COMMUNITY POLICING AND CRIME REDUCTION IN INFORMAL SETTLEMENTS: A CASE OF KOROGOCHO SLUM, NAIROBI CITY COUNTY, KENYA

BY

Murefu Muleke Nelson

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DECLARATION

This thesis is a product of my own work and is not the result of anything done in collaboration. It has not been previously presented to any other institution. I agree that the dissertation may be available for reference and photocopying at the discretion of the University.

……..…… ……..

Nelson Murefu Muleke Date

MDS/NRB/1169/16

This thesis has been submitted for examination with our approval as University Supervisors.

……..…….. ……..…….

Dr. Wamũyũ Teresia Wachira, PhD. Date

Faculty of Social Sciences,

St. Paul's University

……..…….. ……..…….

Dr. Duncan O. Ochieng, PhD. Date

Faculty of Social Sciences,

St. Paul's University

DEDICATION

I am honoured to dedicate this work to my parents Mr. and Mrs. Murefu and to my wife Alice.

ACKNOWLEDGEMENT

I wish to thank God for enabling me reach this far in my studies. Any progress would never have been achieved without His able hand of guidance. May you remain the only God who reigns above all.

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ABSTRACT

Community policing was developed on the understanding that police alone without the good will of the community may not achieve much in maintaining law and order. However, since its inception in Kenya in 2003, crime rates are still persistent and the situation is felt more in the informal settlements. It is in view of this that this study is undertaken to research on community policing and crime reduction in informal settlements with reference to Korogocho slums in Nairobi City County, Kenya. To attain the goal of the study, five specific objectives were formulated. The objectives were to: find out the types of crimes; determine state security interventions in crime reduction; evaluate the community initiatives in crime reduction; assess the challenges facing community policing and crime reduction and establish community policing initiatives that can assist in crime reduction, in the Case of Korogocho slums, Nairobi City County. The Personal Construct Theory and the Path Goal Theory were employed to argue how the individuals interpret reality. The study adopted a descriptive survey research design. The targeted population was 11090 households in Korogocho as well as key informants in the informal settlements. Simple random sampling technique was employed to select a sample of 384 heads of households from the population. Purposive sampling was utilised to select a sample of 3 key informants that were crucial to the study. Mixed methods (mainly quantitative and qualitative) were employed for data collection and analysis. Qualitative data was analysed thematically while quantitative data was analysed using descriptive statistics mainly frequencies and percentages. This was through the assistance of data analysis software (SPSS). Some of the key findings were: numerous crimes exist in Korogocho but stealing is experienced daily according to 58.5% of the respondents. The study also established that although there were state interventions in crime reductions only 2% and 12% of respondents rate the interventions as excellent and good respectively. Findings establish that although 70% of the respondents were aware of community policing initiatives only 40% of them were involved in such initiatives. According to 31.6% of the respondents citizens' mistrust of the police was highlighted as the key challenge in community policing initiatives of dealing with crime reduction. Respondents view community policing as one of the sustainable approach of crime reduction but requiring a paradigm shift in terms of structure and involvement of the citizens. Findings from this study are expected to contribute to policy and scholarly works on community policing and crime reduction.

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ABBREVIATIONS AND ACRONYMS

APHRC:	African Population and Health Research Centre
CBP:	Community-based Policing
CHRI:	Commonwealth Human Rights Initiative
COP:	Community Oriented Policing
CP:	Community Policing
CPFs:	Community Policing Forums
KHCR:	Kenya Human Rights Commission
KIPPRA:	Kenya Institute of Public Policy Research and Analysis
NACOSTI:	National Commission for Science, Technology and Innovation
NCBDA:	Nairobi Central Business District Association
NCSS:	Nairobi Cross-sectional Slums Surveys
NGO:	Non-Governmental Organization
NPS:	National police service
PCSOs:	Police Community Support Officers
SGBV:	Sexual and Gender Based Violence
SPSS:	Statistical Package for Social Sciences
UN:	United Nations
UNODC:	United Nations Office for Drugs and Crime
USD:	United States Dollar

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

The study aimed at evaluating community policing and crime reduction in informal settlements with focus on Korogocho slums in Nairobi City County, Kenya. In this first chapter, the study offers an introduction of the study. It focuses on the background of the study, statement of the problem, research objectives and research questions. The chapter also outlines the justification of the study, significance of the study, scope, assumptions and operational definitions of key terms used.

1.2 Background of the Study

Community policing is expected to involve members of the community in policing activities with the expectation of reducing crime. Braga et al., (2015) notes that community policing is an old concept that has been implemented by most governments aimed at making policing more responsive to community needs and more important to effectively prevent crime. Besides, Gill et al., (2014) states that community policing has been adopted by concerned communities to address local dispute resolution needs and enforce behavioural norms of their members.

According to Sozer et al., (2013) community policing is emerging as a promising complementary approach to more traditional forms of policing. They point out that by bringing the police closer to the people and developing partner relations with citizens; such an approach restores trust between civilians and the police. In addition, it assists in gaining community support for police reforms especially in settings where the police services are perceived as brutal, corrupt and unaccountable.

Ellison and Pino (2012) and Green (2010a) have noted that within the field of socio-economic development, community policing has emerged as a popular government strategy among communities inhabiting crime prone areas aimed at restoring community confidence in the police, improve police responsiveness to crime and as a means to ensure adherence to human rights and professional standards. Sembojo, Silla and Musuguri (2016) assert that community policing is democracy in action. They explain that it requires the active participation of all stakeholders such as local

government, civic, business leaders, public, private agencies, residents, churches, schools and hospitals. Equally, those who share a concern for the welfare of the neighbourhood should bear responsibility for safeguarding that welfare.

Alves & Arias (2012) explain that the concept of community policing also popularly known as Community Oriented Policing (COP) emerged in the United States of America (USA) in the early 1980s and it became widely acceptable by both the public and the media. This form of policing outlines the role of the police officers in proactive crime reduction and ensures increased police presence and decentralisation of police operations to various neighbourhoods and constituencies.

Today, in most parts of the world the concept of COP has become increasingly popular among governments, communities, and police service and donor agencies whereby various models are being rolled out to enhance its effectiveness in tackling crime in society. Ford, (2007) affirms that Community policing has grown internationally as the predominant means of enhancing community participation in creating safer neighbourhoods. According to Denney & Kassaye (2013), COP is shaped by various factors that include state-society relations, political system structure, existing alternative dispute resolution mechanisms and political ideology which accordingly are critical in enhancing the understanding of the various objectives of COP and how these objectives interact with each other in shaping the interests of various stakeholders.

For instance, in England, The Essex Police Authority (2010) reported that the police established good relationships with communities by means of addressing their needs, allocating dedicated Police Officers to communities, and by proactively communicating with residents in different neighbourhoods. Erkan & Ercan (2016) report that in the case of England, police partnership with the community became an important aspect of policing in England and Wales after the reports by the Audit Commission in 1993 and Her Majesty's Inspectorate of Constabulary in 1997 which recognised that the police forces were doing too much reactive work. They expound that recent support for community partnership has led to the introduction of Police Community Support Officers (PCSOs) under the Police Reform Act 2002. According to the report, the PCSOs' duty is to contribute to the policing of neighbourhoods, primarily through high visibility patrol with the purpose of reassuring the public,

increasing orderliness in public places and being accessible to communities and partner agencies working at local level.

Bello, Magaji, & Jamilu (2016), argue that although Community policing is a philosophy that started many decades back in the United Kingdom and United States, it was not adopted in Nigeria until 2004. They argue that the policing strategy has now been incorporated into modern policing in Nigeria so that the police can respond to democratic system of governance. They further explain that community policing should be welcomed not only because traditional policing has been failing because it of its reactive nature rather than being proactive, but also, because the police personnel are part and parcel of the community that they serve.

Elsewhere in South Africa according to Marius & Johan (2011) community policing emerged following high incidences of crime and international trends in community policing. Police management decided to experiment with community policing as an official response to the fact that traditional methods of policing, which depended on the police alone to maintain law and order, were not achieving the desired results. Steinberg (2004) reports that the police in the country are required by law to consult with local communities. He reports that the relationship between the police and the community has undergone considerable change including the police service being more accessible and closer to residents, in particular through the institution of Community Policing Forums (CPFs), and later through the extension of sector policing. However, Burger (2007) claims that experts' reports show that community policing has been a failure in South Africa. Some sceptics, including Altbeker (2007), view community policing as a model that is too all-embracing and unreliable for countries struggling with basic governance issues.

In Tanzania, Hassani (2016) reports that community policing was for the first time, officially and legally recognised through the people's Militia laws (Miscellaneous Amendment) Act No 9 of 1989. According to the Act, one of the major objectives is to protect people and their property. In order to fulfil these functions, the Act has granted members of the community watch groups with powers of arrest without arresting warrant and arrest on reasonable suspicion for the person having committed crime or is about to commit a crime. Heald (2009) however claims that community policing in Tanzania was adopted from what was so called '*sungu*' or '*wasalama*'

traditional forms of defence formed by people who volunteered to fight against crimes. However, the groups led to high crimes rates of cattle rustling and murders resulting from robbery and negative beliefs of witchcraft specifically in Tabora, Shinyanga and Mwanza regions. Modern day community policing in Tanzania begun in 2006 with the aim of addressing three key areas: community partnership, problem solving and organisation transformation (Daniel, 2009).

In Kenya, Kiprono & Karungari (2016) notes that in COP initiatives begun taking shape in the early 2000. This was the time when a blue print for policing termed "Policing in Democratic Societies" was adopted by Kenya (Bloom & Currie, 2001). COP initiative was implemented in Kenya in May 2001 through the establishment of COP units in Nairobi's Kibera slum, Ruai, Ziwani and Isiolo (Kiprono and Karungari, 2016). COP initiatives were rolled out by the then Commissioner of Police, Maj. General Hussein Ali and were aimed at incorporating local community members in ensuring secure neighbourhoods through crime prevention and control.

Through this model, security personnel under the leadership of police station commanders were required to form security groups comprising of police officers and civilians, but unfortunately these initiatives faced numerous challenges. The Kenyan Constitution 2010 introduced many reforms, one being the reformation of the National Police Service and the integration of Community participation in security matters. It is against this background that this study sought to establish the effect of community policing on crime reduction in informal settlements in Kenya with specific reference to Korogocho slum in Nairobi City County.

1.3 Statement of the Problem

Following failure by convectional policing strategies to adequately address crime reduction, contemporary policing is gaining momentum in most parts of the world. One of such contemporary initiatives that has been adopted to deal with crime is community policing. However, Nadenge (2015) notes that today, despite the various initiatives including community policing programs that have been undertaken to reduce crime especially in the urban informal settlements, high poverty level and increasing crime rates have continued to adversely affect their lives.

A study by Oxfam (2009) opined that insecurity and violence are the major problems that slum dwellers in Kenya face. Their report affirmed that two-thirds of residents in slums did not feel safe in their own neighbourhoods. Similarly, results yielded from a survey by World Bank (2010) carried out in Korogocho and Viwandani affirmed that crime and violence were the most serious problems that they faced.

In a bid to enhance security, several initiatives have been done by the Kenya government. Among the initiatives that forms interest in this study is community policing. Ruteere, (2011) in reference to the Kenya context, states that community policing was initiated by the Nairobi Central Business District Association (NCBDA) in collaboration with Kenya Institute of Administration (KIA), Safe world and the Ford Foundation. Kiprono (2007) explains that later, the government proceeded and established the National Community Policing Strategy in Ruai. In 2013, '*nyumba kumi'* (Swahili for 10 households) was then adopted, gazetted through a presidential order of the President of the Republic of Kenya. The initiative was meant to anchor community policing at the household level in a bid to achieve a safe and sustainable neighbourhood (Otieno and Mavole, 2017).

However, despite adoption of community policing and the *nyumba kumi* initiative, little impact has been seen as far as crime reduction is concerned especially in the informal settlements of Kenya. A study by Oketch & Mutisya (2012) shows that Korogocho is still ranked at number 48 out of 49 in the Nairobi locations' wealth index with its residents being afflicted by crime. As a result experiencing low socio-economic standards exemplified by high poverty, youth unemployment, school dropouts among other social indicators. It is in cognizance of these attendant depravities and vulnerabilities that exist in Korogocho slum, coupled with the fact that limited studies have been undertaken in the said area that this study sought to delve into community policing and crime reduction in informal settlements of Kenya with specific reference to Korogocho slum in Nairobi City County.

