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M.A. CRIMINOLOGY AND SOCIAL ORDER

RESEARCH PROJECT PAPER

TITLE: TRAINING AND PUBLIC RELATIONS IN POLICING. //

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CRIMINOLOGY AND SOCIAL ORDER.**

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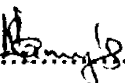
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DEDICATION

This work is dedicated to my wife Mary Barasa, my son Mark Davine Barasa, and my daughter Lucky Doreen Barasa , for being understanding and supportive through out my study period.

DECLARATION

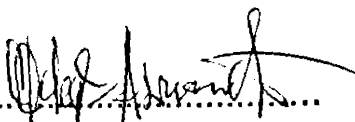
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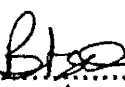
This project paper has been submitted for examination with the approval of my University Supervisors.

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Date .. 25 / 9 / 2003

ABSTRACT

This study addressed the issue of Training and Police Public Relations. The main objective was to find out if Training of Police Officers has any influence to their Public Relations. Several methods of data collection were used. This included, questionnaires, indepth interviews with key informants, observation, and Review of documentary materials.

This study found out that in-adequate training of Police Officers in Public Relations greatly influenced the current poor Police Public Relations. The study therefore recommended that Public Relations course be included in the Police training curriculum and be emphasized.

ACKNOWLEDGEMENT

This study consumed a lot of time and energy, which necessitated me to request for assistance from my friends and professionals. In this respect I wish to acknowledge the following people for various reasons.

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CHAPTER 1: PROBLEM STATEMENT

1.0 INTRODUCTION

The history of the Kenya Police force dates back to the time of the Imperial British East Africa Company.

In 1887 Sir, William Mckinnon found it essential to safeguard his stores and premises, and also protect his staff in Mombasa. As India furnished the bulk of the labour for the construction of the railway line, Indian Police and watchmen were recruited to maintain peace, law and order.

In 1896, Mr. R. M. Ewart, then superintendent of the Zanzibar Police, was selected by the foreign office to form a police force in Mombasa. The force was brought up to the strength of, approximately, 150 Non Commissioned Officers and Constables, one European Inspector and three Indian and Somali Deputy Inspectors.

In 1897 Mr. Napier a Railway Engineer founded the Railway Police. These were employed as camp police along the line of the construction works. As the railway head advanced upcountry, some of these police were posted to guard the new stations as they were built.

Mr. Ewart remained in command until 1902, when an inspector general was appointed to amalgamate the Mombasa, railway police and station askaris. This force was raised in strength from about 300 to 400 Non-

Commissioned Officers and Constables, with three or four European inspectors and several Indian Deputy Inspectors.

By this time there was a Police Force of sorts only in Mombasa, Nairobi and Kisumu. The expansion and re-organisation of the force made no real advance until 1904 – 05 when estimates were approved.

The new establishment authorized one inspector General, Deputy Inspector General, six Sergeant instructors and 1822 Inspectors. Sub-instructors, Non Commissioned Officers and men giving a total strength of 1836 personnel.

The duties of the officers and men, however, were not adequately defined until the introduction of the police ordinance in 1906. Their duties were and remained for some considerable time those of semi-military in nature, because the police was the second line of defence for the state.

In 1911 the first police training school was established in Nairobi and proved to be of great assistance during the First World War when the force was placed under conditions of active service.

In 1920 British East Africa became Kenya Colony and protectorate, and in turn the British East Africa Police became the Kenya Police. Thus began a new era for the force that we know today.

1.1 ROLE OF THE POLICE FORCE

The functions of the Kenya Police force are spelt out in the Police Act chapter 84 the Laws of Kenya, section 14 of the Act give the functions as follows: -

The Police Force shall be employed in Kenya for:

- The maintenance of law and order
- The preservation of peace
- The protection of life and property
- The Prevention and detection of crime
- The apprehension of offenders
- The enforcement of all laws and regulations with which it is charged.

In order to accomplish this enormous task, the force is divided into various formations under the command of the Commissioner of Police based at Vigilant house Harambee Avenue in Nairobi.

These are:-

- Criminal Investigations Department
- General Service Unit
- Police Air Wing
- Presidential Escort Unit
- Anti- Stock Theft Unit
- Kenya Railways Police

- Kenya Airport Police Unit
- Traffic Police.
- Police Dog Unit.

Today the task of the law enforcers is to ensure that law and the legislation embodying peoples rights are obeyed. Police officers are at times required to risk their lives in order to uphold their duty-calling motto of "utumishi kwa wote."

Police officers are officers of the Law and not merely Government servants. Above all they are servants of the public.

They should always be honest, act and behave in such a way that the public have confidence in their honest and fairness.

However, there are several problems that police officers face in the course of delivery of their services. This include, making important decisions quickly without opportunity of consulting their superior officers or books, lack of proper training, placement, deployment, job description, some police officers work under conditions that are not conducive to effective enforcement of law. There is inadequate housing facilities, shortage of basic equipment and lack of technology in some areas.

Despite all these problems, the secret to success of the individual police officer is confidence in himself and his ability to do his job .The key to self-confidence is a combination of training and the knowledge it gives, and experience.

1.2 THE PROBLEM

The Kenya Police Force was once described as most efficient and highly disciplined, in the 1970's and early 1980's. In fact it was said to be second to America in collection of intelligence. But in the 1990's to the present, the image of the police force has been greatly dented.

The Kenya Police force has been criticised and accused of apparent ineptitude, un-professionalism, brutality, harassment, corruption, laxity, lack of commitment, slow response to calls for assistance from members of the public, lack of courtesy, fixing of cases on innocent people, malicious prosecutions, delaying of motorists on the roads, secrecy, rape, robbery and many other unpleasant practices. Of great concern is the issue of public relations.

In view of this, the study is aimed at finding out the nature of the police-training curriculum and the proportion of public relations training visa Vis other areas.

The questions arising include: -

- Are officers adequately trained in public relations?
- Do members of the public have confidence in the police force?
- Is the training geared towards producing professional officers?
- Does the training of Police Officers meet expectations of the members of the public?

1.3 OBJECTIVES

To understand how a good public relations exercise can be developed between police and members of the public.

To find out how the public can restore confidence in the police force.

To find out the practice of professional ethics in the cause of their work.

To find out ways through which the police force can involve members of the public in their daily work.

1.4 JUSTIFICATION

1. This topic has not been given the attention it deserves by academicians. It has been featuring in the media but no scholarly research has been carried out with the view of offering suggestions to the problem.
2. There are allegations of the police having poor public relationship. This study is going to establish where the problem lies.
3. To present a case for a shift in emphasis for training from drill and musketry to the humanities such as public relations, counselling, psychology, attitudes and behaviour change, social ethics, human rights etc.

4. To help improve police public relationship.
5. This research may provide training policy formulation.

CHAPTER 2: LITERATURE REVIEW

2.0 POLICE HISTORICAL BACKGROUND

According to Foran (1963), the story of the Police in this territory begins in 1887 when Sir William McKinnon with the somewhat reluctant approval of the foreign office in London, accepted a second offer from Sultan Khalifa bin Said of Zanzibar, of the grant of a concession to administer his coastal mainland territory.

The British East Africa Company was formed in 1887 to develop trade in the far interior and in the Uganda Kingdom. The country had to be administered so that the wheels of commerce might revolve smoothly and not be subjected to constant hindrance or attacks from "savage tribes" along the trade route.

In this respect, two battalions of troops were recruited namely, the East African Rifles and the Uganda Rifles, its offices were seconded from regiments in Britain and India. These troops were required to maintain peace and order; guard the scattered trading stations; and support the company's servants on their lawful occasions in the interior. Along the caravan route between Mombasa and Uganda were established fortified posts at trading stations namely – Mezeras, Machakos, Ngong, Fort Smith, Eldama Ravine and Mumias.

Each post had a small body of askaris who came under the orders of the officer in charge of the post. They were more akin to armed guards than policemen. They were sometimes called upon to carry out construction and maintenance work or fatigues. Each station commander recruited his own men, and there existed no over-riding from administration of these men as a composite body.

It was not until 1896, a year after the foreign office had assumed responsibility for administering British East Africa, that any kind of a real police force was constituted at Mombasa, but no where else in the country.

Early 1896 the foreign office on the recommendation of Sir Arthur Hardinge (the first Commissioner and Commander in Chief of the Protectorate) selected R. M. Ewart to form a real Police Force at Mombasa. He was placed in command with the rank of Assistant Superintendent.

