicle theft	-The number of vehicles witnessed or reported stolen in the area under study - The level of fear among the residents on the likelihood of the crime happening	Nominal	Measures of central tendency
Burglary/ breaking Business	-The level of likelihood to reinforce metal doors in residential homes and shops.	Nominal	Measures of central tendency

Residence	-The level of fear among the residents on the likelihood of the crime happening		
Assault: Physical assault Sexual assault on women	-The number of cases reported or witnessed and or the number of victims and the level of fear among women in isolated areas  -The number of cases reported or witnessed and or the number of victims, the level of fear among residents in social gatherings and cases witnessed or reported	Nominal	Measures of central tendency
Substance abuse:Hard drugs, Hospital medicine	The number of respondents who have witnessed the offence, cases reported, accessibility of the drugs	Nominal	Measures of central tendency
Petty crime: Pick pocketing Personal belongings snatching	The number of cases reported or witnessed and or the number of victims, the level of fear among residents in social gatherings and cases witnessed or reported	Nominal	Measures of central tendency

## **CHAPTER THREE**

### **RESEARCH DESIGN AND METHODOLOGY**

#### **3.1 Introduction**

In this chapter, the study has discussed research design in relation to the objectives of the study. The target population, the sampling procedure and methods of data collection have also been discussed in relation to the research objectives.

#### **3.2 Research Design**

This study adopted a descriptive survey design which according to According to Mugenda (1999) is appropriate for studies seeking to find the relationships between two variables and designed to obtain pertinent and precise information concerning the status of phenomena and whenever possible to draw valid general conclusion from the facts discovered.

Borg and Gall (1983) recommends descriptive survey design since it has the ability to produce statistical information about aspects of research that interests policy makers and educators. This research design was chosen for this study due to its ability to ensure minimization bias and optimizing the reliability of data collected. Besides, the above aspects *descriptive survey designs raise concerns on the economy of the research of study process.*

Kombo and Tromp (2006:70) define a research design as the glue that hold research project together. This study employed the use of descriptive research design. This is because this design helps to describe the influence of the community policing strategies and other factors that influence the escalating violent crimes in Embakasi district, Nairobi province.

#### **3.3 Target population**

According to Mugenda and Mugenda (2003:9) population refers to entire group of individuals, events or objects having common observable characteristics. The target population for this study included residents groups of three estates in Eastlands namely Umoja, Kayole and Dandora and 120 police officers of Kayole police division. A total of 316 respondents were drawn from all the three estates and the police officers working in the target areas of the study. They included persons of age 18 years and above. The respondents

composition included; police stations, Homesteads, youth groups, provincial administration, religious institutions and organized security groups as shown in the table 3.1 below.

**Table 3.1 Target Population**

Population Category	Target groups	Frequency	Percentage (%)
Homesteads	40	160	50.6
Youth groups	5	46	14.6
Religious institutions	3	30	9.5
Organized Security Groups	2	20	6.3
Police stations	3	50	15.8
Provincial administration	5	10	3.2
<b>Total</b>	<b>58</b>	<b>316</b>	<b>100</b>

### 3.4 Sample and Sampling Procedure

According to Mugenda and Mugenda (2003), sampling is the process of individuals for study in such a way that the individuals selected represent a large group from which they were selected. In this research study, stratified and simple random sampling were used. A sample of 95 respondents was picked and the distribution in each category was as shown in Table 2 below. From these categories, 30% of the total target population in each category was selected for the study. The sampled people were then be used to provide information based on their perceptions about the influence that the community policing initiative to crime in their area of residence or operation.

The number of officers and residents to participate in the study were determined as follows;

**Table 3.2 Sample Population**

Sample Category	Target groups	Frequency	Percentage (%)
Homesteads	24	48	50.5%
Youth groups	7	14	14.7%
Religious institutions	4	9	9.5%
Organized Security Groups	3	6	6.3%
Police stations	3	15	15.8%
Provincial administration	3	3	3.2%
Total	44	95	100%

### **3.5 Methods of Data collection**

This study employed the use of two research instruments namely the questionnaires and interview schedules. Questionnaires were used to collect data from the selected sample. The questions were carefully designed in order to elicit the respondents' information, perceptions and beliefs on the area of study. Questionnaires were administered to all the respondents. They were self administered. The questionnaires were both open-ended and closed-ended. Some questionnaires were self-administered while others were hand delivered to the respondents by the researcher or research assistant. The justification for the use of this instrument is that was economical to use in terms of time and money. The questionnaires also permitted a greater depth of response.

The research also employed interview sessions both structured, semi structured and Unstructured to gather data especially from respondents who may have been illiterate and also data that may have not been captured by the other research instruments.

### **3.6 Piloting**

The researcher carried out a pilot study of a selected pretest sample of 10 respondents to test the validity and reliability of the questionnaire. The purpose of the pilot study was to remove any irrelevant question items and focus the questionnaire so that the right information is collected. After the pilot study the researcher proceeded to administer the questionnaires.

### **3.7 Validity and reliability**

According to Mugenda and Mugenda (2003) reliability is a measure of the degree to which the research instrument yields consistent results after repeated trials. Validity is the degree to which results obtained from the analysis actually represents the phenomenon under study. The number of cases in the pre-test should be 10% for small samples and 1% for large samples. This study pre-tested thirty questionnaires to the respondents. After which an editing was carried out on the questionnaires for comprehensiveness. According to Kombo et al (2006), the manner in which a question is formulated can result in an inaccurate response. The researcher therefore carried out a pretest of three research instruments to all sampled population to check the validity of the instruments. To ensure the validity of the questionnaires, a pre-test was undertaken. This assisted in ensuring that the questionnaires administered for the final were capable of eliciting the kind of information that was required for the study. Validity was achieved through reference to the United Nations Human rights policies and security standards.

According to Kombo and Tromp (2006), reliability is a measure of the degree to which a research instrument yields constant results or data after repeated trials. To ensure reliability was achieved in this study, the researcher did thorough corrections after the pre-test of the research instruments. The reliability of the primary data was obtained through pre-test of the designed questionnaire. The questionnaire was administered on the selected thirty respondents on a pilot basis through direct interaction with the respondents which facilitated interactive probing of the respondents where a question(s) may have not been clear.



