

**EFFECTIVENESS OF COUNSELING SERVICES ON REHABILITATION
AMONGST NON-CUSTODIAL OFFENDERS IN NAIROBI COUNTY, KENYA**

MASESE MONYENCHE PAMELA

C50/CTY/PT/23821/2011

**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF HUMANITIES
AND SOCIAL SCIENCES IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTERS OF
ART IN COUNSELING PSYCHOLOGY OF KENYATTA UNIVERSITY**

OCTOBER, 2015

DECLARATION AND RECOMMENDATION

This project is my original work and has not been presented for a degree in any other university or for any other award.

Signature:  Date: 16th October, 2015

Masee Monyenche Pamela

C50/CTY/PT/23821/2011

This project has been submitted for review with our approval as University Supervisors.

Signature 1:  Date: 19/10/15

Dr. Wilfrida Olaly

Department of Psychology,
School of Humanities and Social Sciences,
Kenyatta University.

Signature 2:  Date: 19.10.2015

Dr. Rev. Davis Gatua,

Department of Psychology,
School of Humanities and Social Sciences,
Kenyatta University.

DEDICATION

I wish to dedicate this project to all those Probation officers who are committed to the course of giving offenders an opportunity to unlock some of the human values which they have never experienced before and using these values to propel them towards true success.

ACKNOWLEDGEMENT

I wish to thank the Almighty God for his blessings throughout the period that I prepared this project. I also acknowledge and thank my supervisors Dr. Wilfrida Olaly, and Dr. Rev. Gatua Michael Muchiri for their persistent encouragement and valuable criticisms about the content, flow and meaning of this project. I acknowledge the faculty in the Department Psychology, library and the administrative staff at Kenyatta University for their support. I thank the Graduate School for approving my research proposal. My sincere gratitude also goes to the National Commission for Science, Technology and Innovation for permitting me to collect data. Further, I extend my gratitude to my fellow candidates for their valuable input, insights and constant follow up on the progress of this project. I am indebted to the participants without whose input this project would not have succeeded. Lastly I would also like to thank my family for support and encouragement.

ABSTRACT

In Kenya today, the major threat to development is insecurity and a lot of resources have been used in implementing counseling services to reduce crime rate and enhance security. The Department of Probation and Aftercare service is a criminal justice agency which is mandated to rehabilitate, reintegrate and resettle offenders in the community. It has over 500 Probation officers who have been trained in Psychological Counseling so as to use counseling services in the rehabilitation of non custodial offenders. However statistics available in the department indicate a high rate of absconders and re-offenders. This study therefore, sought to evaluate the effectiveness of counseling services on rehabilitation of non-custodial offenders in the department of Probation and Aftercare service with the aim of providing evidence to guide future therapeutic interventions and rehabilitation programs. It specifically focused on evaluating the effectiveness of individual, group and family counseling services on offender rehabilitation. The study population was 402 which included 372 offenders and all the 30 Probation officers in the four stations of Nairobi. Stratified random sampling was used to select 102 offenders and all the 30 Probation Officers were involved hence the total respondents were 132. The study utilized descriptive research design. Questionnaires were used to collect data which was analyzed using descriptive statistics. The findings provided empirical evidence useful in prioritizing areas of counseling services to enhance effective offender rehabilitation. On effectiveness of individual counseling service on rehabilitation of non-custodial offenders, the study revealed that 96% of the non-custodial offenders undergoing counseling indicated that the individual counseling services had impacted on their beliefs, feelings and behavior. Most of the respondents rated the linkage between group therapy sessions and their beliefs, feelings and behaviour change as high (mean score=2.27). Further, the study revealed that family counseling services is critical in the success of the rehabilitation process of the offenders serving non-custodial sentences as most of the probationers rated the relevance of family sessions in their rehabilitation as fair (mean=2.46). In addition, 88.9% of the respondents felt that family psycho-social support impacted on offender rehabilitation and crime control. Finally, the study revealed that 83.6%, 61.2% and 65.7% of the offenders undergoing various forms of counseling stated that they have reformed, empowered and progressed respectively. However, the study also revealed that the frequency of meetings between probationers and probation officers was not regular. The study also revealed that the offenders do not have the relevant skills to enable them to be self-reliant economically and socially. On the basis of these findings the study has made recommendations for improvement. The study recommended regular interaction between the probation officers and probationers at least on weekly basis to ensure proper monitoring of the progress of offenders in reintegrating into the society through counseling services. It is proposed that more attendance centres be opened at the sub- location level and introduce mobile offices with aid from special support fund to probationers who are assessed to be of low risk. The probation officers should be considered for specialized professional development to enhance their competence in providing counseling services. To meet further supervision and cost challenges, it is recommended that private service providers be licensed to complement on government efforts in the rehabilitation, and reintegration of offenders. Finally, the government should come up with a clear training policy which will ensure that proper structures are in place for the proper training for all the offenders serving non-custodial sentences. This will see to it that the offenders acquire proper skills which can help them secure employment or become self-employed for self-sustenance.

TABLE OF CONTENTS

| | |
|--|-------------|
| DECLARATION AND RECOMMENDATION | ii |
| DEDICATION | iii |
| ACKNOWLEDGEMENT | iv |
| ABSTRACT | v |
| LIST OF TABLES | x |
| LIST OF FIGURES | xii |
| OPERATIONAL DEFINITION OF TERMS | xiii |
| ABBREVIATIONS AND ACRONYMS | xiv |
| CHAPTER ONE | 1 |
| INTRODUCTION | 1 |
| 1.1 Background of the Study..... | 1 |
| 1.1.1 Rehabilitation..... | 5 |
| 1.1.2 Counseling Services..... | 6 |
| 1.1.3 Department of Probation and Aftercare Service..... | 8 |
| 1.2 Statement of the Problem..... | 9 |
| 1.3 Purpose of the Study..... | 10 |
| 1.4 Objectives of the Study..... | 10 |
| 1.5 Research Questions..... | 10 |
| 1.6 Justification and Significance of the Study..... | 11 |
| 1.7 Scope and Limitations..... | 12 |
| 1.8 Assumptions of the Study..... | 13 |
| CHAPTER TWO | 14 |
| LITERATURE REVIEW | 14 |
| 2.1 Introduction..... | 14 |

| | | |
|--------------------------------------|---|-----------|
| 2.2 | Theoretical Framework | 14 |
| 2.3 | Review of Related Studies..... | 15 |
| 2.3.1 | Individual Counseling Services and Rehabilitation of Offenders..... | 16 |
| 2.3.2 | Group Counseling Services and Rehabilitation amongst Non- Custodial Offenders | 19 |
| 2.3.3 | Family Counseling Services and Rehabilitation amongst Non- Custodial Offenders | 23 |
| 2.4 | Summary of Literature Review and Theoretical Framework..... | 26 |
| 2.5 | Conceptual Framework | 27 |
| CHAPTER THREE..... | | 30 |
| RESEARCH METHODOLOGY..... | | 30 |
| 3.1 | Introduction | 30 |
| 3.2 | Research Design | 30 |
| 3.3 | Study Variables..... | 30 |
| 3.4 | Location of the Study | 31 |
| 3.5 | Target Population..... | 31 |
| 3.6 | Sampling Techniques and Sample Size | 32 |
| 3.7 | Research Instrumentation | 34 |
| 3.8 | Validity and Reliability | 34 |
| 3.9 | Pilot Study | 35 |
| 3.10 | Data Collection Procedures | 35 |
| 3.11 | Data Analysis and Presentation | 36 |
| 3.12 | Data Management and Ethical Considerations..... | 36 |
| CHAPTER FOUR | | 37 |
| PRESENTATION OF FINDINGS..... | | 37 |

| | | |
|---|---|-----------|
| 4.1 | Introduction | 37 |
| 4.2 | Response Rate..... | 37 |
| 4.3 | Demographic Data Analysis..... | 38 |
| 4.3.1 | Demographic Characteristics by Gender | 39 |
| 4.3.2 | Demographic Characteristics by Highest Education Level | 40 |
| 4.3.3 | Demographic Characteristics by Age | 41 |
| 4.3.4 | Demographic Characteristics by Location..... | 42 |
| 4.3.5 | Demographic Characteristics by Marital Status..... | 43 |
| 4.3.6 | Length of Rehabilitation | 44 |
| 4.3.7 | Length of Service | 45 |
| 4.3.8 | Possession of Skills | 45 |
| 4.3.9 | Frequency of Skills Improvement | 46 |
| 4.3.10 | Professional Opinion on Non-Custodial Sentence | 47 |
| 4.4 | Descriptive Data Analysis | 48 |
| 4.4.1 | Effectiveness of Individual Counseling Services on Rehabilitation | 48 |
| 4.4.2 | Effectiveness of Group Counseling Services on Rehabilitation | 54 |
| 4.4.3 | Effectiveness of Family Counseling Services on Rehabilitation | 57 |
| 4.3.4 | Rehabilitation | 61 |
| 4.4 | Qualitative Analysis..... | 64 |
| 4.5 | Summary of Findings..... | 65 |
| CHAPTER FIVE..... | | 69 |
| DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS..... | | 69 |
| 5.1 | Introduction | 69 |
| 5.2 | Discussion..... | 69 |
| 5.3 | Conclusions | 71 |

5.4 Recommendations 72

REFERENCES 75

APPENDIX 1: LETTER OF APPROVAL..... 78

APPENDIX 2: INFORMED CONSENT FOR THE RESPONDENTS..... 79

APPENDIX 3: QUESTIONNAIRE FOR PROBATION OFFICERS..... 80

APPENDIX 4: QUESTIONNAIRE FOR CLIENTS 87

LIST OF TABLES

| | | |
|-------------------|---|----|
| Table 3.1 | Target Population | 32 |
| Table 3.2 | Sample Size | 33 |
| Table 4.1 | Response Rate | 37 |
| Table 4.2 | Distribution of Respondents by Gender | 39 |
| Table 4.3 | Distribution of Respondents by Education Level | 40 |
| Table 4.4 | Distribution of Respondents by Age Group..... | 41 |
| Table 4.5 | Distribution of Respondents by Location | 42 |
| Table 4.6 | Distribution of Respondents by Marital Status | 43 |
| Table 4.7 | Length of Rehabilitation | 44 |
| Table 4.8 | Length of Service | 45 |
| Table 4.9 | Possession of Skills | 46 |
| Table 4.10 | Possession of Skills | 46 |
| Table 4.11 | Recommendation of Non-Custodial Sentence | 47 |
| Table 4.12 | Impact of Individual Counseling Services..... | 48 |
| Table 4.13 | Impact of Individual Counseling..... | 49 |
| Table 4.14 | Whether Probation Officers are Being Supportive..... | 50 |
| Table 4.15 | Frequency of Meetings with Probationers | 51 |
| Table 4.16 | Determination of Counseling Needs | 51 |
| Table 4.17 | Determination of Counseling Needs | 52 |
| Table 4.18 | Participation in Individual Counseling Services | 53 |
| Table 4.19 | Improvement in Offender Rehabilitation..... | 54 |
| Table 4.20 | Effectiveness of Group Counseling Services..... | 55 |
| Table 4.21 | Frequency of Group Therapy Sessions..... | 56 |
| Table 4.22 | Linkage of Group Therapy and Rehabilitation | 57 |

| | | |
|-------------------|--|----|
| Table 4.23 | Effectiveness of Family Counseling Services..... | 58 |
| Table 4.24 | Attendance o Family Counseling Sessions..... | 59 |
| Table 4.25 | Attendance o Family Counseling Sessions..... | 59 |
| Table 4.26 | Effect of Family Psycho-Social Support on Offender Rehabilitation..... | 60 |
| Table 4.27 | Relevance of the Sessions in Offender Rehabilitation | 61 |
| Table 4.28 | Offender Rehabilitation | 62 |
| Table 4.29 | Influence of Counseling Services on Crime Position..... | 63 |
| Table 4.30 | Rating of Performance on the Sentence | 64 |

LIST OF FIGURES

| | | |
|-------------------|----------------------------|----|
| Figure 2.1 | Conceptual Framework | 28 |
|-------------------|----------------------------|----|

OPERATIONAL DEFINITION OF TERMS

Absconders: Offenders who withdraw from the counseling services.

Counseling services: These are therapeutic techniques which are meant to empower an offender take responsibility for his/her actions so as to change his beliefs, feeling and actions so as to enable them lead a crime free life.

Criminogenic needs: Risk factors, issues, characteristic or problems related to a persons' likelihood to re-offend.

Family counseling services: This is where family members of the offender meet with the therapist to identify and treat family problems which cause dysfunction.

Group counseling services: This is a form of psychosocial treatment where a group of offenders with similar issues meet regularly under the facilitation of a therapist discuss their concerns so as to foster empathy, collaboration and support.

Individual counseling services: A one on one relationship between an offender and a therapist that is meant to empower the client to deal with his situation.

Offender / Probationer: A person who has been convicted by the court of law for having committed a crime.

Protective factors: Factors which cushion an individual against criminality.

Recidivism: The art of relapsing and going back to commit crime.

Rehabilitation: This is means restore to useful life through therapy.

Re-offenders: Offenders who go back to criminal behavior.

ABBREVIATIONS AND ACRONYMS

RNR: Risk Needs Responsivity Model

CBT: Cognitive Behavior Theory

MST: Multi Systemic Therapy

FFT: Functional Family Therapy

LoK: Laws of Kenya

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Effective rehabilitation of offenders requires the utilization of a wide menu of evidence based interventions. The use of group counseling services is said to assist offenders in increasing their self-direction, autonomy, responsibility towards oneself and others as well as move towards changing their faulty beliefs and actions. It is also believed that group counseling services enables offenders to develop appropriate social skills (Wilson, 2005). However in Kenya Probation services no research has been done to ascertain this owing to the fact that these interventions have only been recently introduced. Thus this explains why this study will be carried in the department

Individual counseling services need to utilize cognitive behavior approaches because this plays a vital role in assisting offenders to assess their own cognitions and how they contribute to their present circumstances. This makes them take responsibility for their actions and move towards modifying their behavior. Khodayarifard *et al.* (2010) conducted a study on the effects of individual counseling services amongst male prisoners in Iran with a sample of 180 males. The findings revealed that the individual therapy improved the psychological status of inmates by 15%. The deficiency of this study is that it only focused on adult males juveniles and female offenders were left out. Therefore this study aimed at determining whether offenders placed on Probation regardless of their gender are able to assess their faulty beliefs in individual counseling so that they take responsibility for their actions.