He was the first European police officer of British East Africa, and was assisted by two inspectors. By 1901 the Mombasa police had been enlarged to an approximate strength of one additional European inspector, three Indian or Somali Deputy Inspectors, and 150 other ranks – Indian, Somalis, and Swahilis predominated.

About the beginning of 1897, Mr. Napier a Railway Engineer formed the Uganda Railway Police. These were employed as camp police along the line of construction works. As the railhead advanced up-country a few of these police were posted for guard duties at new stations as they were built.

The majority of the Railway Police were recruited in India or from amongst the Punjab coolies building the railway. Their members were raised in strength from 300 to 400 other ranks, with two European inspectors and few Indian inspectors or Deputy Inspectors.

In 1902 Ewart was posted as Assistant District Superintendent in charge of the police at the infant township of Nairobi. It is not surprising that during those early years the police were lacking efficiency, while discipline was not established or enforced on sound principles. They had to learn their duties by a process of trial and error, and mostly the latter prevailed.

By 1902 the situation had developed so that there existed a police force of sorts at Mombasa, Nairobi and Kisumu. The Uganda Railway Police operate independently, and small bodies of untrained so-called police askari at government centres or bomas, all of who came under the direct responsibility of the local collector or Assistant Collector.

In Feb. 1902 Farguhar C.G.D. Superintendent of the Railway Police was appointed as the first inspector general of the British East Africa Police and charged with the task of accomplishing the co-ordination of the diverse police units.

His post covered the entire control of the various police units. Captain McCaskill who finally completed all the arrangements for absorbing the railway police into the newly created British East Africa Police succeeded him.

Many changes in the force were introduced during 1908 – in the overall command creation of new ranks and posts and in a policy of general expansion. Hitherto, drill, discipline and musketry had been rated as being of higher value than any form of instruction in normal police work. There now occurred a definite drive to reorganize the force on sounder and more modern lines.

The title of inspector general was abolished and replaced with commissioner. Notley W.K was the first commissioner of police. He accomplished a great deal in improving the force.

In 1925 there were only 16 African police literate in English and 240 in Kiswahili but in the following year the numbers increased to 36 and 288 respectively. Attendance at the schools was voluntary and done in the individual's spare time of which he had all too little often long and

staging spells on duty. By 1926 there were nineteen schools functioning.

The first police-training depot was set up in 1911 in Nairobi by Brigadier - General Edwards W.F.S. Training was provided there for African and sometimes European and Asian members of the force. Because of the semi-military role of the police, particularly during the first world war, the system of training continued to contain a great deal which was a kin to that of the army.

The leaning towards drill and military training persisted. Chief inspector Sempill M.M. said drill is the basic feature of the course because it is undoubtedly the groundwork, which makes so much of the rest possible.

The force is trained however, on semi military lines because its duties are frequently of a military nature; and it is in effect, the second line of defence for the colony. It is through drill that the recruit is first taught alertness, has his muscles and mind keyed up to concert pitch, and learns best how to concentrate. It is also the best medium for inculcating forced discipline.

Since early times the majority of senior officers had endeavoured to improve police training, but until recently circumstances had compelled them to concentrate very largely upon military training.

By 1936 however, the movement towards better police training was making headway.

In early 1948, the police training school and Depot was transferred from Nairobi to a camp at Kiganjo near Nyeri which had formally been occupied by Italian Prisoners of war. It was renamed the Kenya Police Training School while the title of the officer in charge was changed to commandant.

The first commandant of the police training school at Kijango was superintendent Sweeney J.A. By 1950 less emphasis was being laid on the military aspect and much more practical training had been introduced. To the latter part of that year the main problem of training was to keep pace with the rate of the Force's expansion. But it was then felt that, as the Kenya Police had probably reached its maximum strength, its yearly intake of recruits would lessen and it was hoped to be able to turn out from the school a much better trained policeman. In consequence, the whole syllabus and balance of training, as well as refresher courses, were reviewed with this object in mind.

2.1 PUBLIC RELATIONS HISTORY

Kogan (1977), states that, though systematically planned and organised public relations is a comparatively recent phenomenon, one scholar by the name Allan Nevins traces the genesis of Public Relations in America and gives credit to Alexander Hamilton. Nevins cites the Federalist

papers of 1787 – 88 as the forerunner of methods and approaches used in public relations today.

Dr. Nevins also endorses professor Broadus Mitchell's view expressed in his biography of Alexander Hamilton that the campaign to win ratification of the constitution was the greatest work ever done in America in the field of Public Relations".

However, in the United States Ivy Lee and George Michaelis were among the first to set up Public Relations counselling firms. Lee is credited with being the first to establish a service to clients on a fee basis.

Early clients included American telephone and telegraph operators, the anthracite coal industry, several railroads, equitable life and the reform mayor of New York City, Seth Low.

This was an age of crusading journalism, company scandals bitter strikes, robber barons and demands for reform and indignant public. At this time Lee declared that what was good for the public was also in the long run good for business.

On the other hand Jerkins (1998), says that governments in Europe and America applied Public Relations techniques. For example in 1809, the British Treasury appointed a press spokesman. In 1854 the post office in its first annual report declared the necessity of explaining its services to the public.

After the First World War the Government used public relations techniques to explain its health and housing schemes. Between 1926 and 1933, one of the biggest Public Relations efforts in Britain was that of Sir Stephen Talents on behalf of the Empire Marketing Board. It spent one million dollars on making fruits and other empire products better known to the British Public.

In 1948 the Institute of Public Relations in Britain and the Public Relations Society of America were founded. Consultancy business began later in Britain than in America. This was largely because of the Second World War. After the war in late 1940s many of the advertising men who had been engaged in propaganda work for the ministries turned to Public Relations Consultancy work.

Today Public Relations deal with the facts, as they are, good, bad or indifferent. Thus Public Relations has to be as new as the world in which it operates.

2.2 THE CONCEPT OF PUBLIC RELATIONS

Public relation is a powerful tool that can make very important contribution to the success of the organisation. Every organisation whether commercial or non commercial needs public relation.

There are various definitions of Public Relations depending on one's school of thought, and organisation's activities making it difficult to come up with a universal definition.

To begin with, Kogan (1977) sees Public Relations as, The Continuing Process by which business tries to win the good will and understanding of its customers, its employees and the Public at large. This is done inwardly through self-analysis and correction and outwardly through all means of expression.

He goes ahead and quotes one Public Relations Consultant who said, "Public Relations is the shine on a salesman's shoes, the smile on his face, the vigour of his handshake,

The receptionist who gives you a warm and friendly greeting when you visit the home office, the telephone operator who puts your call through promptly and efficiently etc above all it is satisfied customers.

Wilson (1963), states that: Police Public Relations is simply the aggregate of the relationship of each officer to one or more private citizens. Every experience an individual has with the police, whether through observation, conversation, or through being served or controlled – has an effect on the Public Relations of the Department.

Public relations means exactly what the words suggest-relations with the public. All human being have relationships of one kind or another and that includes organisations as well as people.

Relationships can be good, bad or indifferent and may change from time to time. The distinctive thing about public relations is that it is deliberate. (Harrison 1995)

Culling and Dolph (1982) defines it as the total communication effort of an organisation, person, agency or Government to its publics.

Jefkins (1998) says that there are three internationally respected definitions familiar to Public Relations Professionals.

Other definitions include:

1. Definition of the (British) Institute of Public Relations (IPR)

“Public Relations are the planned and sustained effort to establish and maintain good will and mutual understanding between an organisation and its public”.

This means that public Relations activity is organized as a campaign or programme and is a continuous activity, it is not haphazard. That is to ensure that others understand the organisation.

2. Definition by Frank Jefkins

“Public Relations consist of all forms of planned communication, outwards and inwards, between an organisation and its publics for the purpose of achieving specific objectives concerning mutual

understanding. The purpose is achievement of specific objectives. These objectives often involve solving communications problems e.g. ones that affects change. When there are objectives, results can be measured against them, making public relations a tangible activity.

3. The Maximum Statement of 1978

"Public Relations Practice is the art and social science of analysing trends, predicting their consequences, counselling organisation leaders, and implementing planned programmes of action which will serve both the organisations and the Public interest. An organisation is judged by its behaviour. Thus Public Relations is about good will and reputation.

Public relations is sometimes called communication because dialogue lies at its heart .To ensure success, communication must be a two way process and we must be aware of non-verbal and unintended messages.

