

**COMMUNITY POLICING IN CRIME MANAGEMENT IN ONGATA
RONGAI, KENYA**

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DECLARATION

I declare that this research project is my original work and has not been presented in any other university for consideration of any certification. This research project has been complemented by referenced sources duly acknowledged.

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DEDICATION

I wish to dedicate this work to God for giving me the ability to finish the research project. I also dedicate this work to my loving wife Hyline Binyanya, my daughter Shania Kerubo and my two sons Gift Gichaba and Myles Omari for their encouragement and support during my study. I also dedicate this work to my dear parents Mrs. Veronica Omari and the late Philip Omari for their moral support and for laying good foundation in my life and in my education. In addition, I dedicate this work to my classmates and work colleagues for their support and advice throughout the programme.

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ABBREVIATIONS AND ACRONYMS

CP	Community Policing
CLOs	Community Liaison Officers
CPF	Community Policing Forum
CCPU	Contact Community Policing Unit
CPCs	Community Policing Committees
CPFs	Community Policing Forums
GoK	Government of Kenya
IIMS	Integrated Information Management System
KHRC	Kenya Human Rights Commission
NCBDA	Nairobi Central Business District Association
OCPD	Officer Commanding Police Division
OCS	Officer Commanding Police Station
OC	Crime- Officer incharge of Crime
POP	Problem-Oriented Policing
SP	Superintendent of Police
SSP	Senior Superintendent of Police
UN	United Nations
USA	United States of America

OPERATIONAL DEFINITION OF TERMS

Area

Includes a geographical area, village, residential estate, place, ward, or community of interest as selected by the community policing authority for the purpose of community policing and crime management.

Community

Is a collection of people who share the same geographical location or views, aspirations, and goals about community policing and crime management.

Community Policing

Is a policing approach that recognizes the local community's voluntary participation in the maintenance of peace and acknowledges the police's need to be responsive to the communities and their needs, with joint problem identification and problem solving as a key element, while respecting the different responsibilities the police and the public have in the field of crime prevention and maintaining order for effective community policing and crime management.

County Policing Authority

It is a body led by a County Governor that serves as a point of contact between the County Government, citizens, and national security agencies to promote community policing and crime management.

Community Policing Committee

Is a committee that is elected by a Community Policing Forum pursuant to section 98(4) of the NPS Act, 20 to coordinate, lead, and represent the forum. The democratically elected members of a cluster are in charge of the group's/activities on community policing and crime management.

Community Policing Forums

Meetings between members of the Community Policing Committee and the general public are examples of community policing forums. The forums provide as a platform for offering feedback and evaluating the success of community policing initiatives regarding community policing and crime management.

National Security

Is the defense of Kenya's territorial integrity and sovereignty, as well as its people, their rights, freedoms, property, peace, stability, and prosperity, and other national interests, from both internal and external threats. Kenya's Constitution, Article 238(1), aimed to enhance community policing and crime management.

Nyumba Kumi

Is a strategy for establishing Community Policing at the household or any other generic level.

A residential court, an estate, a block of houses, a manyatta, a street, a community of interest, a gated community, a town, or a bulla are all examples of households to improve community policing and crime management.

Partnerships

It is a cooperative engagement between two or more entities with the intention of achieving a common goal; it is a state of cooperating for a common goal of strengthening community policing and crime management.

Policing

It is a proactive approach designed to maintain law and order, social cohesion, and legal respect, specifically for community policing and crime management.

Security

Is a state of being safe or sheltered from harm. Protection and welfare are the primary concerns of security to achieve better community policing and crime management.

Stakeholder

A person or agency interested in, has influence over, or is concerned about community policing and crime management.

The Rule of Law

It is a legal concept that no one is above the law, and that government decisions and actions must adhere to current legal and moral principles regarding community policing and crime management.

The Mulika Uhalifu Platform

A platform that seeks to promote and facilitate citizen participation in security. It enables an anonymous crime reporting and monitoring by any member of the public to promote community policing and crime management.

ABSTRACT

Community policing and crime management are two important approaches to reducing crime and maintaining public safety. The purpose of the study was to examine the effects of community policing on crime management in OngataRongai Sub-county. It specifically analyses the effects of public partnership on crime management; the effects of crime intervention techniques on crime management; and the effects of implementation of community policing organizational features on crime management. The study was based on the Broken Windows 'Theory' of Crime. The study used descriptive research design. This allowed collection of data on multiple variables at a single time point, which was then analyzed for correlation patterns. The population consisted of 300 Kenya National Police Service, 25 State officers from the Ministry of Interior, 10 Government policing agencies, and 50 stakeholders (from Religious groups Community-Based Organizations, civil society organizations, business community, the private security industry, the media, Non-Governmental Organizations, special needs groups, educational institutions, youth and women's organizations), making a total of 385 targeted people. The study used stratified random sampling. The study also employed both quantitative and qualitative techniques. The unit of analysis was the Kenya National Police Service, OngataRongai. The researcher obtained a list of commissioned police officers from relevant offices in OngataRongai. From that list 100 respondents were selected using the systematic random sampling. The study used questionnaires, guided interview schedules, telephone interviews and focused group discussions. A total of 3 Focus Group Discussions and 4 key informant interviews were conducted. Validity and reliability of the questionnaires were determined by conducting a pilot study in the adjacent sub-county of Ngong. To analyse and interpret data, the study employed both qualitative and quantitative methodologies. The major findings of the study include; the existing partnerships were not effective due to lack of trust and interest between the police and members of public to CP program in OngataRongai; the introduction of flood lights, mulika platform, marking/naming of streets, regular foot and mobile patrols, KaziMtaani Programmes, installation of CCTV Cameras and zoning of areas had enhanced safety and security by positively contributing to a decrease in crime; LEMELEPO, Ole Kassasi, and OngataRongai CBOs had assisted to bring down levels of crime. These were some of the key recommendations; The police should cultivate a culture of partnership with members of the public by identifying and striving to overcome the problem of long-standing mutual mistrust and suspicion; the government should ensure the police are equipped adequately with the necessary logistics, training, terms and conditions of service and facilitation to enable them discharge their mandate effectively; members of public should be sensitised on the importance of having good relationship with the police and providing information concerning insecurity and other forms of crime; and lastly the government should create job opportunities especially to the youth to prevent them from engaging in criminal activities.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter makes a brief introduction to the study by looking at: background to the study; problem statement; study objectives; research questions, justification of the study, and scope of the study.

1.1 Background of the Study

Crime is a problem of the entire community, not only the police. Criminologists and law enforcement officials have struggled for decades to figure out how to reduce crime rates. In the last three decades, several philosophies have been advanced to structure efforts to improve policing. Community policing (CP) is an example of such a method. (Terpstra, 2011) CP is both a philosophy (a way of thinking) and an organizational strategy (a way to implement the philosophy) for the police and the community to work together as a team to solve problems of crime, disorder, and safety issues in their respective communities. Community, and other social order issues are addressed through participation in and partnership with the communities (Brogden, 2012). Community policing (CP) aims to improve policing organizations from relying on criminal law and procedure to using consensual extra-legal strategies for problem solving, (Brogden, 2012). CP is built on the premise that the police alone cannot sustain law and order without the input of the community (Mutegi, 2017). Two American academics, James Wilson and George Kelling, were the first to suggest the idea (Diphorn & van Stapele, 2020). They argued that declining neighborhoods resulted in crime and disorder, and that in order to avoid crime, disorder had to be contained.

The purpose of community policing is to identify and eliminate crimes and disobedience of law by criminals in communities to ensure a safe environment. The police forces and the communities must be in full partnership to achieve this objective. Community Policing (CP) is based on the idea that communities should have a say in how they are governed (Munyasia, Makokha, Sakataka, & Oteki, 2016). CP focuses less on criminal law procedures and more on consensual extra-legal tactics of intervention and emphasizes partnership with the community to address security concerns (Brogden, 2012). Community involvement in policing is the only way to achieve this. Moreover, there are criminals living in the community, and some community members may have information that can be used to charge and prosecute criminal perpetrators, according to the law (Palmiotto, 2011). CP was developed on the basis that the police may not be able to maintain law and order on their own without the community's support (Terpstra 2011). Community policing is based on the principle that criminals and their accomplices reside within the communities where they commit crimes, meaning the neighbours they know can be used to reduce crime (GOK, 2014).

Globally, community policing has become the ideal model of policing in most parts of the world. Globally- first started in 1829 in the UK by Sir Robert Peel and George Kelling in the US and later to Africa in the late 90s. Many countries in Europe, the United State of America, and Africa have implemented it to address insecurity and other emerging issues, which are of concern to people and their governments. Community policing has grown in popularity around the world as a viable strategy for improving public security and safety (Diphorn& van Stapele, 2020). Since the 1980s, community policing was widely advocated in the United States and1the United Kingdom (Blair et al., 2021).

The concept is based on the principle of cooperation and consultation between police and the public (Brankamp, 2020). Community policing is a collaborative effort between law enforcement and the community to identify and solve problems in a proactive, rather than reactive, way. This approach has been shown to be effective in reducing crime and improving public perceptions of safety. There are a number of reasons why community policing has become so popular in recent years (Gau & Paul, 2019). One is the increasing recognition that traditional law enforcement approaches alone are not sufficient to address the root causes of crime and disorder. Community policing involves a more holistic approach that takes into account the social and economic factors that contribute to crime. Another reason for the popularity of community policing is the growing realization that public safety is not just the responsibility of law enforcement (Paez & Dierenfeldt, 2020). Everyone has a role to play in making their community safe. This includes working together to identify and address problems, as well as taking individual responsibility for personal safety and security (Kabage, 2019). Community policing is an effective strategy for improving public safety and security. It is a collaborative effort that involves all members of the community in identifying and solving problems. It is also a proactive approach that can address the root causes of crime.

The Metropolitan Police District was the first to introduce the concept in London. In an effort to combat increased crime rates in and around the nation's capital as they grew (Bayerl et al., 2017), the UK Parliament wanted to combat the growing problem (Bayerl et al., 2017). It required citizens to be familiar to one another and this would allow them to recognize criminals or misconduct. In the case of an incident, people could also call

the police. This had a significant impact on deterring criminals from committing crimes in the region.

CP is rebranded in France and Spain as 'neighbourhood policing'. Similarly, China implemented community policing in the 1960s (Zikhali, 2019). Community policing offers a better approach of restoring trust between the police and the public and enhancing protection in most developed countries due to the negative relationship between the police and the public in most developing countries (Wekesa and Muturi, 2016).

Several countries in Africa have customized community policing programs similar to those used in developed countries such as the United States and the United Kingdom. However, the strategies vary based on the background of the region (Bayerl et al., 2017). For example, Nigerian community policing has made an impact on the context of policing by transforming the military and paramilitary structures. Ordu and Nnam (2017) denoted that their policing programs are regionalized, thus enhancing convenience, ease contact, effective cooperation with grass-root communities, engaging in tactics that target specific problems identified by the whole community, working in partnership with other private organizations, and continually evaluating their strategies (Okafor&Aniche, 2018).

In South Africa, apartheid continued to operate so that the police were introduced as a way of legitimizing and supervising the police (Diphooorn& van Stapele, 2020). It was essential to establish dynamic relationships between the public and the police to deal with crime. A national-wide grassroots system known as *Nyumba Kumi* was introduced in Tanzania. This ensured that police and immigration agents knew who stayed at the hotel, who rented and lived in the building, who owned the property, and who moved

into and outside the villages. No strangers had to rent a house in Tanzania, stay in a hotel, or come to the village in 24 hours without the knowledge of immigration and the police.

Like most African countries, Kenya has continued to suffer from increasing crime rates. In Kenya, the police citizen ratio is 1:1150, as opposed to 1:450 (UN). The government of Kenya adopted Community Policing initiative for crime management. The purpose of this policy is to recognize the community's voluntary participation in maintaining peace and security with the police, and to recognize and celebrate the police's cooperation in identifying and solving problems together. Despite the initiative of CP, increasing crime rates have continued to adversely affect citizens across the country from the statistics indicated in the next paragraph - that needs an inquiry.

Crime cases reported to the police in 2020 reduced by 25.4% to 69645 from 93,411 in 2019 Kenya National Focal Point on Illicit Small Arms and Light Weapons. The study shows that the reduction in the number of offences could be attributed to Covid – 19 containment measures, the restrictions and curfews led to the reduction of crimes committed as well as reporting to the police. However there were significant increases in cases such as murder, rape, defilement, homicides Child trafficking, FGM, child pregnancy and cases of internally displaced children. Nairobi, Kajiado, kiambu, nakuru, Machakos, Meru, Kisii, Kisumu and mombasa jointly accounted for 40.1% of all the crimes reported. Ongata Rongai just like other areas in Kenya had recorded an increase in criminal activities. Out of the 69645 cases, 1,435 were in Ongata Rongai Sub County (The Kenya Police Annual Crime Report 2020)

Community policing in Kenya started with the formation of CP units in Kibera, Ziwani, and Isiolo. Vera, the Kenyan Police Force, UN-Habitat, 'Saferworld,' and the National

Association of the Nairobi Central Business District were teamed up on this project. These units gained valuable knowledge and experience in the development and operation of community forums (CPFs). The implementation of a national manual for educating communities in policing and police facilities has bolstered the units even further (Skilling, 2016). The then-President of Kenya, H.E Mwai Kibaki, officially began community policing in 2005. It has had varying levels of successes and failures. Despite the adoption of CP in Kenya, there is a debate on its impact on community-police relations and partnerships, crime rates and police behaviour. As a result, the aim of the study was to assess community policing strategy in crime management in Ongata Rongai.

1.2 Statement of the Problem

Crime is a persistent problem in Kenya. The country has one of the highest crime rates in Africa, and the government has struggled to effectively address the issue. Many Kenyans live in fear of crime, and it has a negative impact on the economy and quality of life (Gichobi & Odhiambo, 2020). There are a number of factors that contribute to the high crime rate in Kenya. poverty and unemployment are major drivers of crime, as desperate people turn to criminal activity to make ends meet (Chimba & Muna, 2021). Corruption is also a major problem, as criminals bribe officials to look the other way. In addition, the country has a large number of small arms, which are easily obtained and used in crimes. The government has taken some steps to address the problem of crime, but much more needs to be done (Khamisi & Mange, 2020). The police force needs to be better equipped and trained to deal with crime, and the judicial system needs to be reformed to ensure that criminals are actually punished for their crimes.