The criminal justice system has been undergoing several reforms as a result of the promulgation of the Kenya Constitution (2010). Correctional agencies are now

encouraged to move from punitive approaches to the use of counseling so as to develop treatment programs that focus on individual assessment and therapeutic interventions to promote effective rehabilitation which is also in line with International Conventions on the treatment of offenders such as the United Nations Minimum Rules for Non-Custodial Offenders (Tokyo Rules). In these Tokyo rules 13(3) there is emphasis on the need for correctional agencies to focus on programs which take into account the personality traits of the offender, aptitude and circumstances leading to the offence. Crime is a learnt, people acquire this behavior from their immediate environment and the family is the fertile breeding ground for criminal behavior. In order to correct this therapeutic interventions which include the family in the treatment process so as to enable the offender to draw the support of his/her family members and move towards full recovery.

In Canada, according to Bonta (2006) many corrective agencies are now moving towards risk assessment, identification of individual criminogenic needs, developing and implementing appropriate individual treatment plans. In Kenya, the Department of Probation risk assessment has been a vital tool in individual counseling however, very little has been done to assess the impact of these programs on offender rehabilitation. This explains why this study was done to determine the effect of this intervention on offender rehabilitation.

In Australia Owen *et al.* (2007) conducted a study to assess the impact of Victorian Sex Offenders Program which focuses on individual counseling services by employing actuarial risk assessment measures, understanding the offending the behavior, developing and implementing needs based management plans. The study reported a lower sexual recidivism rate by 4% amongst sexual offenders who had completed the program as

compared to 20% amongst those who had dropped out of the program. The deficiency of this study is that it only focused on the offenders convicted of sexual offenses; it left out those who had committed other offenses like manslaughter, grievous harm, stealing and drug trafficking. Moreover, the study was limited to those offenders who were incarcerated; those serving community-based sentences were left out.

In America, Darbouze (2009) established that counseling services are meant to promote effective rehabilitation so as to stop the vicious cycle of recidivism. He conducted a study on group counseling services amongst youth offenders in Maryland. The study indicated that group counseling services allowed the therapist to take the role of the moderator and allowed the juveniles to challenge themselves to figure out the issues they need to deal with in order to overcome their situation. This means that the therapist is at the therapy session but the offenders take an active role in the session. This research is important because it shows the positive effects of group counseling services and if it has a more success rate, it should be used more often in rehabilitation. The study shows that offenders take an active role in the process and they are able to draw experiences from each other, making rehabilitation more meaningful. A limitation to this research journal is that it only focused on male juveniles. This journal did not talk about young females and adult offenders who also require counseling services so as to enable them take responsibility of their actions so as to lead crime-free lives. This study intends to assess the impact of group therapy on both female and male offenders.

Howells (2004) conducted a survey in South Australia to determine the effectiveness of rehabilitation programs amongst male offenders. Results indicated that family counseling has been embraced in domestic violence programs and it assists men to acknowledge their own violence, understand the effects of violence, to empathize with their partners'

experience and help them develop skills geared towards prevention of future violence. In the end it helps rebuild interpersonal trust with their partners and children besides enabling them to take responsibility of monitoring and evaluating their behavior.

In Africa it is interesting to note that most countries focus on vocational training, education and spiritual training as interventions for rehabilitating offenders rather than counseling services that is geared towards identifying the criminogenic causes of offending. There is need for more programs which target the cognitive behavioral function, substance abuse and psychological dysfunction of offenders. In South Africa crime rate has been increasing over the years, the 2012/2013 official crime statistics recorded a 4.5% increase of violent crime from 15,609 recorded murders in 2011/2012 to 16,259 murders in 2012/2013 (Institute of Security Studies Report, 2013).

Dissel (2008) says that in South Africa there are only 37 qualified psychologists employed to offer counseling services. This gives a ratio of one psychologist against four thousand and sixty two offenders. Therefore it is practically difficult to implement counseling services. The situation in Kenya is slightly different where the Department of Probation and Aftercare Service has trained over five hundred Probation Officers on basic skills in psychological Counseling. This study focused on the effect of counseling services on offender rehabilitation.

The use of family counseling services in offender management is said to be useful in repairing relationships which have been damaged by crime as opposed to punishment and labeling. This is because it is expected that the offender will be able to understand the impact of his /her actions on others and may move towards repairing the harm done. Diego (2005) conducted a study of the use of family members on community based

reintegration of children amongst 116 juveniles at Nairobi Children s' Remand Home. The results indicated that family involvement facilitates effective case management and a successful reintegration process. However this study focused on children who were in need of care and protection and not those who had been convicted of offenses and therefore requiring effective rehabilitation programs. Hence there was need to conduct a study that will include the effect of counseling services on offenders of all ages in Probation Service.

Obondi (2009) conducted a situational analysis to identify gaps in offender management in the Department of Probation and Aftercare Service, a total of 349 Probation officers were interviewed from 112 stations countrywide. The results revealed that the department had embarked on the utilization of systematic evidence based treatment programs which include corrective therapeutic approaches. However the study did not indicate whether these treatment programs have made any impact in the rehabilitation of community based offenders. This study is therefore meant to fill the gap by focusing on analyzing the effect of these corrective therapeutic approaches on offender rehabilitation.

1.1.1 Rehabilitation

Rehabilitation means “to restore to useful life, as through therapy and education or to restore to good condition, operation, or capacity” (Houghton, 2009). The assumption of rehabilitation is that people are not permanently criminal and that it is possible to restore criminals to a useful life, to a life in which they positively contribute to themselves and to society. A goal of rehabilitation is to prevent re-offending, also known as criminal recidivism, rather than punishing the harm out of criminal, counseling services is meant to bring a criminal into a more peaceful state of mind, or into an attitude which would be helpful to society, rather than be harmful to society (Cullen *et al.*, 2001).

Rehabilitation is a desired outcome, a positive change of one's' beliefs, attitude and behavior. Cullen (2000) says criminal behavior is like a disease which should be treated with scientific methods so as to cure the offenders. Each offender has different problems and therefore counseling services need to be fashioned accordingly just as the doctor prescribes treatment to a sick patient. Effective rehabilitation calls for programs which have a holistic approach. The United Nations Rules for Treatment of women Offenders (2010) commonly referred to as the Bangkok Rules, urges countries to develop individualized gender sensitive, trauma informed and comprehensive mental health programs. The Kenya Constitution article (51(3)) takes into account the relevant international instruments in the treatment of offenders.

1.1.2 Counseling Services

Counseling services are therapeutic interventions meant to enable an offender take responsibility for his/her actions by changing his beliefs, feelings and actions so as to lead a crime free life. Since counseling services were introduced in the Department very little has been done to evaluate the effectiveness of these programs on the rehabilitation of the offenders. In view of the high rate of absconders there is a great need to evaluate their effectiveness on rehabilitation so as to make necessary adjustment and enhance effective offender rehabilitation (Bonta, 1997)).

In order to have counseling services facilitate effective rehabilitation it is important to understand the history and nature of the problem of each individual offender, the more chronic the problem the more direct the intervention. Bonta (1997) says that effective counseling services have two important characteristics which are the Risk and the Need principles. The risk principle states that the level of treatment should match risk level of the offender to recidivate. The higher the risk the more the intensive level of the

counseling services and the lower the risk the minimal levels of treatment. The Needs principle identifies two types of offender needs which are criminogenic needs and non criminogenic needs.

Individual counseling services need to utilize cognitive behavior approaches because this plays a vital role in assisting offenders to assess their own cognitions and how they contribute to their present circumstances. This makes them take responsibility for their actions and move towards modifying their behavior. Khodayarifard *et al.* (2010) conducted a study on the effects of individual counseling services amongst male prisoners in Iran with a sample of 180 males. The findings revealed that the individual therapy improved the psychological status of inmates by 15%. The deficiency of this study is that it only focused on adult males juveniles and female offenders were left out. Therefore this study intends to determine whether offenders placed on Probation regardless of their gender are able to assess their faulty beliefs in individual counseling so that they take responsibility for their actions.

Group counseling services are non- confrontational approaches which allow offenders to search for suppressed feelings and impulses that need to be unblocked in order to allow greater growth and fulfillment. In Asia Khodayarifard *et al.* (2010) conducted a study to investigate on the effect of Group counseling services which utilize cognitive-behavioral therapy for male prisoners using a sample of 180 males. The study indicated that by attending group sessions and being exposed to other participants' experiences and contributions to the group dynamics, the inmates started to analyze and scrutinize their own problems. This study gave the impact of group counseling amongst inmates in Iran in that there was an indication of a significant impact on recidivism and recommitment of crimes. A follow up study showed that until nearly 12 months after prison none of the

individual who had received group therapy had returned to jail. However just like the previous study this research focused on male inmates and left out female offenders. Moreover the two studies did not include psychiatric offenders who have now recovered and are going through group therapy sessions. The non- custodial offenders who are placed on community based sentences were also left out in the study. Does group therapy make any impact? This study will focused on the effectiveness of group counseling on both psychiatric offenders and placed on probation for supervision, rehabilitation and reintegration.

1.1.3 Department of Probation and Aftercare Service

The Department of Probation and Aftercare Service is one of the government agencies in the criminal justice system which is mandated under CAP 64 Laws of Kenya to rehabilitate offenders in the community. Its existence is based on the recognition that imprisonment alone is ineffective in changing behavior and can have negative effects on inmates leading to greater recidivism. The department has over the years strived to improve methods of offender management by introducing counseling services. The need for counseling services was brought about by the belief that crime is caused by an array of psychological and social factors which are unique to each individual. Hence in order to prevent future crime there is need to change these unique set of factors that drove the individual into crime (Gatotoh, 2011).

Statistics available at the Departments' headquarters indicate that in the year 2012 out of 9756 new cases placed on probation by the courts to attend counseling services 1065 cases were either absconders or unsatisfactory completions. In the following year 2013, 7078 new cases were placed but 1243 were either absconders or unsatisfactory completions. This means that in those two years 2308 offenders did not benefit from the

counseling services and therefore went back to the society the way they came to commit similar or even worse offenses.

1.2 Statement of the Problem

The Department of Probation and Aftercare Service is a criminal justice agency which is charged with the responsibility of rehabilitation, reintegration and resettlement of offenders in the community. Each year over 10,000 offenders are placed on non-custodial sentences so as to benefit from counseling services provided by the department. The need for counseling services is based on the belief that criminal behavior is brought about by an array of factors which are unique to each individual and that it is possible for offenders to change from a behavior that harm themselves and the society to actions which are fruitful to not only to themselves but also the community. Individual, group, and family counseling services which embrace cognitive behavior modification theory are used to enable offenders re-evaluate their lives, set concrete goals to effect behavior change. However, statistics available in the department indicate a 10% increase in not only the rate of recidivism but also in the number of offenders who drop out of the services (Department of Probation and Aftercare Service, 2014). This call for the need to evaluate the effectiveness of the counseling services and results of this study will guide future interventions.

Most past studies have focused on vocational training, education and spiritual training as interventions for rehabilitating offenders rather than counseling services that is geared towards identifying the criminogenic causes of offending (Obondi, 2009; Diego, 2005; Howells (2004); Owen *et al.*, 2007; Darbouze, 2009). Moreover, these studies mostly focused custodial offenders and few studies have been conducted to ascertain the effectiveness of counseling services on rehabilitation of non-custodial offenders in

Kenya. The current study therefore sought to establish the effectiveness of counseling services on rehabilitation amongst non-custodial offenders in Nairobi County.

1.3 Purpose of the Study

The purpose of the study was to evaluate the effectiveness of counseling services on rehabilitation among non- custodial offenders in Nairobi County with the aim of providing evidence to guide future rehabilitation interventions.

1.4 Objectives of the Study

The following were the objectives of the study;

- i. To assess the effectiveness of individual counseling services on rehabilitation amongst non-custodial offenders in Nairobi County.
- ii. To examine the effectiveness of group counseling services on rehabilitation amongst non- custodial offenders in Nairobi County.
- iii. To determine the effectiveness of family counseling services on rehabilitation amongst non- custodial offenders in Nairobi County.

1.5 Research Questions

The study undertook to answer following research questions:-

- i. How do individual counseling services affect rehabilitation amongst non-custodial offenders in Nairobi County?
- ii. To what extent do group counseling services contribute to effective offender rehabilitation amongst non-custodial offenders in Nairobi County?
- iii. How do family counseling services affect offender rehabilitation amongst non-custodial offenders in Nairobi County?

1.6 Justification and Significance of the Study

The study was motivated by the fact that not so much research has been done in Kenya on rehabilitation of non-custodial offenders who are undertaking counseling services. Much of the available literature on the subject has been written about other countries, for example America. Yet each country is peculiar in terms of culture and levels of economic development.

The area was selected for the study because of the increasing rate of relapse among non-custodial offenders. This is because it is believed that through appropriate counseling services an offender can change from leading self-destructive life and inflicting pain on his/her the victim to a more responsible life which not only benefits him/her and his/her family but also contribute to the development of the country.

This study was also motivated by the fact that each financial year the Government of Kenya allocates millions of shillings from the exchequer to fund various offender rehabilitation services but the question is “how effective are the counseling services? Are they making any impact in the lives of the offenders? Hence the study gives answers to these questions through an evaluation of these programs with the view of giving recommendations where adjustments may be made and as a result justifies the utilization of those resources.

The results of the study will assist those charged with the responsibility of rehabilitating offenders to enhance the psychological services for behavior modification. Counselors may indeed benefit from this study as this could encourage them to improve the counseling models so as to promote effective offender rehabilitation. Planners and social

workers might find the study essential for purposes of formulating relevant policies related to offender management in the criminal justice system.

Parents and other family members might also gain from the study because the study may provide information to show the important role they play through participation in the treatment programs and providing social support so as to shape members of their families who have been convicted for having committed offenses, in a move towards making them to become responsible citizens.

1.7 Scope and Limitations

The theoretical framework of this study was based on cognitive behavior modification theory attributed to Donald Meichenbaum (1977). According to him instructional therapy based on cognitive restructuring can lead to behavior change. The independent variable in this study was counseling services where individual counseling, group therapy, family counseling were studied in relation to rehabilitation which is the dependent variable. The research design was descriptive survey to be conducted in the four stations of Probation and Aftercare Service in Nairobi. The study targeted 30 probation officers working in Nairobi County using the census method of sampling and 372 offenders were selected using Stratified random sampling to get a sample size of 141. Questionnaires were used for data collection.

Limitations of the study were that first the study confined itself to only four stations. All stations in the Department of Probation would have been studied but this was not possible because of financial implications, terrain and inaccessibility. To address this challenge, the study had a representative sample. Secondly it was not possible to get in touch with the respondents families since family members are scattered in the county. To

delimit this challenge, the researcher targeted probation officers who have interacted with their families in the various counseling services so as to get more information.