### 3.8 Operational Definition of Variables

**Community policing initiative strategies**, in this study refers to basically refer to broadly two main approaches: Problem solving oriented strategy and community partnership strategy.

**Problem solving oriented strategy** in this study involves specific strategies of Foot patrol strategy, Team policy strategy, Problem solving, policing hot spots of crime strategy and Preventive patrol strategy

**Community Partnership strategy** in this study refers to the adopting of a community-public policing perspective that exceeds the standard law enforcement emphasis which recognizes the value of activities that contribute to the orderliness and well-being of a neighbourhoods.

**Attitude:** This study defines attitude as a hypothetical construct that represents an individual's degree of like or dislike for an item or a person

**Crime:** This study defines crime as commission or omission of an act by any person or persons which is punishable by the laws of Kenya.

**Drug and substance abuse:** This study defines Drug and substance abuse as the use of hard drugs such as Bangi, Heroine, alcohol, Miraa and other related drugs which influence an irrational thinking in a person.

**Eastlands:** This study apply this word to mean the section of East of Nairobi constituting of Umoja, Kayole and Dandora Estates

**Economic status:** This study defines economic status as an indicator that shows the level for which an individual is advantaged or disadvantaged economically

**Neighbourhood:** This study defines Neighbourhood as characteristic of people or events in the surrounding area or nearby region

**Problem solving:** This study defines problem solving as a resolution process constituting the true, substantive work of policing and advocating that police identify and address root causes of problems that lead to repeat calls for police service.

**Violent crime (crime of violence):** This study defines violent crime as a crime in which the offender uses or threatens to use violent force upon the victim.

### **3.9 Data Analysis**

The study used quantitative and qualitative methods to analyze data. The quantitative data collected was summarized and analyzed by using cross tabulations and descriptive statistics such as measures of central tendency. The results of data analysis were presented by the use of frequency tables to display the information obtained from the respondents. On the other hand the qualitative data was grouped into similar themes and analyzed so as to display the *opinion of the respondents*. The Statistical Package for Social Sciences (SPSS) was used to compute proportions and presentation of data through Pie charts and bar graphs.

Qualitative data was analyzed through content analysis. It will be theme formulated according to the objectives of the study. Topics or major subjects that came up in discussions and major concepts or themes were identified. Using this technique the researcher perused the collected data and identified information that was relevant to the research questions and objectives and then developed a coding system based on sample of collected data. The study classified major issues or topics covered and highlighted key quotations or insights for interpretation.

### **3.10 Summary of research design ad methodology**

In this chapter the study has described the research methodology by elaborating the research design, the description of the population under study and discussed the sampling procedure. The methods of the sampling procedure have also been discussed and the validity and reliability of the research instruments to be used in the study.

## CHAPTER FOUR

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

#### 4.1 Introduction

This chapter covers data analysis and findings of the study. Data of this study was collected from homesteads, youth groups, religious leaders, organized security group members, police officers and chiefs of Embakasi District, Nairobi Province and was presented, analyzed and interpreted in relation to the study objectives.

Quantitative data analysis refers to a scientific method of investigation that is based on the numeric data. The data is presented in form of numbers, numeric values, numeric levels and categories. Quantitative data analysis is meant to describe, product and explain research findings.

Quantitative data analysis was achieved through the collection of numerical data from responses both form interviews and questionnaires. The data obtained was then subjected to statistical analysis by use of the Statistical Packages for Social Schemes (SPSS). The findings are presented in form of frequency distribution tables and figures as shown below

#### 4.2 Response rate

The rate of response to the questionnaire and interview schedules was satisfactory in that 80 respondents filled the questionnaires out of the targeted 95 respondents. The household respondents were the majority who were 41 followed by the police officer category who were 13. The youth category were 12, religious leaders category were 7, security group category were 4 while the chiefs category were 3.

The non respondents were 15 in total. The major reason why they did not respond was attributed to their busy schedules and limited time on the part of the researcher.

**Table 4.1 Response Rate**

<b>Response Category</b>	<b>Targeted Responses</b>	<b>Response (f)</b>	<b>Percentage of sample (%)</b>	<b>Non-Response (f)</b>	<b>Percentage of sample</b>
Adult residents (Households)	48	41	43.2	7	7.4
Youths Groups members	14	12	12.6	2	2.1
Religious leaders	9	7	7.3	2	2.1
Security Groups members	6	4	4.2	2	2.1
Police officers	15	13	13.7	2	2.1
Chiefs	3	3	3.2	0	0
Total	95	80	84.2	15	15.8

The information in the Table 4.1 above shows that the study was related successful since response rate was 84.2%. This means that the researcher administered the questionnaires well. This shows that the respondents were committed to the study. Only 15.8% of the targeted respondents did not return their questionnaires. This was attributed to the nature of their busy schedules while some forgot to return the questionnaires.

### 4.3 Information on gender

**Table 4.2 Gender Response**

Gender	Frequency	Percentage %
Male	57	71.3
Female	23	28.8
Total	80	100.0

The data in Table 4.2 above indicates that 57 % of the respondents were male. This indicates that more male are accessible and are willing to be interviewed while 23 % were female. The female counterparts were not easily accessible and had more busy schedules in the homesteads

### 4.4 Age of Respondents

**Table 4.3 Age of Respondents**

Age brackets	Frequency	Percentage %
46-50 years	6	7.5
36-40 years	12	15.0
31-35 years	42	52.5
25-30 years	20	25.0
Total	80	100.0

The data in Table 4.3 above indicates that 42(52.5 %) of the respondents were of the age of 31-35 years ,while those between ages 25-30 years were 20(25%), those between ages36-40 were 12(15%) and those of ages 36-40 years were 6(7.5%).. This shows that the youths were the majority in this research study and from this information it is implied that majority of the

active residents and workers in Embakasi District and in Umoja, Dandora and Kayole estates are middle aged particularly between ages of 18-40 years of age.

#### 4.5 Information on the marital status

**Table 4.4 Marital Status**

Marital status	Frequency	Percentage %
Widowed	4	5.0
Single	19	23.8
Separated	3	3.8
Married	48	60.0
Divorced	6	7.5
Total	80	100.0

From the information in the Table 4.4 above it shows that the respondents constituted 19(23.8%) of Single residents 48(60%) of married residents and workers, while the divorced and widowed were represented by 6(7.5%) and 4(5%) respectively and the separated category were 3(3.8%) This indicated that all the respondents were mature and committed to make the right decision as to the issues affecting their security.