Public Relations Practitioners agree that public relation is what the public's perceives-thus the sum total of what they see, hear and feel about the organisation.

Public Relation Society of America says that Public relation helps an organisation and its publics adapt to each other.

Cutlip et al (1996) defines public relation as a management function which helps an organisation establish its philosophy, achieve its

objectives and maintain mutually beneficial relationships between the organisation and the publics on whom its success or failure depends.

Going by all the above definitions of public relation, there is no precise definition of public relation just like other disciplines i.e. Law or medicine because it covers multi activities, which are not related.

In my own view public relations is the deliberate establishment, organisation maintenance of good will and mutual understanding between members of a given organisation like the police and it's public. It also means doing good and getting credit for it. Or simply planned effort to influence opinion through acceptable performance and two-way communication

2.3 OBJECTIVES OF PUBLIC RELATIONS

The objectives of public relation can be based on the activities of a given organisation .The following are some of the general objectives.

To change the image of the organisation after adopting new priorities and activities.

To tell the public little known information about the organisation.

To make the organisation known and understood by the publics.

To improve community relationships following public criticism based on misunderstanding of the organisations intentions.

To educate the users or consumers of its services.

To regain public confidence after a crisis that had shown the organisation to be inefficient in some way, the cause having been corrected.

To strengthen the organisation against risk of a takeover.

To establish a new corporate image.

To make known the organisations activities.

To make known the organisations participation in public life.

To win understanding, support and to influence the opinions and behaviour of an organisations publics.

2.4 PUBLIC RELATIONS IN POLICING

Direct communication with the public is one of the fundamental conditions of long-term successful work of any police force. In this connection public relations are an inseparable part of Police work. Public relations is a subject of great interest everywhere in the world because there is need to spread knowledge and create understanding of countless subjects in both the public and private sectors. Public relations on an international scale have been growing rapidly. Many governments, co-operations and other interests have become aware of the need to create and maintain understanding and an atmosphere of friendliness through out the world.

International experts agree that the same public relations principles can be applied anywhere in the world with equal success; but individual techniques must be modified to suit local conditions and habit patterns.

When it comes to police, public support and cooperation are influenced by the relationship between the public and their police; it is influenced by the actions and conduct of each toward the other.

The actions of each are determined by their own attitudes and influence the attitudes and conduct of the other. Each must have a correct attitude and conduct of the other, if the desirable relationship is to be created and maintained.

While the police themselves are the most important factor in creating public attitudes, there are other influences in constant play. The press, motion, pictures, and television exert a powerful influence in moulding public opinion and they may through misrepresentation, create a climate of feeling which is unfriendly and unfair.

The public relations programme must begin by looking at restorative justice, unlike traditional justice which is about pinpointing blame and imposing punishment, restorative justice is about individuals taking responsibility for their own actions and finding their own solutions to repairing the damage that has been caused. This often entails a meeting of all those affected by an incident.

This could result in not only some police personnel changing their attitudes and behaviour towards the public but to citizens gaining a better understanding of police pressures and procedures while achieving the one thing that so many really want – a simple apology, face to face.

But in the final analysis, the police will have to be their best public relations specialists. They can achieve this only by being at their professional best in carrying out their daily duties, thus engendering the trust, confidence and cooperation of the law-abiding citizens who are the overwhelming majority of the population.

Good will is as essential to success in police operations as it is in commercial enterprises. Public good will is developed by positive action, it is not wished into being by hopeful thinking. Methods and procedures that will bring about agreeable relations with the public must be carefully developed and planned.

Confidence, respect, trust and affection are the sole basis of power and efficiency. If the police attitude is unfair and unreasonable, and if they unnecessarily embarrass, humiliate, annoy, and inconvenience the public, the public will certainly withdraw its friendship and will justifiably resent ruthless campaigns that grow out of futile attempts by the police to meet their own inefficiencies.

The aim of public relations is to develop a favourable public attitude based on respect for and confidence in the police. Public cooperation is essential to the successful accomplishment of the police purpose.

The support of the public is necessary for the enforcement of major laws as well as minor regulations and with this support, arrests are made and convictions obtained, that otherwise would not be possible.

A public that observes laws and complies with regulations relieves the police of a large share of their burden.

Strong public and community support used successfully in friendly communities progressive programs and increased efficiency result in a greater public appreciation of police efforts. Public commendation and praise build police morale, which leads to increased efforts and improved services.

When the activities of the police are misunderstood and construed as wrong, their morale is damaged, the maintenance of "utumishi kwa wote" is made difficult, and they develop a negative mental state that course them to be fearful of understanding any constructive work.

Also faced with a critical, hostile public, the police unfortunately tend to develop a hostile attitude, which only worsens public relations.

2.5 IMPORTANCE OF PUBLIC RELATIONS IN POLICING

The police force has been in need of such professional assistance for years. Many are the good things done by caring, professional policemen and policewomen interacting daily with the public, that go unnoticed. So, to that extent, the police remain an almost faceless, anonymous organisation.

The real need for public relations expertise lies in dealing with the increasing number of complaints ranging from misconduct to murder, which is levelled, almost daily against members of the police force.

And when the police hierarchy take internal disciplinary action against its personnel in response to complaints made by citizens, the public is never informed. So the citizens' impression is that nothing has been done about it. Thus public relations can take care of all these.

Public relations bring the police closer to the public and develop a partnership with the citizens. It opens up the police to let its public know and understand the actions of the police. The current crimes and what the police are doing to correct the situation.

The police through public relations will inform the public on matters within its work, if, in doing so, it does not harm its work or the work the rightful benefits of others. In indirect relations through the media, the police try to increase the quality and volume of information daily given to journalists.

Through publications, advertisements and other means the police warns citizens about dangers, and helps with advice towards a safer life.

But the real importance of public relations is to improve relationship between the police and the public with the aim of raising the level of mutual respect, and being well understood in its actions by the public who are actually its employer.

2.6 TRAINING OF POLICE OFFICERS

Training is a planned process to modify attitude, knowledge or skill behaviour through learning experience to achieve effective performance in an activity or achieve effective performance in the work situation, Is to develop the abilities of the individual and to satisfy current and future manpower needs of the organisation.

Training seeks to develop highly specific and immediately useful skills specifically intended to prepare people to carry out well-defined job contexts and be conducted externally or in-house, is task oriented in so far as employees are being prepared through it to accomplish specific tasks.

The initial training of all police officers takes place at the Kenya Police Training College Kiganjo, with the following national goals in mind. First and foremost is upholding the rule of law and applying it fairly and firmly without fear or favour; to ensure peaceful and secure co-existence among the communities.

The force is also charged with the responsibility of being compassionate and conscious while enforcing all laws and regulations with respect to human rights, cultural, gender sensitive. Plus influencing and encouraging change and, Community participation and to create a

peaceful atmosphere and an orderly community for social economic development.

2.7 BASIC REQUIREMENTS FOR ENLISTMENT IN THE KENYA POLICE FORCE

According to paragraph 9 of the Force Standing Orders, there are no fixed educational requirements for enlistment as a constable, but preference is given to:

- ❖ Candidates with K.C.E or K.C.S.E and who have a minimum of Division three, D+ or its equivalent and are otherwise intelligent.
- ❖ Candidates must pass the aptitude test and fulfil the following requirements.
 - Be between the ages of 18 and 25 years.
 - Be 1 metre 73 cent metre or over in height except for women who must be 1 metre 43 cent metre or over.
 - Have chest measurement 72-cent metres when deflated.
 - Be medically fit.
 - Be of good vision and hearing and good physique.
 - Have no previous criminal record.

A slightly lower standard of physique than that defined in paragraph 9 may be accepted in the case of candidates who are otherwise outstandingly suitable for enlistment. They should not however be enlisted without the authority from Force Headquarters.

2.8 GENERAL OBJECTIVES OF INITIAL TRAINING OF POLICE OFFICERS

- (a) To equip the trainees with the necessary basic knowledge, skills, attitudes and experiences that will enable them execute their duties efficiently and effectively in the society.
- (b) To produce officers who appreciate the role of other institutions and involve them in the solution of problems in policing.
- (c) To produce officers who understand and appreciate changes taking place in the contemporary society.

2.9.0 SYLLABUS FOR INITIAL TRAINING OF POLICE OFFICERS

The following is the current syllabus for the initial training of Police Officers at Kenya Police Training College Kiganjo.