Kenya has a high rate of crime, with an estimated 2,000 people killed each year (Lid & Okwany, 2020). The Kenyan government has been criticized for its lack of action in addressing the country's crime problem. There is a perception that the government is not doing enough to protect citizens from criminals. There is also a lack of trust in the police force, which is seen as being corrupt and ineffective (Mutegi & Muna, 2021). The government has been accused of being slow to respond to reports of crime, and of not doing enough to investigate and prosecute those responsible. Since, crime is a major problem in Kenya and the police force is often overstretched and under-resourced, community policing could be a solution to these issues (Thuku, 2021). By working closely with the community, the police might be able to identify and solve crime-related problems more effectively. This is expected to improve community relations and help to reduce crime.

Few studies, including Thuku, (2021), Mutegi and Muna (2021), Gichobi and Odhiambo, (2020) and Amuya, (2017) have focused on CP programs that have been undertaken to reduce crime, particularly among informal settlements in city centers. However, none has addressed the critical issues involved in the relationship between police and citizens. This study sought to assess gaps in CP that have made it more of wishful thinking than a reality rendering a good and well-intended strategy not useful.

1.3 Purpose of the Study

The purpose of the study was to examine the effects of community policing on crime management in Ongata Rongai Sub-county.

1.4 Specific Objectives

The specific objectives of the study were to:

1. Examine the effects public partnerships on crime management in Ongata Rongai.
2. Analyze the effects public crime intervention techniques on crime management in Ongata Rongai.
3. Identify the effects public of implementation of community policing organizational features on crime management in Ongata Rongai.

1.5 Research Questions

This study was guided by the following research questions:

1. What are the effects of public public partnerships for crime management in Ongata Rongai?
2. What are the effects of crime intervention techniques for crime management on Ongata Rongai?
3. What are the the effects of public of implementation of community policing organizational features on crime management in Ongata Rongai?

1.6 Justification

The constantly changing nature of crime necessitates new approaches to enforcement. As a result, both police and residents have a critical role to play in strengthening neighbourhood police safety. Crime suspects and their accomplices live in neighbourhoods where they commit crimes and being known to their neighbours can be used to end crime (Dias & Hilgers, 2020). Security is important for everyone particularly for the poor. Crime prevention would help to boost social and economic development, which would benefit residents' economy and quality of life. The research is critical in helping the police and the community to understand the level of success of the community policing program. The findings of this study will provide

useful insight to government policymakers, the Kenya police, the community and other stakeholders so that they can work together to reduce crime in society. The findings of the study will also assist the Kenyan government in evaluating the efficacy of the community policing model in order to address the country's security issues. Finally the research findings will serve as a resource material for further scholarly work in this area of crime management.

1.7 Scope of the Study

The study was conducted in OngataRongai Sub County, fast developing residential urban town in Kajiado County. The study assessed the elements of community policing namely; Public partnerships, problem solving, and Community Policing organizational features in crime prevention in OngataRongai sub-county. The study also sought to identify deficiencies that impede their efficacy, and advise potential ways to effectively implement them.

1.8 Significance of the Study

The study on community policing and crime management is significant to the NPS because it provides a detailed analysis of the current situation and offers recommendations on how to improve the NPS's community policing and crime management strategy. The study is also significant because it is one of the first of its kind in Kenya. The study will help the NPS to understand the current situation and to develop a more effective community policing and crime management strategy. The study will also help to build trust between the NPS and the community.

The study findings provide valuable insight into the most effective ways to police communities and manage crime. The findings of the study can help to improve the efficiency and effectiveness of police forces across the country, and to reduce crime

rates. Further, the findings provide valuable information for policy makers in government through the Ministry of Youth and Gender, as it can help them to develop more effective crime prevention initiative. The study findings also present valuable insight into how police departments can effectively reduce crime in their communities. The study helps to identify best practices in community policing, which can be replicated in other jurisdictions.

1.9 Limitations and Delimitations

Due to the outbreak of Corona Virus (COVID- 9) pandemic, it was difficult to reach other respondents in both public and private institutions. This limitation was overcome by using Microsoft Teams, Zoom, Skype and telephonto collect data and views from respondents. Out of fear of being victimized, the researcher was unable to control the behaviour of respondents when doing the study. This was mitigated by assuring the respondents of their privacy and confidentiality.

Further limitation is that community policing is a relatively new concept, and there is still much to learn about its effectiveness. Community policing requires a high level of cooperation between police and the community, which can be difficult to achieve. It can be resource-intensive, and may not be feasible for all police departments. However, the researcher encouraged the respondents to continue to completion through the interview process.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.0 Introduction

This chapter presents an analysis of the topic and the research objectives. It summarizes the elements of community policing strategy. The chapter also looks at the success of community policing in reducing crime as well as the barriers to effective community policing.

2.1 The Coincept of Community Policing

Globally, community policing is acrime prevention style that is gaining worldwide popularity (Paez & Dierenfeldt, 2020). This is a way to increase public consciousness of the importance of stopping violence rather than waiting for it to unfold before calling the police. This is because the community's security issues are more well-known¹by the people living in the neighbourhood, and they can differ from those of the police (Diphhoorn & van Stapele, 2020). To deter violence, police must form relationships with members of the community. CP means bringing all state bodies into the battle against crime with those of the societies. Members of the public will exercise their statutory duty to arrest suspects and hand them over to the police.

In the United States, CP is considered to be the best alternative to the conventional police force to get police and citizens closer to a common objective (Bowers, 2014). It is built on the traditional establishment of a society characterized by mutual, unifying value systems. From the point of view of Parson, the community play a role in making the police professional and free of traditional police bureaucracies that have been blamed for reactivity instead of being proactive on individual crimes over the years

(Gjelsvik, 2020). This rudimentary societal insecurity solution demands a "smarter approach" (Muchira, 2016), and community policing was seen as this new tactic.

CP seeks to promote social stability and inclusion, resulting in a reduction in violence due to positive social effects (Parashina, 2018). As a consequence, it's important to learn how the parties feel about the initiative. Since 2002, several significant steps have been made, including the advent of community policing as a form of preventive action in various communities. Community policing is a bottom-up model to policing that seeks to encourage public participation and consent, and it forms the backbone of state policing in Kenya and many democratic countries across the world (Muchira, 2016) Friedmann (1992) explains that the 'community' within 'community policing' assumes that policing is not done to it, but with it.

In Africa, community policing (CP) initiatives emphasize the development of partnerships with security forces and societies, volunteerism by community members, and commitment to existing public safety and security laws and procedures (Gichobi & Odhiambo, 2020). Others include community empowerment in public safety and protection, regional diversity recognition and respect, and human rights respect and promotion. Enhancing trust between security agencies and the public, as well as exchanging information between security agencies and the public, are other basic concepts. It's also important to have mutual values between cops and communities, as well as shared responsibilities among police, the community, and other stakeholders.

To achieve consensus and coordination with the police, CP employs a variety of strategies. This entails reaching out to members of the community to determine their needs, engaging the public in intelligence and surveillance, and establishing police and liaison offices in residential areas at regular intervals. Others are raising awareness of

the needs, problems, and difficulties of the police to promote empathy and sundry support measures (Amuya, 2017). As a general strategy, community police tend to see successful crime-fighting as a way to help community organizations to grow and carry out their work (Gichobi & Odhiambo, 2020). It also aims to make the police more attentive to the needs of the neighbourhood. Efficient community policing needs important improvements to the structure and management of policing agencies as well as to how they understand their purposes and operational philosophy (Gjelsvik, 2020). In Kenya, the problem is that the diversity of CP contradicts the application by the government, which gives little thought to its situational suitability (Mwasaru, 2012). After community policing was launched nationally, the government directed all the officials in the provincial administration to establish community policing committees in their regions (Chimba & Muna, 2021). However, there has been the poor levels of collaboration between the police and the community. It is imperative that police cannot be able to effectively deal with the symptoms of crime and eradication of the causes of the crime on their own, without the assistance of the communities (Muia, 2019). Likewise, crime can only be effectively addressed if the community accepts shared responsibility for its own safety and security (Rosenberg et al., 2008).

2.2 Empirical Literature Review

The variables of community policing reviewed in this section comprise are public partnerships, crime intervention techniques, implementation of community Policing organizational features and their effects on crime management (Parashina, 2018).

2.2.1 Public partnerships and Crime Management

Adugna and Italemahu (2019) opine that public partnerships and crime management entail working together with the community and law enforcement to create a safer

environment. This includes working with local businesses, schools, and other organizations to identify and solve problems that lead to crime. It also means engaging the public in crime prevention activities and working with the media to communicate information about crime and safety.

Cheruiyot and Kipchumba (2021) conducted a study to assess the effect of community policing strategy on crime prevention in Nairobi County. A total of 548 police officers were surveyed using a structured questionnaire. The findings revealed that community policing strategy has a significant effect on crime prevention. The study recommends that the government should invest more resources in community policing to reduce crime in the country. The study by Cheruiyot and Kipchumba (2021) has some gaps such as limited clarity surrounding the definition of community policing and its key components. Additionally, they highlight the need for more research on the specific mechanisms through which community policing can reduce crime. Contextually, the authors point to the lack of studies on the effect of community policing in developing countries, where the vast majority of the world's population resides. Finally, the authors note the need for more methodological research on the most effective ways to evaluate the effectiveness of community policing initiatives.

According to Amuya (2017), partnership promotes a process that is interactive, advisory, and participatory. The program strengthens the relationship between law enforcement agencies, officers, and the people they serve. Having ties with the community helps police solve crimes more effectively and motivates them to do so. The neighbourhood engagement coordination process is comprised of Police Forums, which are conducted at all levels of the government for members of the community, law enforcement officials, and other stakeholders (Amuya, 2017). It is imperative that

for any police service to succeed in effectively addressing crime, it has to have the support of the community. For the police to get the support their mandate should be rooted in the community and be accountable. The police need to engage with the community in partnership to deal with crime and related problems which includes working together with other public and private agencies (Cordner, 1999). These partnership need to be based on trust (Flynn, 2004).

Rosenberg et al., (2008) avers that community policing collaborations develop information exchange: the community provides the police with information about problem conditions and sites, crime related concerns, active criminal groups as well as property that has been stolen. In turn, the police provide the community with information concerning the common community fears, problems, tactical information as well as advice concerning how to prevent and reduce crime. Partners should be equal; one partner should not be more dominant, influential, committed or accountable than the others. An equal partnership model needs to be adopted where all parties are regarded as being equally responsible for community safety (Skogan & Harnett, 1998).

Governmental officials, community representatives or organisations, non-profit groups or social providers, public and private corporations, print and audio media, and public and private companies are also involved in the police-community relationship. According to Muchira (2016), the police-community dynamic needs a governance viewpoint that extends beyond traditional law enforcement. The broader perspective recognizes the importance of behaviours that contribute to a neighbourhood's order and well-being. To be successful in their policing roles, police officers must build a trusted relationship with the community. These relations must be built on trust, and they must

push individuals to take on their fair share of the burden, encouraging parties to set goals and devise solutions to their problems (Gichobi & Odhiambo, 2020).

Police are only one agency responsible for addressing community problems. Other government policing agencies need to take responsibility and respond to crime, social disorder and fear of crime in partnership with police at all levels (Amuya, 2017). The community is an essential factor in the failure or success of a program (Parashina, 2018). Citizens must take part not only as part of civic duties in security matters but also in their own country's spirit of patriotism. The police can collaborate with faith-based organisations, corporations, and other departments to address issues such as arson, property ownership, and child recreation activities, in addition to community associations. According to Cordner (2014), police-community relationships have significant benefits.

Effective CP depends on how security agencies handle information and information protection obtained from the public. Amuya (2017) opined that improper handling of information could jeopardize sources and prevent residents from cooperating. This also affects trust and weakens the exchange of knowledge. CP strategy allow stakeholders to recognize the validity of organizations and approaches employed and the legitimacy of individuals. Thus, a somewhat weak public image and poor public relations impede attempts to create sustainable public-police relationships (Amuya, 2017). It is critical that law enforcement agencies make it essential for police to go out of their way to work with local communities to reduce crime. Partnerships help in the building of trust between the community and the police. Citizens can give police information about specific crime problems in their neighborhoods, as well as assist police in intelligence gathering and investigations. Community ownership requires commitment from the

community, a range of techniques need to be adopted. These include working in partnership the community; involving other agencies in partnership; sharing problem solving; and establishing CP organizational features (Okoro, 2020). In light of the above, the study sought to assess the the effects public partnerships on crime management in Ongata Rongai.

2.2.2 Public Crime Intervention Techniques and Crime Management

Khamisi and Mange (2020) assert that crime intervention techniques involves police partnering with citizens to identify and respond to community's crime issues. Community police officers are expected to recognize issues proactively, formulate new responses and assess the outcomes. Crime intervention techniques takes a situation approach aimed at solving a particular problem effectively (Amuya, 2017). When the number of housebreaking cases in a given neighbourhood increases, for example, the police and the government concentrate their energies on fighting this specific crime. They will advise the rest of the community to keep an eye on their homes, particularly at night, and switch on security lights. Robbery offenders will be tracked down with the assistance of the community in Teso Sub-County, Kenya (Amuya, 2017). Foot patrol reduces crime-related violence and fear, making it potentially advantageous.

Maina (2018) investigated the factors influencing the performance of community policing in Kangema Sub-county, Murang'a County, Kenya. The study used a qualitative research design to collect data from police officers, community members, and local government officials. The study found that the main factors influencing the performance of community policing are lack of resources, corruption, and poor coordination between police and community members. The study recommends that the Kenyan government should increase resources for community policing, improve

coordination between police and community members, and address corruption within the police force. However, The study by Maina (2018) has some research gaps in our understanding of the factors influencing performance of community policing. Firstly, there is a lack of conceptual clarity around the key concepts of community policing, including its goals, objectives, and strategies. Secondly, there is limited empirical evidence on the effectiveness of community policing in different contexts and settings. Finally, there is a scanty of methodological rigor in many studies of community policing, which hampers our ability to draw robust conclusions about its effectiveness.

Crime management is a collaborative approach to identifying and addressing crime issues that involve both police officers and members of the public (Karuri & Muna, 2019). Decision-making is based on the idea that by closely studying the problem features in the field, violence and disorder in small geographic areas can be reduced. The necessary services, as well as the presumption that citizens make decisions based on the opportunities presented by a region's specific social and physical features, are then applied. Karuri and Muna (2019), identifies four steps for problem-solving in which community input may be incorporated: identification of the problem; analysis of the problem; a search for stakeholders; and, implementation and assessment of a response to the problem.

2.2.3 Implementation of Organizational Features and Crime Management

CP entails a move from a police-centric to a people-centered approach to policing. To meet the needs of the policed, it is critical that the police as an organization reassess its administrative structures and strategies. A range of organizational features helps to promote community-based police collaborations and crime intervention techniques activities (Kamau, 2018). These include adequate training, resources and Community

Policing Structures. Efficient community policing necessitates both officer and community member training. Effective training helps build new police habits, expertise, and talents, as well as reorient and improve current skills. Similarly, any misunderstandings should be addressed during training.