#### 4.6 Education level of respondents

**Table 4.5 Education Level**

<b>Education Level</b>	<b>Frequency</b>	<b>Percentage%</b>
University	15	18.8
secondary	15	18.8
primary	8	10.0
Middle Level college	38	47.5
masters	4	5.0
Total	80	100.0

As shown in the Table 4.5 above, majority of the residents fall into the category of the middle level college (Diplomas and certificates) graduates constituting 38(47.5%) of the respondents. 15(18.8%) of the respondents hold the first degrees, while 4(5%) of them are masters degree holders. Secondary school and primary school leavers interviewed constitute 15(18.8%) and 8(10%) of the respondents respectively.

This shows that most of the respondents interviewed have the knowledge and understanding of the trends of crimes in Umoja, Dandora and Kayole estates and would interpret the questions in the questionnaire well by giving out correct responses.

#### 4.7 Duration of residence in the area

**Table 4.6 Residence/work area duration**

Residence Duration	Frequency	Percentage%
1-5 years	40	50.0
6-10 years	27	33.8
Less than 1 year	13	16.3
Total	80	100.0

The information in Table 4.6 above shows that those respondents who have stayed in the residence of Embakasi District for over a period of 1-5 years represent 40(50%) of respondents, and over 6-10 years are represented by 27(33.8 %) of the respondents. These two categories have good criminal knowledge of their area. Those who have stayed for less than 1 year in the area of residence constitute less than 13(16.3%) of the total respondents. This shows that majority of the respondents have stayed in their area of residence or work place for a period of over 1 year. Therefore, these shows that the information elicited from the research instrument administered on the respondent represent a fair view of the crime trend of the area and the effectiveness of the community policing initiatives in the area.

#### 4.8 Information on awareness CBP initiative

**Table 4.7 CBP Awareness among the respondents**

Response	Frequency	Percentage%
Yes	62	77.5
No	18	22.5
Total	80	100.0



The Table 4.7 above shows that respondents who are fully aware of the CBP programme are represented by 62(77.5%). This shows that majority of the residents in the area are familiar with the programme. While those who are not aware of the operations of the programme were represented by 18(22.5%) of the total respondents. This shows that the awareness of the CBP programme has not been intensified in the area.

#### 4.9 CBP Community meeting participation

**Table 4.8 CBP Community meeting participation**

Response	Frequency	Percentage%
Yes	16	20.0
No	64	80.0
Total	80	100.0

The study in Table 4.8 above revealed that those who have participated in the community policing programmes were represent by 16(20%). This indicates that few of the residents have participated in the CBP programmes and this mostly would be police officers who were involved in this survey. While those who have not participated in any CBP programmes were represented by 64(80%) of the respondents. This reveals that the CBP programmes are not common in the estates under study

#### 4.10 Levels of fear in crime Before and After CBP

**Table 4.9 Level of fear in crime before CBP**

Response	Frequency	Percentage %
Very High	54	67.5
High	26	32.5
Total	80	100.0

The study in Table 4.9 shows that those who experienced very high level of fear of crime before the introduction of CBP were 54(67.5%). This implies the crime commission rate very high in the estates before the introduction of the CBP programme while those who experienced high level of fear of crime were 26(32.5%). Despite this category distinguishing the level of fear, it shows that all the respondents had substantial levels of fear of crime. None of the respondents had moderate or low fear of crime before CBP.

**Table 4.10 Level of fear in crime After CBP**

Response	Frequency	Percentage %
Moderate	30	37.5
Low	30	37.5
High	20	25.0
Total	80	100.0

The study in Table 4.10 above shows that those who had experienced high level fear of crime after the introduction of CBP were 20(25%). This shows that despite the introduction of the CBP programme 20% of the respondents continue to live with high level of crime fear. Those who experienced moderate level of fear of crime were 30(37.5%) shows still that the one third of the respondents were experiencing moderate fear, while those whose fear had reduced to low level were represented by 30(37.5%) showing that some parts of the estates

were experiencing stable security resulting from the CBP initiatives. None of the respondents had very high level fear of crime before CBP. This indicates that, generally the CBP programme has influenced to some the extent the reduction of crime in the estates hence the reduction of the level of fear experienced by the respondents.

#### 4.11 CBP Success on various forms of crime

**Table 4.11 CBP Success on Mugging**

Response	Frequency	Percentage%
Poor	8	10.0
Not sure	5	6.3
Not effective	60	75.0
Effective	7	8.8
Total	80	100.0

This Table 4.11 above shows that the CBP success on mugging prevention was rated by 8(10%) respondents as poor, 60(75%) as not effective, 7(8.8%) as effective and 5(6.3%) of the respondents were not sure on its success. This indicates that there is some significant effort on the part of CBP programme in the prevention of mugging as a form of crime however majority respondents see the CBP programme as performing poorly on this form of crime

**Table 4.12 CBP Success on violent Robbery**

Response	Frequency	Percent
Poor	8	10.0
Not sure	3	3.8
Not effective	57	71.3
Effective	12	15.0
Total	80	100.0

This Table 4.12 above shows that the CBP success on violent robbery prevention was rated by 8(10%) of respondents as poor, 57(71.3%) as not effective, 12(15%) as effective and 3(3.8%) of the respondents were not sure on its success. This indicates that there is some significant effort on the part of CBP programme in the prevention of robbery with violence as a form of crime however majority respondents see the CBP programme as performing this form of crime as not effective since the citizens fear reprisals on reporting these crimes to the police.

**Table 4.13 CBP Success on physical and sexual Assault**

Response	Frequency	Percentage %
Poor	60	75.0
Effective	20	25.0
Total	80	100.0

This Table 4.13 above shows that 60(75%) of respondents rated the CBP success as poor on physical and sexual Assault prevention. This indicates that the residents have developed fear in partnering with the police on this particular vice for fear of reprisals, 20(25%) of the respondents rated CBP as effective, while other response categories were unrepresented.. This indicates that there is little or no major contribution of the CBP programme in the

prevention of this form of crime. However some of the male respondents felt that the CBP programme has made some contributions in fighting this crime hence rating it at 20% success.