2.9.1 SYLLABUS FOR CRIMINAL LAW

- (i) Brief Introduction to the Subject:
This subject is intended to equip trainees with basic skills and knowledge in selected areas pertaining to Penal Code, Criminal Procedure Code and Evidence Act.

(ii) General Objectives of this subject are,

To develop basic skills and knowledge with which to interpret and explain selected section of the criminal law, and to develop and demonstrate basic skills to enforce selected sections of the criminal law.

(iii) Main topics in criminal law include: -

- (a) Penal Code
- (b) Criminal Procedure Code, and
- (c) Evidence Act.

(a) **Penal code**

Specific Objectives of this topic are: -

To enable the trainee explain the meaning of Penal Code;

Explain selected terms used in penal code, understand and explain general rules as to criminal responsibility, understand and explain parties to offences and define and identify different selected types of offences.

(b) **Criminal procedure code**

Specific Objectives are:

At the end of this topic the trainee should be able to:

- Explain the meaning of criminal procedure code,

- Explain selected terms used in criminal procedure code,
- Identify sources and explain powers of arrest, search, escape and retaking,
- Explain the provisions related to places of trial in criminal investigations,
- Identify and explain various counts,
- Explain the meaning of charges and information,
- Explain the procedure in trial before subordinate court, and
- Explain classes and requirements of supervisions.

(c) Evidence act

Specific Objectives

At the end of this topic the trainee should be able to: -

- Explain the meaning of Evidence Act;
- Explain selected terms used in Evidence Act,
- Explain facts admissible and relevant;
- Explain the meaning of oral evidence,
- Define admissions and confessions and subsequent action,
- Explain competency, compellability and privileges of witnesses,
- Describe procedure in examination of witnesses
- Determine the sources of evidence on opinions of experts,
- Explain refreshing memory by reference to contemporaneous – writing and
- Explain the meaning of burden of proof.

2.9.2 SYLLABUS FOR LOCAL ACTS

This is intended to equip the recruit constables with the basic skills and knowledge in selected Acts of Parliament to enforce law and order.

General Objectives of this Acts are to: -

- Interpret and explain selected local acts and
- Develop and demonstrate basic skills in enforcement of law and order.
- Summary of main Topics under this Acts
- Police Act
- Chang'aa Prohibition Act
- The Traditional Ligour Act
- The Prevention of Corruption Act
- The Children and Young Persons Act
- Firearms Act
- Narcotic and Psychotropic Substances Act.

(i) Police Act

At the end of this topic the trainee should be able to: -

- Explain the meaning of Police Act
- Interpret selected terms used in Police Act
- Interpret selected terms used in Police Act

- Explain selected elements of constitution and administration of the force,
- Identify and explain powers related to duties, powers privileges, and
- Explain and interpret discipline.

(ii) **Changaa Act**

At the end of this topic, the trainee should be able to: -

- Explain the meaning of chang'aa
- Define selected terms under the Act
- Identify offences under the act, and
- Interpret and explain police powers under the act.

(iii) **The Traditional Liquor Act**

At the end of this topic the trainee should be able to:

- Explain the meaning of the traditional liquor act,
- Interpret selected terms used in the act,
- Identify licences under the act,
- Identify and explain offences under the act,
- Interpret and apply police powers.

(iv) **The Prevention of Corruption Act**

At the end of this topic the trainee should be able to: -

- Explain the meaning of corruption
- Interpret selected terms used in the Act, and
- Identify offences under the Act.

(v) **The Children and Young Persons Act**

At the end of this topic, the trainee should be able to: -

- Define the meaning of children and young persons act,
- Interpret selected terms in the Act,
- Explain procedure of handling and treating of Juveniles and
- Explain police powers and offences under the Act.

(vi) **Firearms Act**

At the end of this topic the trainees should be able to: -

- Define the meaning of firearm,
- Interpret selected terms used in the Acts,
- Explain the content and rules regarding firearm certificate,
- Identify offences under the Act and
- Interpret and explain powers within the Act.

(vii) **Narcotics and Psychotropic Substance Act 1994**

At the end of this topic the trainee should be able to: -

- State the meaning of Narcotic Drug and Psychotropic substances,
- Define selected terms used in the act,
- Identify and explain various offences under the Act, and
- Interpret and explain police powers within the Act.

2.9.3 SYLLABUS FOR POLICE PROCEDURE THEORY

Brief introduction of the subject:-

This subject is intended to equip the trainee with knowledge of police procedures

General Objectives

At the end of this course, the trainee should be able to explain and apply selected basic principals of police administration and procedures.

Summary of the Main Topics

- i. Constitution and organization of the force.
- ii. Discipline
- iii. Dress regulation
- iv. Conditions of service
- v. Alarm orders, bugles/whistle calls

- vi. Force welfare
- vii. Care, custody and handling of prisoners/accused persons
- viii. Diplomatic relations
- ix. Training, lectures parades and kit inspections
- x. Use of force by police while on duty
- xi. Relations with the public and press
- xii. Compliments.

(i) **Constitution and Organisation of the Force**

At the end of this topic the trainee should be able to: -

Explain the history and development of the force, explain the constitution and organisation of the force and state the functions of the force.

(ii) **Discipline**

At the end of this topic the trainee should be able to: -

- Define discipline,
- Explain types of discipline,
- Explain the offences against discipline and orderly room proceedings,
- State circumstances of pecuniary embarrassment,
- Take action on complaints against police,
- Define desertion and
- Explain the consequences of desertion.

(iii) **Dress Regulations**

At the end of this topic the trainee should be able to:-

Identify and explain ranks, uniforms and equipment.

He/she should also explain order of dress and wearing.

(iv) **Conditions of Service**

At the end of this topic the trainee should be able to: -

State and explain the conditions and terms of service in the police force and explain contents of a discharge certificate.

(v) **Force Welfare**

At the end of this topic the trainee should be able to define force welfare, and state and explain the amenities catered for by the force welfare.

(vi) **Alarm orders bugle / whistle calls**

At the end of this topic, the trainee should be able to:

Recognize and apply the various orders and calls and also explain and demonstrate the orders and call.

(vii) **Care, Custody and Handling of Prisoners/Accused Persons**

At the end of this topic, the trainee should be able to state the types of prisoners, explain the police procedure appertaining to the treatment of prisoners and accused persons, explain and apply cash bail, bond and bail bond and perform escort duties of prisoners/accused persons.

(viii) **Diplomatic Relations**

At the end of this topic the trainee should be able to: define diplomat, identify and explain the procedure appertaining to the treatment of diplomats and explain meaning of immunities and privileges of diplomats.

(ix) **Training, Lectures, Parade and Kit Inspection**

At the end this topic the trainee should be able to explain the importance of training, Lectures, Parades, Kit/Line inspections and demonstrate skills in parade kit and line inspections.

(x) **Use of Force by Police**

At the end of this topic the trainee should be able to define minimum force, and explain justified and un-justified circumstances of the use of force.

(xi) **Relations with the Public and the Press**

At the end of this topic the trainee should be able to demonstrate good public relations with the press and the public and appreciate and explain the role played by the public and the press in combating crime and finally explain and apply community policing.

(xii) **Complements**

At the end of this topic the trainee should be able to explain compliments and recognise different types of stages and personages entitled to be saluted.

2.9.4 SYLLABUS FOR POLICE PROCEDURE PRACTICAL

This subject is intended to equip the trainees with basic knowledge and skills on selected topics on practical police work.

Objectives of this subject

To demonstrate the procedure of applying police work practically, identify and apply various types of police records, equip with the knowledge and skills on Police communication network and to define and illustrate the importance of first aid.

2.9.5 SYLLABUS FOR LIBERAL STUDIES

This subject is intended to equip the trainee with relevant basic knowledge to enable them understand their working environment.

Objectives

At the end of the course the trainee should be able to: -

Make rational decisions in the course of their duties, develop a harmonious, ethical moral relationship between themselves and the public and also develop a positive attitude towards work.

Summary to topics under liberal studies

- i. Introduction to liberal studies
- ii. Government
- iii. Sociology
- iv. Community Education

(i) Introduction to liberal studies

At the end of this topic the trainee should be able to define Liberal studies and explain the relevance of Liberal studies to policing.

(ii) Government

At the end of this topic the trainee should be able to define Government State and Nation. State the organisational structure of the Government, state the functions of the Government, define a constitution and explain the importance of a constitution.