1.4 Purpose of the Study

The purpose of the study was to examine Community policing and crime reduction in the informal settlements of Korogocho slum in Nairobi City County, Kenya.

1.5 Objectives of the Study

The specific objectives of the study were to:

(i) Find out the types of crimes in Korogocho slum, Nairobi City County.

(ii) Determine state security interventions in crime reduction in Korogocho slums, Nairobi City County.

(iii) Evaluate the community initiatives in crime reduction in Korogocho slums, Nairobi City County.

(iv) Assess the challenges facing community policing and crime reduction in Korogocho slums, Nairobi City County.

(v) Establish community policing initiatives that can assist in crime reduction in Korogocho slums, Nairobi City County.

1.6 Research Questions

The study was guided by the following research questions:

(i) What types of crimes are there in Korogocho slum, Nairobi City County?

(ii) What state security interventions for crime reduction are there in Korogocho slums, Nairobi City County?

(iii) What community initiatives are there to reduce crime in Korogocho slums, Nairobi City County?

(iv) What are the challenges facing community policing and crime reduction in Korogocho slums, Nairobi City County?

(v) What community policing initiatives can assist in reducing crime in Korogocho slums, Nairobi City County?

1.7 Justification of the Study

The undertaking of this study is necessary because of the fact that no meaningful development can be realised in a state of insecurity and as such community policing offers a greater leverage for the community to implement various development

initiatives. Besides, community involvement, policing roles is important since it ensures that policing initiatives are identified with and embraced by the local community members thus attaining sustainability of the initiative. This study is also necessary because despite the community policing initiatives to pacify informal settlements, evidence indicate that crime rates and poor socio-economic status in such areas still exist (UN-Habitat, 2011). Furthermore, this study is necessary because it is hoped that forging partnership between the police and the civilians will help bring about trust between the two thereby making the process of identifying and prosecuting criminals.

1.8 Significance of the Study

This study is important in many ways in that the study findings will form reference materials for future studies on community policing and poverty reduction. Therefore it adds into the body of existing knowledge in the field of security. Besides, the study findings will enable the law enforcers such as the National Police Service (NPS) and its agencies to get to underlying reasons regarding for the increasing crime among residents of informal settlements and thereafter implement appropriate strategies for addressing it. The study is important since reduction in crime creates a suitable environment for businesses and other economic activities for the inhabitants of the informal settlements. This study will also be of great importance to the stakeholders in security at the community level since bringing the residents of the informal settlements together will lead to harmony and unity of purpose and reduce incidences of ethnicity and tribalism among various groups.

1.9 Scope of the Study

According to Simon & Goes (2013), the scope of the study refers to the parameters and boundaries within which the study is carried out. This study focussed on community policing and crime reduction in Korogocho slum, Nairobi, Kenya. The study targeted all those residents that have participated in community policing programs. Besides, the study also involved the local administration and other stakeholders such as members of the *nyumba kumi* initiative within the slums whose operations have a bearing on crime prevention.

1.10 Limitations

The study was limited to Korogocho slum in Nairobi City County. Given the nature of the slum, there is lack of time series data and accurate trends that can be analysed to determine the effects of crime and the contribution of community oriented policing. The research solely relied on the responses of respondents to achieve the purpose of the study.

1.11 Assumption of the Study

This study was based on the assumptions that:

(i) There are different types of crimes in Korogocho slums, Nairobi City County.

(ii) There are State security interventions in crime reduction in Korogocho slums, Nairobi City County.

(iii) There are community efforts to reduce crime in Korogocho slums, Nairobi City County.

(iv) The residents of Korogocho slums, Nairobi City County are facing some challenges in addressing crimes.

(v) The current policing initiatives at Korogocho slums, Nairobi County are not adequate to address the types of crimes therefore the need to find out what other interventions can be applied to deal with the types of crime.

1.12 Definition of Terms

Baraza	*Baraza* is *Swahili* for a gathering. In this study *barazas* will refer to formal or informal meeting mainly organized to discuss security.
Community Policing	Community policing is the practice of forging close police community relationships that are aimed at crime prevention and control within communities in which such relations exist.

Crime	Actions that are prohibited by law, involves breaking the law or are morally wrong
Development	Any initiative or process that equips people to be successful and brings about economic empowerment of a community.
Informal Settlements	For purposes of this study, the concept of informal settlements will be used interchangeably with the term slum.
Nyumba kumi	*Nyumba kumi* is *Swahili* for 'ten households'. It was a concept introduced in Kenya as a security measure following numerous terrorist attacks. The idea was that everyone should have an idea of who their ten immediate neighbours are.
Slum	An informal settlement mainly characterised by poor housing, low income, lack of basic needs and social amenities and high rates of crime.

1.13 Chapter Summary

The background of the study explicitly affirms that studies have been done on the topic of study – community policing. However, the study established that there still exists a problem that is worth investigating. This is coupled with the fact that the study is expected to have numerous significance to policy, practice and theory. The study delved further to answer the research questions and consequently achieve the objectives outlined in this chapter. The next chapter of the study will explicitly review related literature as pertains to the research problem.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviews literature from previous studies pertaining to the research problem, community policing and crime reduction. The literature reviewed falls into thematic areas as guided by the study objectives. Besides, the chapter also provides appropriate theoretical and conceptual frameworks that guided the study.

2.2 Theoretical Review

Theories are relevant in organizational good practices as they provide a framework for rational decision-making. It has been argued that managerial practitioners who rely on experience as a guide to their actions assume that theory is unimportant (Bush, 2006). However, it is noteworthy to state that such previous experiences, for all intents and purposes, are informed by implicit theories. It is important, therefore, to note that effective management of security and crime prevention initiatives should be based on the explicit awareness of available theoretical models that inform good practice. Of importance to note is that theory is only useful if it has relevance to a particular context. In essence, every theoretical framework finds applicability in certain scenarios and offers explanation of attendant behaviours and events in varying situations. This study was grounded on the following theories:

2.2.1 Personal Construct Theory

The Personal Construct Theory was developed by Kelly (1967) and it presupposes that individuals actively interpret reality and guide their behaviour according to the kind of reality they construe. Criminal activities within the slum areas in Kenya are a reality, and different people look at it from different perspectives. It has been argued by Odegi-Awoundo (1993) that crime as a deviant behaviour that is not considered a serious threat to group life can be tolerated. The second category of deviance involves behaviour that is perceived to threaten the group life and need to be punished. According to Quinney (1970), crime can be viewed as people's behaviour as perceived from other people's perspective. Crime can be viewed in terms of social construction. Sociologists have examined crime as a human construct. Its definition

comes from individuals and social groups and involves a complex social and political process that extends over time. Individuals and groups create crime by making rules through two models, the consensus and conflict perspectives. According to Kelly (1967), personal constructs are retained only as long as they are believed to be accurate. This implies that when individuals get new information on a particular issue, they are likely to use that information to re-evaluate their constructs. Depending on the strength of the new information, individuals can retain their constructs or revise it. Going by this theory therefore, it is possible to change the constructs of the community to view any form of crime as a negative thing and instead adopt community policing as a new construct for their own benefits. If members of the community are educated on the concept of community policing and its accrued benefits, it is possible for them to adopt and maintain a cordial relationship with the security agencies in the spirit of community policing. It is therefore assumed that this case would apply in the Korogocho slums, Nairobi City County.

2.2.2 The Path Goal Theory

The Path Goal Theory of leader effectiveness or Path Goal Model was developed by House in 1971. The theory states that leaders' behaviour is contingent upon the satisfaction, motivation, and performance of his or her subordinates. The theory is based on the earlier work of Martin (1970) in which the leadership behaviour and followers' perceptions of the degree to which following particular behaviour (path) will lead to a particular outcome (goal). The path-goal theory assumes that leaders are flexible and that they can change their style as situation require. The theory proposes two contingency variables such as environmental and followers' characteristics that moderate leader behaviour outcome relationship (House and Mitchell, 1975).

Environmental factors determine the type of behaviour required of a leader if the follower outcomes are to be maximised. The follower's characteristics are the locus of control, experience and perceived ability (Avolio et al., 2009). Effective leader clarifies the path to help their followers achieve goals and make the journey easier by reducing roadblocks and pitfalls. According to Northouse (2007) the theory is useful because it reminds leaders that their central purpose of a leader is to help subordinate define and reach their goals in an efficient manner. The main argument of the theory is that leaders can facilitate the task performance by showing their subordinate staff

how good performance can be instrumental in shaping an organisation's growth. This theory points out that people are satisfied with their work and work hard if they believe that their work leads to things that are highly valued (Shin et al., 2014). This study would adopt such a view in reference to community policing as far as the security agencies' goal is in tandem with that of the community they serve which is to ensure a better and peaceful environment. Equally, that the security agencies portray a behaviour that inspires their community to collaborate with them.

2.3 Empirical Review

2.3.1 Common Types of Crime

Crime remains a challenge in all countries of the world regardless of whether developed or developing. However, developing countries and disorganised societies remain most vulnerable to crime. It is however important to note that even in any individual Country, crime is more prevalent, severe and acute in poor-urban informal settlement areas that are popularly known as slums (SRIC, 2014).

Kimberly and Vaughn (2018) report that the Federal Bureau of Investigation (FBI) classifies crime into two major categories. The first category is what they refer to as property crime that includes such crimes as: larceny-theft, burglary, motor vehicle theft and arson. On the other hand violent crime constitutes forcible rape, murder, robbery, and aggravated assault. A study done in four slums in Kenya by SRIC (2014) identified many forms of crime in the four slums. However, the study concluded that 84.9% of the cases of crimes reported in the slums were attributed to burglary/break-ins (10.7%) robbery (15.6%), mugging (23.2%) and theft (35.4%). They also asserted that the remaining 15% constituted of conning, pick-pocketing, murder and SGBV. In regard to frequency of crimes, Karuga (2014) noted that 33% of the crime occurred daily, 24% weekly and 18% monthly. Few but significant percentage of crime occurred every four months with a percentage of 9, and a percentage of 5 every 6 months while a percentage of 11 once a year.

Crime has mainly been attributed to the youth and has largely been linked to unemployment levels. For instance, a study by SRIC (2014) attributed crime in slum areas of Kenya mainly to youth unemployment, poverty and engagement of the youth in illicit brews and drug abuse. The study also highlighted the easy availability of

arms and peer pressure as minor causes coupled by inadequate crime control by the police and the community, and also divisive politics. Similarly, Sana and Okombo (2012) pointed out that unemployment is posing a great risk to security and stability in the slums of Nairobi. They claim that youths took up to two years upon arriving in Nairobi to get employment. Thus, the idleness and need to meet basic needs become the push factor to crime. They affirm that even those who may be lucky to find some semblance of employment earn so little that they occasionally engage in crime in order to supplement their meagre incomes.

2.3.2 State Intervention and Community Involvement in COP Initiatives

Action aid (2013) and Casey (2010) state that there is a growing trend within communities to be involved in the fight against criminal enterprises due to the recognition that traditional methods of fighting crime are proving to be ineffective. Community policing is defined in part by efforts to develop partnerships with community members and civic organisations that represent many of them collectively. It requires that police engage with the public as they set priorities and develop their tactics. Effective community policing requires responsiveness to citizen input concerning both the needs of the community and the best ways by which the police can help meet those needs. It takes seriously the public's definition of its own problems. This is one reason why community policing is an organisational strategy but not a set of specific programs–how it looks in practice should vary considerably from place to place, in response to unique local situations and circumstances. Listening to the community can produce new policing priorities.

According to the U.S Department of Justice, Community Oriented Policing Services (2014), the concept of community policing is premised on three core components that support the principles underlying community-police relationships. These include community partnerships, problem solving and organisational transformation. It is critical that the community at large and the police come into the realisation that public safety and crime prevention is best achieved through collaborative efforts. Norman and Massoi (2010) have noted that the concept of community policing is premised on the idea that the police and the community have to work together to define and find solutions to a common problem.

The rationale why the community must be involved arises from the belief that the police on their own cannot ensure safe community environment. It is believed that the police can only set in motion deliberate local efforts that are geared towards crime prevention (Cochran and Patricia, 2011). Community participation in community policing is gaining popularity as the provision of public services is increasingly becoming customer oriented. By involving the communities in crime prevention, the police are becoming more acquainted and responsive to the various community concerns (King Wa, 2009). According to Alves & Arias (2012), community policing is a partnership formed between the community members and the police to identify and solve community problems. Crime prevention and control has taken new and expanded dimensions in which community members have become active contributors in a process that aims at solving community problems. The patrol officers, with the support from the police headquarters work hand in hand with community members to mobilise support and resources to solve problems and uplift their living standards. It is, therefore, important that community participation in crime prevention is supported to ensure safe communities.