#### 4.12 Comparison on the effectiveness of various team categories in crime prevention

**Table 4.14 police team on crime prevention**

Response	Frequency	Percentage %
poor	22	27.5
Effective	58	72.5
Total	80	100.0

The Table 4.14 above shows that police team as a means of eradicating crime was rated poor by 22(27.5%) of the respondents. This indicates that as much as the police put more effort to fight crime some citizens perceive part of their efforts as ineffective. However, 58(72.5%) of the respondents rated the police team as effective in crime prevention. The other response categories were unrepresented.

**Table 4.15 CBP programme on crime prevention**

Response	Frequency	Percentage %
poor	13	16.3
Not sure	17	21.3
Effective	50	62.5
Total	80	100.0

The Table 4.15 above shows that 50(62.5%) of the respondents indicated that the CBP programme was effective in the prevention of crime. This was attributed to public perception that the programme is driven by the public and does not engage a lot of bureaucracy. Those who said it was poor 13(16.3%) saw the programme as still patronized by the police as those implicated in crime were eventually taken to the police and prosecuted. Those who were not sure were 17(21.3%). this can be attributed un awareness un engaged on the programme.

**Table 4.16 Mob justice on crime prevention**

Response	Frequency	Percentage %
Most effective	69	86.3
Effective	11	13.8
Total	80	100.0

The Table 4.16 above shows that 69(86.5%) said the mob was most justice effective in the prevention of crime. This was attributed to public perception that mob justice gives instant punishment to perpetrators of crime programme and has a strong deterrence since some of the suspects are even lynched to death. Those who said it was effective 11(13.8%) felt that mob justice only gives justice only when an offender is caught.

#### **4.13 CBP priorities on Youth programmes**

The respondents were asked to respond on the community policing initiative's efforts to put in place youth programmes in their area in order to address the challenges facing the youth resulting youth engagement in crime. The responses elicited are tabulated in the table below

**Table 4.17 CBP priorities on youth programmes**

<b>Response</b>	<b>Frequency</b>	<b>Percentage %</b>
Not sure	5	6.3
Low	75	93.8
Total	80	100.0

Table 4.17 above shows that 75(93.8%) of the respondents rated the police priority on youth related programmes as low. This is attributed to the non existence of any youth project generated either by the police or the CBP programme in their area of residence. 5(6.3%) of the respondents indicated that they were not sure. This can be attributed to non involvement in the implementation of the CBP programme in their areas.

#### **4.14 Conclusion**

The transformational change effort on the CBP requires much planning of the process and much nurturing of the process during the implementation. The public look on how the police department responds to this process as a key indicator of how serious the police is making the transformational change a reality.

How well the police department responds and adapts to this process well, therefore have a major impact on how likely the change to community policing will win public support.

#### **4.15 Qualitative data analysis**

##### **4.15.1 Youth programmes**

Majority of the violent crime is committed by youth aged 18 to 35 years of age, yet the CBP programme has hardly started any meaningful youth programme in Embakasi District to engage the rogue or the idle youth in the area. Youth programmes help the youth to engage the energies to carry out meaningful activities and help them realize equality in life.

#### **4.15.2 Police/Citizen Attitude**

The police – public perceptions are divergent. There is little trust among these two entities who should be one cohesive team focused on crime prevention. This mistrust emanates from engagements that has been between the two teams especially in conflict resolution or when a perceived problem need a common attention of the two teams. The nature of police force training and the way they handle citizens in their day to day operations also triggers the mistrust between the two teams.

#### **4.15.3 Criminal Intelligence Sharing**

The sharing of criminal intelligence between the public and police officers is crucial in the prevention of crime among the estates and residents. The mistrust between the two teams hinders the exchange of criminal intelligence from the public to the police hence significantly affecting the efficiency of these two teams in crime prevention.

#### **4.15.4 Police Training/ Culture**

The police training and orientation to a police force rather than a police service has a significant effect in the true partnership of the police and citizens. The police force offers are more inclined to reactive combat to crime rather than pro-active service delivery to the citizens.

#### **4.15.5 Police Organization**

The traditional police organization structure has pillar command structure whereas the CBP police structure calls for a flatter authority structure when police officers in the field possess authority in addressing specific and unique issues affecting residents or citizens in the area of operation.



## **CHAPTER FIVE**

### **SUMMARY OF THE FINDINGS CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter discusses the summary of the major findings according to the research objectives of the study and as well as answers the research questions. It also offers conclusions, recommendations and areas of further research in relation to the research objectives.

#### **5.2 Summary of the findings**

The study showed that the CPB programme has considerably helped reduce crime level and fear of crime among the residents of Embakasi District since its inception. However the research also established that the CPB initiative is not recognized as the best entity in the fight of crime but the police team and public mob justice are more recognized as the crime busters in Embakasi district of Nairobi province

The study also established that majority of the residents in Embakasi District have just heard about community policy initiative and its perceived benefits but have neither been sensitized on its strategies nor involved in any of its programmes within their areas of residence.

The CPB programme in Umoja, Kayole and Dandora estates of Embakasi District has neither been popularized among the citizens nor its programmes and strategic plans successfully unveiled among the residents

The study found out that almost all the police officers were well informed on the CBP programmes, its strategies and its implementation plans yet they have made little progress towards sensitizing the community on the community policing programme. The study found out that the majority age involved in crime in Embakasi District is age of 18 to 35 years who are the youth. Further the study revealed that there were no youth programmes under the CBP established in Embakasi District since the introduction of the CPB programme in the area.

It emerged from the study that police officers on patrol are not pro-active in seeking information from the residents of their neighbourhood's security problems but are rather

reactive information seekers security matters. This has seen to the major security problems of the residents not well addressed yet there is frequent police patrols in their area of residence

The study further indicated that senior police officers of the rank of inspector and above were preferred by the residents in solving their security issues. This was attributed to their perceived level of education and their social approach on issues. This is because police officers who have graduated in areas of social sciences have a high understanding of community problems and socialization abilities. However these senior police officers have little or nil interaction with the residents. This scenario has led to little exchange of criminal intelligence from the public to the police officers. On the other hand the junior offices were seen as reactive to social issues without first winning the support of the public and not trusted with high profiled criminal information from the public.

The study revealed that the public perceive them as working on their own and have little desire of security but rather trust informers of their own who may not qualify as responsible residents of the areas under study. Once the public perceive these junior officers as working with some of the irresponsible citizens "their own informers", then the responsible citizen have developed a withdrawal attitude towards partnership with the police under the CBP programme.