1.8 Assumptions of the Study

The study made the following assumptions:-

- i. Individual counseling services have been introduced in Nairobi County but it has not been effective in offender rehabilitation.
- ii. Group counseling services are currently offered in Nairobi by the Department of Probation and Aftercare Service but they are not contributing towards effective offender rehabilitation.
- iii. Family counseling services are provided by the Department of Probation and Aftercare Service but they have no effect on offender rehabilitation.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter contains a review of literature on the study on the effectiveness of counseling services on offender rehabilitation amongst non-custodial offenders. The chapter begins with the theoretical framework of the study followed by review of related studies. It ends with summary of the literature review and the conceptual framework.

2.2 Theoretical Framework

This most relevant theory in this study was the cognitive Behavior Modification Theory attributed to Donald Meichenbaum (1977). According to him -instructional therapy based on cognitive restructuring can lead to behavior change. The basic assumption is that people contribute to their own psychological problems by the way in which they interpret situations. The reorganization of one's self- statement will result to corresponding reorganization of one's behavior. Cognitive behavior frame work aims at restructuring ones' distorted erroneous cognition and adoption of new cognitive skills so as to influence behavior change. According to Meichenbaum (1977) there are three change processes in behavior modification:

Phase 1 self- observation: The clients learn to observe their own behavior. Their internal dialogue is characterized by negative self-statements and imagery. A critical factor here is their willingness to listen to themselves. It involves an increased sensitivity in their thoughts, feelings, psychological reaction and their interpersonal behavior. They begin to realize that they are not "victims" of negative thoughts and feelings rather they are contributing to their own depression.

Phase 2: Starting new dialogue: The clients learn to attend to their maladaptive behavior and they begin to notice opportunities for adaptive behavior alternatives that lead to cognitive, affective and behavior change.

Phase 3: Learn new skills: Clients learn more effective coping skills which they practice in real life situations and as they behave differently they get different reactions from others. The central goal of all corrective agencies is to develop rehabilitation programs with therapeutic goals. Cognitive Behavior Modification Theory is key in assisting offenders re-evaluate their lives through cognitive restructuring, offenders take responsibility for their actions and set concrete goals to effect behavior change. In the case of offender rehabilitation the existing faulty cognitions justify their anti- social behavior and explain why they have committed various crimes (manslaughter, assault, stealing, drug and substance abuse). The study will focus on whether offenders going through individual, group and family counseling are in a position to evaluate their own thoughts, feelings and actions. This will assist in defining the problem which leads them into conflict with the community.

It is also expected that through counseling services the offenders will be able to identify appropriate pro-social behavior and select goals to generate new alternatives. Offenders learn new alternative coping skills and practice in real life situations for example it is expected that those who have committed crimes of assault or manslaughter will be able to identify new ways of managing their anger.

2.3 Review of Related Studies

Policymakers, correctional practitioners, psychologists and researchers have often wondered which treatment programs will enhance offender rehabilitation to enable

offenders lead more fruitful lives and protect the public from harm. A number of researchers have undertaken studies on what works in offender rehabilitation to prevent recidivism and enhance public safety.

2.3.1 Individual Counseling Services and Rehabilitation of Offenders

Many corrective agencies are moving from punitive measures to more humane interventions of offender management. Cullen *et al.* (2001) says that effective rehabilitation programs should take cognizance of the fact that offenders are not homogeneous as they often present a wide range of both criminogenic and non-criminogenic needs.

In Australia Howells *et al.* (2004) conducted a survey on the status of rehabilitation programs amongst 82,000 offenders 73% of them in community corrections while 277 of them were in prisons. The methodology involved face to face interview with representatives from each of the state/territory. This research was meant to assess the impact of individualized counseling services with a focus on anger management, drug and substance abuse and sexual offenses. The results revealed a 7% decrease of reoffending on the previous two years. However it is noted that only government officials in charge of rehabilitation were interviewed and the feelings of the offenders who are the beneficiaries of the interventions were not sought. This is why this study is meant to not only get the views of the government officers but to also get responses from the offenders so as to address their concerns.

In England Rogers *et al.* (2011) conducted an investigation on the effect of gender, victim age on public attitude towards the impact of individual counseling on rehabilitation of sex offenders. A community sample of 235 were asked to read a

hypothetical vignette involving sexual assault involving 10-20 and 35 year old male who subsequently completed his individual counseling sessions to address his sex problem. No gender differences were found but respondents' attitude towards the impact of the treatment on offenders become more negative as the victims, age decreased. However the shortfall of this study is that it focused so much on sex offenders and the respondents were the general public. The term sex offenders generally incite negative attitude and stereotyping. This explains why this study will not isolate any specific offence but will move towards assessing the effectiveness of counseling services by focusing on the offender themselves and the care providers as opposed from getting the views from the general public.

Each correction agency has an obligation to ensure that offenders do not return to the community worse than before conviction. In America and Canada research is now moving to "what works" in offender rehabilitation and the use of the Risk Needs Responsivity (RNR) Model has been adopted in the treatment of each individual offender. Blanchard (2001) examined the experiences of violent youth mandated to go through counseling sessions as a mode of rehabilitation using the risk need responsivity model. This is where the risk principle involves matching the level of service to the risk of reoffending, need principle aims at assessing the criminogenic needs and targeting them during treatment while the responsivity principle is to maximize the offenders' ability to learn from rehabilitative interventions by providing therapy and tailoring the intervention to meet the needs of the offender. The sample of 8 participants was obtained from the Department of Juvenile Services in South Louisiana. This purposeful sample of male violent offenders expressed positive experiences in the counseling sessions. The study was based in America but each country is unique in term of culture and levels of

development The risk need responsivity model of individual counseling has been adopted in Kenya by the Department of Probation and After care service but no study has been under taken to assess the effectiveness of this model and therefore the need to conduct the study.

In South Africa Mapha *et al.* (2012) conducted a study to assess the impact of individual counseling on post traumatic growth; in this study desistence is related to post traumatic growth. The study focused on 14 offenders who voluntarily joined the program for 21 contact hours spread over 7 weeks at Khulisa Prison. The result indicated that the respondents expressed zest for new life that contrasted with the way the way they had” wasted” their lives before. However the study focused on offenders who had been incarcerated, how about offenders who are out of prison serving community based sentence.

In Nigeria, Tanimu (2010) conducted a study to examine the effectiveness of counseling services in reforming and rehabilitating offenders in Zaria and Kaduna Prisons of the Kaduna State in Nigeria. The target population was 1580 offenders and a sample size of 209. The findings were that there were 4 social workers to cater for the psychological needs of 1580 offenders. The findings also indicated divergence between the Prison policy and offenders opinion while prison policy on treatment programs were meant to reform and rehabilitate offenders, the offenders view was that the aim of prison was to oppress and stigmatize them. It would be interesting to find out the views of offenders undergoing rehabilitation in the Department of Probation Service.

Agaya (2005) conducted a study to examine the effectiveness of individual counseling services on offender rehabilitation in Kenya’s’ Prisons. The study focused on two prisons

Langata and Nairobi West Prisons whose target population was 10,061 and a sample size of 105. The findings indicated that there was lack of effective individual counseling services and the major impediment sighted was lack of trained personnel. Nevertheless the study focused on Kenya Prisons Service where perhaps most personnel lack knowledge in counseling skills. How about the Department of Probation and Aftercare service, Kenya? Whose officers are university graduates and majority of whom have undertaken further courses in Psychological Counseling? This explains why this study will be undertaken to examine the effectiveness of individual counseling on offender rehabilitation amongst non-custodial offenders.

The view of Cullen *et al.* (2001) that offenders are not homogenous is supported however he does not state which specific interventions need to be used and their possible effects on offender rehabilitation. This gap is what this study intends to address by investigating of the effectiveness of counseling services on offender rehabilitation. On the other hand Howells *et al.* (2004) study targeted only corrective officers in the study and therefore it is noted that the findings could be skewed because the officers will expect their services be portrayed positively. This explains why in this study the target population will not only include corrective officers but also the views of the offenders how the counseling services have impacted on their lives.

2.3.2 Group Counseling Services and Rehabilitation amongst Non-Custodial Offenders

Cognitive behavior therapy delivered in a group setting has been found to be a popular treatment for sex offender therapy. These groups often have treatment goals such as empathy for the victim, accepting responsibility for the offense, modifying cognitive distortions related to the offenses and developing alternative behavior. In America

Garrett *et al.* (2003) conducted a study amongst adult participants in a sex offender group treatment program; they were given questionnaires to fill about their experience in the group therapy. Majority of the respondents reported that their experience in the group was a positive experience. When asked which aspects they will wish to explore further, they indicated that they would have spent more time on their motivation to offend and understanding the victim empathy. However the study only concentrated on sex offenders. The views of offenders who have committed other offenses and are going through group therapy were not sought. This study will focus on group counseling services amongst offenders placed on probation for having committed various offenses.

Murray (2002) says that criminal offending and reoffending is a tangled web woven from complex set of circumstances and choices but each of those webs is different for each offender the best rehabilitation program is the one that recognize the problem and seek to untangle the web appropriately. He conducted a study in one of the prisons at Delaware in America where assessment of each offender was done after which they would join a group aftercare treatment program named CREST. The study was to assess the impact of the group treatment program amongst 30 ex -drug offenders. This program addressed both criminogenic and non criminogenic needs. A follow up interview was done 18 months after release. The results indicated excellent results as it showed 35% re arrest rate compared to 70% re arrest rates amongst offenders who had not joined the CREST group support aftercare program. However the study focused on ex-offenders under taking group therapy as a support mechanism it did not focus on non- custodial offenders serving in community based sentences.

In Canada Marshall *et al.* (2013) conducted a study on the effect of group therapy amongst 38 integrated group of offenders based in an institution setting. The treatment

included the use of a brand name of the program” moral recognition therapy reasoning, rehabilitation and thinking for change”. He concluded that group cognitive therapy emphasized on individual accountability and thought offenders that cognitive deficits, distortions and flawed thinking processes are the cause for their criminal behavior. Nonetheless the study was focused on institutionalized offenders. This study will focus on non-custodial offenders placed community based sentences.

Group counseling services are said to increase the offender self- esteem. In Korea Hyun (2008) conducted a study to evaluate the contribution of group therapy to the improvement of self- esteem amongst 14 offenders who were undertaking group therapy. The therapy was once a week for 8 weeks. The findings indicated a significant improvement in the offenders’ self- esteem. The gap in this study is that it did not show whether the therapy influenced behavior change amongst the respondents, it only concentrated on the self -esteem levels.

In South Africa Hefferone *et al.* (2008) conducted a study to assess the impact group services amongst violent offenders in a program renamed “Stop the violence”(STV) amongst 20 offenders the results indicated the during the sessions the participants engaged in constructive disclosures by sharing personal secrets . This in turn improved their social integration, sense of belonging, confidence and improved relationships. The warm accepting environment created by the therapist enabled them to disclose their anxieties and they developed positive emotions. Nevertheless the study did not explore the views of the care providers it only focused on the offenders’ perceptions. This study will also focus on probation officers and seek their view about the effect of group therapy on the rehabilitation of the offenders.

Counseling services in group situations is capable of positively transforming inmates and reducing recidivism rates as opposed to the use of confrontational approaches. In Kenya, Gatotoh *et al.* (2011) conducted a descriptive survey on the attitude of Prison officers towards group counseling focusing on five correctional facilities in Nairobi. The study targeted 2103 correctional officers with a sample of 104 officers drawn from the five facilities. The study revealed that the majority of the respondents felt that during their initial training at Prisons Staff Training College they should be given skills in conducting group therapy sessions since it will be difficult to conduct one on one session with a population of 8,777 inmates.

Gatotoh (2011) views on the attitude of Prison Officers towards group counseling services are supported nonetheless this study only focused on prison officers and their attitude towards group counseling in rehabilitating offenders. How about Probation and Aftercare service where officers already have skills in group counseling services and are already using it in rehabilitation of offenders? Is it working in influencing cognitions, emotions and the behavior of offenders? This explains why this study will be conducted so as to address these questions.

The view of Garret *et al.* (2003) that the use of Cognitive Behavior Theory in group therapy assists offenders to take responsibility for their actions but the study focused on offenders who have committed sexual offenses while Murrey (2002) concentrated his study on ex-drug offenders. It is not known if the same effects will be experienced in offenders who have committed other crimes like manslaughter and grievous harm. In view of this, the study will be carried out to fill the identified gaps.

2.3.3 Family Counseling Services and Rehabilitation amongst Non- Custodial Offenders

Family involvement and therapy is an important part of the offender rehabilitation process. Supportive families are said to assist the offender overcome difficult program experiences while going through the rehabilitation process. In America, Darbouze (2009) conducted a study to examine rehabilitative programs at Baltimore with a focus on 30 youth offenders under taking family counseling services. He concluded that family counseling services allows the whole family to be rehabilitated because strong social bonds are created through the therapy process and offenders are less likely to recidivate. However, the study was conducted in America. Each country is unique in terms of culture and levels of development. How about in a third world country like Kenya? Is family counseling effective rehabilitating offenders? This study will be out to answer some of these questions.

Miller *et al.* (2006) conducted a study to evaluate the impact of Functional Family Therapy (FFT) on offenders placed on Probation in Washington in America where a group of 11 trained therapists with a caseload of 10 to 12 families each and the intervention involved 12 visits during a 90 day period. The study revealed a 70% success rates in reducing re offending and thereby saved the tax payer \$31,821. However this study also focused on America not much is known about the effect of family therapy on offender rehabilitation in Kenya.

Multi Systemic Therapy (MST) is an intensive family and community based treatment program that focuses on addressing environmental system that impact on young offenders. MST which employs cognitive behavior therapy, behavior therapy structural and system family therapies recognizes that each system requires attention when

effective rehabilitation is needed. Latimer (2012) conducted a study on the effect of MST on 50 young male offenders in Canada. He concluded that family counseling services are major interventions and meaningful solutions in offender rehabilitation. Nonetheless this therapy focused on young male offenders how about female offenders can MST produce similar results. This study will focus on the effectiveness of family services on all offenders regardless of gender,

In Australia, Losel *et al.* (2005) conducted a meta-analysis on controlled outcome evaluation of offender treatment under going family therapy from 2,039 documents with 69 studies containing 80% comparison between offenders who had gone through family therapy versus those who had not those who had gone through the treatment. The analysis showed 37% less recidivism. However the study focused on sexual offenders it did not include offenders who have committed other offenses. It will be important for this study to emphasis on offenders who have committed diverse crimes.