The Mauritius Police Force (2013) report has noted that due to emergence of new crime patterns and the ever increasing demand for police services; crime management needs new tools and strategies in the use of finite police resources that involve targeting criminals with total community support. Effective policing must be underpinned by public consent, for without the support of the public in reporting criminal activities, sharing knowledge on offenders, anti-social behaviour and public disorder, the work of the police is limited in its capacity to fight crime.

The formation of collaborative partnerships between the community members and the law enforcement agencies is of critical importance for community policing to be functional. These partnerships are forged with the realisation that law enforcement agencies alone cannot effectively solve public safety problems. Various partners play a central role in accomplishing two important goals of finding long lasting solutions to problems through collaborative efforts and improving public trust. As such, the public must be actively engaged in defining and addressing public safety problems (Fisher-Stewart, 2007). In order to nurture such community-police relationships, governments must be ready to reach out to various community members and actively involve them in decision making on issues that pertain to them.

The various stakeholders in community policing include; other government agencies that can partner with the police and community members to ensure community concerns are appropriately addressed and they include; legislative bodies, child support services, prosecutors, legislative bodies, probation and parole offices among others (U.S Department of Justice, Community Oriented Policing Services, 2014). There are also community members or groups that include individuals who reside, work, or have a common interest that concern the community - volunteers, community leaders, activists, religious leaders among others and these are important in identifying community problems. These members must be engaged in coming up with possible solutions to social problems that afflict the communities.

It is important to note that social development is interrelated to the cultural, economic, ecological, political and spiritual environment in which it takes place (UN, 1995). In essence, social development is intertwined with the achievement of freedom, peace and security, and stability in the communities and the nation. In order to achieve sustainable social development, there is need to embrace fundamental values, objectives and strategies that are geared towards the social well-being of all members of a community.

As noted by Ntuli (2000) these fundamental values comprise of observation and protection of human rights and their freedoms, human dignity, equity, equality and social justice. Furthermore, he points to the fact that these can be achieved in a climate that is devoid of crime, something that community policing can achieve. As such, Nthuli contends that it is important that these values are sought after, promoted and protected. This will ensure provision of basic legitimacy of all institutions and exercise of authority that promotes an environment in which human beings play a central role in enhancing sustainable development.

Economic development is the empowerment of a people in terms of resources so as they are able to cater for their basic needs. According to the United Nations (1995) for any economic development initiative to be successful, it must be accompanied by the equitable allocation and distribution of resources for it to supplement social development. In economic development of communities, it is pertinent that it is accompanied by equitable allocation and distribution of resources if it is to support social development. Absence of crime in communities allows people to engage in

economic enterprises that bring about development. Investors, both local and foreign are attracted to areas with low or no criminal activities. This allows creation of wealth and its subsequent redistribution hence empowering individuals, communities and the nation at large.

According to the Department of Economic and Social Affairs and the United Nations Development Programme (2012), development, peace and security and human rights are intertwined dimensions, for there can be no achievement of one without the others. Lack of one will definitely impact negatively on the others. It has been argued that the interrelation between development, peace and security is realised through the capacity and legitimacy of the state. A government has a social contract with its citizens to offer public services including security and social services. (Department of Economic and Social Affairs and United Nations Development Programme, 2012). Insecurity and lack of provision of essential services by the government breaches this contract.

OSCE (2008) indicates that the key assumption underlying community policing is that community participation is likely to enhance safety and social order by solving community related crime. This is as a result of the realisation that under situations characterised by high crime rates, people do not feel safe to carry out their daily chores meaning that their productivity is curtailed. Low productivity translates into lower earnings, less investment which translates to poverty and increased crime.

Furthermore, Taye (2011) has pointed out that when crime is prevalent in a given community, its members become suspicious and fearful of one another as well as the children from the neighbours. This may lead to tension among members of such a community which can adversely affect their peaceful co-existence. Lack of harmony and trust among members of any community may lead to disorder which may negatively affect people's morale to carry out economic and social activities. Besides, a partnership between the community and the police is believed to have a positive impact on many aspects of police work, including supporting (local) crime prevention and reduction through a problem-solving approach to local policing. In addition, according to the Beswic & Jackson (2011) community and police partnership is critical to any form of social and economic development of a community; strengthening the ability of communities to convey their concerns and find tailored

solutions to their problems; improving police/public relationships by strengthening social bonds and informal social control within communities; strengthening community support for police action by building public trust and confidence in police services, and improving police image/citizens perceptions of police performances; reducing police corruption by changing the way the police operate and increasing police accountability to the community it serves; increasing information flows between the community and the police.

2.3.3 Challenges in Implementation of Community Policing (COP)

According to Brogden (2005), COP enjoys positive narratives in both Western and many transitional societies. However, this has undermined the existing realities and attendant confusions that characterise community policing. In Africa, COP reforms face several challenges. For instance, in Kenya, Brogden (2005) notes that COP were unilaterally introduced by the police service and as such, there was limited discussion with marginalised communities and a number of groups were excluded from any form of engagement but were required to simply cooperate. In the case of Zambia he posits that neighbourhood watch schemes are not adequately subjected to oversight and accountability mechanisms. This has led to near total disintegration and has been linked to cases of mob justice.

Lack of consideration of community needs and active engagement of community members has led to the failure of COP in Uganda. Additionally, COP is facing a myriad of individual and organisational bottlenecks in many instances. This, coupled with resistance to on-going police reforms that are taking place in an environment characterised by grossly underpaid and undertrained police force and an increasingly climate of distrust between the public and the police force only makes implementation of COP initiatives difficult. As such, despite the growing attention and rhetoric on the positive impact of COP in communities, there is little information of COP effectiveness and scanty evidence on its validity (Baker, 2008).

The challenges that face community policing include among others human power management. According to Nyaura & Ngugi (2014), there is an imbalance in the ratio of the police force to the number of citizens policed and this has greatly affected COP efforts. The existing gap has been taken up by the private security industry that has exponentially grown to provide security in an effort to prevent crime and offer

security (Minnaar, 2005). The police service is also disadvantaged in terms of financial and human resources hence constrained in ensuring safety and security needs of the market. Additionally, the private security sector has the capability to employ security officers on permanent or part-time contracts, which is impossible in public policing because of strict public service regulations (Schönteich, 1999).

Another challenge is corruption. According to Nyaura & Ngugi (2014), COP is a partnership between the different security agencies and other stakeholders to identify and solve community problems such as insecurity issues. The loss of public funds to corrupt practices has seriously undermined delivery of services to citizens. The police are demoralised as a result of their poor remuneration packages, lack of proper equipment for policing services, poor housing among a litany of other deplorable conditions they face. The Kenya police have been constantly regarded as one of the most corrupt government agency in Kenya (Hope, 2018). This in turn affects the core tenets of COP which is to prevent crime.

The other challenge is the existence of mistrust between the police and community members. A foundation of trust is critical in formation of sustainable relationships between the police and community members if any tangible results have to be achieved. There has been a frosty relationship between police and the community and this has negatively impacted the police service's role in crime prevention and control. For the police, operating in sometimes hostile community troubled by violence, mistrust, alcohol misuse and the increasing presence of illicit drugs has been challenging. Efforts by police and community leaders to improve relations have at times broken down following violent disturbances. This has been seen where one area has been perceived to be favoured by the police more than the other. The persisting mistrust is a clear manifestation that COP has not been fully inserted at the grass-roots (Nyaura & Ngugi, 2014).

Community engagement in COP is of utmost importance as far as crime prevention and control is concerned. The challenge is inadequate sensitisation of the community on community policing. According to Patterson (2007), contemporary COP is premised on the idea that all community members should be empowered to promote their quality of life and prevent or eliminate crime and the problems that lead to crime. As such, community members must be recognised for the vital role they can

play in accomplishing these goals. Everyone benefits when community members are aware of their roles and functions as regards COP. Community sensitisation on matters security, peace and safety is critical in their support of the law enforcement agencies. However, the community members sometimes are not aware of the role played by the police towards enhancing COP policies.

The police service is commonly known for its secrecy in the way it conducts its affairs and this usually breeds contempt to any police initiatives aimed at preventing crime. The challenge is lack of transparency and openness. Openness in the Police service can generate trust and improved relations between the police and the community. As Cordner (2007) points out, policing initiatives cannot be truly effective without trust between the police and the public. As such, a culture of transparency and openness must be cultivated to ensure that community policing actually achieves its core mandate. It has been noted by Nyaura & Ngugi (2014) that despite considerable discussion about partnerships between the two groups, overlapping missions and the need to work together and the level of trust is reported to be quite low. Another major cause of lack of trust is misinformation and misunderstanding. In addition, neither law enforcement nor private security has an accurate understanding of what the other does or can do and this becomes problematic with regard to crime and disorder.

2.3.4 Effects of Increased Crime Rates on Socio-Economic Development

According to UNODC (2007), the interdependence between security and development is increasingly being recognised worldwide. Its moral implications aside, poverty has become a security issue and poses serious challenges to any development agenda. It has been argued that globalisation and technological advancement have enabled even the most marginalised groups to increasingly pose threats to the peaceful co-existence between the haves and the have-nots in society. Areas allowed to descend into social disarray generate, and provide refuge for organised criminals and political militants and therefore, global security requires global development (UNODC, 2007).

In this regard that Alves & Arias (2012) observe that for any development initiative to be successful there is need for security measures to be in place. Furthermore, Weisburd et al. (2010) contends that it is unlikely that investors will inject their capital in areas where there is no rule of law as exemplified in war torn countries

found especially among developing countries of Africa, Asia and Latin America. According to the Bratton Group, LLC (2013), efforts that are being made towards addressing the issues of global wealth polarisation are currently being undermined by attendant crime and corruption worldwide. This is because people are not ready to put their lives at risk by working in insecure places (UNODC, 2007). Furthermore, for the impoverished people who are unable to afford to move to more secure places, crime continues to deter their efforts for self-betterment since they mostly tend to conduct their activities in such a way as to avoid victimisation (Lawrence and Mc Carthy, 2013).

Arising from the prevailing insecurity in these countries, there is loss of trust among community members leading to the erosion of social cohesion which ultimately results in racial and ethnic conflicts. This further leads to inherent social disinvestment. The UNODC (2005) report concurs with these sentiments and notes that insecurity in general and crime in particular has deleterious economic and social consequences that include; distortion of economic values, deterring of the entrepreneurial spirit, confines people into a lifetime of penury, discourages foreign and local investors, depletes national budgets and derails the development agenda of countries.

Crime, on the other hand, has deleterious effects on development which negatively has effects on people's wellbeing. Cochran and Patricia (2011) notes that crime in most cases leads to erosion of social, economic and human capital thereby giving room for increased poverty and crime. Holtmann (2016) cites examples of how criminal activities within an area largely undermine people's quality of life and can lead to forced relocation of individuals to safer havens. Furthermore, the resulting fear of crime curtails the entrepreneurial spirit of victims of crime (UNODC, 2005). According to Dumitru (2014), the public and private sectors incur huge costs as a result of crime and this undermines both the people's well-being and society at large. The economic consequences of crime are also substantial as they lead to huge expenditures in terms of tackling it and subsequent loss of money that would otherwise have been used in improving people's welfare at both the individual and National levels. For instance, according to the U.S. Department of Justice, Federal Bureau of Investigation (2008) as cited in Mc Collister, French and Fang (2010), approximately 23 million crimes took place in the United States of America costing

the victims nearly USD 15 billion while the government incurred USD 179 billion in judicial and legal activities, police protection and correctional activities. According to Gaibulloev and Sandler (2008), these huge financial costs of crime are an opportunity cost and a blot on economic growth, that if wisely invested would be utilised to uplift people's standards of living.

Mabasa (2012) points out that crime can also drive away business entrepreneurs locally and intentionally who avoid crime prone regions. The reason is that crime is an indicator of inherent social instability, and consequently leads to high costs of business operations. According to the World Bank (2005), the economic crime of corruption is one of the greatest barriers to social and economic development affecting a range of sectors including tourism, agriculture and manufacturing industries among others especially among developing countries. The World Bank report notes that criminal activities invariably lead to increase in the costs of doing business, whether through the direct loss of goods or the extra expenses incurred through putting in place security measures such as hiring security guards, building fences, or installing alarm systems. Due to these unexpected costs, foreign investors tend to avoid investing in crime-prone areas while domestic entrepreneurs are likely to flee their countries for more peaceful locations (World Bank, 2005).