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The study found out that the youth aged between the age of 18 years to 35 years were the preferred perpetrators of crime in the Embakasi District. Unemployment, poverty, drug abuse, availability of small fire arms and idleness among the youths were seen as the major factors perpetuating crime among the youth. The study further revealed that there was no established youth programmes in the area under the CBP programme.

It also emerged from the research that the police officers perceive the public as reluctant to accept responsibility of partnership in fighting crime and reluctant to report or give information to the police. On the hand the residents felt that the junior police officers cannot be trusted with exchange of criminal information relating to notorious criminals since the thought the same information can trickle down to the criminals and in turn their lives and those of their family members would be at risk.

Poor customer levels in the police station were cited as contributing factors to the poor performance of the CBP programme in crime prevention in the Emkakasi District. Police officers at the police stations were perceived as harsh and not objective especially when

recording statements from witnesses of crime. The public perceive police department as having the poorest image, have little trust among the police officers hence have little association with them.

The study also revealed that police officers initial training does not offer little focus on socialization and community project management skills

There is need for the police department to redefine the roles and mandates of the officers deployed to the CBP programmes as majorly focusing on developing strategic problem solving approaches and common security strategies for the communities they are responsible for rather than 'laying in waiting' to combat crime.

This study agrees with Walker (1992) that for the CBP programme to achieve its objectives, there is need on the part of the police to develop closer ties with the citizens and other government agencies which have responsibilities of community problems as co-producers of police services. For instance, the police organization should create strong ties with the youth and government agencies or departments that are responsible of youth development programmes in addressing the youth issues that have a reciprocal effect on crime levels. This approach would then justify pro-activeness of the police department rather than the traditional reactive nature.

The findings of this study agrees with Walker (1992) that the police routine patrol has a limited ability to deter crime, neither does the increase of police patrol reduce crime. This approach only scares the perpetrators of crime a short while as they re organize themselves and adapt new tactics to achieve their end. To support this argument, this research revealed that police patrol in the Embakasi estates was satisfactorily, yet the fear of crime among the residents was still high. The high fear of crime is an indicator that the crime in the area was still high.

### **5.3 Conclusions**

The introduction of the CPB programme has significant contribution to the reduction of crime in Embakasi district leading to significant reduction of fear of crime among residents. However, the reduction of fear of crime can also be attributed to the psychological satisfaction on the perceived new close relationship of the police and the public.

Little progress on crime reduction has been achieved by the problem solving strategy since there has been little meaningful efforts put in place to address the immediate problems of the residents in Embakasi District such as the "youth problem".

The police community partnership in crime prevention has not been achieved due to the mistrust, misunderstandings and single handedness approach to prevent crime on the part the police and the community.

The senior police officers spear heading the CPB programme continue to prioritize on the traditional command procedures in crime prevention rather than shifting to the new approach of police-citizen partnership in crime prevention. Police officers initial training does not focus strongly on socialization and project management skills.

The non willingness by the public to give evidence in court against suspects places a heavy burden on the police investigators to successfully prosecute and convict the offenders. This is one of the areas that need to be thoroughly addressed by the police organization through building of close ties with the citizens with a view of winning their trust and partnership in due processes of offenders.

#### **5.4 Recommendations.**

There is need on the part of the police department to organize structured sensitization programmes for the citizens on the objectives, strategies and implementation plans of the CBP programme to foster the understanding of the programme among the citizens. Further, every CBP branch should have at least forth night meetings with its residents to analyze the security situations in their area as this would help address the escalating crime levels in the Embakasi district.

The police department through community partnerships should as a matter of priority, focus on youth friendly programmes or youth involvements within the estates in order to diffuse idleness, drug abuse or better life syndrome in sects among the youth of Embakasi District. The youth programmes and activities should include leisure, recreation and community service activities, talent shows, community income generating activities such as garbage collection, taxi services, parcel delivery services, group activities, youth cooperative movements, youth volunteer schemes, ICT programmes, youth resource centre, anti-drug

campaigns and youth friendly health programmes. This will help abate the increasing levels of sophisticated crimes in the area.

There is need on the part of the police department to formulate thorough collaborations with the area residents especially on the identification of criminal intelligence informers so that the public can own the exchange of information from public to the police, otherwise the public will perceive the information collected from the hand-picked informers as routine and has no well found basis for their security problems and concerns. This approach will provide a basis of strong partnerships between the police and the residents.

Patrol police officers should be retrained/ refreshed on socialization and social skills to enable them increase their interaction level with citizens in order to help them retrieve useful criminal intelligence harboured by the citizens and this will help in preventing crime before they are committed.

It is a recommendation from this study that the community based policing program have a flatter command structure unlike the traditional strict command structure that is in place in the current police organizations. The move to community the policing must therefore be seen within an overall culture change from the traditional command officers, to citizen service oriented officers. This kind of structure will help in having in place a CBP program that calls for relationships within the police force that is less rigid and more supportive to CBP objectives of crime prevention.

The police stations implementing the CBP program require middle level police officers to provide junior officers with skills and resources in order for them to serve as independent and innovative officers under the CBP program rather than carrying out their duties with a programmed command from their stations. This will give the officers autonomy in addressing the residents problems which in turn will achieve an increased collaborative approach to crime prevention between the community and the police.

In order for the CBP programme to win support from the public, senior police officers involved in spearheading the program, should incorporate the citizens' participation and input which will entail systematic collection and channeling of public attitudes, opinions, and perceptions regarding the community policing and crime prevention.

The police department needs to employ or redeploy police officers who are graduates in the areas of social sciences or project management studies as the main managers of the CBP programmes. This would help foster trust, confidence and collaborations from the residents of the CBP area in achieving successful partnerships in crime prevention.

There is need on the police department to review officer placement requirements especially to the CBP programmes. The major criteria for selecting an officer to this specialized are, should be on the professional background. Police officers serving under the CBP programmes should have undergone training on either social studies or project management course. This professional approach will create social ties and close partnerships between the CBP lead officers and the community.

The police department should be allocated with enough resources specifically to be used in the implementation of the CBP programmes which include; funds, training personnel, vehicles and training manuals. These resources will enhance the CBP officer's capacity to address the residents' problems.

### **5.5 Areas of Further Study**

The following areas suggested for further study and research were discovered in the process of the study.