In Thailand family counseling services have been introduced by the Thailand's Department of Correctional Service to enhance youth offender rehabilitation. Lian (2011) says the program named "Family and Community Group Conferencing" is meant divert young offenders from the traditional justice system. It focuses on counseling services that involves the offender, the victim, respective families and some members of the community. The sessions afford every participant catharsis by permitting them in an open safe environment, facilitated by a trained therapist while instilling valuable lessons to the offender. In his study to assess the impact of the sessions on 72 young offenders statistical findings indicated that less than 4% had reoffended as compared to the recidivism rate of 15-19 offenders prosecuted in court and given alternative rehabilitation

programs. This study will focus on the effectiveness of family therapy on offenders placed on probation.

Family counseling is a key ingredient in offender rehabilitation as family members provide a vital support system so as to prevent the offender from reoffending. Muntingh (2005) conducted an overall assessment of offender rehabilitation interventions in the 240 prisons of South Africa with a population of 156,000 inmates. He says pre-release programs do not take into account the role of families in the re-socialization of offenders back to the community. His view is that rehabilitation is a phenomenon that depends on holistic approaches and with more than 6,000 prisoners released in South Africa monthly, a planned and a rigorous approach is required which involves the family in the rehabilitation process. However his study did not cover the Community Correction Service which is an equivalent of Probation and Aftercare Service in Kenya. The Community Correction Service of South Africa currently runs two alternatives to incarceration which are Community Correction and Parole. It would have been important for the study to also cover these programs. Hence this study will focus on the effect of family therapy on offender rehabilitation in the Department of Probation and Aftercare Service.

In Kenya, Agaya (2005) conducted a study to examine the effectiveness of offender rehabilitation programs. The study focused on two prisons Langata and Nairobi West Prisons whose target population was 10061 and a sample size of 105. Her study revealed that offenders recidivate due to lack of acceptance by the family at completion of their prison term. One of her recommendations is that a full-fledged counseling unit should be established in every prison. The unit will assist in the preparation of the family for effective reintegration of the offender at completion of their prison term. However this

study focused on Kenya Prison Service where the inmates have been secluded from their significant others and family therapy has not been a key factor in rehabilitation of offenders. How about non-custodial offenders whose families play a key role in rehabilitation and where family therapy is practiced, are family members making an impact on rehabilitation of offenders?

On the other hand, Darbouze (2009) indicated that the family allows all members of the family to be rehabilitated. This study was conducted in America questions have been asked whether African male offenders under taking family therapy will experience the same effects. Muntingh(2005) view that family counseling services provide support system for offenders is very important but how about in a society where offender stigmatization and affected families sometimes go into denial will the therapy have the same effects. This explains why this study will be conducted to fill up these identified gaps.

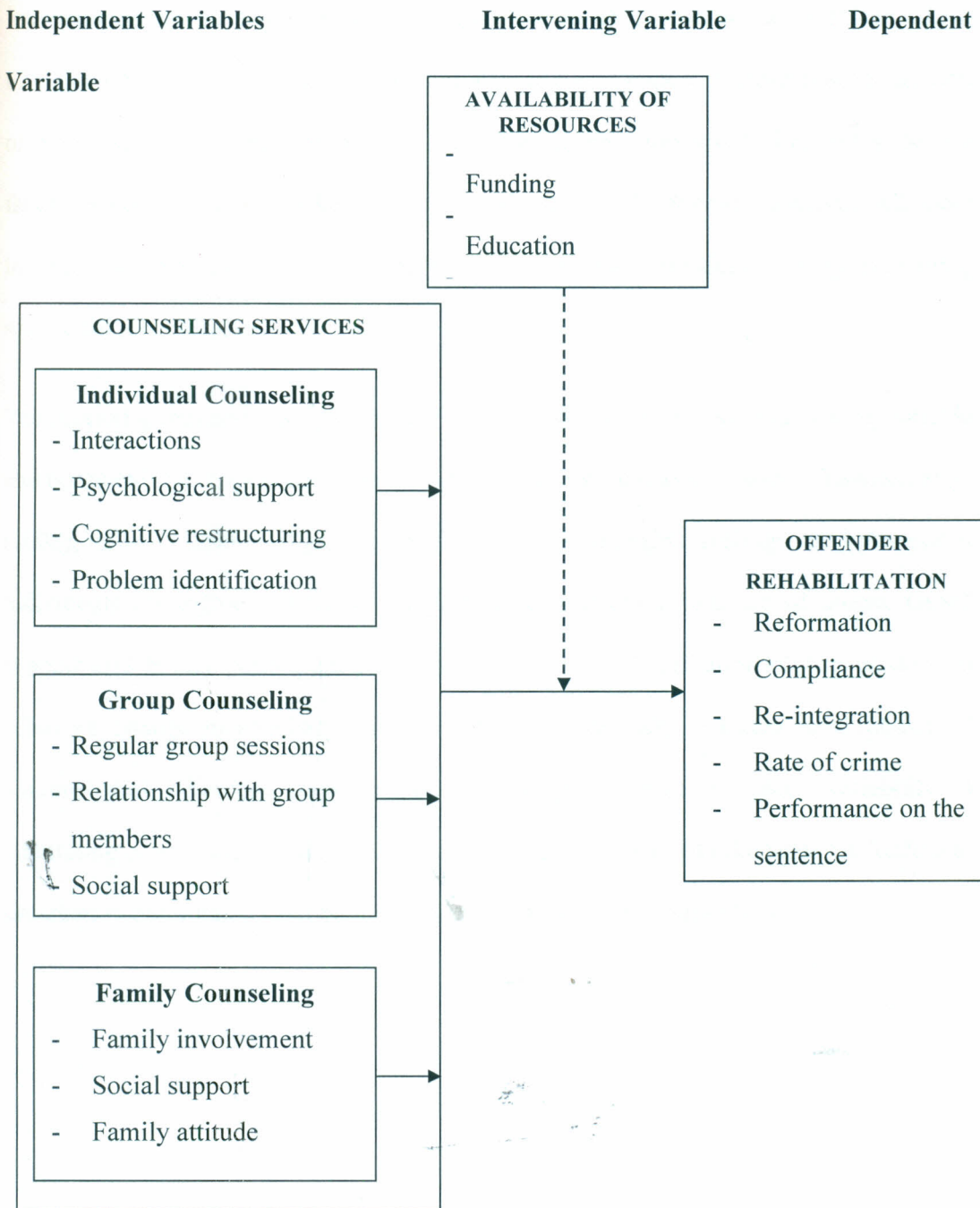
2.4 Summary of Literature Review and Theoretical Framework

Research has shown that individualized counseling services where assessments are conducted and tailor made interventions are used can enhance rehabilitation. Group counseling services can enrich offender rehabilitation as they provide an avenue for offenders to learn positive aspects of rehabilitation and they are able to support each other towards full recovery. Strong family bonds are created when families participate in the therapy sessions. All these interventions provide a holistic approach in handling offenders thereby promoting successful rehabilitation. However there are certain gaps in the reviews which need to be investigated further. These include the effectiveness of counseling services on non-custodial offenders placed on community based measure which in Kenya are handled by the Department of Probation and Aftercare Service.

2.5 Conceptual Framework

The conceptual framework presents the key variables and their relationships. It is informed by the theoretical framework and the related literature review. The researcher identified three independent variables namely; individual counseling services, group counseling service and family counseling services while dependent variable is rehabilitation. These independent variables affect the rehabilitation of non-custodial offenders. The relationship between counseling services and Success rehabilitation of non-custodial offenders is moderated by availability of resources. Figure 2.1 presents the conceptual framework.

Figure 2.1 Conceptual Framework



Source: Author (2015)

In individualized counseling services, assessments are conducted and tailor made interventions are used to enhance rehabilitation. Group counseling services can enrich offender rehabilitation as they provide an avenue for offenders to learn positive aspects of rehabilitation and they are able to support each other towards full recovery. Strong family bonds are created when families participate in the therapy sessions. All these interventions provide a holistic approach in handling offenders thereby promoting successful rehabilitation.

The support group and family plays key role in having offenders change. Family attitude and home environment is deterministic of offender's potential to change. Chandler, *et al.* (2008), in his definition of psychology includes how thoughts, feelings and behaviour of individuals are influenced by actual, imagined or implied presence of others. Group support and family participation is vital in achieving rehabilitation objectives through behaviour change mechanisms embedded in the community. Success rehabilitation of non-custodial offenders is moderated by the government resource availability in facilitating counseling services hence enhancing compliance with the sentence leading to satisfactory completions (Probation Service Strategic Plan: 2008-2012).

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The study undertaken was on the effectiveness of counseling services on rehabilitation of non-custodial offenders. This chapter describes the study research design, location of the study, the target population, sampling techniques, the research instruments, data analysis procedures and presentation.

3.2 Research Design

The research design which was used to investigate the effectiveness of counseling services on offender rehabilitation was descriptive research design. This research design was preferred because it described the state of affairs as it existed and was used to answer questions which are pertinent in this study (Mugenda & Mugenda, 2003). Kerlinger (1969) as quoted by Kombo and Tromp (2006) says descriptive studies are not only restricted to fact findings but they often result in formulation of important principles of knowledge and solutions to significant problems. Nyandemo (2006) says descriptive research gives accurate account of the characteristics of a particular phenomenon, situation community or a person. Descriptive research is carried out when two alternatives are considered and can also be used to answer research questions. Hence it was because of all these reasons that descriptive research is preferred in this study.

3.3 Study Variables

The study focused on counseling services as the independent variable (predictor) in which effectiveness of individual, group and family counseling services on offender rehabilitation were covered. Rehabilitation was used as the dependent variable. Counseling services are given to individual offenders, offenders are sometimes given the

services in a group scenario while other times their families join them to undertake family counseling services. The level of effectiveness was determined by how often the individuals and their families attend the sessions categorized quite often, often, rare and very rare. The level of effectiveness was also determined by the offenders' perception on how their beliefs, attitude and actions have changed as a result of attending the counseling sessions. The dependent variable in this study was offender rehabilitation and it was operationalized according to the level of behavior change of offenders, which was categorized as high, medium and low. The relationship between counseling services and rehabilitation of non-custodial offenders was moderated by availability of resources operationalized as education, vocational training, funding and tools.

3.4 Location of the Study

The study was undertaken in the four stations of Nairobi Probation Services which are in the Department of Probation and Aftercare Service. The site has been chosen because the family and group counseling services were first introduced in the site before the interventions were introduced to other stations in the country. The four stations to be covered are Makadara located on the eastern part of the County, Milimani Probation Office located at 18th floor Nyayo House at the city center, Kibera Probation Office located at the County Commissioners' compound Kibera and the Mathari Probation Liason Office located within Mathari Hospital along Thika Road.

3.5 Target Population

The target population keeps fluctuating but it is currently 402, this includes 372 offenders in the four stations and 30 Probation officers (Department of Probation and Aftercare Service, 2015). The figure was collected from a visit to the four stations. This

population was targeted because the non-custodial offenders are currently going through counseling services as a mode of rehabilitation.

Table 3.1

Target Population

| Station | Offenders | Probation Officers |
|----------------|------------------|---------------------------|
| Makadara | 118 | 12 |
| Kibera | 146 | 8 |
| Milimani | 86 | 7 |
| Mathari | 22 | 3 |
| TOTAL | 372 | 30 |

Source: Probation Department, Statistics division (2015)

3.6 Sampling Techniques and Sample Size

The study used stratified random sampling to pick the offenders. This was most preferred because the population of offenders was not homogeneous. Orodho (2003) states that stratified sampling are applicable if a population from which a sample is to be drawn does not constitute a homogeneous group. The four stations have disparities which the study needed to take into consideration. Milimani station for instance deals with offenders with capital offenses; Makadara has a hostel for youth offenders, while Mathari office handles offenders with psychiatric problems. This technique involved the division of the target offender population into four strata/ groups based on the four stations. The sample size was calculated using a formula provided by Yamane (1967) as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Where:

n = Sample size

N = Population size

e = Desired level of precision

Therefore:

Allowing for 30% non-response, the sample size was adjusted upwards to 102. According to Israel (1992) the sample size is often increased by 30% to compensate for non-response. A proportionate sample size from each strata was selected to come up with overall sample size of 102 offenders as indicated in Table 3.1. All the 30 probation officers were involved in the study this is because the target population for probation officers was low. Hence the total sample size was 132 respondents. Israel (1992) argues that a census is attractive for small populations.

Table 3.2

Sample Size

| Station | Offenders | | Probation Officers |
|--------------|-----------------|--------------------|--------------------|
| | Population Size | Sample Size | Population Size |
| Makadara | 118 | (118/372)* 102= 32 | 12 |
| Kibera | 146 | (146/372)* 102= 40 | 8 |
| Milimani | 86 | (86/372)* 102= 24 | 7 |
| Mathari | 22 | (22/372)* 102= 6 | 3 |
| TOTAL | 372 | 102 | 30 |

Source: Probation Department, Statistics Division (2015)

3.7 Research Instrumentation

Two different sets of semi-structured questionnaire were prepared and administered to the offenders (probationers) and the probation officers. The use of questionnaires was found appropriate because they had the ability to collect huge amount of information within a very short time. According to Nyandemo (2006) questionnaires have an advantage because they can be kept for future reference. The questionnaires are also objective than interviews because they gather responses in a standardized way (Kothari, 2008). Furthermore, the questionnaires are appropriate for behavioral studies since they collect information that is not directly observable as they inquire about feelings, motivations, attitudes, accomplishments as well as experiences of individuals (Borg & Gall, 1996).

3.8 Validity and Reliability

Measures were taken to ensure that the study is free from bias and distortion. Reliability is the extent to which results are consistent of the total population in the study (Nyandemo, 2006). During the pilot study a test retest method was administered to promote consistency of all the items in the questionnaire. On the other hand, Kombo and Tromp (2006) say validity determines whether the research measures what it is intended to measure or how truthful the research results are. The face validity of the questionnaire was considered by ensuring that questions were phrased appropriately so that they measured what they are intended to measure. Content validity was one of the ways to ensure validity of the questionnaires for example in order to measure offender rehabilitation questions against the known impact was asked. The study strived to establish criterion validity by utilizing available information in the respondents' personal files in the institution. The stratified sampling method was meant to ensure external

validity (generalization) so that the results of the study are transferable to another population of similar characteristics. The instrument also went through validation of the supervisor for quality control, critic by peers to ensure that there is content and construct validity.