(iii) Sociology

At the end of the this topic the trainee should be able to:

Define sociology, explain the role of individual in the society, explain the influence of the society on an individual, explain basic fundamental human rights, explain various types and causes of crime, explain the effects of crime on society and demonstrate effective communication skills.

(iv) Community Education

At the end of the topic the trainee should be able to: -

Explain the meaning of community, define psychology, explain mob psychology, define guidance and counselling, explain different types of counselling, develop and apply counselling skills, define stress and explain the causes, effects and various ways of managing stress.

2.9.6 SYLLABUS FOR MUSKETRY

This subject is intended to equip the trainee with the basic skills and knowledge in arms, ammunitions and paramilitary tactics.

At the end of this subject the trainee should be able to: -

Develop and demonstrate the basic skills in handling and use of firearms and to state and explain regulations relating to range and range discipline.

Summary of topics

- i. Musketry training
- ii. Infantry orientation

(i) Musketry training

At the end of this topic the trainee should be able to explain the aim of musketry training, identify and describe various types of arms, explain general characteristics and mechanism of arms, name external and internal parts of arms, demonstrate skills in safety precaution procedure, demonstrate skills in filling and emptying of various types of magazines, demonstrate skills in loading and unloading of selected types of firearms explain malfunction in arms and demonstrate skills in clearing obstruction, identify proper position of fixing, demonstrate firing skills at the shooting range, explain restrictions, demonstrate and apply safety precautions explain circumstances governing the use of

arms and ammunitions, interpret regulations governing the handling of arms and ammunition under the Force Standing Orders.

ii) Infantry Orientation

At the end of this topic the trainee should be able to demonstrate skills in field craft manoeuvres, demonstrate skills in battle tactics and demonstrate and apply skills in map reading.

9.7 SYLLABUS FOR PHYSICAL EDUCATION AND RECREATION

This subject equips the trainees with basic skills, which will promote physical and mental fitness.

At the end of this course the trainee should be able to develop and demonstrate skills that reflect mental and physical fitness and also to develop and demonstrate selected basic self-defence skills.

9.8 SYLLABUS FOR BASIC TRAFFIC MANAGEMENT

This subject is intended to equip the trainee with the basic skills and knowledge in enforcement of traffic laws and regulations.

At the end of the course, the trainee should be able to interpret and enforce basic laws related to vehicle and human traffic and also demonstrate skills to facilitate free flow of vehicle and human traffic.

2.9.9 SYLLABUS FOR DRILL

This subject is intended to make the trainees respond instantly to orders; build confidence and spirit of team work in their daily duties.

At the end of the course trainees should be able to; - demonstrate instant response to orders, cultivate and demonstrate self-confidence and teamwork, and acquire skills and habits of tolerance.

Subject Summary

Introduction

Foot Drill

Arms Drill

Riot Drill

Funeral Drill

Parades

(i) Introduction to Drill

At the end of this topic the trainee should be able to: - explain the origin of drill, interpret selected drill terminologies and state the aim of drill.

(ii) Foot Drill

At the end of this topic the trainee should be to: - explain foot drill, demonstrate foot drill in quick time and slow time.

(iii) Arms Drill

At the end of this topic the trainee should be able to demonstrate skills in rifle drill and perform duties of a sentry.

(iv) Riot Drill

At the end of this topic the trainee should be able to explain the meaning of Riot Drill, perform Riot Drill, identify and use Riot Drill equipment effectively, differentiate Riot Drill commands, state and practise Riot Drill formations, define cordon Drill and perform cordon Drill.

(v) Funeral Drill

At the end of this topic the trainee should be able to explain funeral drill procedure, state the order of procession and perform duties of firing party.

(vi) Parades

At the end of the topic the trainee should be able to participate in parade display.

2.10.0 THEORETICAL FRAME WORK

According to Khasakhala (1994), a theoretical framework is essential to the understanding of factors that may influence or be associated with the identified problem. Thus a theory is a statement of fact, which is subject to falsification. It is a statement about phenomenon, which can either, be proved right or wrong. It is in view of this, that this study adopts Interaction Theory, Social exchange Theory, and Social Control Theory, as discussed below.

2.10.1 INTERACTION THEORY

Interaction Theory is based on the premise that group life is essentially a matter of cooperative behaviour where each acting individual ascertains the intentions and acts of others and then makes his/her own responses (Meltzer 1972).

In this case the police and members of the public gauge each other's actions and elicit their responses according to their individual judgement.

This theory focuses on interpersonal relationships and how people communicate with each other and how they relate to each other in a given situation.

Human beings interpret or give meaning to each other's behaviour and actions. The response is not made directly to the actions of one another but instead is based on the meaning, which they attach to such actions.

The response an individual makes is determined by the meaning he has given to the actions of another individual (Meltzer 1972).

In the case of police public relationship, there is alleged cross misunderstanding between the two groups because; each team looks at the other suspiciously due to their different interpretation of the others actions. For example when the police organise for a raid in search of firearms and aliens, members of the public may interpret it to mean harassment and as such react negatively.

On the other hand when members of the public see something going wrong and advice the police, the police may interpret it to mean that, they are being looked down upon, or that they do not know their work and this will also elicit negative response.

This concept may also be said to define the process, which constitutes the very core of social life and human behaviour.

It is one of the tenants of sociology that the behaviour of human beings can never be fully understood if one does not realise that the social actions of individuals are always oriented towards other human beings, and that it is the interplay between the action of self (ego) and the expected or actual reaction of one or many others (Alters) which occupies the centre of the human stage.

The two groups in our case act as checks and balances against each other such that before one acts he thinks of what the other will think or how he will react.

The simplest unit of sociological analysis consists of at least a pair of individuals mutually influencing each other's behaviour. This process of human interaction involves norms, status, positions and reciprocal obligations, which always come into play when two or more actors enter into relations with each other.

George Simmel (1858-1918), on the other hand contented that it was possible to discover a number of relatively stable forms of interaction underlying the great diversity of concrete social phenomena. Thus it was possible to discover the patterned elements of conflict, cooperation and of competition in social relationships, though the concrete manifestations for these elements would vary according to the particularities of each concrete social situation.

To Simmel it seemed possible to arrive at systematic classification and description of these enduring patterns of reciprocal interaction.

In the case of police and members of the public, the police need members of the public for their salary, information etc while members of the public need police for security etc. Thus there should be mutual understanding between the two for both to benefit from each other.

2.10.2 **SOCIAL EXCHANGE THEORY**

In support of interaction theory is social exchange theory which deals with social processes not merely as a matter of rewards and costs, but as a matter of reciprocal behaviour, of different degrees of reciprocity, unequal-power, and the social conditions for interpersonal behaviour as complementary in some situations competitive in others and altruistic in others. This theory is based on explanations in psychology, which attempts to link behaviour to rewards or punishment.

In the case of this study, members of the public who comply with the law of the land are free while those who contravene it are arrested and taken to the prisons through the courts.

Thus one would choose to remain obedient to the law than break it and risk going to jail. On the side of the police, those who perform their duties well and refrain from corruption and harassing members of the public are likely to get co-operation and information as pertains to crime management while bad ones are avoided.

The two groups get different rewards from each other, leading to reciprocity. Which refers to the tendency in social relations where an individual receives a reward and also gives out another reward in exchange. On the same note, Homans (1974), explains allocation of rewards and costs between persons in the concept he refers to as the rule of distributive justice. This refers to a person's expectation of rewards due to him and the costs he may incur i.e. reward; cost ratio.

Failure of a person to receive fair justice of his expectation will cause him to display the emotional behaviour called anger or resentment, which is in it a punishment and its avoidance is accordingly a reward. For example when police shoot innocent people, there are bound to be street demonstrations against the police, while when the members of the public strike or riot the police will quell them down by tear gas, rungus, and even firearms. Thus men learn to pursue activities, which are rewarded positively by attainment of justice and avoid those that involve unjust exchanges.

2.10.3 **SOCIAL CONTROL THEORY**

According to Coser and Roseriberg (1965), Social Control refers to those mechanisms by which society exercises its dominion over component individuals and enforces conformity to its norms i.e. its values.

Therefore social control theory has been adopted in this study because it explains how the police use their powers to control members of the public.

Ross (1866 –1951) employed the term "Social Control" in a rather imprecise sense, yet one gathers that he was mainly concerned with those regulative institutions, which ensure that individual behaviour is in conformity with group demands, this can be related to Law courts and Prisons. He showed the important role which beliefs in the supernatural ceremonies; public opinion, morals, education, law and related phenomena play in maintaining the normative structure of society.