1. The influence of the police officer's level of education on police – community CBP partnerships in Kenya. This will enable the police organization understand the need to recruit police professionals into their organization
2. The impact of the nature of police training on socialization level with citizens in Kenya. This study will be able to recommend on the areas of the police training curriculum that needs to be reviewed in order to have police trained on responsiveness to the community needs
3. The contribution of the 8-4-4 system of education to crime levels in Kenya. This study will seek to find out whether the education system offers independent life and technical skills at each level required by the job market.

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APPENDICES

APPENDIX I

TRANSMITTAL LETTER

GEOFFREY A ONCHIRI  
UNIVERSITY OF NAIROBI  
BOX 30187, NAIROBI

Date: .....

THE RESPONDENTS,  
EASLANDS AREA, NAIROBI

Dear Sir/Madam,

RE: RESEARCH ON COMMUNITY POLICING STRATEGIES AND VIOLENT CRIME

I am a student at The University of Nairobi pursuing a Masters Degree in Project Planning and management. I wish to carry out a research on the Influence of the community policing strategies on the violent crime levels in Eastland area of Nairobi Province. I intend to collect all information through questionnaires, interviews and Focus group discussions. All information collected will remain confidential and only used for the purpose intended.

I look forward to your consideration and cooperation.

Yours faithfully

Geoffrey A Onchiri  
Master of Arts Student  
UNIVERSITY OF NAIROBI

## APPENDIX I

### QUESTIONNAIRE FOR LAW ENFORCERS

**Introduction:** My Name is Geoffrey A. Onchiri a Student in the University of Nairobi carrying out research in partial fulfillment of Master of Arts (PPM). The purpose of this research instrument is to examine the effectiveness of the community policing initiative strategies in your area. Kindly take your time to answer the questions as honestly as possible. The information collected in this questionnaire will be used solely for the intended purpose and therefore any responses or information given here will be treated with utmost confidence.

This questionnaire consists of five parts A, B, C, D and E. Please read the questions given carefully and give your answer by ticking the appropriate box or by writing in the space provided.

#### SECTION A: BACKGROUND INFORMATION

1. Station Area      Umoja ( )      Kayole ( )      Dandora ( )
2. Gender :      Male ( )      Female ( )
3. Age : 18-24 ( )      25-30 ( )      31-35 ( )      36-40 ( )      46-50 ( )      Over 50 ( )
4. Marital Status: Married ( )      Single ( )      Widowed ( )      Separated ( )      Divorced ( )
5. Highest level of education attained:  
Primary ( )      Secondary ( )      Middle level college ( )      University ( )  
Post Graduate (Masters) ( )
6. Years served in the area : less 1 ( )      1-5 ( )      6-10 ( )      Over 10 years ( )

#### SECTION B: COMMUNITY PARTNERSHIPS

7. a) Is your police station implementing the Kenya community policing initiative?  
Yes ( )      No ( )
- b) Are you aware of the community policing initiative strategies that are used in  
Community policing initiative programmes?      Yes ( )      No ( )  
If your answer is yes, please list them:

- 
8. Have you ever been involved in community meetings under the community based policing programme?      Yes | |      No | |

9. How can you rate the level of fear of crime in your estate before and after the introduction of community based policing (CBP) programme in your area?

BEFORE CBP: Nil | | Low | | Moderate | | High | | Very high | |

AFTER CBP: Nil | | Low | | Moderate | | High | | Very high | |

10. Have you ever been a victim of crime and/or witnessed a crime and/or heard of a crime from a victim of crime in your area of estate after the introduction of community policing programming? Yes ( ) No ( ).

11. How often do you approach residents in your area of service seeking security or problem related information on their residence or neighbourhood?

Never ( ) rarely ( ) fairly frequent ( ) frequently ( ) always ( )

12. How do you rate the success of community policing on the following crimes? on a scale of 1 - 5 assign a point to each crime, where:

1=Not effective 2=poor 3=Not sure 4=Effective 5=Most effective

	Forms of crime	1	2	3	4	5
1	Mugging in your area					
2	Robbery at the estate					
3	Burglary					
4	Sexual assault on women					
5	Break to residences and shops					

13. From the crimes listed, rate them in a scale of 1-5 on how you think the police should spend time on them in your area of residence / estate? Where;

1=Low 2=Fairly High 3=Not sure 4=High 5=Very high

	Forms of crime	1	2	3	4	5
1	Robbery					
2	Physical / sexual assault on women					
3	use of hard drugs					
4	burglary of shops and residence					
5	Traffic offences					

14. On a scale of 1 - 5 How do you rate the police policy priorities on the following areas of their duty? Where:

1=Low    2=Fairly High    3=Not sure    4=High    5=Very high

	Police policy priority	1	2	3	4	5
1	Crime investigation in the estates					
2	Deterrent of crime by patrolling in estates streets					
3	Keeping check in homesteads					
4	Traffic control					
5	Petty offenders deterrence					
6	Violent crime prevention in the estate					
7	CBP youth programmes					

**SECTION C: COMMUNITY PROBLEM SOLVING**

15. In your opinion which age group is mostly involved in violent crime in your area of operation?

Not sure ( ) 18-35 Years ( ) 36 - 50 Years ( ) Over 51 Years ( )

16. Are their youth programmes in your estate organized through police and community partnership? Yes ( ) No ( )

If your answer is yes, kindly state them;

---

17. In your day to day interaction with the youth of your area of operation, what issues that are affecting them that require immediate attention? List them

---

18. which of the factors in your area of residence that mostly contribute to youth crime and require the intervention of police public partnerships to solve.