3.9 Pilot Study

Before administration, the questionnaires were pilot-tested and subjected to reliability tests through the test and pre-test of the study. The pre-test was carried out in two stations which were Makadara and Milimani and re-test in the remaining stations to establish whether they gave similar responses. The major reason for the pilot study was to identify major problems of instrumental deficiency so as to make relevant adjustments. In order to ensure similarity between the pilot sample and the final sample stratified sampling and the rule of 10% was used. Kombo and Tromp (2010) suggest that 10% of the study sample is enough for testing the reliability of the research instrument. These subjects were not included in the main study.

3.10 Data Collection Procedures

The questionnaires were administered to the respondents. This was done by physically visiting the stations and administering the instruments. Some of the questionnaires were also administered through the use of individual respondents' email. Focused group discussions were also used to collect the information. Focused group discussions can be defined as a group of interacting individuals with a common characteristics brought together by a moderator who uses the group and its interaction as a way of collecting information about a specific issue. Kombo and Tromp (2006) says a researcher can interact directly with respondents (allows clarification, follow-up questions, probing) and can gain information from non-verbal responses to supplement (or even contradict)

verbal responses. The data uses respondents' own words and this can obtain deeper levels of meaning. Secondary data was obtained from the respondent s' personal files for sampled subjects and other relevant available literature.

3.11 Data Analysis and Presentation

Data collected was scrutinized, coded and analyzed using Statistical package for social scientists (SPSS). Descriptive statistics were used to describe the combined effect of individual, group and family counseling services on offender rehabilitation which was the main analytical tool used in this exercise. The descriptive statistics which are mainly include, frequency distribution, percentages and measures of central tendency were used to analyze quantitative data. The data presentation was in form of graphs, charts and tables.

3.12 Data Management and Ethical Considerations

The study was delving into the protected information involving the lives of the offenders and their families. It was therefore important to maintain the rule of confidentiality. The identities of participants were protected. No participant was forced to participate in the study and it was important at the beginning to obtain informed consent from the respondents. The authority to conduct the study was sought by first obtaining an introductory letter from the University. This letter was then presented to the Principal Secretary State Department of Coordination and an authority to conduct research was given. In all the research process the dignity, respect, and welfare of the respondents was upheld.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.1 Introduction

The study sought to investigate the effectiveness of the counseling services on rehabilitation amongst non-custodial offenders in Nairobi County, Kenya. The chapter deals with presentation, analysis and interpretation of the study findings. The quantitative data was expressed using descriptive statistics in the form of frequency tables, mean scores and percentages.

4.2 Response Rate

The researcher sampled 102 non-custodial offenders undertaking counseling services as a mode of rehabilitation out of the targeted 372 serving non-custodial sentences was able to realize 75 respondents out of the sample population. The researcher also targeted 30 probation officers out of which responses were received from 27 respondents. This is depicted in Table 4.1.

Table 4.1

Response Rate

| Station | Offenders | | Probation Officers | |
|--------------|------------|-------------|--------------------|-------------|
| | Frequency | Percentage | Frequency | Percentage |
| Response | 75 | 73.53% | 27 | 90% |
| Non-Response | 27 | 26.47% | 3 | 10% |
| Total | 102 | 100% | 30 | 100% |

Source: Research Data (2015)

As indicated in Table 4.1, the researcher dispatched 102 questionnaires to non-custodial offenders receiving counseling services and 75 were fully filled and returned, 27 questionnaires were not returned out of the 102 administered. This constituted 73.53% and 26.47% of the target sample for response and non-response associated with distance in the delivery of returns. Further, out of 30 questionnaires issued to the probation officers offering counseling services, 27 were fully filled and returned while only 3 questionnaires were not returned which represents a 90% and 10% response and non-response respectively. The high response rate was achieved as a result of the researcher adopting to use reporting schedule and dates with appointments with the probationers who could gather as a group at once at the office or field reporting stations. The researcher gathered data herself and was available to clarify any section of the question that was not well understood. The researcher also made consistent follow up though some respondents due to commitments and distance could not respond; others were due to lack of interest.

4.3 Demographic Data Analysis

A demographic characteristic by gender, level of education, age group, respondents' station, length of rehabilitation, and marital status is provided in this section. The study focused on these characteristics to create an understanding of how various cadres of people cope with the sentence.

4.3.1 Demographic Characteristics by Gender

Commission of offences cuts across the gender divide and therefore the researcher sought to establish the gender of the respondents. Table 4.2 shows the distribution of the offenders and probation officers in terms of gender.

Table 4.2

Distribution of Respondents by Gender

| Gender | Offenders | | Probation Officers | |
|--------------|-----------|------------|--------------------|------------|
| | Frequency | Percentage | Frequency | Percentage |
| Male | 56 | 74.67 | 10 | 37 |
| Female | 19 | 25.33 | 17 | 63 |
| Total | 75 | 100 | 27 | 100 |

Source: Research Data (2015)

Table 4.2 shows that the male offenders and probation officers constituted 74.67% and 37% of the respondents respectively while the women offenders and probation officers accounted for 25.33% and 37% of the respondents respectively. This has an implication that majority of the people who commit crimes are males as opposed to females and by contrast the counseling profession is dominated by women. One possible explanation for high number of males is that males traditionally commit more crimes than females, and traditionally the counseling profession is dominated by women. In the African traditional society men are assumed to be the family's breadwinners. It is through the breadwinning activities that they may probably commit crimes. Scholars such as Adler *et al.* (1991)

agree that the crimes women commit are much lower and are closely associated with their socio-economic position in society.

4.3.2 Demographic Characteristics by Highest Education Level

The respondents had attained different levels of education. Table 4.3 shows the distribution of levels of education amongst the offenders serving non-custodial sentences as well as the probation officers.

Table 4.3

Distribution of Respondents by Education Level

| Education Level | Offenders | | Probation Officers | |
|------------------------|------------------|-------------------|---------------------------|-------------------|
| | Frequency | Percentage | Frequency | Percentage |
| Post-Graduate | - | - | 10 | 37.0 |
| Graduate | 4 | 5.3 | 13 | 48.1 |
| Diploma | 3 | 4.0 | 4 | 14.9 |
| Certificate | 16 | 21.3 | - | - |
| “A” Level | 11 | 14.7 | - | - |
| “O” Level | 7 | 9.3 | - | - |
| Primary | 34 | 45.3 | - | - |
| Total | 75 | 100 | 27 | 100 |

Source: Research Data (2015)

Table 4.3 above shows that the majority of the respondents (43.3%) of the offenders had primary school level education. The college certificate holders constituted 21.3% of the respondents, and then followed by the “A” level certificate holders at 14.7%, those who held “O” level certificates accounted for 9.3% and those who had post-graduate and

graduate and diploma qualifications accounted for 5.3% and 4.0% of the offenders respectively. On the other hand, all the probation officers had diploma certificates as the lowest education qualifications. This implies that the low educational levels among offenders contribute to high prevalence of blue collar crimes. It can be concluded thus, the higher the level of education, the lower the rate of involvement in crime. Those who had primary level education were majority under non-custodial sentence supervision, while those who had education up to diploma and graduate level were very few in the non-custodial sentence supervision.

4.3.3 Demographic Characteristics by Age

Offenders range from young people to the middle aged, this is the most active age and the time young adults begin to shoulder various responsibilities in their lives some of which may force them to engage in illegal activities in order to support themselves. Table 4.4 shows the age distribution of non-custodial offenders receiving counseling services and the probation officers in charge.

Table 4.4

Distribution of Respondents by Age Group

| Age Group | Offenders | | Probation Officers | |
|------------------|------------------|-------------------|---------------------------|-------------------|
| | Frequency | Percentage | Frequency | Percentage |
| 18-25 Years | 35 | 46.7 | 3 | 11.1 |
| 26-35 Years | 23 | 30.7 | 8 | 29.6 |
| 36-45 Years | 10 | 13.3 | 16 | 59.3 |
| Above 46 Years | 7 | 9.3 | - | - |
| Total | 75 | 100 | 27 | 100 |

Source: Research Data (2015)

It is evident from the results posted in Table 4.4 that most of the offenders were between ages 18-35 years bracket accounting for 46.7% of the total respondents. They were followed closely by those who fell between the age bracket 26 and 35 years at 30.7% while aged between 36-45 years and those above 46 years constituted 13.3% and 9.3% of the respondents respectively. In contrast, majority of the probation officers were aged 36-45 years which is not surprising given that counseling requires mature and experienced professionals. On the other hand, the youth who fall in the age bracket of 17-35 are at the high risk of committing crime. This could be associated with majority of them who are unemployed, idle and have completed various levels of formal education. This age group is most (36-45 years) attracted to urban areas in search of employment and better opportunities claimed to be offered by the urban set-up, thereby falling victim of criminal occurrences.

4.3.4 Demographic Characteristics by Location

The researcher also sought information on the location in which respondents belonged. The responses in this regard are presented in Table 4.5.

Table 4.5

Distribution of Respondents by Location

| Location | Offenders | | Probation Officers | |
|--------------|-----------|------------|--------------------|------------|
| | Frequency | Percentage | Frequency | Percentage |
| Makadara | 26 | 34.7 | 12 | 44.4 |
| Kibera | 33 | 44.0 | 5 | 18.5 |
| Milimani | 11 | 14.7 | 7 | 25.9 |
| Mathari | 5 | 6.7 | 3 | 11.1 |
| Total | 75 | 100 | 27 | 100 |

Source: Research Data (2015)

Most of the non-custodial offenders under counseling as indicated in Table 4.5 are based in Kibera and Makadara areas, then Milimani and Mathari. These areas are characterized by high dominance of low income population. These areas reported high incidence of crime thus the high representative percentages in offender supervision. Kibera region was the leading with 44.0% respondents, then Makadara, 37.7%, Milimani, 14.7%, and Mathari, 6.7%.

4.3.5 Demographic Characteristics by Marital Status

The respondents came from different marital backgrounds and Table 4.6 shows the distribution of marital status of the non-custodial offenders and the probation officers.

Table 4.6

Distribution of Respondents by Marital Status

| Marital Status | Offenders | | Probation Officers | |
|----------------|-----------|------------|--------------------|------------|
| | Frequency | Percentage | Frequency | Percentage |
| Single | 36 | 49.0 | 2 | 7.4 |
| Married | 27 | 36.0 | 24 | 89.9 |
| Separated | 8 | 10.0 | 1 | 3.7 |
| Widowed | 4 | 5.0 | - | - |
| Total | 75 | 100 | 27 | 100 |

Source: Research Data (2015)

Majority of the probationers interviewed were single people accounting for 49% of respondents then, followed by married people (36.0%), separated (10.0%), and lastly the widowed (5.0%) as shown in the table 4.6 above. The widowed and separated are list involved in crime whereas single men and women were found to be highly prone to

commit crime. This could be associated with lack of responsibility whereas the married would be associated with competing needs to fend for the families and find justification to crime. Majority of the probation officers (89.9%) on the other hand, were married indicating that are experienced and responsible and thus understand the issues affecting the offenders and better placed to counsel the offenders based on their professional and family experience.

4.3.6 Length of Rehabilitation

The non-custodial offenders were asked to indicate the period they have been under rehabilitation. The responses are presented in Table 4.7.

Table 4.7

Length of Rehabilitation

| Length | Frequency | Percentage |
|-------------------|------------------|-------------------|
| 1-5 Months | 18 | 24.0 |
| 6-10 Months | 12 | 16.0 |
| 11 & Above Months | 45 | 60.0 |
| Total | 75 | 100 |

Source: Research Data (2015)

As shown in Table 4.7, the study found out that most of the non-custodial offenders (60.0%) have been under rehabilitation for a period of 11 and above months, followed by those who have been under rehabilitation for a period of 1 and 5 months at 24.0% and those who have been under rehabilitation for a period of 6 and 10 months accounted for 16.0% of the total population. Thus, the period was considered long enough for the rehabilitation to achieve its intended objectives.

4.3.7 Length of Service

The probation officers were asked to indicate the period they have served as professional counselors. The responses are presented in Table 4.8.

Table 4.8

Length of Service

| Length | Frequency | Percentage |
|---------------|------------------|-------------------|
| 1-2 Years | 1 | 3.7 |
| 3-5 Years | 1 | 3.7 |
| 6-10 Years | 11 | 40.7 |
| Over 11 Years | 14 | 51.9 |
| Total | 27 | 100 |

Source: Research Data (2015)

As indicated in Table 4.8, the study found out that most of the probation officers (51.9%) have served as professional counselors for over 11 years, followed closely by those who have served as professional counselors for a period of 6-10 years. Only a few respondents have served for 5 years and below (7.4%). This implies that the probation officers had enough experience in counseling.

4.3.8 Possession of Skills

The probation officers were asked whether they possess any skills that enabled them to discharge their duties and the responses in this respect as shown in Table 4.9.

Table 4.9**Possession of Skills**

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 27 | 100 |
| No | 0 | 0 |
| Total | 27 | 100 |

Source: Research Data (2015)

It is clear from the findings reported in Table 4.9 that all the respondents had possessed the requisite skills that enabled them to discharge their duties as probation officers accounting for 100% response. Hence, it can be concluded that the probation officer had the required competence to discharge their responsibilities as counselors.

4.3.9 Frequency of Skills Improvement

The probation officers were also asked to indicate how often they underwent skills improvement and their responses are depicted in Table 4.10.

Table 4.10**Possession of Skills**

| Response | Frequency | Percentage |
|-------------------------|------------------|-------------------|
| After Six Months | - | - |
| Every Year | 3 | 11.1 |
| After 2 Years | 8 | 29.6 |
| No Training Plan At All | 16 | 59.3 |
| Total | 27 | 100 |

Source: Research Data (2015)

Table 4.10 above shows that most of the probation officers accounting for 59.3% of the total respondents have not undergone any skills improvement. The study further indicated that only 11.1% and 29.6% of probation officers undergo skills improvement once every year and after every 2 years respectively. This implies that the most officers need to refresh and upgrade their counseling skills for effective delivery of services.

4.3.10 Professional Opinion on Non-Custodial Sentence

The probation officers were asked whether in their professional opinion they would recommend offenders to be placed on non-custodial sentence. The results in this regard are shown in Table 4.11.

Table 4.11

Recommendation of Non-Custodial Sentence

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 27 | 100 |
| No | 0 | 0 |
| Total | 27 | 100 |

Source: Research Data (2015)

It evident from the results depicted in Table 4.11 above that the majority of the respondents accounting for 100% of the responses that in their professional opinion they would recommend offenders to be placed on non-custodial sentence. A non custodial sentence gives an offender an opportunity to reflect on his life, new goals and move towards recovery in a supportive family environment.

4.4 Descriptive Data Analysis

The study utilized descriptive data analysis procedures which included the use of measures of central tendencies like the mean and the standard deviation.