However, the early sociological investigators significantly enlarged the understanding of social control by pointing out that there is a wide range of control mechanism that law, which had earlier been seen as the only important mechanism, was one of the many, and possibly not even the most important. In the case of this study apart from maintenance of law and order, the police must establish and maintain a good public relationship with members of the public and by so doing they will get the badly needed support in the performance of their duty.

In fact Wilson (1963), clearly points out that, the aim of public relations is to develop a favourable public attitude, based on respect for, and confidence in the police. He goes a head and says that public cooperation is essential to the successful accomplishment of the police purpose.

The support of the public is necessary for the enforcement of major laws, as well as of minor regulations, and with this support arrests are made and convictions obtained, that otherwise would not be possible. A public that observes laws and complies with regulations relieves the police of a large share of their burden.

Further advances came from a number of theorists who, though working independently arrived at substantially similar results. Emile Durkheim, after first having attempted to explain social control solely in terms of exterior constraints, was led in his later work to emphasize that social norms for being imposed on the individual from the outside became in fact internalised, that they are "Society Living in us".

Durkheim now maintained that the essence of control law in the individual's sense of moral obligation to obey a rule is the voluntary acceptance of duty rather than a simple exterior conformity to outside pressure.

The moral demands of society, as Durkheim sees them in his mature work, are constitutive elements of the individual personality itself. Thus being coerced by the police is irrelevant.

On the other hand Berko et al (1992), says that, ideally the use of power is controlled to the extent that it becomes a tool of cooperation rather than a weapon of punishment.

And here the message of a Hindu proverb should be kept in mind, that "There is nothing noble in being superior to another man, true nobility is being superior to your former self." In this respect members of the public and the police can work properly for success if the two have a mutual understanding other than when the police show that they are superior.

2.10.4 HYPOTHESES AND OPERATION OF VARIABLES

There are three main Hypotheses in this study.

The operational definitions of the key variables of the Hypotheses form the subject of this section.

HI In-adequate training of Police Officers in Public Relations has a Negative effect on Police Public Relations.

Dependent variable: Police- Public Relationship

Independent Variable: Training of Police Officers in Public Relations.

H2 Brutality by Police Officers contributes to lack of confidence in Police Officers by members of the Public.

Dependent: Confidence by members of the public

Independent: Brutality by police officers

H3 Secrecy by Police Officers contribute to lack of trust in them by Members of the Public.

Dependent variable: Trust by members of the public

Independent: Secrecy by police officers

2.10.5 DEFINITION OF VARIABLES

Training - This will be used to refer to preparing Police Officers to a defined standard of efficiency in their work and behaviour, by teaching or instructing.

In-adequate training –This will be used to mean inadequate preparation of Police Officers to a desired standard of efficiency and behaviour by teaching or instructing.

Police Officers – This will be used to refer to all members of the Police Force of whichever rank. But will exclude Administration Police. Included here are, Criminal Investigation Department, General duties, Traffic, Flying Squad among others.

Public Relations – Will be used to mean, a deliberate establishment, organization, maintenance of good will and mutual understanding between Police Officers and members of the Public.

Professional Ethics – This will be used to refer to Police Moral Principles and Rules of conduct. This will include performing Police work freely and fairly to all without any favours or intimidation, and soliciting no bribes.

Brutality – This will be used to refer to merciless and cruel behaviour of the police officers. This will include shooting innocent people, torture, and malicious prosecution among others.

Confidence – This will mean having firm trust in the Police Officers by members of the public.

Secrecy – This will be used to mean Police Officers keeping to themselves, and hiding information from members of the Public.

Trust – This will be used to mean belief in. That is a member of the Public having the willingness to believe in Police officers.

10. Members of the Public – This will be used to refer to all people residing in Kenya apart from Police Officers.

CHAPTER 3: METHODOLOGY

3.0 INTRODUCTION

In this chapter our study presents the research design that was used to meet the objectives of the study. The following were included in the design:-

- a) Research site
- b) Sources of data
- c) Sampling procedure
- d) Methods of data collection
- e) Data analysis

3.1. RESEARCH SITE

This study was conducted within Nairobi Province, because it is the capital city of Kenya and is known to be inhabited by people from all parts of the Country. That is, it has a heterogeneous population. There is also more interaction between Police Officers and members of the public in this Province due to high population turn over. This area was also chosen because of accessibility and limitation of resources. Nairobi Province is bordered on all its sides by three Provinces namely, Rift Valley, Central and Eastern.

For the purpose of this study, Nairobi Province was divided into three areas namely, residential, business District and Industrial area. All areas were equally covered.

3.2 SOURCES OF DATA

In this study both Primary and Secondary sources of data were used. Interviewing members of the public, key informants and serving Police Officers obtained primary data. While Secondary data was based on the records available at the CID Headquarters library, CID Training School, Police Headquarters and Police Stations. This included books, journals and Minutes for Meetings, manuals, occurrence books and reports.

3.3. SAMPLING PROCEDURE

The sample for this study was 150 of which 100 were members of the public and 50 Police Officers of low ranks between constables and members of Inspectorate. All of them were randomly selected from the entire population of Nairobi Province. Random selection was done to ensure representative-ness. However, the key informants were not randomly selected but purposively identified and interviewed. This included Senior Police Officers of the rank of Superintendents and above.

Residential areas were divided into estates and slums. Two estates namely Dam in Langata and Kileleshwa were randomly selected. While two slums namely Kibera and Mathare were also randomly selected and studied. At the same time four Police Stations namely Langata, Kileleshwa, Muthaiga and Kilimani were randomly selected and studied. For business areas, only the Central Business District was purposively selected and studied.

3.4.0. **METHODS OF DATA COLLECTION**

For the purpose of this study, three University graduates and two form four leavers were selected to assist in data collection. Training on how to interview respondents including detailed orientation on the questionnaire were conducted.

Four methods of data collection were used. This included:-

- (i) In depth interviews with key informants using interview guides.
- (ii) Observation on how Police Officers interact with members of the public in different Police stations and outside Police stations.
- (iii) Questionnaires, which had both closed and open-ended questions. This was administered to both Police Officers of low ranks between constables and members of inspectorate and members of the public.

- (iv) Review of documentary materials available at CID Headquarters library, Police Headquarters, CID Training School and at Police Stations.

3.4.1. In depth interview with key informants

This is a dialogue between a skilled interviewer and an interviewee. It entails asking questions, listening to and recording the answers and then posing additional questions to clarify or expand on a particular issue. This method was chosen because key informants have access to other information of interest and helped us to understand the issues being investigated as well as the respondents. This method was also chosen because it gives room for checking any misunderstanding of questions, probing and also provided an opportunity for observation.

The key informants included:-

- ❖ Senior Police Officers of high rank from Superintendents and above.

3.4.2. Observation

This is a technique by which an individual or individuals gather first hand data on behaviours being studied. This provided us with an opportunity to collect data on a wide range of behaviours, to capture a great variety of interactions, and to openly explore the research topic.

By observing directly how Police Officers interact with members of the public, gave an holistic perspective i.e. an understanding of the context within which the population under study operates. Observational approach allowed us to learn about things the population may be unaware of or that they would not be willing or unable to discuss in an interview.

3.4.3. Questionnaires

A questionnaire is a printed form containing a set of questions for Gathering information. The Researcher and Research Assistants administered them. This was the principal method of data collection and two sets of questionnaires were used. The questionnaires had both open ended and close-ended questions.

They were administered to Police Officers of low ranks between constables and members of inspectorate and members of the public, residing in the research area(site).

For the purpose of this study the questionnaires gathered information in the following areas:-

- Personal information.
- Recruitment of Police Officers.
- Training of the Police Officers.
- General knowledge of police public relationship.

- Current situation of police public relationship.
- Interaction between police officers and members of the public.
- Impression of members of the public about Police Officers.
- What can be done to improve Police Public Relationship.
- How to restore confidence in the public about Police Officers.
- How members of the public can be involved in policing.
- The issue of professional ethics.

The sample size for questionnaire interview was 100 members of the public and 50 Police Officers.

3.4.3. Review of documentary materials

Lincoln and Cuba (1985), defined a document as any written or recorded material not prepared for the purpose of the research or at the request of the inquirer. They are written without any bias to the research Topic.

Documentary sources were also an important source of data. This involved collecting secondary data from written works, found at CID Headquarters library, CID Training School, Police Headquarters and Police Stations.