Additionally, crime largely undermines a government's development agenda. It is critical to note that a country's social and economic development agenda is undermined by crime and more so by corruption (UNODC, 2007). Corruption has serious negative consequences to a people's standards of living and a nation's development. One of the fundamental roles of the state is to ensure the security of its people, but when it fails to do so or favours certain group of individuals more than others, it leads to heightened feelings of neglect and abandonment which eventually breeds vigilantism and self-imposed security measures by a section of the citizens with disastrous consequences (Minaar, 2009). The social inequalities are fertile grounds for mushrooming of criminal gangs that engage in extortion rackets, protectionism, and corrupt practices. This further derails the development agenda of a country and undermines its democratic governance. It is in light of this that the state needs to make efforts to ensure that the citizens and their property are secured. The state security agencies and the citizens can also work together to enhance security of communities and their environments.

It is important that citizens experience appreciation by their own governments, for any development agenda is likely to fail when it has no popular support from the citizens. As such, it is critical that all forms of crime against the people are addressed with the urgency they deserve so as to build public confidence needed for progressive development. The former United Nations Secretary General Kofi Annan (2005) as cited in Saferworld (2008) captures the interdependence that exists between security and development when he states that people cannot enjoy development without security, nor will they enjoy security without development, and that they will not enjoy either without respect for human rights. Therefore, it is important that communities create environment where peace can thrive and thus enhancement of collaboration between the civilian and the police agencies is paramount for this to be a reality.

2.4 Knowledge Gap

Studies have been carried out in the slum areas in Kenya especially on socio-economic status of slum dwellers, challenges faced by Community policing initiatives and factors affecting this as a crime prevention strategy (Oketch & Mutisya, 2012; Kiprono & Karungari; Nyaura & Ngugi; Wekesa & Muturi, 2016; Oenga, 2012). It has been argued that crime prevention and control enhances and promotes development (UNODC, 2005). It is thus clear that a gap exists in research in the area of community policing and development in Kenya. As such, a holistic examination of what role Community policing plays in crime reduction is timely and necessary.

2.5 Conceptual Framework

According to Kombo et al., (2006), a conceptual framework is a research tool intended to assist a researcher to develop awareness and understanding of the situation under scrutiny and to communicate it. Figure 2.1 outline below portrays the relationship between the variables that make up this research. The study assumption is that effective community policing (independent variable) is likely to lead to reduction in crime rates (dependent variable) in informal settlements. However, effective community policing will depend on government support as well as community participation in the initiative (intervening variables) as indicated in figure 2.1.

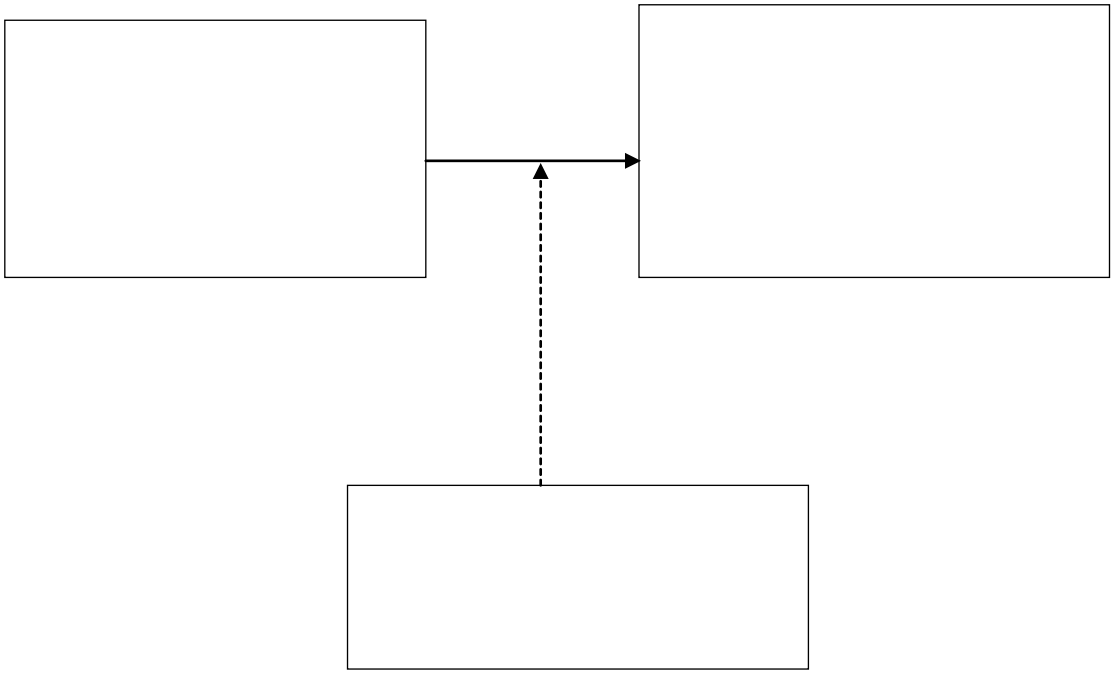


Figure 2.1: Conceptual Model

Source: Researcher (2019)

From the conceptual framework, effective community policing will be indicated by citizen participation, police participation and positive relations between police and members of the community. As such, community participation, police involvement and creation of good relations between the police and community are essential Community policing strategies that can lead to crime prevention and reduction which are prerequisite for necessary development to occur. Community participation in COP initiatives involves community members engaging in reporting of criminals and their activities to the police, participating in the *Nyumba Kumi* initiatives and taking part in security patrols within their neighbourhoods. When members of the community actively participate in these activities, they enhance the work of the police in effectively combating crime which in turn lead to safer neighbourhoods. This invariably creates conducive environments for community development initiatives.

Ideally the aforementioned community policing strategies are intended to improve security in informal settlement and consequently enhance socio-economic well-being of residents of such informal settlements. Likely indications of reduced crimes would include creation of employment, improved entrepreneurial activities, increased

sporting activities, better standards of living and improved social amenities among other indicators.

2.6 Chapter Summary

This chapter of the study outlined a detailed discussion of previous scholarly work pertaining to the research problem. The chapter is meant to shed more light on the topic under study while seeking to establish a gap in knowledge that is meant to be filled by undertaking this study. The study having reviewed numerous writings established a gap in knowledge in regard to community policing and crime reduction in informal settlements. Guided by the theories outlined in this chapter of the study, the researcher, in the following chapter outlines the research design to be adopted in order to attain the objectives of this study.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter addresses the methodological approach to the study. It provides a description of research design, target population, sampling procedure, data collection instruments, methods of data presentation and analysis. It also explains how validity of the data collection tools was achieved, the limitations of the study and ethical issues and how they were addressed in the study.

3.2 Research Design

A descriptive survey research design was adopted for this study. According to Orodho (2012), this design is used for gathering, summarising and interpreting detailed information. The design mainly uses questionnaires and interviews on a sample of individuals in evaluating present particulars which have not controlled or manipulated the situation for purposes of clarification. This study aimed at using the said methods to collect data from sampled individuals in the sampled area in a bid to establish the situation as it is in terms of community policing and crime reduction in informal settlements. The design was therefore deemed as appropriate in achieving the objectives of the study and was therefore adopted.

3.3 Study Area

The study was carried out in Korogocho slum, Nairobi City County in Kenya. According to Lewis (2014), Korogocho slum, which comprises of nine villages, is situated to the North-East of Nairobi (Appendix IV) and is characterised by poor living standards coupled with high levels of crime. He further notes that Korogocho is densely populated with approximately 250 housing structures per hectare and the roofs and walls of the housing structures are made either of mud, timber, polythene paper and waste tin cans. Oketch & Mutisya (2012) further note that Korogocho slum is one of the oldest, largest and poorest informal settlements in Kenya. According to them, research findings by the African Population and Health Research Centre (APHRC) indicate that most of the inhabitants of Korogocho are either uneducated or dropped out of school at primary level. They further indicate that only 19% of the

men and 12% of the women have attended secondary school. In their study they state that Korogocho has been ranked at number 48 out of 49 in the Nairobi locations' wealth index with its residents being afflicted by crime and as a result experiencing low socio-economic standards exemplified by high poverty, youth unemployment, school dropouts among other social indicators. Korogocho thus provided a case for carrying out research on community policing and crime reduction in informal settlements in Kenya.

3.4 Target Population

According to Mugenda & Mugenda (2012), a target population is the total collection of elements about which one wishes to make some inferences. According to Beguy et al., (2015), the population of Korogocho numbered 27,365 individuals living in 11,090 households by the year 2012. As such, the study focussed on 384 heads of households found within Korogocho slum selected from the villages. The study also targeted key informants that included the area chief, *nyumba kumi* initiative chairperson, and the police.

3.5 Sample Size Determination

A sample size is a given number of subjects that is representative of the population under study and any findings about the sample size are normally generalizable to the whole population (Orodho, 2012). The sample size for the population was determined using a statistical Equation 1 for larger proportions (Mugenda and Mugenda, 1999).

$$n = \frac{z^2 pq}{d^2} \ldots\ldots\ldots\ldots (1)$$

Where;

n = the desired sample size (if target population is greater than 10,000);
z = the standard normal deviation (= 1.96) at the required confidence level;
P = the proportion in the target population estimated to have characteristics being measured;
q = 1-p thus (1-0.5) = 0.5;
d = the level of statistical significance set (accuracy = 0.05 level desired).

Since there was no estimate available of the proportion in the target population assumed to have the characteristic of interest, 50% or 0.5 was used in Equation 2.

$$n = \frac{(1.96)^2 \times (0.50) \times 0.50}{0.05^2}$$

Thus $n = 384$ …….. (2)

Simple random sampling procedures were then applied to ensure that a proportionate sample size of 384 heads of households is proportionately distributed among the 11,090 households. Purposive sampling technique was also employed to select 3 key informants including the *nyumba kumi* initiative head, the Officer Commanding Korogocho police station (OCS) and the chief.

3.6 Sampling Procedures

Simple random sampling technique was used to select a sample from among the heads of households. This technique ensured that every head of household in the study population stood an equal chance of selection. Purposive sampling technique was employed to select the key informants. The key informants were selected to the sample since the researcher felt that they possessed the required information pertaining to security of Korogocho.

Table 3.1: Sampling Techniques

Category	N	n	Sampling Technique	Tool
Household heads	11090	384	Simple random	Questionnaire
Key informants	-	3	Purposive	Interview guide

Key: N-Population, n-Sample size

3.7 Research Instruments

The questionnaire was the primary instrument of data collection for the primary data.

3.7.1 Primary data

The study used a questionnaire (structured and semi-structured) and a key informant interview guide in order to obtain the most accurate and valid responses from the sample that could be generalised to the entire population. The researcher and his assistants made an introduction to the respondents which made it easier to administer

the questionnaires and carry out the key informant interviews. All respondents who were eligible for the study were enrolled consequently. The environment was made conducive for the participants by informing them that the study was purely academic. The data was collected over a period of two weeks.

a) Questionnaire for Household Heads

The questionnaire was made user friendly for the respondents since many factors can affect the probability that a respondent will complete a questionnaire, including the length and complexity of the form, the type of print and colour of paper, and the perception that the input will be utilised to improve a process (Creswell, 2003). Questions relating to individual perceptions used positive statements and the respondents indicated their views using a modified Likert scale that indicate their agreement or non-agreement with the statement on the questionnaire. The instructions on the questionnaire were also kept simple and clear, the format was left uncluttered, and where possible, the respondent answered by simply making a mark in a specific box as it was both structured and semi-structured questions (Kothari, 2004). This produced clear quality data for ease of analysis.

b) Key Informant Interviews

The key informant interviews were determined using purposeful sampling method. Each interview lasted for an hour and was conducted by the same interviewer with the heads of relevant organisations operating in Korogocho. The key informant interview guides (Appendix III) included a list of general questions used as a tool for initiating the interviews. Complementary probe questions were added when needed. Data collection and content analysis to identify areas in accordance with the methodology for analysis of community oriented policing and community development were used.

According to Creswell (2003) key informant interviews allow an in depth exploration of the subject matter since these individuals are hypothesized to be more knowledgeable. In the case of this study, the respondents were not only knowledgeable on matters to do with community development, but also the concept of community oriented policing. They also occupied a level of decision making in their organisations. The give and take of these interviews resulted in the discovery of information that would not have been revealed in a survey. These yielded mainly

qualitative data which together with secondary data supplemented the data from questionnaires providing additional perspective on understanding the development and crime aspects of Korogocho.