According to Karuri and Muna (2019), the effects of the implementation of community policing organizational features on crime management are numerous and far-reaching. Perhaps most significantly, community policing has been shown to effectively reduce crime rates in communities where it is implemented. This is likely due to the fact that community policing encourages communication and collaboration between law enforcement and the community, which can help to prevent crime before it happens. In addition, community policing can help to build trust between law enforcement and the community, which can make it more likely that people will report crimes and cooperate with law enforcement. Finally, community policing can help to improve the overall safety of a community by increasing foot patrols and improving lighting and other infrastructure features.

Kiprono and Karungari (2016) re-affirm that the implementation of organizational features can face a variety of difficulties. Kamau (2018) pointed out that these problems include differences in beliefs because different organisations uphold different social ideals. This is because social organizations will follow a variety of aims, some of which may be conflicting. Kenya, in particular, experiences opposition to police reform, insufficient police capacity, low budget, and lack of public trust (Okech, 2017). Rigid and bureaucratic paramilitary's organisations, is one of the factors affecting successful CP (Ogoti, 2018). These societies often favour police - community detachment rather than close involvement in neighbourhood police services (Cordner, 2014).

Kabage (2019) examines the implementation of a community policing strategy in Nairobi County, Kenya. The author looks at the impact of community factors on the success of the strategy. He finds that the community policing strategy has been successful in reducing crime and improving community relations. However, Kabage (2019) also finds that community factors such as poverty, unemployment, and social cohesion play a significant role in the success of the strategy. Kabage's study is important because it provides insight into the factors that impact the success of community policing. The author highlights the importance of community engagement and social cohesion in the success of the strategy (Kabage, 2019). The study provides valuable information for policy makers and law enforcement officials who are looking to implement community policing in their own communities.

However, there are several research gaps that can be identified from Kabage's (2019) study on the implementation of community policing strategy. There is limited understanding of the concept of community policing and how it differs from traditional policing. Besides, there is a lack of context surrounding the study, which makes it difficult to interpret the findings. There is also limited of methodological rigor in the study, which limits its usefulness.

2.3 Summary of Literature Reviewed

The literature reviewed identified gaps which the study sought to address. The literature reviewed was summarised in accordance with the three specific objectives of the study. The reviewed literature including Gichobi and Odhiambo (2020); Amuya (2017), (Kamau, 2018), and Karuri & Muna (2019) focused on CP programs that have been undertaken to reduce crime especially in the urban informal settlements, however none has addressed the critical issues surrounding the policing relations between the citizens

and the police. The study sought to unearth the gaps in community policing as a theory of practice focusing public on partnerships, crime intervention techniques and organizational features. The study further sought to investigate and expose the realities of police - community relationships in enhancing security.

2.4 Theoretical Framework

The study was based on Wilson and Kellings; Broken Windows Theory. The Wilson and Kellings "Broken Windows Theory" is widely used in the study of community policing and crime prevention. The theory suggests that visible signs of crime, such as broken windows, graffiti, and litter, can create an environment that encourages more serious crime (Kelling & Coles, 1998). The theory has been used to develop community policing strategies that seek to prevent crime by maintaining a clean and orderly environment (Heale & Twycross, 2015). While the theory is not without its critics, it remains a widely used and influential approach to community policing and crime prevention.

2.4.1 Broken Windows Theory

The theory argues that an urban environment characterized by visible signs of crime, antisocial behavior, and civil disorder promotes further crime and disorder, including serious offenses (Thacher, 2001). The broken window theory, originally developed by Wilson and Kelling in 1982 and further enhanced by Kelling and Coles (1998), advocated that policing methods targeting minor crimes like vandalism, loitering, public drinking, and jaywalking lead to greater order and lawfulness. The Broken Windows Theory argues that minor disorders decrease crime fear, informal social control, and increase crime if not addressed. As a result of social incivilities (public urination and drunkenness, drug abuse, prostitution, loitering teens, and panhandling)

and physical incivilities (vacant buildings, empty lots, junk and trash, graffiti, and abandoned cars), communities deteriorate. This theory has been adopted by police departments as a means of reducing serious crimes by controlling minor disorders. Several empirical studies have backed the broken window theory. Evidence shows that broken windows theory has had an effect on policy in community policing despite the fact there are variants of the disorder (Taylor, 1999). Based on its description of the evolution of crime within a community, which community policing programs aim to address, this theory was selected to guide this study.

Wilson and Kellings' Broken Windows Theory posits that if a community is kept clean and free of graffiti and other signs of disorder, it will be less likely to experience crime. This theory has been borne out by research and has been shown to be an effective crime prevention strategy (Heale & Twycross, 2015). Community policing also plays a role in crime prevention. By building relationships with members of the community and working together to solve problems, police can prevent crime before it happens (Cordner, 2014). This theoretical approach has been shown to be effective in reducing crime and making communities safer.

2.5 Conceptual Framework

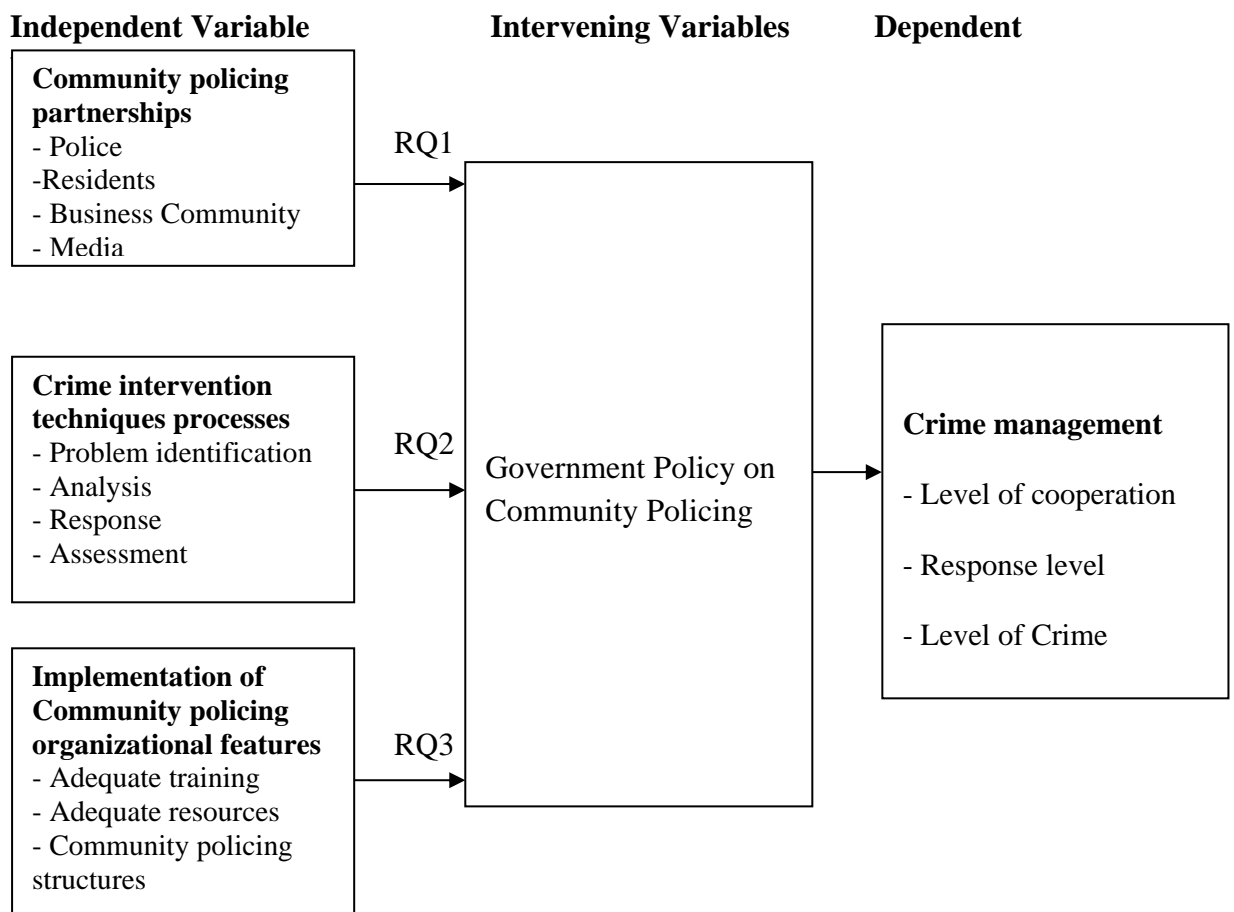


Figure 2.1: The Conceptual Framework

Source: Researcher, 2021

The conceptual framework summarizes the relationship between independent and dependent factors. The independent variable includes Public partnerships, problem solving, and Community Policing organizational features. Depending on Government Policy on Community Policing which is the intervening variable, they determine the outcome of community policing as evaluated by crime management levels., which is the dependent variable.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter covers the following areas: research methodology that was used in the study, sampling procedures used to collect data, administration of data collection instruments for the various respondents of the study. Further, it provides data analysis techniques used, ethical considerations observed, area of study and target population.

3.1 Research Design

The study used descriptive research design. This study style was chosen because it aims to accurately and systematically describe various aspects of the phenomenon under study. Also, it is suitable since there is no variable being manipulated. The descriptive research was effective to analyse the non quantifiable topics and issues of the phenomenon, as presented in table 3.1.

Table 3.1: Research Design

Purpose of the Study	Research Question	Research Strategy	Data Collection Technique
Descriptive — Identify implementation of community policing organizational features in crime management in OngataRongai	— What are the community policing organizational features for crime management in OngataRongai?	— Field Study — Case Study — History	— Participant Observation — Survey Questionnaire community — Document Analysis

Source: Researcher, (2021)

3.2 Study area

This study took place in the Ongata Rongai. Administratively, Ongata Rongai in Kajiado County, Kenya. The town, situated 7 kilometers south of Nairobi and west of the Ngong hills, lies 73 meters (5,682 feet) above sea level. Ongata Rongai comprises of Kandisi, Rimpa, Nkoroi, Merisho, Olekasasi, Tuala and Maasai Lodge neighborhoods. Locally known as Rongai, the town has an estimated population of 72,569. According to the 2019 Kenya Population and Housing Census. Both the middle class and the lower middle class live in this area. Despite being located within Nairobi's metropolitan area, it does not belong to Nairobi's administrative boundaries and is divided from Nairobi by the Mbagathi River. The Magadi Road separates Nkaimurunya from Rongai.

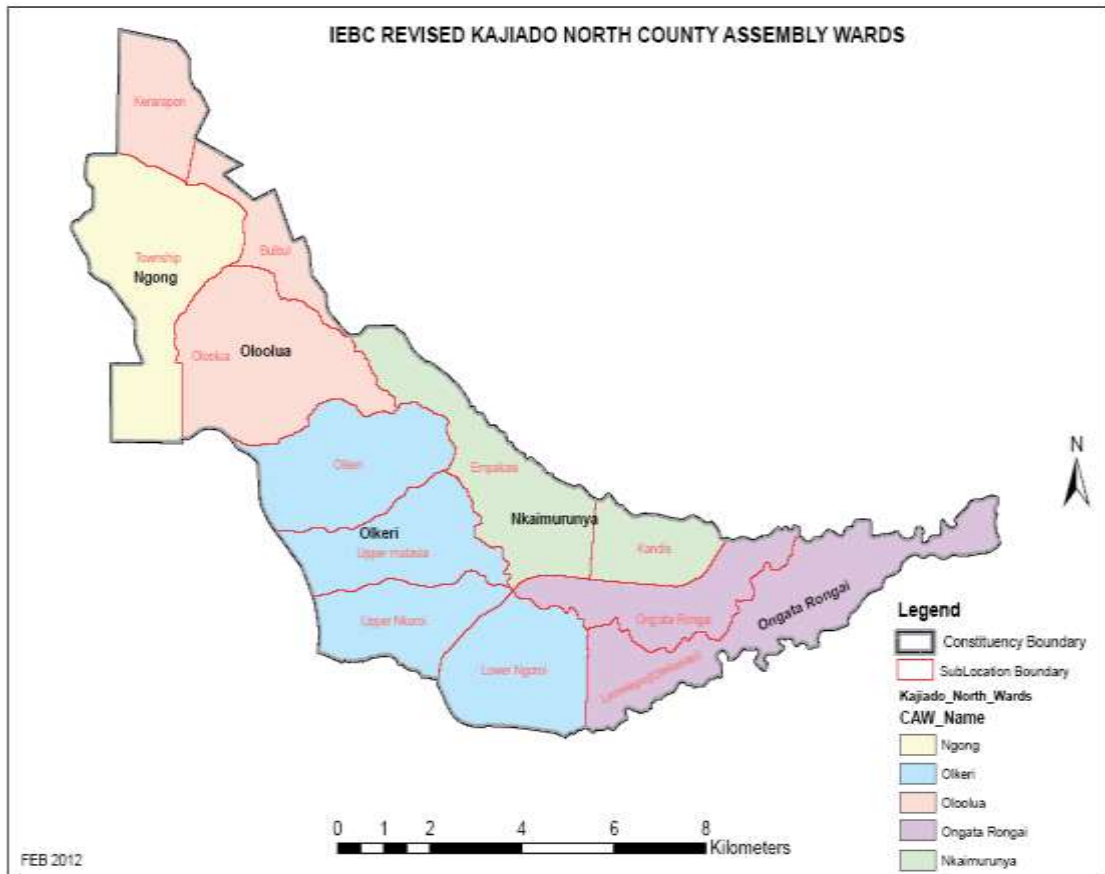


Figure 3.1: The map of OngataRongai in Kajiado County

Source: Researcher, 2021

3.3 Target Population

The target population of 385 individuals, comprising of police officers, members of the community and stakeholders. The stakeholders included representatives of the community such as youth representatives, women representatives, businessmen representatives, and representatives of wards and NGOs. Senior police officers and members of the Community Policing Committee (CPC) were purposively selected due to the crucial information that they possessed.