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he works reviewed included:-

- ❖ Books
- ❖ Reports
- ❖ Journals
- ❖ Minutes of meetings
- ❖ Workshop reports and
- ❖ Police Review Magazines

These documents enabled me to extract useful data on Training and Police Public Relations. This method was adopted because existing records often provide insights into a setting or a group of people that cannot be observed or noted in another way.

CHAPTER 4: DATA ANALYSIS AND PRESENTATION OF THE FINDINGS

0 - INTRODUCTION

In this study descriptive statistics was used. All answers to questions were summarised and analysed before making conclusions. Simple variables have been used for explanation and comparison.

This chapter gives an impression of how Police Officers are recruited, trained and how they interact with members of the public in the course of executing their duties.

This study was exploratory in nature and benefited from a combination of research methods, which included, questionnaires, in depth interviews with key informants, observation, and review of documentary materials.

4.1 - RECRUITMENT OF POLICE OFFICERS

The data collected from this study shows that Police Officers are rarely recruited on the basis of transparency and merit based principles. In fact 77% of the people interviewed said that recruitment is flawed. 13% argued that recruitment was done on merit. And the remaining 10% had no idea on how recruitment of Police Officers was done. (See table 1 on page 63.)

TABLE 1: RECRUITMENT OF POLICE OFFICERS

RESPONSE ON RECRUITMENT	NUMBER OF PEOPLE	%
RECRUITED ON MERIT	19	13
NOT RECRUITED ON MERIT	116	77
NO IDEA	15	10
TOTAL	150	100

Table 1 above shows that there is something wrong with the recruitment of Police. This is because 77% of the total number interviewed said that there is no fairness. This percentage is big compared to only 13%, those who say recruitment is done on merit.

4.2 TRAINING OF POLICE OFFICERS

Police Officers are trained in a wide range of subjects, as shown in the literature review. However, in this chapter we are going to see how many hours each subject is allocated. (See table 2 on page 64.)

TABLE 2: SUMMARY OF HOURS ALLOCATED TO EACH SUBJECT

SUBJECT TAUGHT	HOURS	%
Drill	224	24.6
Police procedure practical	165	18.1
Law	117	12.9
Police procedure Theory	114	12.5
Musketry (Weapon Training)	90	9.9
Tutorial studies and Quarters Administration	66	7.2
Liberal studies	57	6.3
Physical Education	39	4.3
Traffic management	36	4.0
Public Relations	2	0.2
TOTAL	910	100

Table 2 , on page 64, shows that Police Public Relations is given only 2 hours out of the total 910 hours of the whole initial course. This reflects only 0.2% of the total number of hours. This also shows how police training undermines public relations. As a result there is negative relationship between Police Officers and members of the public.

Emphasis of the police training is laid on Drill, which does not make much sense in the contemporary world. Good public relationship should be emphasised at all costs. The table confirms how police training is blind about the urgent need to change the dented name of the police force. There is dire need for a change in this curriculum so as to gain badly needed public support in the war against crime.

4.3 PROFESSIONAL ETHICS

This study has shown that Police Officers do not always adhere to professional ethics while performing their duties. From this study, a higher percentage of the people interviewed confirmed this. The same group of people went ahead to say that Police Officers do not even respect the due process and the rule of Law when carrying out their duties. They tend to be subjective instead of being objective, fair and firm to all.

Police Public relations have been depicted as unfriendly and suspicious as shown by table 3.

TABLE 3: RELATIONSHIP BETWEEN POLICE OFFICERS AND THE PUBLIC

KIND OF RELATIONSHIP	NUMBER OF PEOPLE	%
FRIENDLY	15	10
UN FRIENDLY	61	41
SUSPICIOUS	66	44
NO IDEA	8	5
TOTAL	150	100

From table 3 above, it shows that 5% people had no idea about how Police Officers interact with members of the public. About 41% said that the relationship between the two was unfriendly. About 44% said the relationship is suspicious while the remaining 10% said it was friendly. This is a serious problem and as such ways and means of bridging the gap should be employed at all costs. The respondents who said that the relationship between Police Officers and members of the public was unfriendly plus those who said the relationship was

suspicious showed the negative relationship between the two. Therefore what one realises is that there is a problem between the two groups, which needs to be addressed urgently.

4.4 CONFIDENCE OF MEMBERS OF THE PUBLIC IN THE POLICE

This study shows that there is very little confidence in the Police by members of the public. This has come out clearly by the way members of the public decline to report crimes committed against them.

TABLE 4: REASONS FOR NOT REPORTING CRIMINAL CASES

REASON FOR NOT REPORTING	NUMBER OF PEOPLE	%
Fear of intimidation by the police	38	38
Police will use the information For their own economic gain	5	5
Poor investigation by the police	34	34
No action may be taken	23	23
TOTAL	100	100

able 4 on page 67, shows that 38% of the respondents failed to report cases due to fear of intimidation, 5% due to fear that police will imply use them for their own economic gain, 34% fear the consequences while 23% said that no action may be taken. All the above responses are negative leading to poor police public relations.

4.5 POLICE OFFICERS

On the other hand, the data presented by Police Officers show that they also have problems dealing with members of the public. Out of 50 Officers interviewed, 30 of them said that they lack cooperation from members of the public. The remaining 20 cited different problems such as lack of transport, interference of cases by Senior Police Officers, lack of equipment, poor working conditions, lack of motivation etc.,

Apart from that, different Police Officers have different feelings about the training that they receive. Out of 50 Police Officers interviewed, 28 of them feel that they are not adequately trained to cope with the changes taking place in society.

While 10 feel that they are adequately trained and the remaining 12 have no idea about what adequate training should be like. To the 12 so long as they are employed, they do not mind about training.

TABLE 5: RESPONSE OF POLICE OFFICERS ABOUT THEIR TRAINING

RESPONSE ABOUT TRAINING	NUMBER OF OFFICERS	%
Adequately trained	10	20
Not adequately trained	28	56
No idea	12	24
TOTAL	50	100

Asked in which areas their instructors did well, most officers said it was in Drill and weapon training commonly referred to as Musketry.

However, both Police officers and members of the public unanimously agree that good police public relationship is very crucial for effective crime management.

0 SUMMARY OF FINDINGS

It is a fact that police have a very bad image arising from the way they relate to the public. They have earned the reputation of being extremely corrupt and bullies, and taking every opportunity to deny members of the public their rights. This obviously has something to do with the way they are recruited and the kind of training they are given both at their initial training at Kiganjo and thereafter.

6.1 FINDINGS FROM MEMBERS OF THE PUBLIC

There is a general belief that recruitment is not based on merit. It depends mostly on whom you know and what one has in terms of money. The requirements for recruitment into the Police Force have been overtaken by time.

On the other hand, training of Police Officers emphasises the enforcement of Law without adequately addressing the issues of human rights and the image they need to sustain while carrying out their duties.

The respondents noted that the following courses are lacking in the training curriculum of Police Officers.

- Public relations and customer care. This will enable the Officers to consciously improve their image.
- Management skills.

- Supervisory skills.
- Human Resource Management.
- Training of trainers course.
- Information technology.
- Human Rights.
- Anti Terrorism course.
- Collection of intelligence course.
- Fraud investigations.
- Law
- Public Prosecution.
- Leadership in new era.
- Result oriented Management.
- Attitude and behaviour change.
- Professional and work ethics.
- Social psychology.
- Counselling.
- Community Policing.

All the above mentioned courses would enable the Police Officers to broaden their minds and act rationally. They would be able to attain the attributes of being impartial, loyal, honest and careful, and efficient in their duties.

The hostile relationship between the Police and members of the public is not accidental. It is part and parcel of the culture which has been allowed to develop in society over the years.

There exists a gap between the two because Police Officers do not adhere to the professional ethics when carrying out their duties. Members of the public are willing to report crimes and even volunteer information to Police Officers but they fear being intimidated.

Police Officers do not carry out their duties fairly and firmly to all irrespective of gender, age and ones position in live. There is selectivity in the delivery of services and as such Police Officers are seen as being in competent and un professional.

The relationship between Police Officers and members of the public is seen as un friendly and suspicious. This is a very serious problem that needs to be addressed urgently.

The two have a lot in common and should define what is mutually beneficial and exploit it.

This study has found that all Police Officers irrespective of their ranks need public relations training very urgently. This is so because they have some common practices, which make members of the public lose confidence in them.