3.7.2 Secondary Data

Secondary data was collected through review of literature from libraries, on-line and off-line browsing of international journals and peer reviewed journals, reports and publications on community oriented policing and community development projects in Kenya and in other nations. These corroborated the information received from respondents and the key informants. The primary and secondary data enhanced formulation of useful recommendations of this study.

3.8 Data Collection Procedures

3.8.1 Pilot Testing

The pilot study did not pre-test the same respondents that the research intended to study. Twenty (20) respondents were used in the pilot study. It was carried out in Mathare slum, Nairobi City County, Kenya to determine the accuracy of the questionnaires, familiarise the researcher with the study, and necessary adjustments to the questionnaires were done.

3.8.2 Validity

Since the study was highly qualitative the researcher sought expert opinion in assessing the validity of the instruments. The questionnaire for the pilot study was also assessed and weaknesses identified for example clarity, few blank spaces, inaccurate responses and inconsistencies on the instrument. The instrument was then modified accordingly to ensure content validity. The questionnaires contained questions pertaining to the problem under study and addressed all the variables in the study.

3.8.3 Reliability

In order to ensure reliability in this study, the questionnaire were subjected to a test-retest procedure during the pilot study to determine whether it yielded the same responses, hence test-retest reliability.

3.9 Data Analysis and Presentation

The collected data was coded, edited and tabulated to ensure consistency and completeness. Data analysis involved establishment of categories, application of these categories to raw data through coding, and tabulation. Descriptive statistics were applied to analyse quantitative data which was done through the assistance of a Statistical Package for Social Sciences (SPSS). Qualitative data was analysed thematically by capturing the narratives of the respondents. Analysed data is presented in Tables, Pie Charts and Histograms in the following chapter of this study and used to draw conclusions and recommendations of the study.

3.10 Ethical Considerations

Approval was obtained from the Post Graduate School which enabled the researcher to obtain a research permit and authorisation letter from the National Commission for Science, Technology and Innovation (NACOSTI) of the Ministry of Education. Authority was also sought from the sub-County Commissioner before the study was undertaken. The area chief was also contacted for the necessary permission. A copy of the university authorisation and authorisation from NACOSTI are attached as appendix V and VI respectively together with an introductory letter seeking respondent's informed consent (Appendix I). The researcher also ensured that the ethical consideration such as confidentiality, privacy, and the 'do no harm principle' were observed in this study. This was done by ensuring that the information and the respondents' identity were not revealed to unauthorised persons. Hence, the confidentiality of the respondents were protected in that no names or personal information was required in the questionnaire or during key informant interview and measures were taken to ensure no coercion or undue influence was exercised on the selected respondents. The list of selected respondents was also not shared with any one in any organisation. This ensured that they did not feel intimidated. Equally, the researcher carried out the research in accordance with the ethical guidelines stipulated by the Ministry of Education, Ministry of Planning, Ministry of Interior and St. Paul's University. During the data collection and data analysis, all information was handled and stored in a safe place. The collected and analysed data was for purpose of this study only.

3.11 Chapter Summary

This chapter deliberated on the different segments of the study techniques that were used in the process of carrying out this study. The chapter presented information on the research design, study population and target population, sample size and sampling procedure, methods of data collection, data presentation and analysis, pre-test of research instruments and finally ethical considerations. The next chapter will focus on data analysis, interpretation and presentation of research findings.

CHAPTER FOUR

PRESENTATION OF RESEARCH FINDINGS

4.1 Introduction

This section of the study mainly constitutes analysis and discussions based on primary data collected from sampled respondents in Korogocho slums in Nairobi City County. Analysed data in this section is presented in Tables, Graphs and Charts and an interpretation done after each section. The aim of the study was to examine community policing and crime reduction in informal settlements with close reference to Korogocho slum in Nairobi.

4.2 Response Rate

The study targeted 384 heads of households and 3 key informants, namely: the OCS Korogocho police station, area chief and *nyumba kumi* head. The response rate is presented in Table 4.1 below.

Table 4.1: Summary of Response Rate

Respondents Category	Expected Responses		Attained Responses	
	No.	**%**	**No.**	**%**
Household Heads	384	100	275	71.61
Area Chief	1	100	1	100
Area OCS	1	100	1	100
Nyumba Kumi Head	1	100	1	100
Total	**387**	**100**	**279**	**71.83**

Source: Field Data (2019)

Based on Table 4.1 above, the study was able to reach and interview all the 3 key informants. Consequently, 275 questionnaires were satisfactorily filled which represented 71.61% response rate. The response rate was deemed satisfactory based on assertions by Dolsen and Machlis (1991) that assuming a limited response bias, random sampling error, and a reasonable degree of homogeneity in the sample, the response rate should exceed 65%. This study attained 71.83% response rate and

therefore obtained responses were analysed and conclusions drawn from them in the following sections.

4.3 Analysis of Demographic Data

Data was sought from household heads using a questionnaire in a bid to establish some social demographic information from respondents. Responses obtained were analysed and information is presented in this section.

4.3.1 Age and Gender

The age and gender of the respondents was assessed. From Table 4.2 below, majority of the sampled respondents were male constituting an entire 78.5% of the sampled respondents while female household heads constituted only 21.5% of the total respondents. These findings support those of a study conducted by the Nairobi Cross-sectional Slums Surveys (NCSS) in 2012 which indicated that 74.9% of households in Nairobi were headed by males while 20.6% of the households were headed by women. Notable also was the fact that most of the sampled respondents of this study were aged between 26-35 years of age which constituted 49.1% and 49.2% males and females respectively. Data on age and gender was deemed important for this study since the two demographic aspects also influence preference of crime.

Table 4.2: Respondents Age and Gender

Age (years)	Male		Female			
	No	%	No	%	Total	%
18-25	18	8.3	4	6.8	22	8
26-35	106	49.1	29	49.2	135	49
36-45	69	31.9	17	28.8	86	31.3
46 and above	23	10.6	9	15.3	32	11.7
Total	**216**	**100**	**59**	**100**	**275**	**100**
Percentage/Gender	**-**	**78.5**	**-**	**21.5**	**-**	**-**

Source: Field Data (2019).

4.3.2 Level of Education

The study also sought to establish the level of education of the respondents. Data collected from respondents was analysed and the results are presented in Figure 4.1 below.

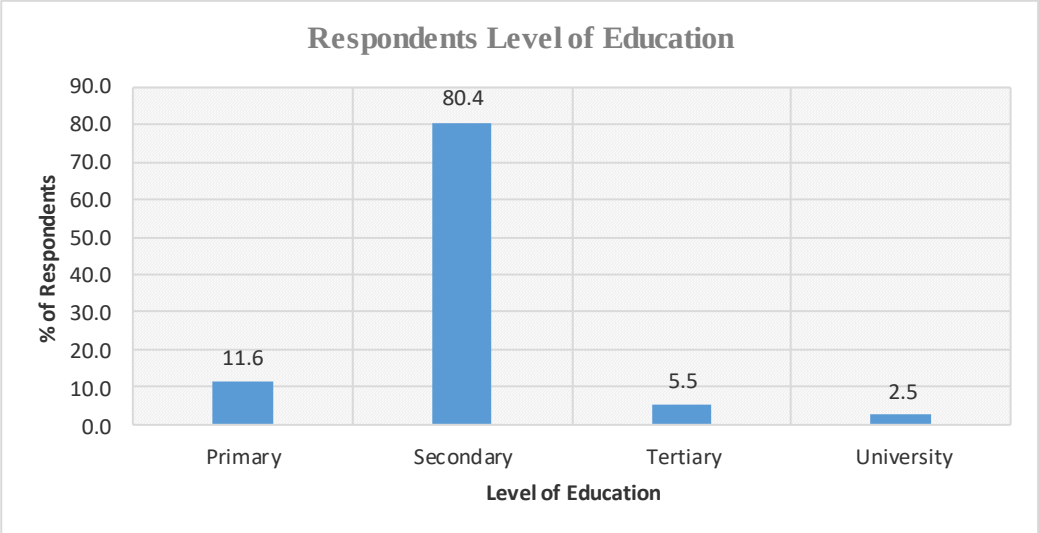


Figure 4.1: Respondents Level of Education

Source: Field Data (2019).

Figure 4.1 above indicates that 80.4% of the respondents had Secondary school education while only 2.5% had University level education. Results of this study however, display disparities with a study by Ngware et al., (2013). Their study carried out in Korogocho and Viwandani in Nairobi showed that 7.4% of respondents in the two areas had no formal education while 51.9% had Primary school education with 35.7% having Secondary school education. Their study also affirmed that 2.6% of household heads had higher education. Information about the levels of education was important for this study since low level of education could lead to unemployment which may also lead to crime.

4.3.3 Occupation

The study was also concerned with establishing the occupations of sampled household heads. Sampled respondents were asked to select their occupations from a list of occupations provided. Findings from the respondents are presented in Table 4.3.

Table 4.3: Respondents' Occupations

Occupation	Freq.	Percent.
Formal employment	15	5.5
Casual labourer	129	46.9
Small business	76	27.6
Jobless	55	20.0
Total	**275**	**100.0**

Source: Field Data (2019).

In Table 4.3 above, 46.9% of the respondents were casual labourers while over a quarter of the respondents (27.6%) were involved in small businesses. It was also worth noting that 20% of the respondents were jobless while only 5.5% were in formal employment. Unemployment is directly linked to crime rates and therefore, information pertaining to respondents' occupation was deemed necessary for this study.

4.3.4 Marital Status

In the social demographic data of respondents, the study also sought to establish the marital status of sampled respondents. This was in aim of establishing whether they were married, single, divorced or separated.

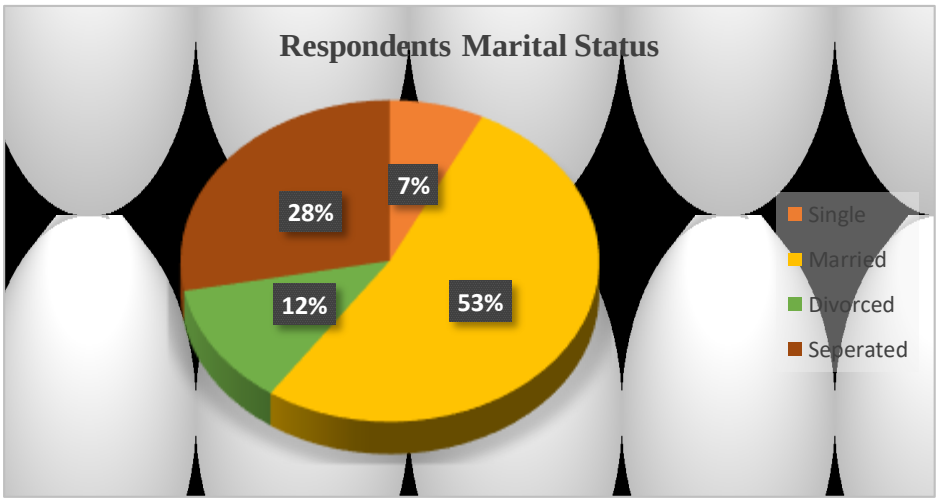


Figure 4.2: Respondents' Marital Status

Source: Field Data (2019).

From the study finding, Figure 4.2 indicates that 53% of the respondents were married, 28% were separated, 12% divorced while 7% were single. The study also established that the marital status also differed with age group in that majority of the single respondents were from the lowest age group (18-25years) while majority of the divorced and separated mainly came from the higher age groups that is, 36-45 and above 46 years.

4.3.5 Duration of Stay

Finally, the study sought to establish the duration of stay of respondents in Korogocho. Data collected was analysed and is presented in Figure 4.3 below.