4.4.1 Effectiveness of Individual Counseling Services on Rehabilitation

One of the objectives of the study was to establish the effectiveness of individual counseling services on rehabilitation of non-custodial offenders.

4.4.1.1 Impact of Individual Counseling Services

Table 4.12 depicts the various descriptive statistics on the various aspects of individual counseling survivors.

Table 4.12

Impact of Individual Counseling Services

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|----------|----------------|----------------|-------------|---------------------------|
| Participation rate in individual counseling | 76 | 1 | 4 | 1.96 | .720 |
| Relationship with probation officers | 77 | 1 | 3 | 2.88 | .362 |
| Frequency of interaction | 76 | 1 | 6 | 2.87 | .680 |
| Frequency of psychological support | 70 | 1 | 3 | 1.80 | .437 |

Source: Research Data (2015)

The results in Table 4.12 show that the participation rate in individual counseling services offered by the probation officers was generally high as indicated by the mean

4.4 Descriptive Data Analysis

The study utilized descriptive data analysis procedures which included the use of measures of central tendencies like the mean and the standard deviation.

4.4.1 Effectiveness of Individual Counseling Services on Rehabilitation

One of the objectives of the study was to establish the effectiveness of individual counseling services on rehabilitation of non-custodial offenders.

4.4.1.1 Impact of Individual Counseling Services

Table 4.12 depicts the various descriptive statistics on the various aspects of individual counseling survives.

Table 4.12

Impact of Individual Counseling Services

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|----------|----------------|----------------|-------------|---------------------------|
| Participation rate in individual counseling | 76 | 1 | 4 | 1.96 | .720 |
| Relationship with probation officers | 77 | 1 | 3 | 2.88 | .362 |
| Frequency of interaction | 76 | 1 | 6 | 2.87 | .680 |
| Frequency of psychological support | 70 | 1 | 3 | 1.80 | .437 |

Source: Research Data (2015)

The results in Table 4.12 show that the participation rate in individual counseling services offered by the probation officers was generally high as indicated by the mean

score of 1.96; the relationship between the probationers and probation officers was considered good as shown by the mean score of 2.88; the probationers and probation officers interacted on monthly basis as indicated by the mean score of 2.87; and the frequency with which the probationers went for psychological support was monthly as indicated by the mean score of 1.80.

4.4.1.2 Impact of Individual Counseling on Beliefs, Feelings and Behavior

The non-custodial offenders were asked to indicate whether in their own opinion, individual counseling had an impact on their beliefs, feelings and behavior. The responses in this regard are shown in Table 4.13.

Table 4.13

Impact of Individual Counseling

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 72 | 96 |
| No | 3 | 4 |
| Total | 75 | 100 |

Source: Research Data (2015)

As shown in Table 4.13, majority of the non-custodial offenders undergoing counseling accounting for 96% of the respondents were of the opinion that the individual counseling services had impacted on the beliefs, feelings and behavior.

4.4.1.3 Probation Officers' Support

The offenders were asked to indicate whether they found the probation officers being supportive to them. The responses in regard are depicted in Table 4.14.

Table 4.14

Whether Probation Officers are being Supportive

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 68 | 90.7 |
| No | 7 | 9.3 |
| Total | 75 | 100 |

Source: Research Data (2015)

Table 4.14 indicates that the overwhelming majority of the respondents who accounted for 90.7% of the total respondents were of the opinion that the probation officers were being supportive to them during the individual counseling sessions. Only 9.3% of the respondents felt that the probation officers were not being supportive to them. Thus, it can be inferred that generally the probation officers are being supportive to the probationers during the counseling sessions.

4.4.1.4 Meetings with Probationers

The researcher sought to know how often the probation officers met with their probationers individually in order to assess quality of the interaction. The responses in this respect are presented in Table 4.15.

Table 4.15

Frequency of Meetings with Probationers

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Weekly | 2 | 7.4 |
| Monthly | 25 | 92.6 |
| Total | 27 | 100 |

Source: Research Data (2015)

It is clear from the findings depicted in Table 4.15 that the majority of the respondents who accounted for 92.6% of the total respondents met their probationers on monthly basis while 7.4% of the probation officers who participated in the study indicated that they meet their clients on weekly basis.

4.4.1.5 Determination of Counseling Needs

The probation officers were asked to state how the counseling needs were determined and the responses in this regard are depicted in Table 4.16.

Table 4.16

Determination of Counseling Needs

| Response | Frequency | Percentage |
|-----------------------------|------------------|-------------------|
| Offender driven (voluntary) | 15 | 55.6 |
| Probation officer driven | 12 | 44.4 |
| Total | 27 | 100 |

Source: Research Data (2015)

The results in Table 4.16 shows that the counseling needs were almost equally determined between the offenders and the probation officers. According to the study, 55.6% of the probationers were categorical that the counseling needs were determined by the offenders serving non-custodial sentences while 44.4% of the probation officers indicated that counseling needs were determined by themselves. However for rehabilitation to take place counseling services have to be responsive to the needs of the offender hence they have to be offender driven.

4.4.1.6 Whether Offenders Are Individually Important

The researcher sought to determine whether the probation officers found the offenders individually important. The results in this regard are shown in Table 4.17.

Table 4.17

Importance of Offenders

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 27 | 100.0 |
| No | 0 | 0.0 |
| Total | 27 | 100 |

Source: Research Data (2015)

It is evident from the results posted in Table 4.17 that all the probation officers accounting for 100% of the total respondents found the offenders to be individually important.

4.4.1.7 Participation in Individual Counseling Services

The probation officers were asked to rate their participation in individual counseling services provided by probation services and the responses are depicted in Table 4.18.

Table 4.18

Participation in Individual Counseling Services

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Very High | 3 | 11.1 |
| High | 8 | 29.6 |
| Fair | 16 | 59.3 |
| Total | 27 | 100.0 |

Source: Research Data (2015)

Table 4.18 indicated that the majority of respondents who accounted 59.3% of the probation officers who participated in study rated their participation in individual counseling services provided by probation services as fair, followed by 29.6% of the probation officers who rated their participation as high while only 11.1% of the probation officers who rated their participation as very high.

4.4.1.8 Improvement in Offender Rehabilitation

The probation officers were asked state whether in their own opinion individual counseling services improved offender rehabilitation in Probation Department. The findings are presented in Table 4.19.

Table 4.19

Improvement in Offender Rehabilitation

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 27 | 100.0 |
| No | 0 | 0.0 |
| Total | 27 | 100 |

Source: Research Data (2015)

It is clear from the results shown in Table 4.17 that all the probation officers accounting for 100% of the total respondents were of the opinion that individual counseling services improved offender rehabilitation in Probation Department.

4.4.2 Effectiveness of Group Counseling Services on Rehabilitation

The second specific objective of the study was to determine the effectiveness of group counseling services on rehabilitation of offenders serving non-custodial sentences.

4.4.2.1 Effectiveness of Group Counseling Services

Table 4.20 presents the various descriptive statistics on the various aspects of group counseling services.

Table 4.20**Effectiveness of Group Counseling Services**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--|----------|----------------|----------------|-------------|-----------------------|
| Frequency of group therapy sessions attendance | 71 | 1 | 5 | 3.00 | 1.502 |
| Rating therapy sessions with behavior change | 59 | 1 | 4 | 2.27 | .997 |
| Relationship with probation officers | 67 | 1 | 3 | 2.94 | .295 |

Source: Research Data (2015)

The results in Table 4.20 show that the frequency with which the probationers rarely attended group therapy sessions in their stations as indicated by the mean score of 3.00; the rating of the linkage between these group therapy sessions and their beliefs, feelings and behaviour change was high as shown by the mean score of 2.27; and the relationship the probationers and probation officers was considered good as indicated by the mean score of 2.94.

4.4.2.2 Frequency of Group Therapy Sessions

The probation officers were required to indicate how often they conducted group therapy sessions in their stations and their responses are depicted in Table 4.21.

Table 4.21

Frequency of Group Therapy Sessions

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Very Often | 4 | 14.8 |
| Often | 14 | 51.9 |
| Rare | 8 | 29.6 |
| None of these | 1 | 3.7 |
| Total | 27 | 100.0 |

Source: Research Data (2015)

Table 4.21 shows that the majority of respondents who accounted 51.9% of the probation officers who participated in study indicated that group therapy session were conducted often in their stations, followed by 29.6% of the probation officers who indicated that group therapy sessions were rarely conducted often in their stations. Further, the 14.8% of probation officers stated that group therapy sessions were conducted very often in their stations while 3.7% of the probation officers indicated that group therapy sessions were not conducted often in their stations.

4.4.2.3 Linkage of Group Therapy and Rehabilitation

The probation officers who participated in the study were asked to rate the linkage between these group therapy sessions and offender rehabilitation. The findings are presented in Table 4.22.

Table 4.22

Linkage of Group Therapy and Rehabilitation

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Very High | 2 | 7.4 |
| High | 13 | 48.1 |
| Average | 9 | 33.3 |
| Low | 3 | 11.11 |
| Total | 27 | 100.0 |

Source: Research Data (2015)

Table 4.22 indicated that the majority of respondents who accounted 48.1% of the probation officers who participated in study rated the linkage between these group therapy sessions and offender rehabilitation as high, followed by 33.3% of the probation officers who rated the linkage as average while 11.1% and 7.4% of the probation officers rated the linkage as low and very high respectively. Wilson (2005) points out that the use of group counseling services assists offenders in increasing their self-direction, autonomy, responsibility towards oneself and others as well as move towards changing their faulty beliefs and actions. It is also believed that group counseling services enables offenders to develop appropriate social skills.

4.4.3 Effectiveness of Family Counseling Services on Rehabilitation

The second objective of the study was to determine the effectiveness of family counseling services on rehabilitation of offenders serving non-custodial sentences.

4.4.3.1 Effectiveness of Family Counseling Services

Table 4.23 presents the various descriptive statistics on the various aspects of family counseling services.

Table 4.23

Effectiveness of Family Counseling Services

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|----------|----------------|----------------|-------------|---------------------------|
| Relevance of family sessions in rehabilitation | 54 | 1 | 5 | 2.46 | 1.328 |
| Family attitude towards sentence | 59 | 1 | 3 | 1.25 | .604 |

Source: Research Data (2015)

The findings in Table 4.23 show that the offenders rated the relevance of family sessions in their rehabilitation as fair as indicated by the mean score of 2.46; and they rated the family attitude towards their placement to non-custodial sentence as positive as shown by the mean score of 1.25.

4.4.3.2 Attendance to Family Counseling Sessions

The offenders were asked indicate whether they have attended family counseling sessions with their family members. The findings are presented in Table 4.24.

Table 4.24

Attendance o Family Counseling Sessions

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 75 | 100.0 |
| No | 0 | 0.0 |
| Total | 75 | 100.0 |

Source: Research Data (2015)

It is clear from the results shown in Table 4.24 that all the offenders accounting for 100% of the total respondents have attended family counseling sessions with their family members. This finding was supported by 100% of the probation officers who indicated that they conduct family counseling sessions where offenders' family members and offenders are included.

4.4.3.3 Usefulness of Family Counseling Sessions

The offenders were asked to state whether the family counseling sessions were useful in assisting them reform in the process of their sentence. The results are depicted in Table 4.25.

Table 4.25

Attendance of Family Counseling Sessions

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 45 | 60.3 |
| No | 30 | 39.7 |
| Total | 75 | 100.0 |

Source: Research Data (2015)

According to Table 4.25 60.3% of the respondents felt that the family counseling sessions were useful in assisting them reform in the process of their sentence while 39.7% felt that the family counseling sessions are not useful in assisting them reform in the process of their sentence.

4.4.3.4 Effect of Family Psycho-Social Support on Offender Rehabilitation

The probation officers were asked to indicate whether family psycho-social support had any impact on offender rehabilitation and crime control. The responses are shown in Table 4.26.

Table 4.26

Effect of Family Psycho-Social Support on Offender Rehabilitation

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Yes | 24 | 88.9 |
| No | 3 | 11.1 |
| Total | 27 | 100.0 |

Source: Research Data (2015)

According to Table 4.25, 88.9% of the respondents felt that family psycho-social support had any impact on offender rehabilitation and crime control while 11.1% felt that the family psycho-social support had any impact on offender rehabilitation and crime control.

4.4.3.5 Relevance of the Sessions in Offender Rehabilitation

The probation officers were asked to rate the relevance of the sessions in offender rehabilitation and the responses are indicated in Table 4.27.

Table 4.27

Relevance of the Sessions in Offender Rehabilitation

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Very High | 10 | 37.0 |
| High | 12 | 44.4 |
| Fair | 5 | 18.5 |
| Total | 27 | 100.0 |

Source: Research Data (2015)

Table 4.27 indicated that the majority of respondents who accounted 44.4% of the probation officers who participated in study rated the relevance of the sessions in offender rehabilitation as high, followed closely by 37.0% of the probation officers who rated the relevance of the sessions in offender rehabilitation as very high while 18.5% of the probation officers rated the relevance of the sessions in offender rehabilitation as fair.

4.3.4 Rehabilitation

The researcher also sought to establish various aspects of rehabilitation in order to establish the effectiveness of the counseling services.

4.4.4.1 Offer Rehabilitation

Researcher asked the offenders whether they have been rehabilitated as a result of counseling services and the responses are depicted in Table 4.28.

Table 4.28**Offender Rehabilitation**

| Aspects of Rehabilitation | Yes | | No | |
|----------------------------|-----------|------------|-----------|------------|
| | Frequency | Percentage | Frequency | Percentage |
| Reformed | 56 | 83.6% | 11 | 16.4% |
| Acquired skills | 17 | 25.4% | 50 | 74.6% |
| Re-integrated into society | 15 | 22.4% | 52 | 77.6% |
| Revocation of order | 1 | 1.5% | 66 | 98.5% |
| Re-offended | 1 | 1.5% | 66 | 98.5% |
| Empowered | 41 | 61.2% | 26 | 38.8% |
| Progressed | 44 | 65.7% | 23 | 34.3% |
| Breached conditions | 5 | 8.3% | 55 | 91.7% |

Source: Research Data (2015)

It is evident from Table 4.28 that the results on the various aspects of offender rehabilitation are mixed. On one hand, the study shows results were positive as indicated by 83.6%, 61.2% and 65.7% of the offenders undergoing various forms of counseling stated that they reformed, empowered and progressed respectively. Further, 98.5%, 98.5% and 91.7% of the probationers indicated that the orders have not be revoked, re-offended or breached the conditions respectively. However, there were also negative results on the effect of counseling services. According to the study, 22.4% and 25.4% of the offenders undergoing counseling have acquired skills and re-integrated into society.