Table 3.2: Target Population

Category	Sample	Population
Kenya - The Kenya National Police Service - Director of Criminal investigation - Probation Officers	100	300
State officers - Ministry of Interior - The Judiciary - Chiefs - County Administration	1 1 2 6	
Government Policing Agencies (GPAs) - Kenya Wildlife Service, - Kenya Prison Service, - Kenya Forest Service - Director of Criminal investigations	1 1 1 1	
Other Stakeholders - Religious groups - Community-Based Organizations - Civil Society Organizations - Business Community - Private Security industry - Media - Non-Governmental Organizations - Special needs groups - Learning institutions - Youth - Women	3 1 1 3 3 1 2 1 3 1 1	
Total	134	

Source: Researcher, (2021)

3.4 Sampling Techniques

Stratified purposeful sampling was used in selecting low ranking officers, members of the community policing committee (CPC) as well as members of the community in order to increase precision and representativeness. The first step is to define the population of interest and develop a sampling frame as Creswell (2019) suggested. This involved identifying the geographic area of interest and developing a list of all the individuals within that area. The second step was to identify homogeneous subgroups within the population. This usually involved identifying characteristics that are

important for the research question at hand. The third step was to select a sample of respondents from each subgroup. It involved randomly selecting individuals from each subgroup. The final step was to ensure that the sample is representative of the population as a whole (Creswell, 2012). This involved ensuring that the sample size is large enough and that the sample is representative of the population in terms of their engagement as police officers, member of the community, and stakeholders. This technique was chosen in order to identify and select information-rich cases related to the phenomenon under study.

3.5 Sample size

The study used stratified purposive sampling to ensure that the above subgroups in the population were represented in the sample and information-rich cases related to the phenomenon under study are selected. A sample is a subsection of the population that is picked so that their qualities mirror those of a group from which they were chosen (Snyder, 2019). The respondents were sampled as 33% Kenya Police Service, 40% state officers, 40% government agencies, and 40% other stakeholders as presented in Table 3.3.

Table 3.5 shows the sample size that was drawn from each stratum and its respective subgroup.

Table 3.3: Sample size selection breakdown

Category	Population	%	Sample Size
Kenya Police Service	300	33%	100
State Officers	25	40%	10
Government Policing Agencies	10	40%	4
Other Stakeholders	50	40%	20
Total	385	35%	134

Source: Researcher, 2021

Table 3.4: Distribution of key informants in the study

Category	Target No. of participants
County Administration	10
Government Policing Agencies	4
Stakeholders	20
Total	34

Source: researcher, 2021

Table 3.5: Distribution of Focus Group Discussion (FGD) participants

FGD No.	Category of participants	Target No. of participants
1	Security officers	6
2	OngataRongai residents	10
3	Other stakeholders	6

Source: Researcher, 2021

3.6 Instruments of Data Collection

The study used questionnaires, interviews, observation, and document review. The questionnaires were administered to police officers. The researcher conducted

interviews with state officers from the Ministry of Interior, Government Policing Agencies, and stakeholders from various groups such as: Religious groups, Community-Based Organizations, Civil-Socia Organizations, Business Communities, Private Security Industries, Media, Non-Governmental Organizations, Special Needs groups, Learning institutions, Youth and Women selected through the stratified random sampling method. The interviews allowed the researcher to gain insight into the subject of study. Some questionnaires and interviews were conducted both electronically/virtually due to the outbreak of Corona Virus (COVID-19) pandemic.

Participants were allowed to retain the questionnaires for a period of seven days, after which they were collected. The researcher offered assistance to respondents in completing the questionnaires. Observation helped to tap data phenomena that could not be obtained by interviews and aided in interpreting what was obtained in interviews. Documents were used to chronicle the events that began before the evaluation and the decisions that were made along the way. Insights were gained by comparing public documents with what participants reported in interviews. Documents also helped to stimulate questions that were used in interviews.

3.7 Pretesting of Research Instruments

A pilot study was conducted in Kibra Sub-County, Kenya to test the reliability and validity of the research. According to Orodho (2003), a pilot study will help test the reliability and validity of data collection instruments. Validity refers to the extent to which an instrument measures what is supposed to be measured. A measurement tool must be not only reliable, but also true and accurate. A measurement that is valid is also reliable (Joppe, 2003). Four (4) Kenya Police Service officers and six (6) community members from Ngong Sub-county in Kajiado County participated in the

pilot test. The sub-county was chosen to avoid respondents from the chosen study area having prior knowledge of the questionnaire items. A pilot study, according to Mugenda and Mugenda (2003), can include 4- 0 members of the target population.

3.8 Validity and Reliability

According to Robinson, Mandelco, Olsen, and Hart (2001), validity is the degree to which the result of data analysis accurately represents the phenomenon under study. Validity will be ensured by pre-testing the instrument to be used through pilot study in order to identify and change any ambiguity, awkward or offensive questions and technique (Cooper & Schneider, 2003).

Reliability refers to a measure of the degree to which research instruments yield consistent results (Mugenda, 2003). The reliability of this study was ensured by pre-testing instruments on a selected sample. This was done to estimate the extent to which the same results could be achieved by repeatedly measuring the accuracy of the same idea.

3.9 Data Collection Techniques and Procedures

Data was collected using documents, interviews, focus group discussions and questionnaires after obtaining authority to collect the data from the Director General, National Commission for Science, Technology and Innovation (NACOSTI). Two research assistants were recruited and trained to help in data collection exercise.

3.10 Data analysis

Both quantitative and qualitative research methods were used to analyse and interpret data in order to increase the reliability of the data collected. The findings were presented using tables and pie charts. From these, the researcher was able to make conclusions regarding the variables under study.

3.11 Ethical considerations

The researcher sought a letter of clearance from The Dean, Graduate School, Kenyatta University. A research permit to collect the data was obtained from the Director General, National Commission for Science, Technology and Innovation (NACOSTI). During the data collection process, the researcher ensured the respondents signed a consent form indicating that they are not being influenced. The researcher adhered to the code of ethics while doing the research. The researcher informed the respondents that the study was exclusively for academic purposes. The respondents were informed that participation was entirely optional, with the option to refuse or withdraw at any point during the study process. They were guaranteed that their privacy was protected by strict standard of anonymity.

CHAPTER FOUR

PRESENTATIONS AND DISCUSSION OF THE STUDY

Research findings, interpretation, analysis and presentation are all included in this chapter. The findings of the study have been discussed in the following sections: - the citizens' and police officers' socio-economic backgrounds; police-community relations partnerships; the crime intervention techniques; and the organizational characteristics of community policing in Ongata Rongai. 134 out of a target population of 385 responded to the questionnaire.

4.1.0 Instrument Return Rate

The researcher conducted survey through questionnaires to 100 regular police officers, with 79 returning fully completed questionnaires, representing a % return rate. The researcher also interviewed three (3) Chiefs, one (1) Officer Commanding Police Station, one (1) Assistant County Commissioner, two (2) Officers each from the Kenya National Police Headquarters, Ministry of Interior and Director of Criminal Investigations out 14 which is 78.5% and 15 out 20 community policing forum members which is 75%. The study observed that the mean instrument return was 77.5 percent, which was reflective of the sample size.

4.1.1 Highest level of Education attained

103 Residents and Police officers were interviewed. From the data, the level of education was found to be as follows; 4.9% had not gone through secondary education, 46.6% secondary education, 3.0% tertiary education and 1% University. Low levels of employment and education are the leading causes of insecurity (Flerrenkohl et al: 2010). The findings revealed that significant unemployment rates exist in the examined community residents, partly as a result of the level of education achieved, based on

focused group. The profile of the residents sampled in terms of highest level of education acquired is shown in Figure 4.1.

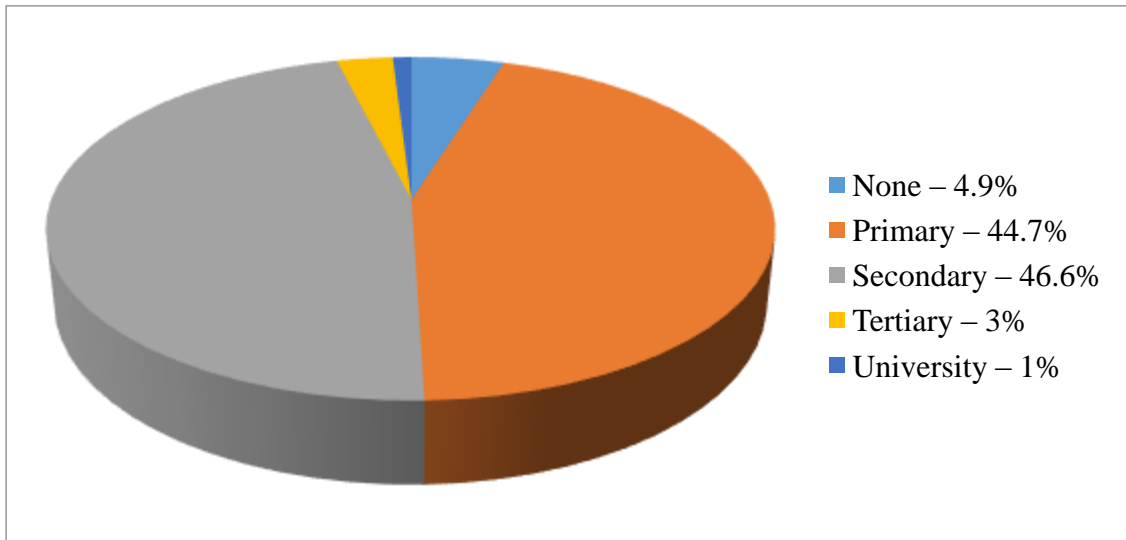


Figure 4.1: Highest level of Education attained by community residents

Source: Field Survey, 2021

4.1.2 Duration of stay in Ongata Rongai

Similarly, the study found out that 18.7% of the residents hadsettled in Ongata Rongai for less than 5 years, 14.6% 5-10 years and 76.7% more than 10years. The profile of the residents sampled in terms of stay in Ongata Rongai is shown in Figure 4.2.

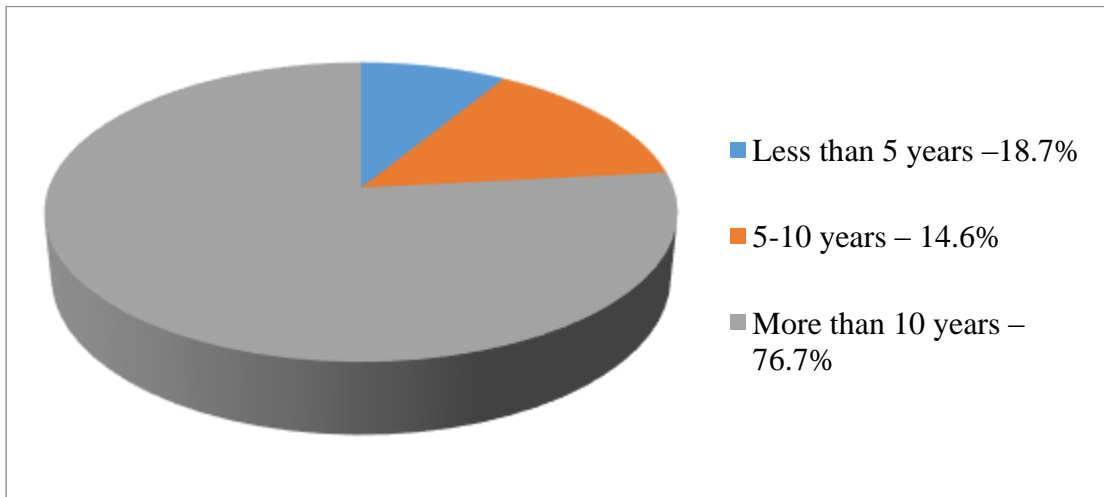


Figure 4.2: Duration of stay in Ongata Rongai

Source: Field Survey, 2021

4.1.3 Profile of the Police Officers

On police officers respondents of both male and female comprised of 66.7% and 33.3% respectively. The profile of the residents sampled in terms of gender and rank structure is shown in Figure 4.3.

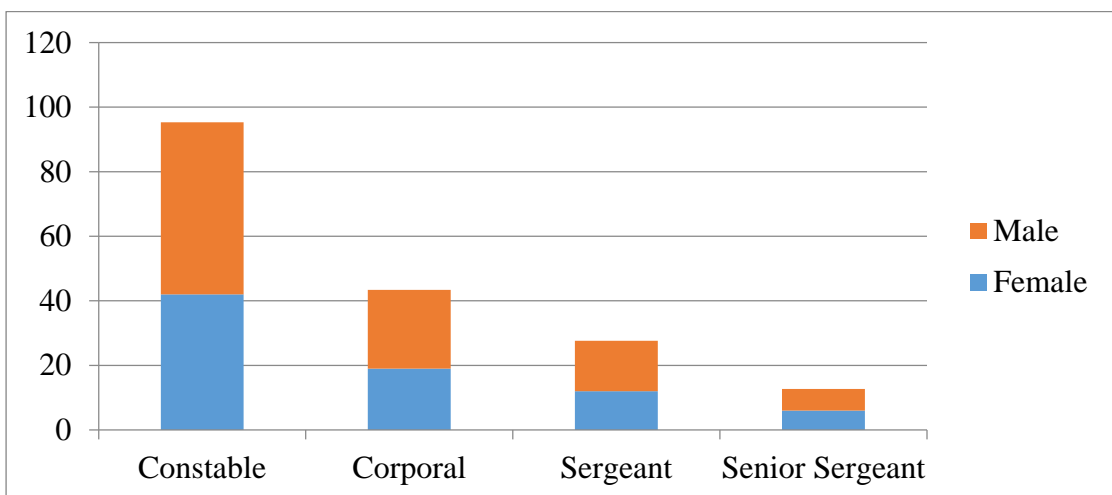


Figure 4.3 Rank and Gender of the Police Officers

Source: Field Survey, 2021

4.1.4 Police Officers' Working Experience

To determine their working experience in the police force, respondents were asked to state the number of years they had been a police officer. The findings are represented in Figure 4.4

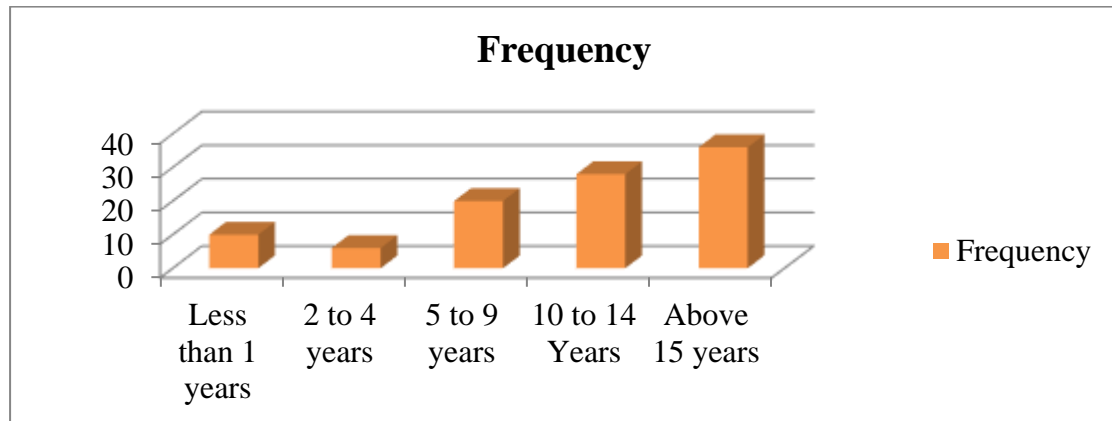


Figure 4.4: Police Officers' Working Frequency

Source: Field Survey, 2021

Figure 4.4 shows that 36.0% of police officers have worked for more than 15 years, 28.01% for 10 to 14 years, 20.01% for 5 to 9 years, 10.01% for less than a year, and 16.01% for 12 to 14 years. The findings suggest that the majority of police officers had spent a number of years in the force and were therefore well-versed in aspects of community policing and the challenges that come with it.