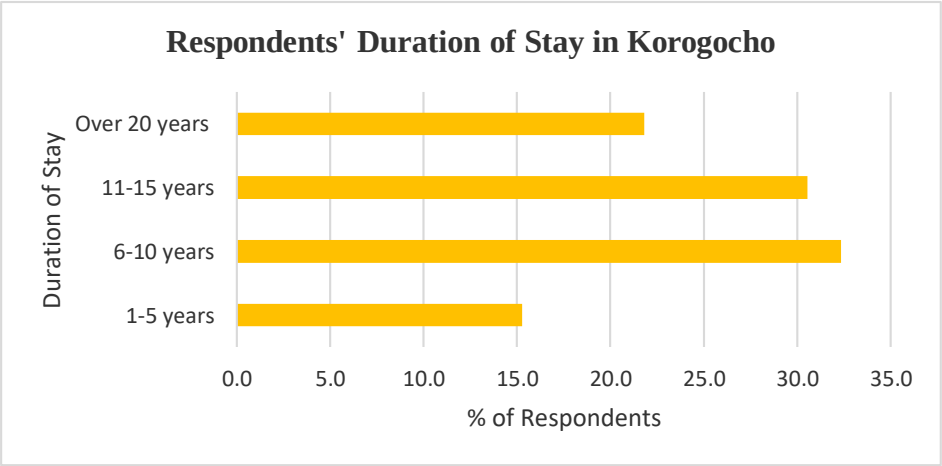


Figure 4.3: Respondents Duration of Stay in Korogocho

Source: Field Data (2019).

Figure 4.3 above indicates that of the sampled members who were heads of households, 32.4% had lived in Korogocho for 6 to 10 years. On the other hand, 15.3% of the respondents had lived in the sampled area for 1-5 years. The duration of stay was crucial for this study since those who have lived in the area for long could explain the changing trends in crime in Korogocho before and after the inception of community policing.

Having examined the demographic trends among the sampled respondents, the study was then interested in finding out the state of community policing in Korogocho and consequently the state of crime in the area. The following sections are a discussion on respondents' views in line with the set objectives of the study. The study will also compare the findings with others from previous studies.

4.4 Dominant Crimes in Korogocho Slums

The objective of the study was to find out the types of crimes in Korogocho slum, Nairobi City County. The research question to which response was made was: What are the types of crimes in Korogocho slum, Nairobi City County?

4.4.1 Common Types of Crime

Information was sought from respondents on the types of crimes that are common in Korogocho slum. Respondents were to select from a list of crimes the one they thought to be most common. The study was able to establish a common trend in the types of crimes mentioned by respondents. The most common form of crime was stealing at 39% followed by mugging at 23%. Other forms of crime such as fraud and rape were not very common constituting only 1% and 2% respective. The results show close resemblance to a UN Habitat victimization survey carried out in 2001. The survey established that 37 per cent of all respondents had been robbed in the 12 months preceding the survey, 22 per cent had experienced theft from their person, 18 per cent had experienced physical assault, and 29 per cent had experienced burglary on their property (UN Habitat, 2002).

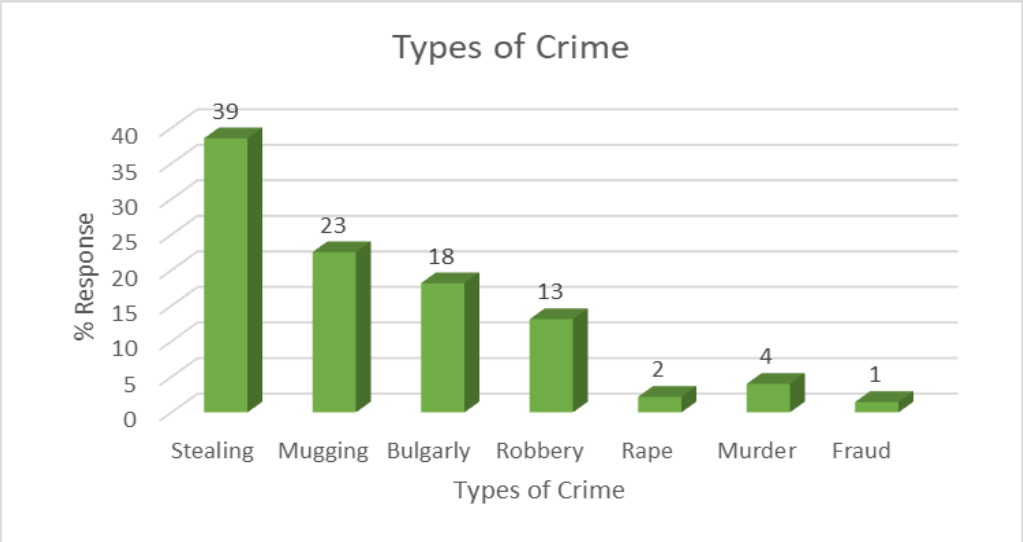


Figure 4.4: Types of Crime
Source: Field Data.

4.4.2 Crime Responsibility

Respondents were asked to identify who were mainly involved in crime between men, women and the youth. Their responses are presented in Figure 4.5.

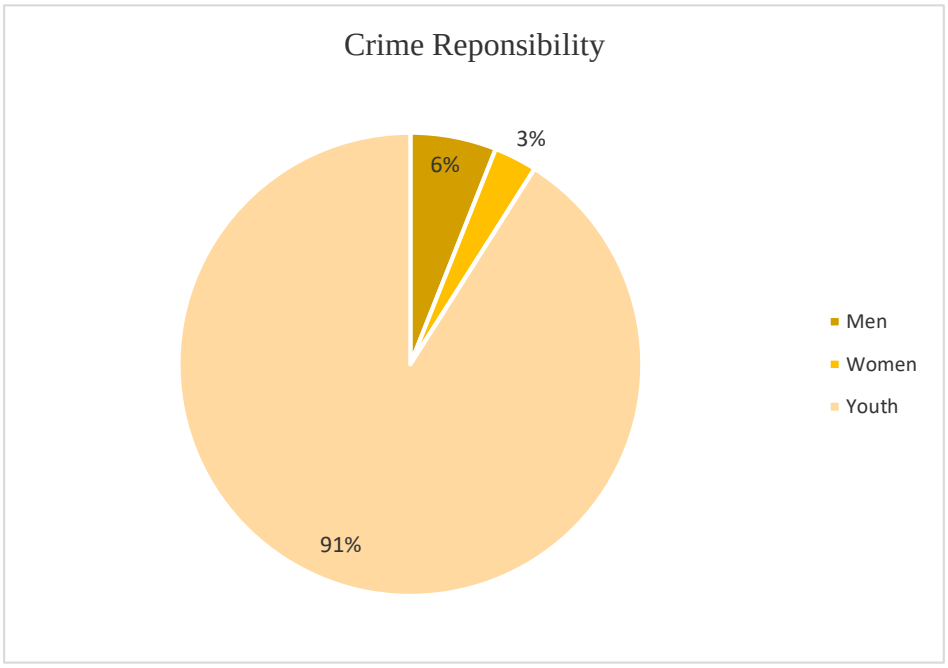


Figure 4.5: Crime Responsibility

Source: Field Data (2019)

Information obtained from respondents and presented in Figure 4.5 above established that 91% of youth were involved in most of the reported crimes while 6% were committed by men with only 3% of the crimes reported to have committed by women. These views are supported by the Officer Commanding Station who states, "Even school going children of 15 and 16 years were involved in crime including armed robberies." These results were in resonance with the findings of the report by SRIC (2014) that states that "90% of crimes in slum areas are committed by youth aged between 18 and 30 years." It is attribute the youth involvement in crimes to idleness and high rates of unemployment. Also states that, "the youth find it difficult to avoid crime for survival."

4.4.3 Frequency of Crime

The study also sought to establish the frequency of crimes in the sampled area. Responses from household heads were analysed and is presented in Table 4.4.

Table 4.4: Frequency of Crimes in Korogocho

Frequency of Crime	Freq.	%
Everyday	161	58.5
Weekly	73	26.5
Fortnightly	24	8.7
Monthly	12	4.4
Yearly	5	1.8
Total	**275**	**100.0**

Source: Field Data (2019).

From Table 4.4 above, majority of sampled household heads (58.5%, n=275) reported that crime happened on a daily basis in Korogocho while 26.5% said that crimes occurred weekly. 1.8% of respondents reported that crimes only happened once per year.

However, the Officer Commanding Station, Korogocho, clarified that it all depended on the type of crime. He further stated that:

> *"Some forms of crime such as theft are reported here on a daily basis while other forms of crime such as rape, murder or fraud may be reported once a month, once in three months or even once a year."*

Finding from this study concur with a research that was carried out in Mukuru slums which established that 33% of the respondents felt that crime happened daily in Mukuru while 11% felt that they only happened yearly (Karuga, 2014).

4.4.4. Respondents' Views on Community Policing

Respondents' views on the concept of Community policing were that it was the collaboration between police and the community in combating crime. It was evident that the key informants, though they differed in their definitions, had an idea of community policing. However, 62% of the household heads did not attempt a definition of the concept of community policing. In addition, those who attempted to define it had vague ideas and others none at all. This supports the findings of a study by Otieno and Mavole (2017) that pointed out that respondents for the study did not understand the structure of Community policing

4.5 State Security Intervention Strategies

The research question to which responses were sought was: What state security interventions for crime reduction are there in Korogocho slums, Nairobi City County?

4.5.1 Crime Experience and Reporting

In order to understand the community's perception of how the state intervenes in providing security, respondents were asked whether they experienced crime before and reported the same to the police. The responses are articulated in Table 4.5 below.

Table 4.5: Crime Reporting in Korogocho

Statement	Yes	%	No	%	Total
I have experienced crime in the past	202	73.5	73	26.5	275
I reported to the police	115	41.8	160	58.2	275

Source: Field Data (2019).

Table 4.5 above indicates that majority of the sampled residents (73.5%, n=275) had experienced crime in the past while only 26.5% had not. However, when the same residents were asked whether they had reported the said cases to the police, only 41.8% agreed to have reported while 58.2% said they had not reported.

When reached for views, the Officer Commanding Station (OCS) acknowledged the fact that most citizens opted not to report crime as a result of fear of the police. The OCS acknowledged that some of his officers,

> *"... still lack proper skills to interact with wananchi (citizens) which remains a big impediment to proper community policing and attainment of reduced crime in this area."*

4.5.2 Reasons for Failure to Report Crime

Respondents were asked to express their opinion on why they failed to report crime to the police. The responses to this question were analysed and the results are captured in Figure 4.6.

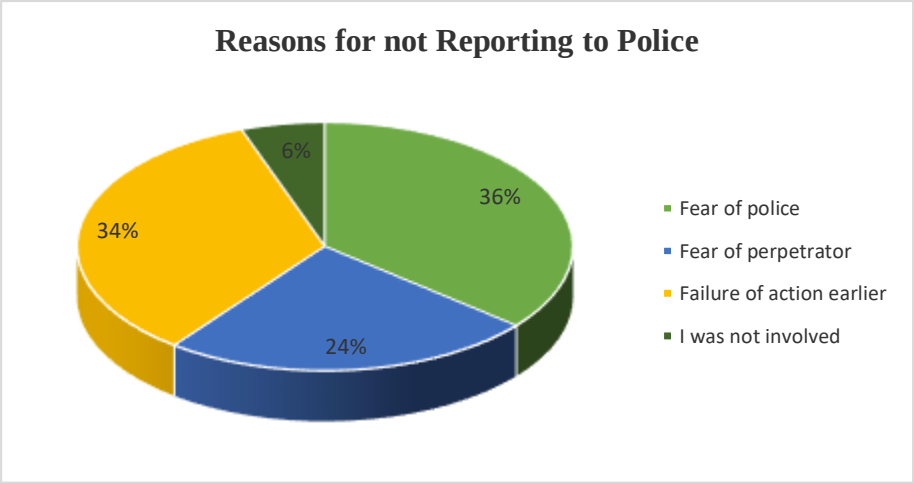


Figure 4.6: Reasons for Failure to Report Cases to Police

Source: Field Data (2019).

As indicated in Figure 4.6, 36%) of the respondents reported to have failed to report cases to the police for fear of the police. Accordingly, 34% indicated that cases earlier reported had not being acted upon. Surprisingly, 6% of the respondents did not report because the case did not involve them. The Officer Commanding Station affirmed these views by stating that:

> *"There exists a strained relationship between my officers and members of the public which remains a great impediment to successful community policing."*

4.5.3 Level of State Interventions

The study also identified some of the interventions by the State to ensure security and asked sampled household heads to identify the extent to which they had been implemented. The respondents' views are documented in Table 4.6.

Table 4.6: Interventions to Crime Reduction

STATEMENT	Large Extent		Small Extent	
	Freq.	%	Freq.	%
There are police patrols to ensure safety	125	45.5	150	54.5
The police are helpful when crime is reported	116	42.2	159	57.8
The police are well equipped to handle crime	81	29.5	194	70.5
The police involve residents in fighting crime	74	26.9	201	73.1
Police don't ask for bribes before responding to crime	55	20.0	220	80.0
The government has established many police stations	133	48.4	142	51.6

Source: Field Data (2019).