4.4.4.2 Influence of Counseling Services on Crime Position

The study also enquired on the influence of counseling services on crime position. The responses in this respect are shown in Table 4.29.

Table 4.29

Influence of Counseling Services on Crime Position

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Increased crime | 2 | 2.7 |
| Reduced crime | 37 | 49.3 |
| Social control | 35 | 46.7 |
| None | 1 | 1.3 |
| Total | 75 | 100.0 |

Source: Research Data (2015)

The results posted in Table 4.29 shows that the majority of the respondents felt that the incidences of crime have reduced and that there is social control accounting for 49.3% and 46.7% of the responses respectively. Only 2.7% and 1.3% of the respondents felt the crime has increased and no change respectively.

4.3.4.3 Rating of Performance on the Sentence

The probationers were asked to rate themselves about their performance in terms being rehabilitated completely while serving the non-custodial sentence. The findings in this regard are depicted in Table 4.30.

Table 4.30

Rating of Performance on the Sentence

| Response | Frequency | Percentage |
|-----------------|------------------|-------------------|
| Very High | 15 | 20.0 |
| High | 56 | 74.6 |
| Fair | 4 | 5.3 |
| Total | 75 | 100.0 |

Source: Research Data (2015)

Table 4.30 shows the responses the performance probationers while serving the non-custodial sentence. According to the study, majority of the respondents rated their performance as high accounting for 74.6% of the total responses. Further, 20.0% of the respondents rated their performance as very high while 5.3% of the respondents rated their performance as fair.

4.4 Qualitative Analysis

When asked to explain the impact of individual counseling on their beliefs, feelings and behaviour some respondents explained that their opinions and the general outlook towards life have positively changed through rectifying their criminal ways. Other respondents indicated that individual counseling services has helped them be open minded by looking at issues from different perspectives while others cited improvement in self-esteem. Better still; the individual counseling has enabled some respondents to appreciate hard working and even going back to school to gain knowledge and skills. Further, most of the respondents indicated that the probation officers have been supportive through the life teachings, encouragement and psychosocial support; linking

them with the government for funds to start their businesses; and integrating into the society.

On the linkage between group therapy sessions on the beliefs, feelings and behaviour, some respondents explained that the group therapy sessions have improved spirituality and a sense of belonging (.....“group sessions have helped my improved my spirituality and a sense of belonging”. Other probationers explained that the group sessions have helped view life in different perspectives; accepting responsibility for the offense; and improvements of self- esteem levels. Some respondents further explained that during group therapy sessions, they engaged in constructive disclosures by sharing personal secretes and feelings. This in turn improved their social integration, sense of belonging, confidence and improved relationships. They further explained that the disclosures were due to friendly environment created by the probation officers.

On the effectiveness of family counseling survives, majority of the offenders serving non-custodial sentences explained that supportive families have assisted them to overcome difficult program experiences while going through the rehabilitation process (“.....support families have helped me to overcome challenges”). They further explained that family counseling services created strong social bonds between the offender and the family members. This created conducive environment for acceptance into the family.

4.5 Summary of Findings

The study sought to establish the effectiveness of counseling services on the rehabilitation of non-custodial offenders in Nairobi County, Kenya. The counseling

services included individual counseling, group therapy counseling and family therapy counseling.

On effectiveness of individual counseling service on rehabilitation of non-custodial offenders, the study revealed that individual counseling service is critical in the success of rehabilitation of offenders serving non-custodial sentences. The participation rate in individual counseling services offered by the probation officers was generally high (mean=1.96); and the relationship between the probationers and probation officers was considered good (mean=2.88). Additionally, 96% of the non-custodial offenders undergoing counseling indicated that the individual counseling services had impacted on their beliefs, feelings and behaviour. Probation officers are said to have greatly supported probationers with 90.7% of the total respondents stating that the probation officers were being supportive during the individual counseling sessions. In terms of frequency of meetings, 92.6% of the total respondents met their probationers on monthly basis. Most importantly, the counseling needs were almost equally determined between the offenders and the probation officers as indicated by 55.6% and 44.4% of the respondents respectively. Moreover, 100% of the probation officers found the offenders to be individually important. Finally, all the probation officers were of the opinion that individual counseling services improved offender rehabilitation.

The role of the group counseling services was another vital organ in the realization of successful community correctional goals and objectives of rehabilitation, re-integration and reconciliation with victims in the society. Most of the respondents rated the linkage between these group therapy sessions and their beliefs, feelings and behaviour change as high (mean score=2.27); and the relationship the probationers and probation officers was considered good (mean=2.94). The majority of respondents who accounted 51.9% of the

probation officers who participated in study indicated that group therapy sessions were conducted often in their stations. Further, the majority of respondents who accounted 48.1% of the probation officers who participated in study rated the linkage between these group therapy sessions and offender rehabilitation as high, followed by 33.3% of the probation officers who rated the linkage as average while 11.1% and 7.4% of the probation officers rated the linkage as low and very high respectively.

Through the study, investigation revealed that family counseling services is critical in the success of the rehabilitation process of the offenders serving non-custodial sentences. Most of the probationers rated the relevance of family sessions in their rehabilitation as fair (mean=2.46); and they rated the family attitude towards their placement to non-custodial sentence as positive (mean=1.25). In addition, majority (60.3%) of the respondents felt that the family counseling sessions were useful in assisting them reform in the process of their sentence. Also, 88.9% of the respondents felt that family psychosocial support had any impact on offender rehabilitation and crime control. Most importantly, the majority of respondents who accounted 44.4% of the probation officers who participated in study rated the relevance of the sessions in offender rehabilitation as high, followed closely by 37.0% of the probation officers who rated the relevance of the sessions in offender rehabilitation as very high while 18.5% of the probation officers rated the relevance of the sessions in offender rehabilitation as fair.

Notwithstanding, the positive responses on most of the aspects of counseling survives, the results on the various aspects of offender rehabilitation are mixed. On one hand, the study shows results were positive as indicated by 83.6%, 61.2% and 65.7% of the offenders undergoing various forms of counseling stated that they reformed, empowered and progressed respectively. Further, 98.5%, 98.5% and 91.7% of the probationers

indicated that the orders have not be revoked, re-offended or breached the conditions respectively. However, there were also negative results on the effect of counseling services. According to the study, 22.4% and 25.4% of the offenders undergoing counseling have acquired skills and re-integrated into society. Nevertheless, most of the respondents reported that the incidences of crime have reduced and that there is social control accounting for 49.3% and 46.7% of the responses respectively. Moreover, majority of the respondents (74.6%) rated their performance as high, 20.0% of the respondents rated their performance as very high while 5.3% of the respondents rated their performance as fair.

CHAPTER FIVE

DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the discussion, conclusions and recommendations for theory, policy formulation, practice and suggestions for further research.

5.2 Discussion

The study sought to establish the effectiveness of counseling services on the rehabilitation of non-custodial offenders in Nairobi County, Kenya. The counseling services included individual counseling, group therapy counseling and family therapy counseling.

On effectiveness of individual counseling service on rehabilitation of non-custodial offenders, the study revealed that individual counseling service is critical in the success of rehabilitation of offenders serving non-custodial sentences. It was established that 96% of the non-custodial offenders undergoing counseling indicated that the individual counseling services had impacted on their beliefs, feelings and behaviour. Probation officers are said to have greatly supported probationers with 90.7% of the total respondents stating that the probation officers were being supportive during the individual counseling sessions. These findings are consistent with the study of Khodayarifard *et al.* (2010) which revealed that the individual therapy improved the psychological status of inmates by 15%. The findings are also consistent with the study by Howells *et al.* (2004) which revealed a 7% decrease of reoffending on the previous two years. However it was noted that only government officials in charge of

rehabilitation were interviewed and the feelings of the offenders who are the beneficiaries of the interventions were not sought.

The role of the group counseling services was another vital organ in the realization of successful community correctional goals and objectives of rehabilitation, re-integration and reconciliation with victims in the society. The majority of respondents who accounted 51.9% of the probation officers who participated in study indicated that group therapy session were conducted often in their stations. Further, the majority of respondents who accounted 48.1% of the probation officers who participated in study rated the linkage between these group therapy sessions and offender rehabilitation as high. The findings are in agreement with the study by Khodayarifard *et al.* (2010) which indicated that by attending group sessions and being exposed to other participants' experiences and contributions to the group dynamics, the inmates started to analyze and scrutinize their own problems. The study is also in agreement with findings by Garrett *et al.* (2003) which revealed that the majority of the respondents reported that their experience in the group was a positive experience.

Through the study, investigation revealed that family counseling services is critical in the success of the rehabilitation process of the offenders serving non-custodial sentences. Most of the probationers (60.3%) felt that the family counseling sessions were useful in assisting them reform in the process of their sentence. Also, 88.9% of the respondents felt that family psycho-social support had any impact on offender rehabilitation and crime control. These findings concur with the observations of Howells (2004) which indicated that family counseling assists men to acknowledge their own violence, understand the effects of violence, to empathize with their partners' experience and help them develop skills geared towards prevention of future violence. A study by Miller *et*

al. (2006) also revealed a 70% success rates in reducing re-offending and thereby saved the tax payer \$31,821.

Notwithstanding, the positive responses on most of the aspects of counseling survives, the results on the various aspects of offender rehabilitation are mixed. On one hand, the study shows results were positive as indicated by 83.6%, 61.2% and 65.7% of the offenders undergoing various forms of counseling stated that they reformed, empowered and progressed respectively. Further, 98.5%, 98.5% and 91.7% of the probationers indicated that the orders have not be revoked, re-offended or breached the conditions respectively. However, there were also negative results on the effect of counseling services. Moreover, majority of the respondents (74.6%) rated their performance as high, 20.0% of the respondents rated their performance as very high while 5.3% of the respondents rated their performance as fair. Wilson (2005) points out that effective rehabilitation of offenders requires the utilization of a wide menu of evidence based interventions such as individual, group and family counseling service.

5.3 Conclusions

The study confirmed that individual counseling service greatly influenced the success of rehabilitation of offenders serving non-custodial sentences. The participation rate in individual counseling services offered by the probation officers is generally high; and the relationship between the probationers and probation officers is considered good. The study further reveals that individual counseling services impact positively on beliefs, feelings and behavioral change. The probation officers' support greatly influences the success of the rehabilitation outcomes. Most importantly, the counseling needs should be driven by the probationers but the role of the probation officers can be ignored either. Thus, individual counseling services greatly affect offender rehabilitation.

The group counseling services also plays a critical role in the realization of successful community correctional goals and objectives of rehabilitation, re-integration and reconciliation with victims in the society. The linkage between group therapy sessions and beliefs, feelings and behaviour change is considered high; and the good relationship the probationers and probation officers is important in the success of the rehabilitation process. It is therefore important that a clear program of capacity building and awareness' creation be conducted to the community, probationers and members of their families.

The family counseling services also plays pivotal role in the success of rehabilitation of offenders serving non-custodial sentences. Most of the probationers rate the relevance of family sessions in their rehabilitation as fair; and the family attitude towards their placement to non-custodial sentence should be positive. Family counseling sessions are useful in assisting them reform in the process of their sentence. Most importantly, family psycho-social support had any impact on offender rehabilitation and crime control.

5.4 Recommendations

This section provides recommendation for the study in terms of practice and further recommendation for the study. The following are recommended based on practice:

1. The frequency with which the probationers went for psychological support was monthly as indicated by the mean score of 1.80 (92.6% of the total respondents met their probationers on monthly basis). This can be attributed to inadequate number probation officers to attend to a manageable number of offenders. Therefore, regular interaction between the probation officers and probationers at least on weekly basis is recommended to ensure proper monitoring of the progress of offenders in

reintegrating into the society through counseling services. In order to bridge the high cost probationers are incurring to keep to appointment with their supervising officers, it is proposed that more attendance centres be opened at the sub- location level and introduce mobile offices with aid from special support fund to probationers who are assessed to be of low risk .

2. The department is advised to introduce electronic monitoring to enhance the quality of supervision while taking account of cost implication in offender management and rehabilitation to warrant timely action.
3. To manage the critical contribution of supervision component in the success of the rehabilitation programs, it is recommended that in line with rule 10.1 and 10.3 of Tokyo regulations on non-custodial sentences, more probation officers be recruited to bring the caseload to a manageable level of fifty and below. The officers to be considered for specialized professional development to enhance their competence in managing public safety, and further tap on the benefits and developed volunteer probation officers from the community.
4. To meet further supervision and cost challenges, it is recommended that private service providers be licensed to complement on government efforts in the rehabilitation, and reintegration of offenders to up hold public safety.
5. The community plays host to the victims of offences and their offenders. Its duty towards reform is vital as many people commit crime and many people are discharged from prisons back to the community. It is recommended that out of this noble role intensive awareness creation should be made to step up positive community attitude towards offenders.
6. According to the study only 22.4% and 25.4% of the offenders undergoing counseling have acquired life skill and vocational training to facilitate rehabilitation.

Therefore, government should come up with a clear training policy which will ensure that proper structures are in place for the proper training for all the offenders serving non-custodial sentences. This will see to it that the offenders acquire proper skills which can help them secure employment or become self-employed for self-sustenance. This will have a lasting effect of reduction in crime rate and spurring development in the country on the other hand probation officers need to refresh and upgrade the counseling skills so as to handling challenges faced in utilization of the knowledge and skills for effective delivery of services.

7. It is recommended that longitudinal studies be conducted in future to assess critical factors influencing successful implementation of non-custodial sentences in the entire country and each for each county in the new administrative structure following the promulgation of the new constitution.