4.1.5 Training in Community policing

The researcher asked police officers if they had received special training in community policing in order to determine their level of awareness of basic community policing principles. Community policing is a proven crime management strategy that involves police officers working closely with members of the community to identify and solve local crime problems. By building relationships with the community, police officers are better able to identify potential crime hotspots and potential criminals.

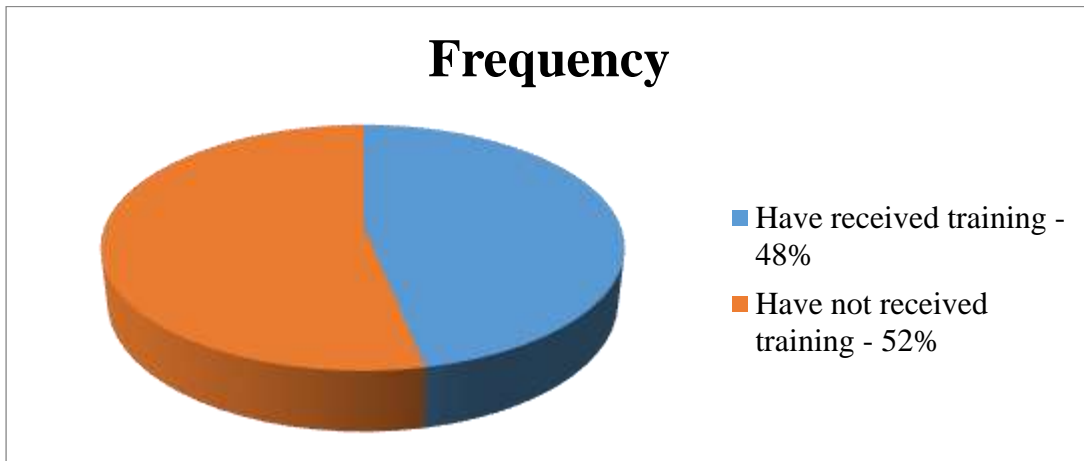


Figure 4.5: Training in Community Policing

Source: Field Survey, 2021

Figure 4.5 shows that 48.01% of police officers reported they had received community policing training, whereas 52.0 % said the had not received the training. Those who had not been trained claimed that it was due to a lack of resources, and that no such initiative had been done in the majority of the cases. This type of training was given to administrative police officers but not to regular police officers, according to the report.

Figure 4.5 reveals that most police officers have not received community policing training, making community policing a problem. The training covered topics such as how to improve democratic policies and openness, the functions of county policing authorities, problem identification and resolution, individual rights and liberties, building confidence and mutual trust among actors, and crime prevention and violence reduction, all based on a community policing curriculum. The findings confirm that of Gichobi and Odhiambo (2020) that training police officers in community policing is therefore essential to improving crime management. By engaging with the community and building relationships of trust, police officers can play a key role in preventing crime and keeping communities safe. Figure 4.5 highlights the findings.

4.1.6 Community Policing Sensitization Meetings

To assess public awareness of basic community policing principles, the researcher asked police officers to list the number of community sensitization workshops they had organized. The results are shown in Figure 4.6.

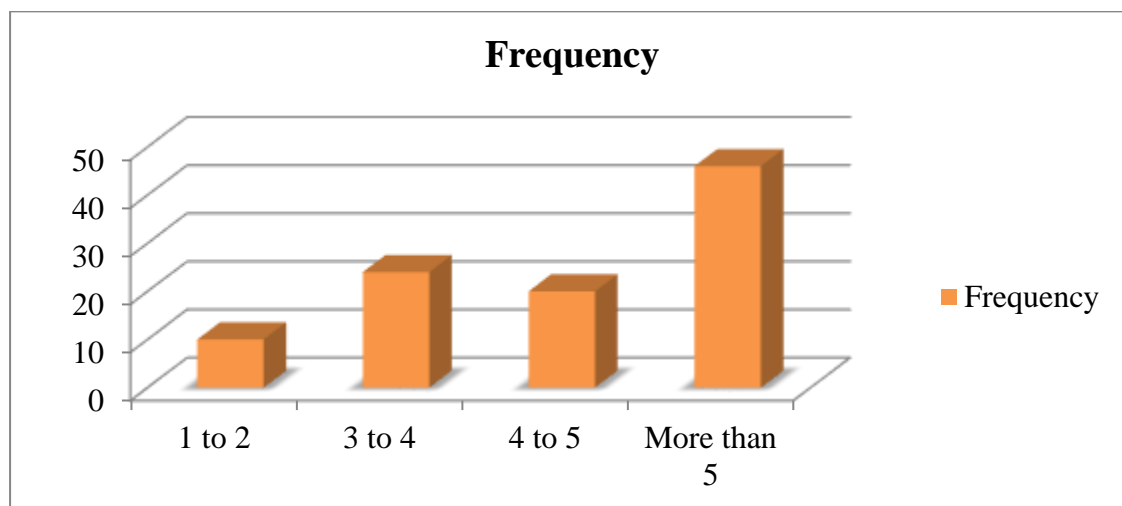


Figure 4.6: Community Policing Sensitization Meetings

Source: Field Survey, 2021

According to Figure 4.6, 46.0 % of officers claimed they had held more than five community sensitization workshops on community policing. It was also discovered that 24.0 % of the officers had organized these meetings 3 to 4 times, 20.0% for 4 to 5 times, and 0.0 % for to 2 times. According to the statistics, forums have been set up to educate community members on community policing. However, interviews with members of the community forum revealed that this does not equate to the number of times that individual has been sensitized because these sessions take place in different locations and are aimed at different people.

Members of the community were informed about the basics of the community forum, such as individual and collective rights and freedoms, the legal framework of the community, and how to report crime to the authorities. The sensitization also featured

broad community policing principles, operations under community policing, building and sustaining partnerships with security agencies, crime and violence prevention, and public fear of crime.

4.1.7 Partnerships with stakeholders

In order to establish levels of partnerships among security stakeholders, the researcher asked police officers to list the existing partnerships with various stakeholders. There are a variety of security stakeholders who play a role in crime prevention, including law enforcement, government agencies, private businesses, and community members. Each of these groups has a vested interest in keeping their community safe and free from crime, and they often partner with one another to achieve this goal (Maina, 2018).

Law enforcement agencies work to investigate and solve crimes, and they also work to prevent crimes from happening in the first place. They partner with government agencies to develop and implement crime prevention programs, and they also partner with private businesses to promote security measures. They also work closely with community members to engage them in crime prevention efforts (Oketch, 2017).

Government agencies play a role in crime prevention by developing and implementing policies and programs that aim to reduce crime. They partner with law enforcement agencies to implement these programs, and they also partner with private businesses and community members to promote security measures. Private businesses also have a role to play in crime prevention (Ogoti, 2018). They can promote security measures within their own businesses, and they can also partner with law enforcement agencies and government agencies to promote crime prevention programs. They also work with community members to engage them in crime prevention efforts. Finally, community members themselves play a role in crime prevention (Kamau, 2018). They can promote

security measures within their own homes and neighborhoods, and they can also participate in crime prevention programs developed by law enforcement agencies, government agencies, and private businesses. The findings are as presented on figure 4.7.

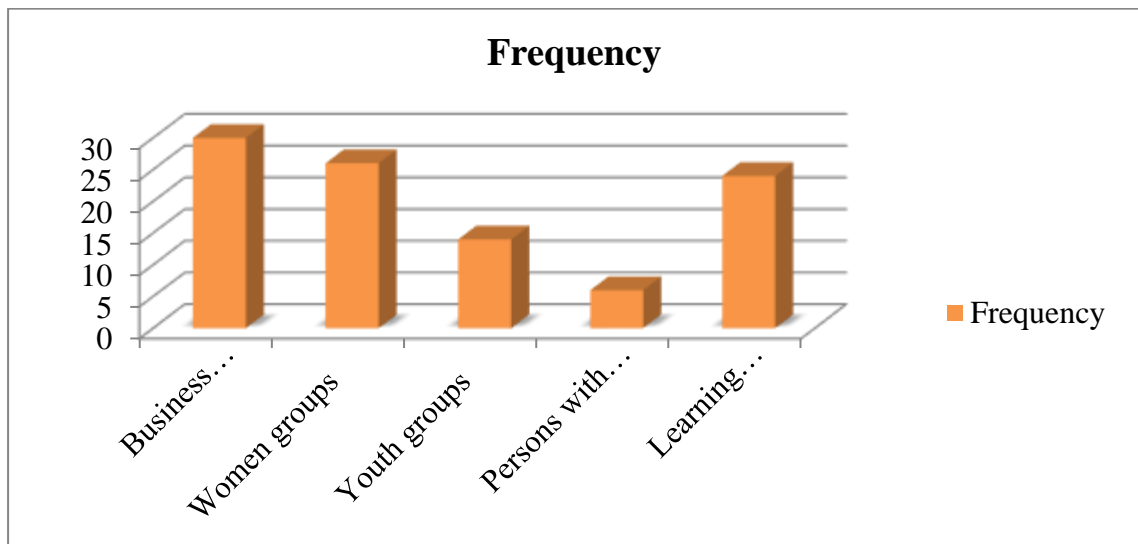


Figure 4.7: Community Policing partnerships with various stakeholders

Source: Field Survey, 2021

Figure 4.7 above reveals that the level of partnership between the police and community in community is limited. The findings on Figure 4.7 show that 30.0% of the officers noted that they had existing partnerships with the Business Community. The findings also show that 26% of the officers said they had existing partnerships with Women groups while 14.0% said they had existing partnerships with the Youth. Only 6.0% said they had existing partnerships with persons with disability. 24% showed they had existing partnerships with Learning Institutions. When two key players in community policing frown upon each other and they will not work collaboratively for the success of community policing. Such kind of relationship and questionable linkages, affect the success of community policing. The smaller percentage that works with the police may include police friends and informers within the community whereby the majority

perceive the police as dangerous to relate with. Despite the presence of community policing partnerships, the public was found to be unwilling to cooperate with police in providing critical information to aid in crime prevention. Members of the public have been reported to withdraw criminal charges before they have been thoroughly investigated and the perpetrators brought to justice. Similarly, it was discovered that the general public was hesitant to report certain types of crime to the police, and that they were even more hesitant when called upon as witnesses in cases that had already been filed, complicating police work and exposing them to revenge attacks by the same offenders". When community residents are called upon to provide information on wanted criminals and to testify in filed cases, they are concerned for their lives and the lives of their relatives because the offenders are released on bail," one officer said. The first implication is that the community residents are worried about their safety. They may not want to provide information or testify because they are afraid of retaliation from the criminal. The second implication is that the community does not trust the police to protect them. If the residents are unwilling to provide information or testify, it makes it more difficult for the police to solve crimes. The third implication is that the community residents may not have faith in the criminal justice system. If they are unwilling to provide information or testify, it makes it more difficult for the police to solve crimes and for the prosecutors to win cases.

"It was further noted that the gap between the rich and the poor people had a negative impact on partnership in the community. The less fortunate perceived that the partnership belonged to the rich. Similarly the rich were not comfortable interacting with the poor. It was also noted that the police were not committed in spearheading the initiative.

In an interview with the respondent (4), he noted the following regarding partnerships, “the police are not committed in supporting the CP initiative. The police are not fully aware of the success of the programme, instead they have left most of the work to the county administration. This is a clear indication of lack of goodwill. The police are the ones responsible for implementing the initiative and should be fully involved,” he said. “Majority of the upper middle class Kenyans view the “Nyumba Kumi” initiative as nosiness and therefore see no need to participate”. “The government needs to come up with legislation to make it mandatory for every citizen to participate in CP” he said.

A respondent representing the youths made following comments regarding the role of the police in enhancing cooperation; “there was no police presence in some areas and the police were not accessible to the residents, a sign that they are not concerned with the CP programme”. One representative for Persons Living with Disability, said that many cases of people attacked go unreported since no action is taken by the security personnel and many police officers in Rongai have worked for too long and need to be reshuffled for security to improve.

However, in some localities, such as LEMELEPO, collaboration between police and the public has assisted in reducing crime levels in Ongata Rongai. A respondent (6) cited, "crime has considerably decreased as a result of effective police community partnership" Thieves and thugs who were causing insecurity have been imprisoned, and several have been shot by police." People can now walk around at night without fear of being attacked by thugs. Even criminal reports have decreased significantly." this is another respondent (7). Public partnerships have enabled the police and the general public to cooperate, resulting in crime control success." "Community policing should involve everybody, including the clergy, the county administration, and

residents from all areas to achieve good representation," said a pastor in one of Ongata Rongai's protestant churches. This conforms to findings of Pelsler (1999) who observed that it's imperative for any police service to have the support of the community if they are to succeed in effectively addressing crime.

"Community policing through the Nyumba Kumi Initiative, in which members of a neighborhood were supposed to know at least 10 of their neighbors," according to a representative from the National Police Service Headquarters. The government wanted security chiefs to ensure that the police project was executed to improve village security at the time. However, some people misinterpreted the purpose of the effort and are now asking that the government pay them for their role in the Nyumba Kumi Initiative. They want to be paid allowances to make their jobs easier, or they'll stop working. They want to be compensated for every meeting they hold, in addition to receiving transportation allowances and airtime. A woman representative from Kandisi in support of the initiative noted the following "most homeowners report that because they know their neighbors, they are confident their neighbors will do something if they see anything suspicious around their home. In a medical or other emergency, a friend even 10 minutes away can be a friend too far. That's why it is good to know your neighbors. Do not wait until a disaster or emergency strikes to meet your neighbors". she said. Similarly, the findings are in conformity with Amuya (2017) that partnership promotes a process that is interactive, advisory, and participatory. The program strengthens the relationship between law enforcement agencies, officers, and the people they serve. Similarly as per the study by Karuri and Muna (2019), crime management is a collaborative approach to identifying and addressing crime issues that involve both police officers and members of the public.

4.1.8 Consultation with residents

The study showed varied responses concerning police consulting locals on security issues, as seen in Figure 4.8 below.