Table 4.6 above indicates that respondents only feel that the government's intervention is only on a small extent in most cases. For instance, when respondents were asked whether the government has equipped the police well enough to handle crime, 70.5% felt that this had only been done to a small extent. Most of all the other responses were also negatively skewed.

4.5.4 Respondents' Rating on State Intervention

Sampled respondents were asked to rate the State's effort in security interventions for crime reduction. Results are presented in Figure 4.7 below

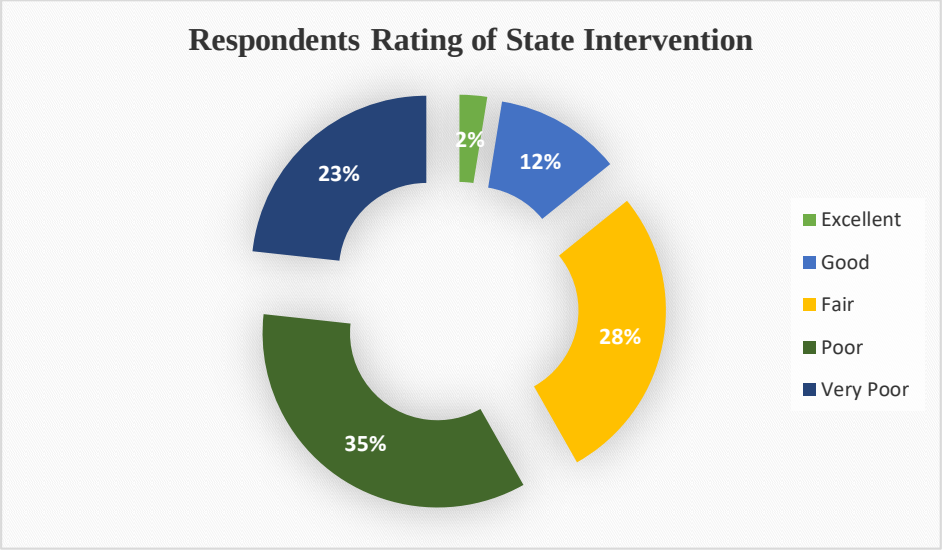


Figure 4.7: Respondents' Rating of State Intervention in Security

Source: Field Data (2019).

Figure 4.7 above indicates that most of the respondents remained negative on efforts being done by the State in ensuring security of residents in Korogocho. 35% of respondents rated the government as poor while only 2% rated the State intervention measures as excellent. However, two key informants that is, the chief and the Officer Commanding Station remained non-committal, in rating the government. The Chief for instance emphasised that:

> *"Efforts have been made and strides achieved as far as provision of security is concerned, but more challenges still exist which will continue being worked on going forward."*

Regarding the State intervention strategies for crime reduction in Korogocho and the security challenges the state is facing, this study examined community initiatives in crime reduction. The following section outlines some of the initiatives that the people of Korogocho have put in place in collaboration with the police to ensure their own safety.

4.6 Community's Crime Reduction Initiatives

In this section, the objective of the study was to evaluate the community initiatives in crime reduction in Korogocho slums, Nairobi City County. The question to guide this evaluation was: What community initiatives are there to reduce crime in Korogocho slums, Nairobi City County?

4.6.1 Involvement in Community Policing

Table 4.7 below captures the opinions on who should be involved in community policing.

Table 4.7: Opinion on Involvement

Stakeholders	Freq.	Percent.
Community Leaders	41	14.9
Elders	42	15.3
Regional Administration	69	25.1
Police	81	29.5
Youth	77	28.0
Church Elders	21	7.6
Everyone	21	7.6
Total	**275**	**100.0**

Source: Field Data (2019).

Information from Table 4.7 above indicates that 29.5% were for the opinion that the police should be involved in community policing while 28.0% indicated that it should involve the youth. Also, 25.1% of the respondents were of the opinion that it should involve the regional administration while only 7.6% indicated that everyone should be involved.

4.6.2 Existence of Community Policing

Data was sought to establish respondents' opinion on whether there exists community policing initiatives in their areas. Figure 4.8 indicates that majority of the respondents who represent 70% were of the opinion that there existed community policing initiatives in their area while only 30% had a contrary opinion.

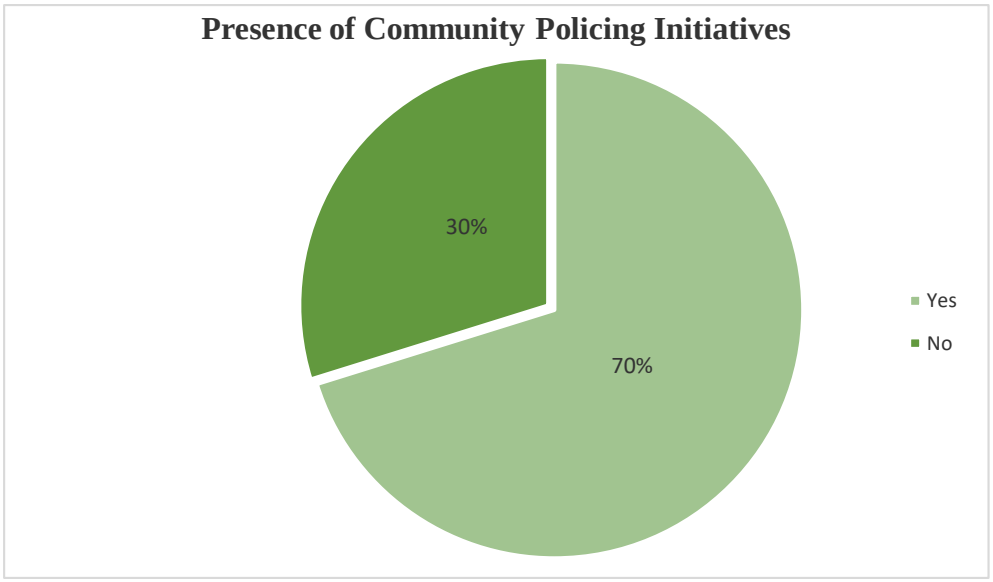


Figure 4.8: Community Involvement by Police in Addressing Crime
Source: Field Data (2019).

4.6.3 Involvement in Community Policing

Those for the opinion that there existed community policing initiatives were then asked whether they had participated in any of such activities. 60% of the respondents indicated that they had never been involved in any community policing activities. 40% indicated that they had been involved. The findings are presented in Figure 4.9 below. The scenario creates a grim picture of community involvement in the initiative.

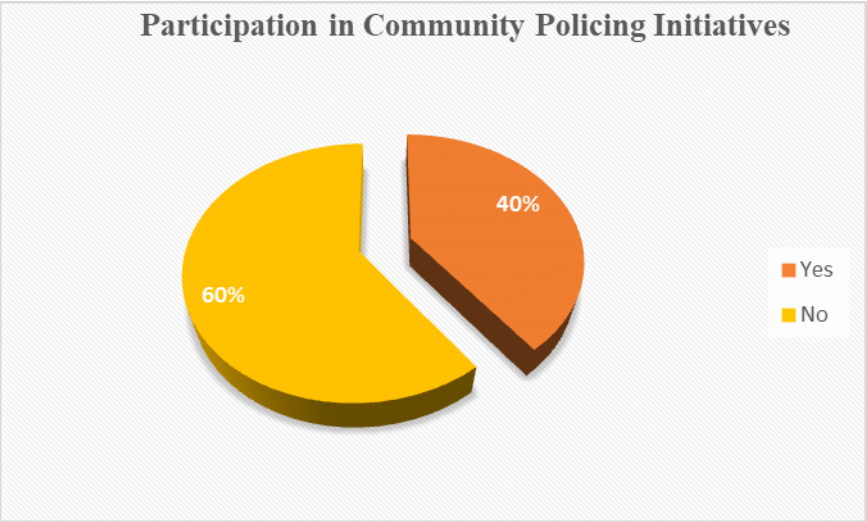


Figure 4.9: Respondents' Participation in COP initiatives

Source: Field Data (2019).

4.6.4 Forms of Community Involvement

The next question was to establish activities that residents were involved in as far as crime reduction was concerned. Respondents were provided with a sample of activities to select from as presented in Table 4.8 below.

Table 4.8: Forms of Community Involvement

Activity	Freq.	%
Collecting information on criminal activities	20	24.4
Organise community members for security meetings	43	52.4
Awareness creation among community members	14	17.1
Disseminating information on crime to authorities	51	62.2
Conducting joint patrols with police	11	13.4
Arresting and prosecution of suspects	2	2.4

Source: Field Data (2019), n=82.

The next question was directed to those that had indicated that they had been involved in community policing in Korogocho. 62.2% indicated that they were involved mainly in disseminating information on crime to relevant authorities while 52.4% showed that they had been involved in organising members for security meetings. However, only 2.4% indicated that they had been involved in arresting and the prosecution process. However, in the views of the key informants, the OCS reported that although modalities of involving the community in CP activities and although effort had been

made to incorporate community in a better part of the criminal justice, challenges still exist as noted from the OCS' narrative below.

> *"As much as we would like to involve the community in some activities, there lacks the legal framework to involve them in some activities such as arresting and prosecuting. Members of the community are also reluctant to disseminate information to authorities for fear of the perpetrators and they also lack the time to actively participate since most of them are casual workers who have to fend to their families."*

4.6.5 Response to Crime

Further, the study sought to establish the action of residents in the event of occurrence of a crime. Respondents were required to select the first action that they take in the event of a crime. Their responses are outlined in Table 4.9.

Table 4.9: Respondents Immediate Response to Crime

Immediate Action	Freq.	%
Call for help from neighbours	49	17.8
Report to the police immediately	44	16.0
Call the watchman	16	5.8
Involve the youths for security support	58	21.1
Deal with it themselves	46	16.7
Keep quite if the matter is not so serious	62	22.5

Source: Field Data (2019).

Table 4.9 above indicates that in the event of a crime, 22.5% of respondents would rather just keep quite especially, where the matter is not very weighty. Another 21% also indicated that they were likely to involve the youth for security support. 16% would report the matter to the police. From these responses there is an obvious gap between members of the community and the police to the extent that they prefer getting help from among themselves to solve issues of crime.

4.7 Challenges Facing Community Policing and Crime Reduction

The objective of the study here was to assess the challenges facing community policing and crime reduction in Korogocho slums, Nairobi City County. The research question to which responses were sought was: What are the challenges facing

community policing and crime reduction in Korogocho slums, Nairobi City County? Responses obtained from respondents form the discussions in this section.

4.7.1 Presence of Crime

To understand the challenges faced by residents in crime reduction in Korogocho, the study first sought to establish if there were any challenges. All the sampled household residents (100%, n=275) agreed that challenges existed.

4.7.2 Respondents' View of Challenges Facing CP

The respondents were asked to identify from a given list some of the challenges they faced in reducing crime in Korogocho. Their responses are presented in Table 4.10 below.

Table 4.10: Respondents' Views on Challenges Facing Community Policing

Challenges Facing CP	Freq.	%
Inadequate financial allocation	24	8.7
Corruption	49	17.8
Mistrust of the police by civilians	86	31.3
Low levels of awareness	56	20.4
Poor leadership	33	12.0
Fear of attack by criminals	27	9.8
Total	**275**	**100.0**

Source: Field Data (2019).

From Table 4.10 above, (31.3%) of the respondents indicated that the main challenge to implementation of community policing is mistrust of the police by the public. Noting that community policing is based on good working relationship between the police and civilians, then lack of it can be detrimental to successful community policing. Another 20% of respondents indicated that the other challenge was being caused by low levels of awareness. This was also reiterated by the Area chief who shared that:

> *"Community policing had greatly failed since most stakeholders lacked basic information on the role to play in the process. Everyone is also reluctant to take up extra commitment outside their duties and therefore police do their work independently from citizens."*

It is however surprising that only 8.7% of the respondents cited financial constraint as a challenge to community policing.

4.7.3 Frequency of Involvement in COP Initiatives

Based on the above arguments the study was interested in finding out how often citizens got involved in community policing activities. Information obtained from respondents was analysed and is presented in Figure 4.10 below.