REFERENCES

- Adler, F., M, Gerhard. O.W., & Laufer, W.S. (1991). *Criminology*. New York, USA: McGraw Hill Publishing Company.
- Agaya, C. (2005). *Rehabilitation and reintegration of prisoners: Case study of Nairobi West and Langata Prisons*. (Unpublished thesis, Kenyatta University, Nairobi, Kenya).
- Blanchard, V. (2001). *Experiences of violent juveniles reoffending in counseling*. (Master's thesis, University of New Orleans, New Orleans LA).
- Bonta, J. & Andrews, D. (2006). Risk-need responsivity model for offender assessment and rehabilitation. *A Journal on Public Safety*, 45 (3), 13-20. Retrieved on 3rd March 2014 from http://www.publicsaftey.gc.ca/res/cor/rep/risk_need_200706_eeng.aspx
- Corey, G. (2001). *Theory and practice of counseling and psychotherapy*. Wadsworth: Brooks and Cole, Fullerton, California.
- Cullen, F. & Grandreau, P. (2001). From nothing works to what works: Changing Professional Ideology in the 21st Century. *Prison Journal*, 81(3):313-338. Retrieved on 15 February 2014 from www.ijhssnet.com
- Dardouze, K. (2009). *Rehabilitative methods and the effect on juvenile offenders*. (Unpublished thesis, University of Maryland, Maryland United States of America).
- Diessel, A. (2008). *Rehabilitation and reintegration in African Prisons*. (Unpublished thesis, Johannesburg University, Johannesburg, South Africa). Retrieved on 5th June 2014 from www.hsrepress.ac.za
- Garret, T. Oliver C, Wilcox, D. & Middleton, D. (2003). Who cares? The views of sexual offenders about group treatment. *Journal on Research and Treatment* 15:251-267. Retrieved on 19th May 2014 from www.iptforesencis.com
- Gatotoh, M. Omulema, B. & Nassiuma, D. (2011). Correctional Attitudes: An Impetus for a paradigm shift in Inmate Rehabilitation. *International Journal of Humanities and Social Sciences* Vol 1 No.4 page263. Retrieved on 20th February 2014 from www.ijhssnet.com.
- Government of Kenya, (2010). *The Constitution of Kenya*. Government printer, Nairobi. Kenya.
- Governments of Kenya, Probation offenders Act CAP 64 *Laws of Kenya*, (1981). Retrieved on 25th May 2014 from www.kenyalaw.org.
- Hanlon, L. (2011). Rethinking Rehabilitation of Juvenile offenders, *Loyaburok Online Journal*. Retrieved on 21 May 22, 2014 from <http://bit.ly/f2qnfZ>

- Houghton Mifflin Company (2009). *American Heritage Dictionary of the English Language*, Fourth Edition, Published by Houghton Mifflin Harcourt.
- Howells, K. Hesltine, K. & Day, A. (2004). *Correctional Offender Rehabilitation Programs: The National picture in Australia: Report for Criminology Research Council*. Center for Applied Psychological Research, University of South Australia. Retrieved on 20th May 2014 from www.criminologyresearchcouncil.gov.au/re.
- Israel, G. D. (1992). *Sampling the Evidence of Extension Program Impact*. Program Evaluation and Organizational Development, IFAS, University of Florida. PEOD-5. October.
- Khodayarifard, M. & Shokoohi, M. (2010). Effect of individual and group cognitive-behavioral therapy for male prisoners in Iran. *International Journal of offender therapy and comparative criminology*, Vol .54 No. 5, 743-752. Retrieved on 15th February 2014 from <http://ijosagepub.com>.
- Kombo, D. & Tromp, K. (2006). *Proposal and Thesis Writing*. Nairobi: Don Bosco Printing Press.
- Kothari, C.R., (2004). *Research methodology: Methods and techniques*, (2nd Ed.). New Delhi: New Age International Publishers Ltd.
- Latima, J. (2012). Effect of Multisystemic therapy on youth male offenders in Ontario, Canada. *A Journal on Justice Research*, 12, 32-36. Retrieved on 20th May 2014 from www.justice.ca/eng/rp-pr/jr/12/psd.html.
- Loeber, R. & White, H. (2008). *Violence and serious theft, development and prediction*. New York: Routledge.
- Losel, F. & Schmucker, M. (2005). Effectiveness of treatment of sexual offenders: A comprehensive Meta-analysis. *Journal on Experimental Criminology*, 1, 117-146. Retrieved on 20th May 2014 from www.duckduck.com.
- Muntingh, L. (2005). *Offender Rehabilitation and Reintegration: Taking the white paper on corrections forward*, Research paper Number 10 presented at the civil society Prison reform initiative conference, University of Western Cape. Retrieved on 20th February 2014 from www.muntingh@worldonline.co.ca.
- Nyandemo, T. (2006). *Research Methodology Methods and Approaches*. Nairobi: University of Nairobi Printing Press.
- Obondi, C. (2009, 15 September). *Effective Resettlement of offenders by strengthening Community reintegration factors: Kenya's' experience*, presented at the 145th international training course participants, observers papers, Canada.
- Orodho A.J., (2003). *Essentials of Educational and Social Science Research methods: Qualitative and Quantitative Approaches*. Nairobi, ACTS Press.

- Rogers, P. & Lindsay, H. (2011). An Investigation in to the effect of offender, gender, age on public attitude towards sex offenders, treatment on rehabilitation. *Journal of offender rehabilitation*, Vol50:(8)511-530. Retrieved on 18th May 2014 from, <http://www.tandfonline.com/loi/wjor20>.
- Sdorow, L. (1993). *Psychology*. Iowa: Brown and Benchmark.
- Tanimu, B. (2010). Nigeria Convicts and Prison Rehabilitation Ideals. *A Journal on Sustainable Development in Africa*, 12(3). Retrieved on 17th July 2014 from www.prisonpolicy.org/scans/rehab.ht.mi.
- United Nations minimum rules for non- custodial offenders (1990).45/110.Retrieved on 10th February 2014 from www.un.org/documents/ga/res/45/r110.
- United Nation rules for treatment of women, (2010). Retrieved on 20th February 2014 from www.ohchr.org/documents/ga.res/811.
- Watton, B. (1959). *Social Sciences and Social Pathology*. Georgia: Allen and Unwin publishers.
- Wilson, D. (2005). Quantitative review of structured group oriented cognitive behavior programs for offenders. *A Journal On Criminal Justice Behavior*, VO132 No.2, 2005 172-186.Retrieved on 10th March 2014 from www.sagepub.com.
- Yamane, T. (1967). *Statistics: An Introductory Analysis* (2nd Ed), New York: Harper and Row.

APPENDIX 1: LETTER OF APPROVAL



KENYATTA UNIVERSITY GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 810901 Ext. 57530

Internal Memo

FROM: Dean, Graduate School

DATE: 2nd August, 2015

TO: Masese Monyenche Pamela
C/o Psychology Department.

REF: C50/CTY/PT/23821/11

SUBJECT: APPROVAL OF RESEARCH PROPOSAL

=====

This is to inform you that Graduate School Board, at its meeting of 29th July 2015, approved your Research Proposal for the M.A. Degree Entitled, "The Effectiveness of Counselling Services on Rehabilitation Amongst Non-Custodial Offenders in Nairobi County, Kenya".

You may now proceed with data collection, subject to clearance with the Director General, National Commission for Science, Technology and Innovation.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking forms per semester. The form has been developed to replace the progress report forms. The supervision Tracking Forms are available at the University's website under Graduate School webpage downloads.

Thank you.


REUBEN MURHUKI
FOR: DEAN, GRADUATE SCHOOL

c.c. Chairman, Department of Psychology

Supervisors:

1. Dr. Wilfrida Olaly
C/o Department of Psychology
Kenyatta University
2. Dr. Rev. Davis Gatua
C/o Department of Psychology
Kenyatta University

RM/vn

APPENDIX 2: INFORMED CONSENT FOR THE RESPONDENTS

Dear Respondent,

The Researcher is a student of Kenyatta University undertaking a course in Masters of Arts (Counseling Psychology). She intends to study the effects of counseling services on offender rehabilitation in the Department of Probation and Aftercare service.

This questionnaire and the focused group discussions are therefore for research purposes only and any information given will be treated with outmost confidentiality. This is to request for your consent to participate in the study and to let you know that you will be at liberty to withdraw from the study at any time.

Your unrelenting support and assistance is highly appreciated in advance.

Thanks you.

Yours Sincerely



Pamela Monyenche Masese.

APPENDIX 3: QUESTIONNAIRE FOR PROBATION OFFICERS

Dear Respondent,

The Researcher is a student of Kenyatta University undertaking a course in Masters of Arts (Counseling Psychology). She intends to study the effects of counseling services on offender rehabilitation in the Department of Probation and Aftercare service.

This questionnaire and the focused group discussions are for research purposes only and any information given will be treated with outmost confidentiality.

Instructions:

Please tick as appropriate inside the box and fill in where blanks are provided.

Section A: Background Information

1. Job Cadre _____

2. Gender

a) Female

b) Male

3. Highest level of Education

a) Post Graduate

b) Graduate

c) Diploma

d) Certificate

e) "A" Level

f) Other (specify):

4. Age Group (in years)

- a) 18 – 25
- b) 26 – 35
- c) 36 – 4
- d) Above 46

5. Respondents Station (Tick where appropriate)

- a) Makadara
- b) Kibera
- c) Milimani
- d) Mathari

6. Occupation

7. Profession

8. Professional membership/ Affiliation.

9. Department.....

10. Marital Status (Tick as appropriate)

- Single
- Married
- Separated
- Divorced
- Widowed

11. For how long have you served as a probation officer? (Tick as it appropriate)

- Less than 1 year 1-2 years 3-5 years
- 5-10 years over 15 years

12. Do you possess any skills that enable you to discharge your duties as a probation officer? (Tick as appropriate)

Yes No

13. If yes, what are they?

List:

i) _____

ii) _____

iii) _____

14. How often do you undergo skills improvement? (Tick as appropriate)

After six months every year after two years

No training plan at all

15. What are your duties and responsibilities as a probation officer?

List:

i) _____

ii) _____

iii) _____

16. In your professional opinion, would you recommend offenders to be placed on non-custodial sentence? (Tick as appropriate)

Yes No

17. Please explain your answer in 22 above

Section B: Individual Counseling Services

1. How often do you meet with your probationers individually? (Tick as appropriate)

- Weekly two weeks Monthly Quarterly
Six months annually

2. How is counseling needs determined? (Tick as appropriate)

- Offender driven (voluntary) Probation officer driven

3. Do you find counseling of offenders individually to be important? (Tick as appropriate)

- Yes No

4. If yes, list its importance.

- a)
- b)
- c)

5. How would you rate your participation in individual counseling services provided by Probation Services?

- Very High High Fair Poor Very poor

2. In your own opinion has individual counseling improved offender rehabilitation in Probation Department?

Yes No

3. Explain your answer in (2) above _____

4. Suggest ways of improving individual counseling to enhance offender rehabilitation.

Section C: Group Counseling Services

5. How often do you conduct group therapy sessions your station

Very often Often Rare
Very Rare None of these

6. How would you rate the linkage between these group therapy sessions and offender rehabilitation?

Very high High Average Low
Very low

7. Explain your answer (6) above _____

8. Suggest ways in which in which group therapy can be improved to facilitate effective offender rehabilitation.

Section D: Family Counseling Services

9. Do you conduct family counseling sessions where offenders' family members and offenders are included?

Yes No

10. If yes how would you rate the relevance of the sessions in offender rehabilitation?

Very High High Fair Poor None of these

11. Kindly explain your answer in 10 above

12. In your opinion, has family psycho-social support had any impact on offender rehabilitation and crime control? (Tick as appropriate)

Yes () No ()

13. If yes, Explain

.....

.....

.....

.....

Section E: Rehabilitation

14. What have been the results of your counseling process towards rehabilitation of offenders?

Explain.....
.....
.....
.....

2. Which theories do you prefer when conducting the following?

a) Individual counseling

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

b) Group-therapy

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

c) Family-counseling

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

3. Kindly give any other information which can facilitate effective offender rehabilitation

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

Thank you very much for your input and cooperation. I really appreciate.

APPENDIX 4: QUESTIONNAIRE FOR CLIENTS

Dear Respondent,

The Researcher is a student of Kenyatta University undertaking a course in Masters of Arts (Counseling Psychology) she intends to study the effects of counseling services on offender rehabilitation in the Department of Probation and Aftercare service.

This questionnaire and the focused group discussions are for research purposes only and any information given will be treated with outmost confidentiality.

Instructions:

Please tick as appropriate inside the box and fill in where blanks are provided.

Section A: Background Information

1. Name (optional):

2. Job Cadre _____

3. Gender: Female Male

4. Highest level of Education

a) Post Graduate

b) Graduate

c) Diploma

d) Certificate

e) "A" Level

f) Other (specify): -----

5. Age Group (in years)

- a) 18 – 25
- b) 26 – 35
- c) 36 – 45
- d) Above 46

6. Respondents Station (Tick where appropriate)

- a) Makadara
- b) Kibera
- c) Milimani
- d) Mathari

7. Length of in rehabilitation (in months)

- a) 1 – 6
- b) 6 – 10
- c) 11 and above

8. Marital status

- a) Single
- b) Married
- c) Separated
- d) Widowed

Section B: Individual Counseling Services

1. How would you rate your participation in individual counseling services offered by the probation officers?

Very High High Fair Poor Very poor

2. In your own opinion has individual counseling had an impact on your beliefs, feelings and behavior?

Yes No

3. Explain your answer in (2) above

4. How is your relationship with the probation officer/Office?

Poor Moderate Good

5. How regular do you interact? (Tick as appropriate)

Not at all Weekly Monthly Quarterly

After six months One year

6. How regular do you go for psychosocial support? (Tick as appropriate)

Weekly Monthly Quarterly Six months

One year

7. Do you find the probation officer being supportive to you?

Yes No

8. If yes, what support or benefits do you get from the probation officer?

If NO, please explain

Section C: Group Counseling Services

9. How often do you attend group therapy sessions your station?

Very often Often Rare Very Rare None of these

10. How would you rate the linkage between these group therapy sessions and your beliefs, feelings and behaviour change?

Very high High Average Low Very low

11. Explain your answer (5) above

12. How is your relationship with the probation officer/Office?

Poor Moderate Good

Section D: Family Counseling Services

13. Do you attend family counseling sessions with your family members?

Yes No

14. If yes how would you rate the relevance of the sessions in your rehabilitation?

Very High High Fair Poor None of these

15. Kindly explain your answer in 8 below.

16. Do you feel the family counseling sessions were useful in assisting you reform in the process of your sentence? (Tick as appropriate)

Yes No

17. What is the family attitude towards you on placement to non-custodial sentence?

(Tick as appropriate)

Positive Negative Luke warm

18. In your own opinion how do you think counseling services (in individual counseling, group therapy and family counseling) should be enhanced so to facilitate your rehabilitation?

Section B: Rehabilitation

19. From the time you commenced your sentence do you feel you have experienced any of the following? (Tick as many as applicable)

Reformed Acquired skills/technical and non-technical

Re-integrated into society Revocation of order

Re-offended Empowered Progressed

20. How would you rate your performance on the sentence? (Tick as appropriate)

In Progress Satisfactory Unsatisfactory Absconded

21. In your opinion, how has counseling influence crime position in your locality? (Tick as appropriate)

Increased crime Reduced crime Social control None

22. If, the above is increase or decrease, how?

23. Have you ever breached conditions spelt in your sentence? (Tick as appropriate)

Yes No

Thank you very much for your input and cooperation. I really appreciate.