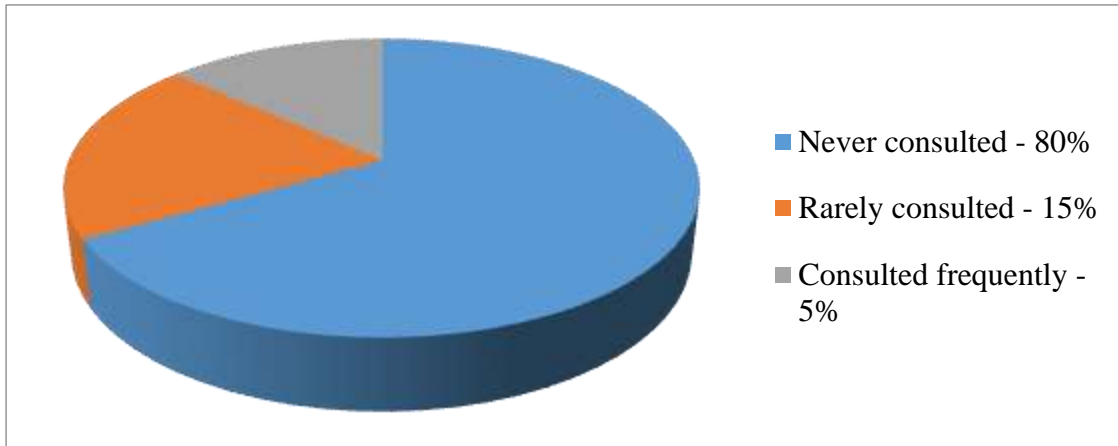


Figure 4.8: Consultation with residents

Source: Field Survey, 2021

According to the research, 80% of the people interviewed said police officers had never consulted the community residents on security issues; 15% said they had been consulted by police officers only occasionally, while 5% said they had been consulted regularly. Without input from the people who are most affected by crime in a given community, police are effectively operating in the dark, and are far more likely to make decisions that are unpopular, or even dangerous. This can lead to a further deterioration of relations between police and the community, and make it even more difficult for police to effectively do their jobs. In the worst case scenario, a failure to consult with community residents on crime management could lead to a breakdown of law and order, and an increase in crime and violence.

4.1.9 Relationship between police officers and the residents

In terms of relationship between police personnel and the general public. According to Figure 4.9, the nature of the relationship between the police and the residents was rated as "unfriendly" by the majority of the interviewed population (51.5%). The residents'

continued fear of the police was linked to several issues, including: the police are dishonest; They harass residents rather than helping them; they are incompetent at their jobs. They are unresponsive; and, among other things, they cannot be trusted by the locals. On the other hand, 6.5% of the interviewees believe that residents and police have a friendly relationship. This was attributed to a various factors including public satisfaction with their services, police commitment to their work, and community-police collaboration, among others.

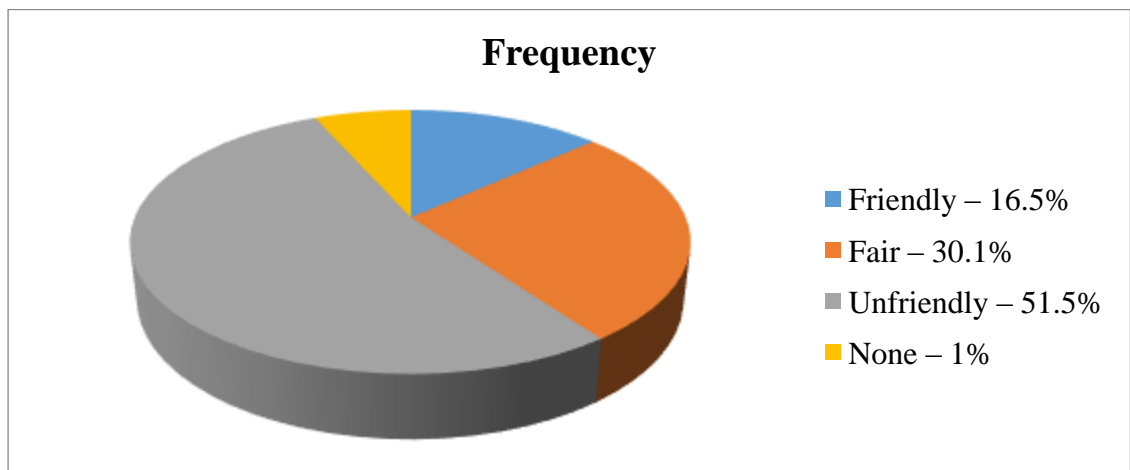


Figure 4.9: Relationship between police officers and the residents

Source: Field Survey, 2021

The perception poses a problem to police officers in the crime management that a fearful resident will withhold critical information from the police for fear of being intimidated. Because there is a lack of basic mutual trust between the community and the police, local residents are fearful of retaliation if they share information to help prevent crime (CHRI, 2006). The officers' perspective on the relationship between themselves and the residents is shown in Fig 4.10 below.

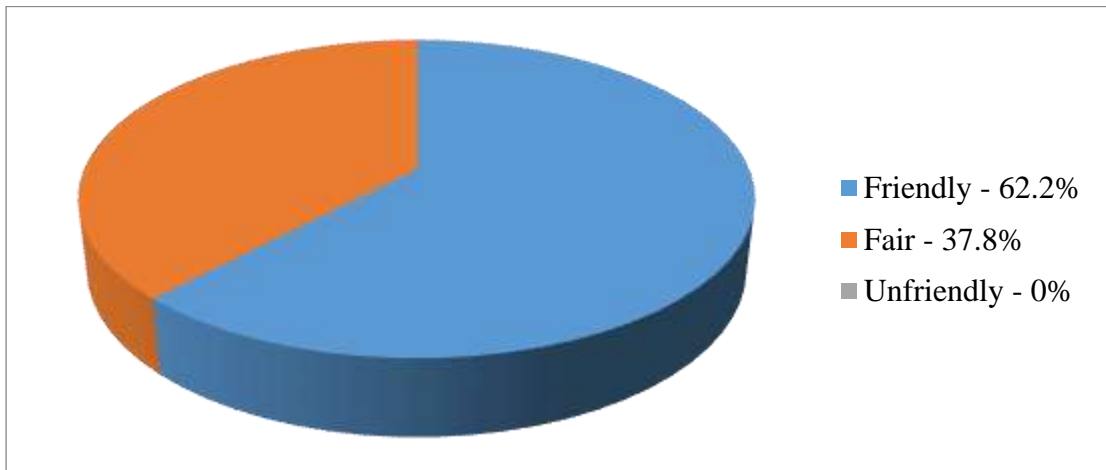


Figure 4.10: Police officers perspective on their relationship with residents

Source: Field Survey, 2021

The above findings indicate that 49 of the police officers (62.2 %) agree that they and the residents have a good relationship. This, according to police officials, is due to residents' ability to report crime without fear and their willingness to cooperate. Even though the people are friendly, the police officers believe that more civic education is needed to ensure that the residents realise the importance of creating a good relationship with the police officers. In an interview with the new Assistant County Commissioner, she said her first priority is to ensure that Rongai is a safe place for all. Residents need to work closely with security personnel to ensure insecurity issues are solved amicably. “OngataRongai is densely populated; we need to help our security officers by reporting lawbreakers. We should all participate to make Rongai more attractive for investors,” she said. The findings are with Maina (2018) that the Kenyan government should increase resources for community policing, improve coordination between police and community members, and address corruption within the police force.

4.2.0 Crime intervention techniques processes in crime management

Policing in the community relies on officers proactively identifying problems, developing innovative responses, and evaluating the results. A proactive approach is

better than a reactive one when it comes to fighting crime. Table 4. below presents the performance of “SARA” Model in problem-solving.

Table 4.11 Performance of “SARA” Model in intervention techniques

Performance of “SARA” Model in crime intervention techniques	Frequency	Percentage
Enhanced officers’ capacity to Proactively identify problems	23	95.8
Enhanced officers’ capacity to Develop innovative responses to crime	72	91.6
Enhanced officers’ capacity to develop lasting solutions to curb crime	65	83.3
Enhanced reduction of crime in the community	60	75.0
Addressed community concerns and needs	8	50.4
Enhanced reporting of suspicious activities	7	49.5
Enhanced accountability	6	39.6
Enhanced investigations	9	58.3
Enhanced patrolling	8	50.4
Use of mulikauhalifu platform	6	48.7

Source: Field Survey, 2021

The study findings show that 95.8% of police officers felt that the “SARA” Model of crime intervention techniques enhanced their capacity to Proactively identify problems. It was also found that 91.6% of the officers felt that it enhanced their capacity to develop innovative responses to crime while 83.3% felt it enhanced their capacity to develop lasting solutions to curb crime. The study findings also showed that 75.0% of the officers opined that the “SARA” Enhanced reduction of crime in the community. The study found out that 50.6% of the respondents were in agreement that the Kenya police addressed community concerns and needs. This was evidenced by the number of instances where police officers responded promptly to crime scenes and/ or issues. Only 49.5% of respondents according to the study had reported a suspicious action or person to the police in the spirit of community policing. This implies that the majority of respondents (50.4%) had never reported such instances or people to the police. They

blamed the police's failure on a lack of trust, a late response, demands for bribes before the problem could be handled, and "the fear of the unknown," in which civilians fear the police will reveal the information to the suspect(s), putting their lives in danger.

The study found out that 39.6% of the respondents were in agreement that the Kenya police were accountable for their actions and did not mobilize citizen groups. 58.3 % of the residents interviewed expressed dissatisfaction with the way police officers investigated complaints made by them. They claimed that police officers conduct discriminatory investigations, such as arresting suspects who later resurface in the community with bribery allegations, revealing sources of information to criminals, harassing residents during investigations, failing to conduct thorough investigations, and delaying responses to residents' inquiries. Residents are frequently afraid to report to police officers in order to keep the identities of the suspects hidden because the suspects are usually their own relatives, according to police officers.

However, 50.4 percent of respondents agreed that police personnel were allocated to certain areas. The number of police officers assigned to patrolling the area reflected this. A respondent (R38) commented as follows; "Criminals are within the society therefore patrols should be conducted frequently in order to arrest them". A respondent (R27) noted the following "Some of the proactive crime intervention techniques responses for crime prevention entail; more street lighting and visible police patrols within the neighbourhood. The study findings also showed that 48.7% of the officers opined that the mulikauhalifu platform enhanced reduction of crime in the community.

A respondent (R32) said everybody needs to be involved in security matters. "Many people employ unskilled persons as security guards, security training is highly recommended for guards; people also need to be educated to be observant in their

surroundings since security starts from an individual. CCTVs Cameras need to be fitted in some of the town's high buildings since they are one of the best methods of dealing with crime," he said. "I have received information that thugs use the unfinished buildings to sell drugs," said a police constable from Kandisi Police Station. Criminals exist in society as well, so everyone must be watchful and report anything suspicious.

The erection of flood lights is aimed at improving security in the constituency which has in the recent past seen an increase in the rate of crime. According to a businessman from Kwarearea, the erection of floodlights will serve a large number of businesses who operate upto late hours. "The street lights will help in reduction of crime rates within OngataRongai." "It has become almost impossible to walk in this area at night because there are incidents of mugging every night," he said. Similarly, the findings reaffirm Wilson and Kellings' Broken Windows Theory that if a community is kept clean and free of graffiti and other signs of disorder, it will be less likely to experience crime (Heale & Twycross, 2015). This theory has been borne out by research and has been shown to be an effective crime prevention strategy.

Concerning corrective measures to eradicate crime, A respondent (R2) commented as follows; "The government came up with Kazi Mtaani Programme in April 2020 to cushion the youth and vulnerable citizens in the informal settlements from the effects of COVID -19 pandemic. The beneficiaries operate on two shifts, each working for 11 days a month". The results confirm Khamisi and Mange (2020) assert that crime intervention techniques involves police partnering with citizens to identify and respond to community's crime issues.

4.3.0 Common Types of Crime

The study discovered that 'robbery' and 'theft' were the most commonly committed crimes in Ongata Rongai, accounting for 33.6% and 35.86% of all crimes committed, respectively. Property theft was more common in informal settlements such as Bangla. Ongata Rongai residents were worried because of the rise in crime especially during this covid 19 period. The residents were concerned with rising cases of house break-in and petty burglary that takes place even during the day. Popular items stolen by these petty thieves include electronics such as TVs, Laptops, Mobile Phones, car accessories like side mirrors, carpets, motorbikes, bicycles etc. There was an increase in cases during this covid 19 period because most people especially the youth have lost jobs and therefore turned to crime to sustain themselves. Due to poverty, overcrowding, and a lack of police presence, those living in informal settlements were found to be more vulnerable to property crimes. Murder, carjacking, burglary, domestic violence, drug and firearm trafficking, and terrorism were among the other crimes with similar trends. as shown in Figure 4.12 below.

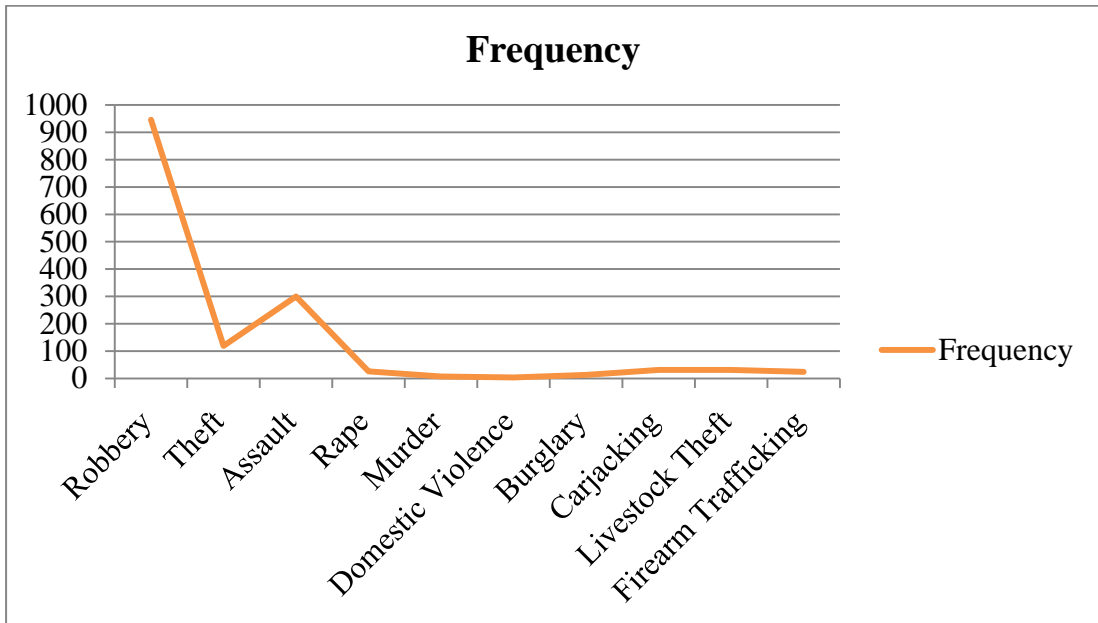


Figure 4.12: Common Types of Crime

4.4.0 Crime Hotspots

As per the results in Table 4.12, Bangla, Kware area, Gathaka road, Honey Pot Road, Sironik Road, Mayor Road, Rangau, Nkoroi, Kingdom Hall Road, 4th Avenue, Maasai Rodge, Umoja Road and Wama Road in Rongai were identified as hotspots for robberies, theft, and car jacking, particularly at night (between 800hrs in the evening and 0600hrs in the morning). After sunset, criminals lie in wait outside palatial homes and pounce on their owners as they return from work.