Unemployment ( ) Poverty level ( ) Drug abuse ( ) Fire arm availability ( ) Sects ( )

19. How frequently do police officers on patrol from your station frequent known crime hot spots? Never ( ) rarely ( ) fairly frequent ( ) frequently ( ) Very frequent ( )

20. Do you think the residents in your area of operation harbour useful information of suspected criminal gangs that in your opinion you may not be aware of? Yes ( ) No. ( )

**SECTION D: ATTITUDE**

21. How would you rate the police-public relationship?

a) BEFORE the introduction of community policing programme in your estate?  
 Not friendly ( ) some friendship ( ) Not sure ( ) Friendly ( ) 5=Very friendly ( )

b) AFTER the introduction of the community policing strategy?  
 Not friendly ( ) some friendship ( ) Not sure ( ) Friendly ( ) 5=Very friendly ( )

22. In your opinion, how could you rate the efforts of the following teams in crime prevention in your area of residence on a scale of 1-5? Where:

1=Not effective 2=Poor 3= Not sure 4=Effective 5=Most Effective

	Team category	1	2	3	4	5
1	Police officers					
2	The community policing programme					
3	The Church					
4	Public justice/mob justice					

23. On a scale of 1-5 below, how do you trust source of criminal information in your area of operation AFTER the introduction of the community policing initiative programme? Indicate by an (X) in each category. Where;

1=Not trusted 2= little trusted 3= Medium trust 4= trusted 5= highly trusted

	Source of criminal information	1	2	3	4	5
1	Public/residents of your area of operation					
2	Police Informers					
3	Youth					
4	Suspects in cells					
5	Chiefs					
6	Media					
7	Victims of crime					
8	Other police officers					

24. Do you as a police officer treat all sorts of people fairly the same while carrying out your duties as a police officer in your area of operation? Yes ( ) No ( )

If your answer is No. and on a scale of 1-5 merge the kind of treatment different people receive. 1=Poor 2=Fair 3=Not sure 4=Good 5=Very good

			1	2	3	4	5
1	Age	18 - 35					
		36 - 50					
		51 +					
2	Gender	Male					
		Female					
3	Employment status	Unemployment					
		Employed					
4	Position society	Government officer					
		Private worker					

25. From the crimes listed and any other, rate them in a scale of 1-5 on how you think the police spend time on them in your area of operation. Where:

1=Low 2=Fairly High 3=Not sure 4=High 5=Very high

	Form of crime	1	2	3	4	5
1	Robbery with violence,					
2	sexual assault on women					
3	use of hard drugs					
4	personal belongings snatching					
5	vehicle theft					
6	burglary of shops and residence					
7	physical assaults					
8	Traffic offences					
9	prostitution					
10	Other					

### SECTION E: OTHER FACTORS

26. During your initial training as a police officer and after introduction of community based policing(CBP) program, which among the key areas listed below have you been comprehensively or intensively trained on?

Tick as appropriate.

	Initial training	After CBP program
a) Crowd control and management	( )	( )
b) Combat skills	( )	( )
c) Crime investigation	( )	( )
d) Crime scene management	( )	( )
e) Human psychology	( )	( )
f) Community Socialization and social work	( )	( )
g) Project management	( )	( )
h) Traffic control	( )	( )

UNIVERSITY OF NAIROBI  
EAST AFRICANA COLLECTION

27. On a scale of 1-5 rate the priority of the relevancy of the courses towards the implementation of the community policing strategies? Where;

1=Not relevant 2=slightly relevant 3= Not sure 4=Relevant 5=Highly relevant

	Area of study	1	2	3	4	5
1	Crowd control and management					
2	Combat skills					
3	Crime investigation					
4	Crime scene management					
5	Human psychology					
6	Socialization and social work					
7	Project management					
8	Traffic Control					

28. By applying a 5 point scale provided on the table below rate the extent of agreement or disagreement to these listed beliefs by ticking the boxes. Where  
1=Strongly Disagree 2= Disagree 3=Not sure 4=Agree 5=Strongly Agree



		1	2	3	4	5
1	A belief in the police force that there is high reluctance from the public to accept responsibility in the fight of crime?					
2	There is poor customer care procedure in the police stations which scare many people from reporting crime to the police					
3	Senior police officers interact rarely with the public in their area of operation(Eastlands)					
4	A resident is likely to have confidence to report a criminal activity to a senior police officer than report the crime to a junior police officer in your area of residence					
5	A belief that the public members know the criminals living in their estates					
6	A belief in the that the public members cannot genuinely give out information on the criminals living in their estates					

**Thank you for your participation.**

APPENDIX III

**QUESTIONNAIRE FOR RESIDENTS OF EASTLANDS NAIROBI**

**Introduction:**

My Name is Geoffrey A. Onchiri a Student in the University of Nairobi carrying out research in partial fulfillment of Master of Arts (PPM). The purpose of this research instrument is to examine the effectiveness of the community policing initiative strategies Embakasi district, Nairobi province. Kindly take your time to answer the questions as honestly as possible. The information collected in this questionnaire will be used solely for the intended purpose and therefore any responses or information given here will be treated with utmost confidence.

This questionnaire consists of five parts A, B, C, D and E. Please read the items given carefully and give your answer by ticking the appropriate box or by writing in the space provided.

**SECTION A: BACK GROUND INFORMATION**

- 1. Residence: Kayole ( )      Buruburu ( )      Dandora ( )
- 2. Gender: Male ( )      Female ( )
- 3. Age : 18-24 ( )      25-30 ( )      31-35 ( )      36-40 ( )      46-50 ( )      Over 50 ( )
- 4. Marital Status: Married ( )      Single ( )      Widowed ( )  
                                 Separate ( )      Divorced ( )
- 5. Highest level of education attained:  
     Primary ( )      Secondary ( )      Middle level college ( )      University ( )  
     Masters ( )
- 6. Duration in years in the residence: Less 1 ( )      1-5 ( )      6-10 ( )      Over 10 years ( )

**SECTION B: COMMUNITY PARTINERSHIPS**

- 7. a) Are you aware any of the community policing programmes in your area of residence?  
     Yes ( )      No ( )
  - b) Are you aware of the community policing initiative strategies that are used in  
     Community policing initiative programmes?      Yes ( )      No ( )
- If your answer is yes, please list them;
- 
-

8. Have you ever been involved in community meetings under the community based policing programme? Yes [ ] No [ ]

9. How can you rate the level of fear of crime in your estate before and after the introduction of community based policing (CBP) programme in your area?

BEFORE CBP: Nil [ ] Low [ ] Moderate [ ] High [ ] Very high [ ]

AFTER CBP: Nil [ ] Low [ ] Moderate [ ] High [ ] Very high [ ]

10. Have you ever been a victim of crime and/or witnessed a crime and/or heard of a crime from a victim of crime in your area of estate after the introduction of community policing programming? Yes ( ) No ( ).

11. How often have you been approached by police on foot patrol in your area of residence Seeking information on you residence or neighbourhood?