Some of the said practices include:-

- Bribery.
- Harassing members of the public.
- Arresting and prosecuting innocent people.
- Insulting and using abusive language against members of the public.
- Brutality.
- Laxity in response to distress calls from members of the public.
- Involvement in criminal activities.
- Corruption,
- Being un reasonable.
- Mistreating suspects in police custody.

All the above factors and many others leads to negative image of Police Officers in the eyes of the public. Therefore Police Officers do not meet expectations of the members of the public, hence poor public relations.

In terms of organisation and staffing, there are no public relations officers at the posts, stations, divisions and even some Provincial Headquarters. Yet this are places where police have direct contact with members of the public.

1.62 FINDINGS FROM POLICE OFFICERS.

This study has established that Police officers have their own problems in dealing with members of the public.

To begin with Police Officers expressed concern that there is lack of cooperation from members of the public. That the public look down upon them and as such they do not want to work with them and crime management.

Some Police Officers also pointed out that some members of the public are arrogant and the only way to deal with them is to be equally arrogant.

Three quarters of the Officers interviewed complained about inadequate training in public relations. They expressed the need to enhance public relations and customer care plus work ethics in order to improve the dented image of the Police Force.

The study also showed that training in areas such as information technology, cyber crime, intelligence, personnel managements and public relations is inadequate.

about eighty percent of the Officers were of the opinion that the entire training curriculum of the Police Force be restructured and serving Police officers be talent spotted and further trained in specified fields.

It was pointed out by all Police Officers interviewed as a tool of punishment and therefore its lessons should be reduced and used for public relations and Law instead.

Seventy five percent of the Police officers interviewed said that recruitment of instructors to Kiganjo are partially by talent spotting but mostly is as a punishment based on suspicion or bad blood between senior and junior police officers and when this instructors get to Kiganjo, they do not teach as required but instead turn their aggression to recruits. They abuse and mistreat recruits to such an extent that recruits fear them and do not get what they purport to teach.

The training environment is hostile which leads to hostile products of men and women in blue.

Some instructors are just posted to Kiganjo without any training as pertains to instructing skills, therefore coupled with lack of experience and forced transfer, instructors often do not deliver as expected of them.

he other issue that was found out by this research is the argument by Police Officers that the Police Force reflects the cross section of the Kenyan Society. That whatever the Police officers do, is also done by every other Kenyan e.g. corruption and bribery and therefore society is the problem but not the Police officers per se.

Lack of equipment and other resources makes the Police operation very difficult and as such they are blamed for not being effective.

Police Officers say that the whole penal system is rotten and as such it forces them to act unprofessionally. One Officer cited an example whereby he arrested a suspect and after investigations, he arraigned him before court. The following day he met the same suspect on the streets and the suspect told the Officer that even if he re-arrested him he could never stay behind bars.

The study also established that there is no appreciation from the public for the good work done by the Police. The public is not bothered about anything positive about the Police.

The Police are treated as objects. One Officer pointed out that when a Police Officer is shot dead by thugs, nobody cares. But when a thug is shot dead by the Police then there will be an out cry for justice to be done.

Other Officer said that poor Police Public Relations is caused by the press, in a sense that the press always portray Police Officers as very bad people. It magnifies anything wrong done by the Police. It does not focus on the good things that the Police do.

Therefore the public get to know only the negative side of the Police.

6.3 FINDINGS FROM KEY INFORMANTS

To begin with one of the key informants commented about the Vision and Mission of his Department, that is CID. The study found out that their vision is to attain excellence in crime prevention, detection, investigation and prosecution.

While their vision is:-

- Commitment to providing high quality service by upholding and applying the law fairly and firmly to all.
- Applying proactive methods in prevention and detection of crime.
- Commitment to cultivating rapport and partnership with the Community.
- Pledge to respect individual and human rights while recognising the community's expectations and obligations.
- Reviewing their role and approach to law enforcement methods as necessary in order to reduce the fear of crime and create a conducive environment for socio-economic development.

In order to be able to achieve all these, my key informant said that they need public support.

All the ten key informants, informed me that Police Officers harass their customers, i.e., the public, at times they frame up charges for them to be put in jail. And due to this the public see the Police as incompetent, corrupt, unprofessional, arrogant and uncaring.

At times Police Officers carry out shoddy investigations or are compromised by the accused persons to mess up with the case by destroying evidence or leaving gaps during investigations. Therefore the complainant is left unsatisfied.

The key informants also said that some of the strategies to maintain good policing are:-

- Equip the police as a priority.
- Prevent interference by outsiders such as politicians.
- Enhance Police Public Relations by encouraging frequent interaction.
- Work closely with members of the public, through community policing.

Limitation to good policing:-

- In adequate resources e.g. transport, fuel etc,.
- Poor Public Relations
- Closed door policy traditionally adopted and maintained by the Kenya Police.
- Poverty in the general populace.

According to the key informants, reasons why police Officers do not carry out their duties as expected include:-

- ❖ There are too few Police Officers.
- ❖ In adequate equipment/facilities.
- ❖ Lack of commitment.
- ❖ Poor pay
- ❖ In adequate training.
- ❖ In adequate resources
- ❖ Corruption in the force.
- ❖ Hostile public.
- ❖ Lack of motivation.
- ❖ Poor working conditions.
- ❖ Lack of accountability by law.
- ❖ Being over looked by the Senior Officers.
- ❖ Pathetic housing conditions.
- ❖ Low self esteem.

- ❖ Sickness.
- ❖ Poor deployment.
- ❖ Selective treatment of some Police Officers.

Information that the public should know about Police as suggested by the key informants include:-

- Any information which is not classified and that which may not jeopardize investigations.
- Everything other than plans for future arrests.
- All except that which affect State security.
- Any that can inspire information released by the public.

4.7 CONCLUSION

This study has shown how a good Public Relations exercise can be enhanced between Police Officers and members of the public. It has also pointed out ways through which the Police can restore their lost confidence. The study has explained the importance of involving members of the public in the police work so as to un earth the mystery of the police secrets.

All in all biased recruitment, inadequate training in public relations, brutality and secrecy are some of the critical issues that contribute to poor Police Public Relations.

4.8 RECOMMENDATIONS

First and foremost, for there to be good public relations between the police and members of the public, police officers have to change, communicate to the public that they have changed and then sustain that change.

Recruitment of Police officers should be done on the basis of merit but not on the basis of nepotism and corruption. Recruiting officers should be independent and not from the Kenya Police Training college Kiganjo.

Recruitment requirements should be addressed since they have been overtaken by time.

Training of Police Officers should change from what it is now and shift its emphasis to humanities such as public relations, Law, Social psychology, Human right etc, which is badly needed by the Force.

For the Police to restore their confidence in the public, they should stop offering their services selectively because all members of the public are their employers.

Police officers should always bear in mind professional ethics when executing their duties. The idea of Human rights and human dignity should be considered at all times.

The public should know virtually everything about the police other than plans of future operations and arrests, which may jeopardise their work or affect State security. This will encourage them to volunteer important information and build mutual trust and understanding between the two.

Practise community policing whereby the public should be given an opportunity to decide on what they want according to their priorities as pertains security matters.

Recruitment of instructors to instruct at the Kenya Police Training College, Kiganjo should be done voluntarily and on merit and not as a punishment.

Training of Police Officers should be continuous even after leaving Kiganjo. They should be encouraged to further their education and knowledge in higher institutions of learning.

The Police should be equipped as a priority so as not to give excuses when they are called upon to assist members of the public.

Police should be given adequate training, motivation, good working conditions and attractive salary.

Develop new training curriculum to meet the current needs and trends in society to address policing problem in fighting crime.

It is the high time Public relations offices were decentralised to lower levels, that is Posts, Stations, Division and all Provincial Headquarters, because this is where officers are in direct contact with the public.

Remove bad eggs from the basket. Police Officers who act unprofessionally should be warned twice and the third time he/she be removed from the Force.

On the other hand the public should support the police and volunteer important information to assist in crime management. The public should also treat the police with humane and appreciate their difficult work.

Members of the public should appreciate when the police do something good and give them a pat on their backs when it is deserved.

Police Public Relations should be enhanced by encouraging frequent interaction, joint workshops and seminars and even long courses so as members of the public to get a chance of learning about the police.

The press should be impartial and always report the truth. When the Police go wrong, they should say so and when they perform well they should report correctly. The press should give to ceasar what belongs to Ceasar.

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