Respondent (R42) cited that the area along Gataka road – Small shopping centre near Boonhouse School and also extending to the second junction connecting to Mayor road and Kware in Ongata Rongai was identified as a crime hot spot. The area around Kware which houses the main retail market for Ongata Rongai was noted to have increased cases of muggings and illicit drugs peddling among the youths. These crimes are most typically committed in the late evening and early morning hours, following police patrols.

According to respondents (R13), criminals have been known to target costly items such as mobile phones and money from shopkeepers and workers as they leave their homes in the morning and return late at night. In the early morning and early evening, small-scale businesses operate along Wama Road. The neighborhood is dimly lit at night, and robbers approach their victims as they walk about or return from the local mosque. The most common types of crime in the area include robbery, theft, and mugging. Money, phones, and other valuables are targeted by criminals on this stretch of road. The road between Kware stage and Kware residential slum is always congested during the day, and it is Kware's most well-known commercial area. The street is a high-crime area known for muggings and snatching. These crimes are most commonly committed at night, between the hours of 2300 and 0300. The criminals, who are mainly young people between the ages of 5 and 30, rob motorists of their cellphones, cash, and other valuables. Criminals had learned the police patrol patterns, according to neighbors and road users, and targeted residents shortly after the patrols. despite the fact that police patrols were frequent along this road.

Respondent (R52) stated that resident noted that Hellena Road next to Quickmart Supermarket, is the worst hit by robbery, drug peddling and prostitution. Most bars in the area operate for 24 hours and illegal brewing of alcohol especially in Ole Kasasi A and B needs to be brought to an end “A big number of people here has been robbed and the increased number of bars in this place has fuelled the insecurity menace in the area,”

Respondent (R18) said He added that bars have increased in Rongai and need to be regulated. Residents keep safe by avoiding the main road or getting home early.

Respondent (R23), who has lived in the area for ten years now, blames the government

for not putting effort to stop the increase of bars that operate 24 hours in the area illegally.

Respondent (R8) also noted the following. “Illegal brews are the cause of insecurity in the area. we made a good move when we poured litres of illicit brew in Gataka; brewers have now written a proposal to my officers to start a group that will help them in engage in constructive activities,”. “We need brewers to be taken to court, we should not only pour out the brew since some return to the illegal business,” said a respondent (R64).

4.5.0 Implementation of community Policing organizational features in crime management

The analysis examines the effect of implementation of community policing organization features to combat crime. The features are designed to improve communication between police and the community, and to give community members a more active role in crime prevention and management. Table 4.12 below presents the Community Policing organizational features in crime management.

Table 4.12 Community Policing organizational features in crime management

Community Policing organizational features in crime management	Frequency	Percentage
Adequate training was conducted	36	46
Civic education programmes for the community	64	80.9
Adequate ofresources were available	17	21
Availability ofcommunity policing structures	26	34
Station was involved in Community Policing	70	89.5
Aware of the existence and operation of a Community Policing Committee	61	78.4
Availability Information Systems and Technology	6	39.6
Use of identification badges	24	32

Source: Field Survey, 2021

Table 4.12 shows that 36% of police officers believe that adequate training was provided. Through 'Chief Barazas,' OngataRongai is informed of community policing,

while the government and civil society also host seminars to provide training on civic education programs. The study observed that two 'Chief Barazas' happen each year to help in the dissemination of community policing information through focused group discussions. The "Barazas" provide a platform for the community to discuss specific security and safety concerns with local government and security agencies and come up with collective solutions.

Further, Table 4.12 about OngataRongai residents' awareness of community policing through civic education programs organized by the government or civil society, the study found that the vast majority of respondents (80.9 %) stated that no civic education programs had ever been held. Community members admitted in focus group discussions that a lack of awareness is linked to a failure to provide citizens with background facts and principles guiding community policing, as well as the National Police Service's laxity in providing the resources needed for civic education.

It was also found that 2 % of the officers felt that Adequate resources were available while 34% felt community policing structures were adequate. Respondent (R14) indicated the following; lack of adequate police officers in communities was discovered to be a barrier to the success in community policing.

Respondent (R14) stated that the number of available police posts was insufficient to serve the large region. He highlighted that this was worsened by insufficient communication and transportation infrastructure. The Chief for Nkarimunya Location also noted the following 'The number of police officers in Ongata Rongai are not adequate to cover the region. Currently, no police officers are attached to me'. When responding to an incident, I have to request for assistance from the OCS, the process takes time since he has to recall officers from other duties.

The study also discovered that committees were formed at all levels, from the village to the Sub-County (police station) levels. Community policing committees were formed in response to the growing problem of crime. The idea was to bring together representatives from different parts of the community to work together to identify and solve problems. The committees typically include representatives from law enforcement, the business community, social service agencies, and the community at large. According to the findings, 89.5 % of the police officers interviewed were aware that their station participated in Community Policing. Again, 78.4 % were aware of the Community Policing Committee's existence and operation. However, where such a committee did not exist, a number of reasons were given, including community members' unwillingness to cooperate, police resistance, and a lack of clarity in the duties of the police and the committee.

Regarding methods to increase community policing implementation, the OCS for Ongata Rongai Police Station stated, "The County government should budget and offer certain incentives for community police." This will help with resources such as vehicles and member allowances. Police officers' public image should be improved through improved relationships, and mutual trust should be encouraged. The relationship between the police and the APs, as well as the chiefs, should be strengthened through joint meetings. Meetings of the community policing forum should be held more frequently, particularly in churches and other public places." The Chief for nkarimunya also noted that Nyumba Kumi associations should not just focus on criminal activities but should include other issues related to security such as clean-up activities and festivals. The response is in agreement with Kamau (2018) that a range of organizational features helps to promote community-based police collaborations and

crime intervention techniques activities, which comprise adequate training, resources, and community policing structures. Efficient community policing necessitates both officer and community member training.

According to the results of the study, 39.6% of the office staff said that Information Systems and Technology were well established. The use of technology was critical to providing accurate information on communities and enhancing two-way communication. One of the elements of effective community policing is information. In order to identify and analyze problems/issues, systems are essential (Coquilhat: 2008). To become more responsive, establish a toll-free emergency telephone number, make police stations and police posts easily accessible to encourage requests for assistance, assign competent, well-trained staff to telephone and police station reception duties, and keep members of the public informed about the status of their cases and requests on a regular basis (Bayley: 2005)

Table 4.12 shows that 32% of police officers felt that use of identification badges helped promote publicizing community policing initiative. Respondent (R17) also noted that increasing police officers and buying of patrol vehicles need to be done to improve security in the area “Rongai is now densely populated, the ratio of police to residents is too low, we need more police officers here and area police to patrol,” he said.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

The aim of this chapter is to give a summary of the study's findings, conclusions, and suggestions. The following is a summary of the study findings:- community policing partnerships; crime intervention techniques processes; and organizational features for crime management.

5.1.0 Summary of findings

The findings are summerised as follows:

5.1.1 Public Partnerships and Crime Management

The existing partnerships were not effective due to mistrust between the members of public and the police and general lack of interest by both the public and the police to CP. The findings are an indication that Police forge partnerships with people who live and work in the community. Despite the existence of these partnerships, there were still high levels of crime in most areas, a sign that the partnerships were not effective. Where such partnerships never existed, various reasons were advanced such as: lack of interest by the public and the police, Community members not being cooperative, lack of clarity in the roles of the police and the community. It was further noted that the gap between the rich and the poor people had a negative impact on partnership in the community.

It was also noted that there was still mistrust between the members of public and the police, with some local residents shying away from discussing security issues and brushing off the topic as the express constitutional mandate of the government. Both parties view each other negatively leading to dis-trust. The nature of police enforcement role tends to attract a degree of negative interaction. Law enforcers are not always seen

in the positive light in the course of their work. That is why it is suggested that police should take every opportunity at their disposal to engage in positive and constructive interaction with all parts of the community (Saferworld, 2008). Findings also reveal that community engagement mechanisms in CP are not well established. Rarely do the police organize meetings with the public and in case of such meetings; they are poorly attended by the citizens therefore making it difficult for the police to know the expectations of the community. With both sides blaming one another for the strains relations, then working in partnership would be dealt a big blow. Findings confirmed that the community-police partnership is low since the residents feel withdrawn from CP and see it as being theoretical.

5.1.2 Crime intervention techniques and Crime Management

The introduction of various crime intervention techniques had enhanced safety and security. This was however limited to selected areas various crime intervention techniques had enhanced safety and security in their areas by positively contributing to a decrease in crime rates. These include:-use of flood lights to light up the dark alleys frequented by criminals, mulika platform to reports incidents of crime, introduction of marking/naming streets and residential and business gates to make it easy for the police to locate them in cases of emergencies, Kazi Mtaani Programme, installation of CCTV Cameras, Zoning areas and assigning them to specific policemen who are answerable to the crime rates in the areas, conducting foot and mobile patrols, communicating and developing a good rapport with the local opinion leaders.

The study established that community members who live in gated community do not embrace community policing. They claim that they are able to employ their own private security guards and that they pay taxes to the government to provide security. Those

who reside in gated communities restrict entry to other citizens to their homes for security reasons, they maintain gatemen and or electric fence. This leads to impediments in successful CP as they view it as a system for the poor or the less privileged persons. This collaborates with Maina (2014) findings.

5.1.3 Implementation of community Policing organizational features and Crime Management

LEMELEPO, Ole Kassasi, and Ongata Rongai CBOs had assisted to bring down levels of crime in their areas. There was however general lack of sensitization, capacity building activities to enhance the police and community in addressing crime. However crime rates were high in areas that had no established CBOs. This situation was also attributed to the exponential growth and expansion of Ongata Rongai Sub County especially by the middle class, who have built palatial homes and set up thriving businesses, but lack the supportive security infrastructure. However the study found out that inadequate police staffing, capacity, funding and lack of public confidence rigidity and bureaucratic police's organisations factors affected the success of CP program in Ongata Rongai.

The findings support the broken windows theory to prevent disorder within neighbourhoods. This makes critical for police makers to apply the broken windows to study criminal conduct and take necessary action for those who commit crime in the society. It involves issuing citations for minor offenses to discourage more serious criminal activity. Broken windows theory is also supported by the findings by underscoring that if disorder were eliminated, then serious crimes would not occur. Visible indicators of disorder, such as vandalism, loitering, and broken windows, invite criminal activity and should be prosecuted as a result.

Their theory further suggests that the prevalence of disorder creates fear in the minds of citizens who are convinced that the area is unsafe. This withdrawal from the community weakens social controls that previously kept criminals in check. Once this process begins, it feeds itself. Disorder causes crime, and crime causes further disorder and crime.

A major problem of broken windows theory is no distinct pattern of relationships between crime and disorder emerged. Rather, some specific disorderly acts were linked to some specific crimes. Attention to disorder in general might be an error and that, while loosely connected, specific acts may not reflect a general state of disorder. Specific problems would require specific solutions. Companion theories are necessary to fully explain crime. There is no clear causal relationship between lack of order and crime. Rather, crime going down when order goes up is merely a coincidental correlation. Additionally, this theory has opened the doors for racial and class bias, especially in the form of stop and frisk.

5.2 Conclusions

The study draws conclusions based on a summary of findings from three study objectives and a research hypothesis. The study's aims included the following:- to examine public partnerships, to analyze crime intervention techniques and to identify organizational features in crime management in OngataRongai.

With respect to partnerships on community policing, According to the findings, the success of community policing is dependent on the principle of police-community cooperation. For the success of CP, the community should improve on crime reporting, collaborate with police in identifying the common problems in the community. The community should cooperate with the police as witnesses or victims so as to reduce the

rate of crime in OngataRongai Sub-County. However the study found out that the existing partnerships were not effective due to mistrust between the members of public and the police and general lack of interest by both the public and the police to CP program in OngataRongai.

Concerning crime intervention techniques on community policing, the study found that introduction of flood lights, mulika platform, marking/naming of streets, regular foot and mobile patrols, Kazi Mtaani Programmes, installation of CCTV Cameras and zoning of areas had enhanced safety and security by positively contributing to a decrease in crime. Also, the police should at all stages of community policing, have the community in mind. Police officers should know the region and residents that they are serving so as to increase awareness and connect with the residents that they serve.

In relation to organizational features on community policing, LEMELEPO, Ole Kassasi, and Ongata Rongai CBOs had assisted to bring down levels of crime in their areas. The study further concludes that curbing disorder, fighting crime and personal safety requires commitment from both the police and the residents.

5.3 Recommendations

Based on the findings, the study provides a set of specific suggestions to key stakeholders for crime management in OngataRongai. It is recommended that public partnerships are effective in crime management in Ongata Rongai. This is because they provide a platform for community members to work together with the police to identify and address crime hotspots. In addition, public partnerships help to build trust and cooperation between the police and the community, which is essential for effective crime management.

1. The Kenya National Police Service (NPS) will sensitize and cultivate a collaborative attitude with members of the public by identifying and addressing the issue of long-standing mutual mistrust and suspicion.
2. Government (National and County governments) should ensure the following:
 - (a) The government, through the Ministry of Interior, should ensure that the police are fully provided with the required logistics, training, terms and conditions of service, and facilitation to carry out their duty effectively and efficiently. This includes allocating more cars, effective communication devices, and enough fuel to police to increase patrols and ease police movement.
 - (b) It is necessary to teach the members of public about the necessity of keeping strong relationships with the police and providing information about insecurity and other sorts of crime.
 - (c) The Government through the Ministry of Youth and Gender to implement the existing youth empowerment policies to prevent them from engaging in criminal activities.

Improved policy environment, experienced, knowledgeable, and motivated policing agencies, funding of community policing programs, and support with modern equipment and technology are all important factors in the effectiveness and sustainability of community policing in Kenya. Community members should be seen as partners in crime prevention by police officers. Security agencies and officers should know that they are not the only ones responsible for security; local communities have a stake in it as well. This necessitates a shift in policing agencies' views and attitudes. Meanwhile, law enforcement agencies should conduct civic education in local

communities to raise awareness of the concept of community policing. As a result, citizens will become involved in community policing and misconceptions regarding policing will be dispelled.