Never ( ) rarely ( ) fairly frequent ( ) frequently ( ) always ( )

12. How do you rate the success of community policing on the following crimes?

On a scale of 1 – 5 assign a point to each crime, where;

1=Not effective 2=poor 3=Not sure 4=Effective 5=Most effective

	Form of crime	1	2	3	4	5
1	Mugging in your area					
2	Robbery at the estate					
3	Burglary					
4	Sexual assault on women					
5	Break to shops / residence					

13. From the crimes listed and any other, rate them in a scale of 1-5 on how you think the police should spend time on them in your area of residence / estate?

Where; 1=Low 2=Fairly High 3=Not sure 4=High 5=Very high

		1	2	3	4	5
1	Robbery					
2	sexual assault on women / physical assault					
3	use of hard drugs					
4	burglary of shops and residence					
5	Traffic offences					

14. On a scale of 1 – 5 How do you rate the police policy priorities on the following areas of their duty? Where;

1=Low    2=Fairly High    3=Not sure    4=High    5=Very high

	Police policy priority	1	2	3	4	5
1	Crime investigation in the estates					
2	Deterrent of crime by patrolling in estates streets					
3	Keeping check in homesteads					
4	Traffic control					
5	Petty offenders deterrence					
6	Violent crime prevention in the estate					
7	CBP youth programmes					

**SECTION C: COMMUNITY PROBLEM SOLVING**

15. In your opinion which age group is mostly involved in violent crime in your estate?  
 Not sure ( ) 18-35 Years ( ) 36 – 50 Years ( ) Over 51 Years ( )

16. Are their youth programmes in your estate organized through police and community partnership? Yes ( ) No ( )

If your answer is yes, kindly state them;

\_\_\_\_\_

\_\_\_\_\_

In your day to day interaction with the youth of your area of operation, what issues that are affecting them that require immediate attention? List them

\_\_\_\_\_

17. which of the factors in your area of residence that mostly contribute to youth crime and require the intervention of police public partnerships to solve.  
 Unemployment ( ) Poverty level ( ) Drug abuse ( ) Fire arm availability ( ) Sects ( )

18. How frequently do you see police officers on patrol frequent known crime hot spots?  
 Never ( ) rarely ( ) fairly frequent ( ) frequently ( ) Very frequent ( )

19. Do you think that you harbour useful information of suspected criminal gangs and crime in your area of residence that in your opinion police may not be aware of? Yes ( ) No. ( )

**SECTION D : ATTITUDE**

20. How would you rate the police-public relationship?

a) BEFORE the introduction of community policing programme in your estate?

Not friendly ( ) some friendship ( ) Not sure ( ) Friendly ( ) 5=Very friendly ( )

b) AFTER the introduction of the community policing strategy?

Not friendly ( ) some friendship ( ) Not sure ( ) Friendly ( ) 5=Very friendly ( )

21. In your opinion, how could you rate the efforts of the following teams in crime prevention in your area of residence on a scale of 1-5? Where;

1=Not effective    2=Poor    3= Not sure    4=Effective    5=Most Effective

	Team category	1	2	3	4	5
1	Police officer					
2	The community policing programme					
3	The Church					
4	Public justice/mob justice					

22. On a scale of 1 – 5 How do you rate the priorities of the police on the following areas of their duty? Where;

1=Low    2=Fairly High    3=Not sure    4=High    5=Very high

		1	2	3	4	5
1	Immediate response to 999 phone calls					
2	Crime score response rate					
3	Crime investigation in the estates					
4	Deterrent of crime by patrolling in estates streets					
5	Keeping check in homesteads					
6	Traffic control					
7	Petty offenders deterrence					
8	Violent crime prevention					
9	CBP youth programmes					

23. In an event that you witness or fall a victim of violent crime, which action are you likely to take? In a scale of 1 to 4 rate each of these possible actions in terms of preference.

Where:

1=Never 2 = Least likely 3 = not sure 4 = Likely 5= Most Likely

		1	2	3	4	5
1	Make a telephone call to 999 (police)					
2	Make a visit to the police station to report					
3	Report the crimes to police on foot patrol					
4	Share the incident with community members					
5	Will not take any action					

24. Do the police treat all sorts of people fairly the same in your area of residence/estate?

Yes ( ) No ( )

If your answer is No then on a scale of 1-5 merge the kind of treatment different people receive from the police on duty.

1=Poor 2=Fair 3=Not sure 4=Good 5=Very good

			1	2	3	4	5
1	Age	18 - 35					
		36 - 50					
		51 +					
2	Gender	Male					
		Female					
3	Employment status	Unemployment					
		Employed					
4	Position in society	Police officer					
		Private work					

25. What is the level of your willingness to help the police in the following incidents of crime in a scale of 1 - 5 rate your willingness. (You may tick multiple responses)

1= unwilling to tell police

2=unwilling to identify the

3 = unwilling to give evidence in court

4=willing to tell police and identify offender

5= willing to give evidence in court

		1	2	3	4	5
1	Serious road accident					
2	Youths robbing a man off his wallet in town or estate					
3	Youth taking hard drugs like bang					
4	Sexual assault of a lady by a young man (youth)					
5	Violent robbery					

### SECTION E: OTHER FACTORS

26. By applying a scale of 1-5 points provided in the table below, rate the extent of agreement or Disagreement of the beliefs listed by ticking the level of agreement in the table boxes provided. Where

1=strongly disagree    2=Disagree    3=Not sure    4=Agree    5=Strongly Agree

		1	2	3	4	5
1	There is a high reactance from the community to accept responsibility in the fight of crime?					
2	The police department has the poorest image among all the departments of the government of Kenya?					
3	There is poor customer care procedure in the police stations which scare many people from reporting crime to the police					
4	There is reluctance among the public not to report criminals to the police for fear of revenge from the criminals.					
5	There is fear among the public that once they have given information to the police, same information can get back to the criminals					
6	There is a belief that the police are not committed to fighting violent crimes instead they use most of their time to fight petty crimes?					
7	Senior police officers interact rarely with the public in their area of residence					
8	A resident is likely to have confidence to report a criminal activity to a senior police officer than report the crime to a junior police officer in your area of residence					
9	Belief that police use more force when arresting criminals than necessary					
10	There is a wide spread belief that when you report dangerous criminals to the police, the police are likely to implicate you and question you on your source of information.					

**Thank you for your participation.**