The study recommends that the government continue to invest in these techniques and expand their use to other areas of the country as public crime intervention techniques are effective in managing crime in Ongata Rongai. Since the implementation of community policing organizational features had a significant effect on crime management in Ongata Rongai, study also recommends that the police department continue to implement community policing organizational features in order to reduce crime in the area.

5.4 Recommendation for further studies

The study recommends further research on why the public are reluctant to embrace the Community Policing Program. As it was observed in the study majority are unwilling to give information to the police or are not interested in the program. Arrest can only be made and prosecution successfully completed only when members of the public are willing to give evidence in court as witnesses. This has been a major problem as only a small percentage of the public are willing to avail themselves when needed by the police. Hence more research needs to be undertaken in this area.

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APPENDICES

Appendix I: Introduction letter from the researcher

Mr Clifford GichabaOkwoyo
S202/OL/CTY/32276/2017
Kenyatta University
Department of International Relations, Conflict and Strategic Studies
P.O Box 48702-00100
NAIROBI.

The County Commissioner,

Dear Sir/Madam,

RE: PERMISSION TO UNDERTAKE RESEARCH

I am requesting for permission to undertake research in your County institutions organizations in order to gather data towards developing my master's research project.

I am a post graduate student at the Kenyatta University, Department of Peace and Conflict Studies. My study topic is, "Assessment of Community Policing in Crime Management in OngataRongai, Kenya."

The study instruments for data collection will be questionnaires, interviews and focus group discussions. Attached, please find copies of the instruments for your perusal.

I look forward to your positive response at your earliest convenience.

Thanking you in advance.

Yours faithfully,

Clifford GichabaOkwoyo

RESEARCHER

Appendix II: Consent Form

You are asked to participate in a research study conducted by;

Mr Clifford Gichaba Okwoyo

S202/OL/CTY/32276/2017

Kenyatta University

Department of International Relations, Conflict and Strategic Studies.

The results will contribute to the award of the degree of Master in Military Strategic Studies in the School of Security, Diplomacy and Peace Studies of Kenyatta University.

Purpose

To explore community policing in crime management in Ongata Rongai sub county.

Procedures

If you volunteer to participate in this study, I would ask you to do the following:

1. Fill a questionnaire that will take about half an hour.
2. Attend a debriefing session that will take about half an hour.

Potential Benefits to Participants and /or society

The findings of the study will provide essential information to reduce crime in the society.

Payment for Participation

There will be no payment for participating in the study.

Confidentiality

Every effort will be made to ensure confidentiality of any identifying information that is obtained in connection with this study. Identity of the participants will be kept confidential, and at the end of the study, any information that could reveal the identity will be excluded in the final report.

Potential Risks and Discomforts

There may be fear of victimization as some of the information is sensitive. These will be managed through providing assurance on confidentiality of the information.

Thanking you.

Clifford Gichaba Okwoyo

RESEARCHER

Appendix III: Questionnaire for Community Policing in Crime management in OngataRongai

This questionnaire is on Assessment of Community Policing in Crime Management in OngataRongai, Kenya. Under Article 1244(e) of the Constitution, which outlines the service's aims and functions, the National Police Service is obliged to establish and promote relationships with the greater society. According to the National Police Service Act of 2011, "policing should be a collaborative effort when it involves voluntary participation of local residents and acknowledging the need for law enforcement to be responsive to the community. Its key element would be joint problem identification and problem solving, while respecting the various responsibilities the police and public share in crime prevention and crime maintenance."

The Act also establishes County Policing Authorities, which are in charge of implementing community policing policies and guidelines, as well as facilitating community policing training within the county, receiving reports from local community policing structures, and preparing county community policing reports for submission to the Cabinet Secretary. Community policing committees and forums are examples of other structures.

INSTRUCTIONS

The researcher requests for your voluntary consent to answer each question according to the instructions given. Do not write your name. Your responses are necessary for research purposes only and will be treated with strict confidence by the researcher. Answer as truthfully as you can.

Part I: Demographic Information

1. Indicate your gender Male Female
 [11]
2. Indicate your age
 18-28 years [11]
 29-39 years [11]
 40-50 years [11]
 Above 51 years [11]
3. Indicate your religious affiliation
 Muslim []
 Christian []
 Budhi []
 Traditionalists []
4. Indicate your highest level of education
 Primary school level []
 Secondary school level []
 Polytechnic/certificate []
 Diploma []
 Degree []
 Masters/PhD []
5. What is your Rank?

6. Indicate your
 Number of years in service.....
7. Indicate Name of your facility
 /station/post/base.....

8. Indicate approximate number of officers in your facility station /post /base

.....
.....

9. Indicate the number of years served in this facility

.....

10. Indicate if you have any specialised training to officers

.....

Part II: Public partnerships in relation to crime management in Ongata Rongai.

11. What avenues of communication has the station/post/base put for citizens to interact with the police?

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

12. How would you rate the level of reporting of vital information by the public through these means?

1= Not useful at all; []

5= Very useful? []

13. In the last 12 months, is there any crucial information that has been reported to you or your office by a civilian that enabled you to effectively perform your duties?

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.....

14. How was this information relayed?

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15. For the initiative that is present, how regular are the interactions with the public within these initiatives? State in number of days?

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.....
.....

16. In your opinion, do you think that the members of public in this community freely interact with the police?

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

17. Indicate the frequency of citizens' participation in community policing meetings. Monthly

Continuously

18. Indicate the most common technique employed to facilitate police-community partnership.

Police-community policing forums

Accessible mini-stations

Community mobile stations

19. Specify challenges encountered in police-community partnership.

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

.....
.....

20. Suggest ways in which police community partnership can achieve long lasting crime prevention.

Sensitization meetings []

SMS and WhatsApp alerts []

Any.....
.....

21. Give three suggestions on how police community relationships can be promoted

(a).....
.....
.....

(b).....
.....
.....

(c).....
.....
.....

Part III: Crime intervention techniques for crime management in Ongata Rongai.

Crime intervention techniques is a collaborative effort to address recurring security issues in a community. The "SARA" Model of intervention techniques, as shown below, can be used to summarize the process.

- (i) Scanning: The community uses existing knowledge to identify problems.
- (ii) Analysis: Questions are asked in order to learn as much as possible about the problem and its causes. The causes of the problem are identified, and potential solutions are listed.
- (iii) Response: After careful consideration, responses are implemented.
- (iv) Assessment: The outcome is assessed to see if the issue has been resolved or minimized. Lessons learned are written down for future reference.

1. What are the most common crimes in your area?

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

2. How do you determine these crimes?

By consultation with the community; []

Reporting []

Any other

.....

3. How many crime / alternative outcomes are reported in a day?.....

.....

4. What would you say is the most significant factor driving these crimes?

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

5. What corrective measures have been put in place to prevent the occurrence of these crimes?

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

6. What is the best way to prevent these crimes?

.....
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.....

Part IV: Community policing organizational features for crime management in OngataRongai.

1. Have you received training/ sensitization on Community Policing?

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

2. What are some of the challenges that you experience as police officers during the course of your duties?

.....
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.....

3. Do you think you have adequate resources, number of officers, patrol resources, funds, infrastructure, equipment, communication facilities, enabling legislation to support CP to work effectively?

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

Appendix IV: Key Informant Interview Schedule

The following is a list of questions on Assessment of Community Policing in Crime Management in Kenya. The answers received from you are to be used for post graduate research purposes at the Department of Peace and Conflict Studies of Kenyatta University. Your honest contribution to this study will result successful completion of this research project whose aim is to add value on Crime Management in Kenya. Your participation in this exercise is voluntary and it is my sincere assurance that your responses will be handled confidentially and not be used for any other purposes other than the academic for which I sought them.

Key Informant Guide: Ministry of Interior

1. As a major implementer of community policing, how would you describe its absorption in Kenya?
2. What suggestions would you make to improve the state of policing?

Thank you.

Key Informant Guide: The Judiciary's Criminal Court

1. As a major implementer of community policing, how would you describe its Operationalization in Kenya?
2. What suggestions would you make to improve the state of policing?

Thank you.

Key Informant Guide: Chiefs

1. As a major implementer of community policing, how would you describe its absorption in Kenya?
2. What suggestions would you make to improve the state of policing?

Thank you.

Key Informant Guide: County Administration

1. As a major implementer of community policing, how would you describe its absorption in Kenya?

2. What suggestions would you make to improve the state of policing?

Thank you.

Appendix V: Focus Group Discussion Guide (FGD)

The following is a list of questions on Assessment of Community Policing in Crime Management in Kenya. The answers received from you are to be used for post graduate research purposes at the Department of Peace and Conflict Studies of Kenyatta University. Your honest contribution to this study will result successful completion of this research project whose aim is to add value on Crime Management in Kenya. Your participation in this exercise is voluntary and it is my sincere assurance that your responses will be handled confidentially and not be used for any other purposes other than the academic for which I sought them.

INSTRUCTIONS


The researcher requests for your voluntary consent to answer each question according to the instructions given. Do not write your name. Your responses are necessary for research purposes only and will be treated with strict confidence by the researcher. Answer as truthfully as you can.

Interview Guide for IPOA, The Kenya Prisons, Probation Officers

1. Following the implementation of community policing in OngataRongai, how can you gauge your participation in enhancing security? (Indicate whether it is good, average, or poor).
2. Despite the program running, security is still wanting. Could you describe any existing challenges within the program?
3. What recommendation would you offer as a means of enhancing community policing program?
4. Do you have any other perspective about the nature of this community policing?

End thank you for your time and response.

Appendix VI: Approval Letter


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. 4150

Internal Memo

FROM: Dean, Graduate School
TO: Clifford Gichaba Okwoyo
C/o Inter. Rel. conf. & Strg. Studies Dept.

DATE: 22nd September, 2021
REF: S202/ CTY/PT/32276/2017


SUBJECT: APPROVAL OF RESEARCH PROPOSAL

We acknowledge receipt of your revised Research Proposal as per our recommendations raised by the Graduate School Board of 25th August, 2021 entitled "Community Policing in Crime Management in Ongata Bongai, Kenya".

You may now proceed with your Data Collection, Subject to Clearance with 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 and Progress Report Forms per semester. The Forms are available at the University's Website under Graduate School webpage downloads.

Thank you.


ELIJAH MUTUA
FOR: DEAN, GRADUATE SCHOOL

C.c. Chairman, Department of International Relations Conflict & Strategic Studies.

Supervisors:

I. Dr. Leah Barasa
C/o Department of Inter. Rel. conf. & Strg. Studies
Kenyatta University

EM/du

Appendix VII: Research1Permit



COMMISSION FOR



NATIONAL

**SCIENCE, TECHNOLOGY &
INNOVATION**

Ref No: **924900**
Issue: **21/December/2021**

Date of

RESEARCH LICENSE



This is to Certify that Mr..Okwoyo Gichaba Clifford of Kenyatta University, has been licensed to conduct research in Kajiado, Nairobi on the topic: Community policing in crime management in Ongata Rongai, Kenya for the period ending :21/December/2022.

License No: **NACOSTI/P/21/14974**

924900

Applicant Identification Number

Director1 General
NATIONAL1 COMMISSION1 FOR
SCIENCE, TECHNOLOGY &
INNOVATION

Verification1 QR1 Code



NOTE: This is a computer generated License.To verify the authenticity of this document, Scan the QR Code using QR scanner application.

THE SCIENCE, TECHNOLOGY AND INNOVATION ACT, 2013

The Grant of Research Licenses is Guided by the Science, Technology and Innovation (Research Licensing) Regulations, 2014

CONDITIONS

1. The License is valid for the proposed research, location and specified period
2. The License any rights thereunder are non-transferable
3. The Licensee shall inform the relevant County Director of Education, County Commissioner and County Governor before Commencement of the research
4. Excavation, filming and collection of specimens are subject to further necessary clearance from relevant Government Agencies
5. The License does not give authority to transfer research materials
6. NACOSTI may monitor and evaluate the licensed research project
7. The Licensee shall submit one hard copy and upload a soft copy of their final report (thesis) within one year of completion of the research
8. NACOSTI reserves the right to modify the conditions of the License including cancellation without prior notice

National Commission for Science, Technology and Innovation
off Waiyaki Way, Upper Kabete,
P.O.Box 130623, 1001001 Nairobi, KENYA
Landline: 102014007000, 102012241349, 102013310571, 102018001077
Mobile: 10713178817871/1073514041245
E-mail: 1dg@nacosti.go.ke/1registry@nacosti.go.ke
Website: 1www.nacosti.go.ke

Appendix VIII: Sub County Commisioner Letter

THE REPUBLIC OF KENYA



THE PRESIDENCY
MINISTRY OF INTERIOR AND CO-ORDINATION OF NATIONAL GOVERNMENT

ASSISTANT COUNTY
COMMISSIONER
ONGATA RONGAI DIVISION
P.O BOX 78-00208
NGONG HILLS.

When replying please quote
O/RON/ADM18/VOL #IV-

7th January, 2022

TO ALL CHIEFS OF
ONGATA RONGAI DIVISION

RE: AUTHORIZATION TO CARRY OUT RESEARCH

This is to confirm that Mr Clifford Gichamba Okwayo is a student of Kenyatta University, he is required to carry out a research on community policing in crime management in Ongata Rongai division which is already approved by the graduate school board of Kenyatta University. Mr Clifford intends to carry out the research in all the 5 locations in the division.

Kindly accorded him the necessary attention.



M. M. WAFULA
ASSISTANT COUNTY COMMISSIONER
ONGATA RONGAI DIVISION

Appendix IX: Letter to Inspector General of Police

Clifford Gichaba Okwoyo,
P.O Box 48826-00100,
NAIROBI.
Tel. 0722799743
Email: cliffordokwoyo@gmail.com
23rd December, 2021

The Inspector General,
National Police Service,
P.O Box 44249, 00100,
NAIROBI.



RE: PERMISSION TO UNDERTAKE RESEARCH FROM POLICE OFFICERS

I am the above named person employed as a KDF officer and a Masters student at Kenyatta University in the Department of Peace and Conflict Studies.

I am requesting for permission to gather data for my Master's project topic entitled '*Assessment of Community Policing in Crime Management in Ongata Rongai, Kenya*'.

The data collection instruments will be questionnaires, interview schedule and focus group guide.

Attached are the copies of the approval letter from the University and the research permit from NACOSTI for reference.

Looking forward, for your positive response.

Thank you.

Yours Faithfully,

A handwritten signature in blue ink, appearing to read 'Clifford Okwoyo'.

Clifford Gichaba Okwoyo