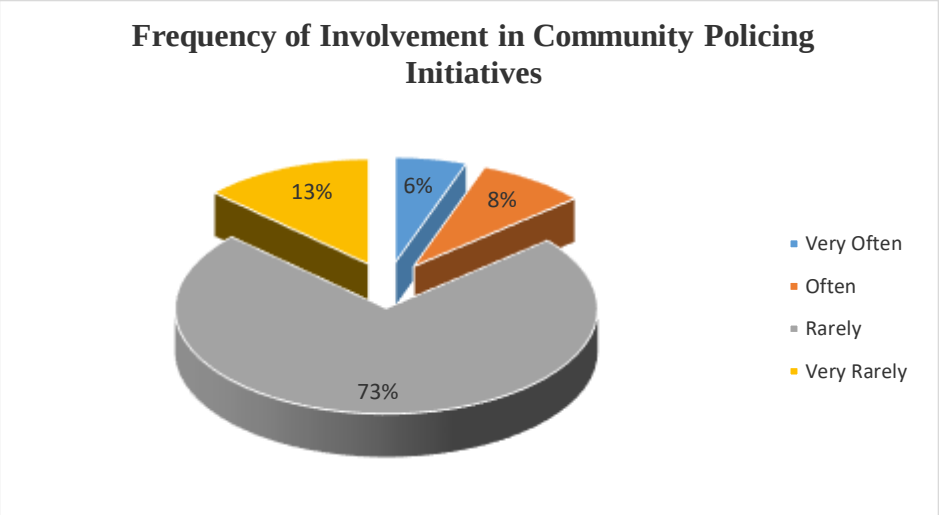


Figure 4.10: Frequency of Involvement in Community Policing Initiatives
Source: Field Data (2019).

Although discussions advanced earlier were for the claim that community policing initiatives had been initiated, respondents views was that they were rarely involved for instance 73% indicated that they were rarely involved while another 13% said involvement was very rare. Only 6% claimed to be very often involved while 8% were often involved. These results show close resemblance to a study by Otieno and Mavole (2017). The study entailed 'Influence of *Nyumba Kumi* Community Policing Initiative on Social Cohesion among Cosmopolitan Sub Locations in Nakuru County' established that 78.1% of respondents felt that partnership in community policing was below moderate while 8.3% felt that partnership was above moderate.

4.8 Improving Security in Korogocho

The objective was to establish community policing initiatives that can assist in crime reduction in Korogocho slums, Nairobi City County. The research question to which

responses were sought was: What community policing initiatives can assist in reducing crime in Korogocho slums, Nairobi City County? The responses are presented in the following section.

4.8.1 Improving Security through Community Policing

To understand how community policing would be utilised to attain a more secure Korogocho, respondents (household heads) were asked to express their extent of agreement to several statements. Their responses are presented in Table 4.11 below.

Table 4.11: Respondents Feeling on CP Improving Security

STATEMENTS	Large Extent		Small Extent	
	Freq.	%	Freq.	%
CP can improve business in Korogocho	155	56.4	120	43.6
CP can lead to confidence in investors	114	41.5	161	58.5
Improvement of business will create employment	192	69.8	83	30.2
CP will create peace and harmony	169	61.5	106	38.5
CP will create cohesion among ethnic groups	99	36.0	176	64.0
CP will create a general feeling of security	166	60.4	109	39.6
CP will create a state of well-being	84	30.5	191	69.5
CP will reduce incidences of rape	199	72.4	76	27.6
CP will reduce incidences of STDs	79	28.7	196	71.3
CP will create residents' confidence in the police	201	73.1	74	26.9

Source: Field Data (2019).

Table 4.11 above indicates household heads' responses of the extent to which community policing is likely to improve security and create a sense of wellbeing among residents of Korogocho. Of the sampled respondents (56.4%) indicated that successful implementation of community policing initiatives could to a large extent improve business. However, 58.5% of the respondents were of the opinion that successful implementation of community policing will only increase investors to a small extent.

Respondents were also of the opinion that growth of business will create employment to a large extent constituting 69.8% of the respondents. Another 61.5% shared that community policing will to a large extent create harmony and peace in Korogocho.

However, respondents remained sceptical that community policing would create cohesion among ethnic groups in Korogocho. A large proportion of respondents (64.0%) were of the opinion that community policing would create tribal cohesion only to a small extent.

72.4% of the respondents agreed that successful implementation of community policing would, to a large extent, reduce incidences of rape. However, another 71.3% indicated that community policing and improvement of security will only reduce sexually transmitted diseases infection by a small extent.

73.1% shared that community policing is likely, to a large extent create residents confidence in the police. Finally, residents shared that even with successful implementation of community policing, the impact on their wellbeing would be minimal. Only 30.5% of the respondents were of the opinion that community policing would translate to their wellbeing by a large extent.

4.8.2 Respondents' Views on Improving Community Policing

The respondents were asked to express their opinion on how to improve community policing. Their responses varied as indicated in the Table below:

CODES ACCORDING TO GROUP CATEGORIES	RESPONSES
Respondent 4 A	*"Incorporating the entire community in all levels of security".*
Respondent 30 D	*"Educating people on the importance and benefits of community policing".*
Respondent 131 B	*"Funding the initiative from government".*
Respondent 83 C	*"Holding 'barazas' more frequently to discuss security".*
Respondent 21 A	*Organizing more police-civilians initiatives such as sports, religious services, parties and award ceremonies."*

4.8.3 Respondents' View of Stakeholders Involvement

The next question was to assess the stakeholders' views on those they would consider key to the community policing initiatives. Respondents were in agreement that community policing is key in the social and economic wellbeing of Korogocho. They further affirmed that businesses are likely to grow leading to more jobs. However, they were of the opinion that there is need to put measures in place to ensure that community policing initiatives are successful. The key informants were asked for their opinion on ways to improve the system. The views of the household heads concurred with those of the other key respondents. The youth were considered key to these initiatives due to their central role in crime and also as victims. Involving them is therefore crucial to crime reduction.

The respondents also highlighted the role of community and religious leaders. The rationale was that the elderly people in the community carry wisdom and are well informed as far as indigenous dispute resolution mechanisms are involved. Equally, religious leaders can inculcate morals and consequently reduce vices such as criminal activities. They also indicated the importance of the police personnel as they are the ones mandated to keep and maintain law and order. Finally, the *nyumba kumi* initiatives which plays a key role in linking communities among themselves and also with the government. In addition, that this is a grassroots initiative and therefore those that are involved seem to understand local crime and criminals much better than anyone else.

The Officer Commanding Station for instance, suggested that there is need to work with the grassroots as opposed to a top-down approach to community policing. Equally, that the citizens should hold meetings so that they can make recommendations to the police. The OCS shared that:

> *"For any progress in community policing, there was need for re-looking into the past to learn from the challenges that have befallen community policing and work on then before proceeding."*

While the chief suggested that more interested stakeholders are incorporated in the Boards. Also he suggested that there is need for a clear structure and members of the public be made aware of their role, responsibilities and expectations in the system.

The Chief was of the opinion that more stakeholders needed to be put on board. He opined that:

> "*The initiative should be run by a committee that is not answerable to the police. There is need to put on-board all the stakeholders if the initiative is to be successful."*

Finally, opinion was sought from the head of the '*nyumba kumi'* initiative on how best community policing can be improved to enhance security in Korogocho. His opinion was that:

> *"Mechanisms need to be put in place since the role of the community ends at reporting crime and holding meetings after which members of the public are put at bay and more often than not, the cases get disposed without their knowledge".*

Furthermore, he noted that members of the *nyumba kumi* initiative needed to be updated on the progress of cases being prosecuted as well as to their logical conclusion.

4.9 Summary of the Chapter

The analysis on the findings of the study gives insight to the topic of research, objectives, research questions through the views of those that matter - the respondents at the grassroots and the state security agencies. In this section, analysis of primary data from respondents indicate that crime remains rampant in Korogocho slums but the frequency of occurrence depends on the type of crime, stealing and mugging being the most rampant. The youths we also undoubtedly most responsible for most of the crime. The analysis also established that although community policing exists in the said area, it has failed in reducing crime and this is blamed on poor relations that still exist between the police and members of the public. It has been argued therefore, that for any meaningful community policing to exist, there is need to re-look into the policy guiding the initiative. The initiative will need to be more inclusive and reduce police influence as well as create more awareness among everyone if success is to be achieved. Based on the findings and narratives of the respondents, this study will in the next chapter offer the discussion of findings, conclusions and recommendations.

CHAPTER FIVE

DISCUSSION OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the discussion of findings based on the specific objectives, makes a conclusion and provide recommendations based on the study. The chapter also offers recommendations for other studies on areas that this study may not have addressed.

5.2 Discussion of the Findings

This section is a discussion of findings in the previous chapter (Chapter 4) of this study. Furthermore, it is based on the research findings in line with the objectives and research questions. In addition, gives a conclusion of the research, recommendations for mainly the security agencies and their collaborators at the grassroots those mainly involved in community policing. More importantly, recommendations for further study on the identified gap on community policing and crime reduction.

Before the study embarked on analysis of data concerning the objectives of the study, information was sought from respondents to establish some demographic information about sampled respondents.

5.2.1. Demographic Data (Age, Education, Occupation, Time stayed in Korogocho)

It was established that majority of respondents were aged between 26-35 years of age (49.1%) while those aged between 18 and 25 years formed the smallest section of the respondents (8%). The section also revealed that, 78.5% of the households in Korogocho were headed by males. Although the study could not establish the reason for this, it would seem that such households are influenced by culture or practice where men are normally viewed as the breadwinners and thus tasked with the duty of fending for their families. This finding supports the research carried out in 2012 by the Nairobi Cross-sectional Slums Surveys (NCSS) highlighted in Chapter 4 of this study.

Regarding the education level of the respondents, it is interesting, from the literature review, that slum dwellers mainly attain basic education. These results would suggest that the low levels of education could be contributing to low unemployment and consequently leading to increased crime. However, this is not the case from the findings of this dissertation where the level of education is higher with 80.4% attaining secondary school education. This could be due to the fact that the State has put a policy of ensuring that there is 100% transition to secondary education and also due to the Universal Free Primary Education. Having a majority of respondents with secondary education was advantageous for this study as this meant that they were able to comprehend and answer the survey questionnaires without much assistance.

Occupation was a key factor in this study and as established in the responses captured in the previous chapter, only 5% were in formal employment and 20% were jobless. The findings resonate with those of Ngware et al., (2013) captured in Chapter 4 of this dissertation. The research highlighted that in the slums of Korogocho and Viwandani the people had no access to formal employment hence resulting to small businesses, low paying casual jobs or joblessness. Equally, the research carried out by the Security Research and Information centre (SRIC) (2014) in Chapter 4 of this dissertation, argues that low paying casual jobs and joblessness increases the possibility of people in slums, especially the youth engaging in crimes. Sana and Okombo (2012) also pointed out that unemployment is posing a great risk to security and stability in the slums of Nairobi. However, the arguments that unemployment and poverty are responsible for crime have disputed. Moser (2004) argues that poverty has long been considered as the predominant determinant of violence, but more recently this relationship has been challenged as too simplistic. Interpretations based on statistical modelling have demonstrated that inequality is more influential than poverty, with income inequalities being generally more marked in urban than rural areas. Additionally, the fact that many slum dwellers are involved in small businesses puts them at great risk of being affected by insecurity in those regions. Hence, the need for collaboration between the state, the security agencies and the citizens to collaborate effectively in Community policing initiatives to address the insecurity issues. This will ensure that the citizens are free of fear and want, creating a conducive environment for people and their livelihood.

Demographic data was also collected to ascertain the duration of time respondents had spent in Korogocho slums. The study established the bulk of them constituting 32.4% had spent between 6 to 10 years. This sample of respondents gave valuable information owing to the fact that such respondents had experience of security in the area before and after the inception of community policing. Incorporating these population could assist in finding out the successes of the past, the challenges and for paving way for new ideas that would improve community policing initiatives among communities.

5.2.2. Crime Responsibility

As noted earlier in Chapter 4 of this study, the respondents identified the youth as the key perpetrators of crime. The Officer Commanding Station and also a report by the SRIC (2014) endorsed this view. Highlighting the youth as key perpetrators of violence brings to fore the important role that they can then play in crime reduction if equipped with the relevant knowledge and skills in community policing.

5.2.3 Frequency of the Crimes

The study established that the frequency of the crimes depends on the type of crime. Some respondents (58.5%) for instance indicated stealing as occurring daily. As noted in Chapter 4 of this dissertation, the Office Commanding Station supported this view. Other crimes such as rape and murder would take place once a month or once a year, views that Karuga (2014) supports after carrying out a research in Mukuru slums Kenya.(Chapter 4 of this dissertation). The awareness of the different crimes and their frequency is an indication that the community is in touch with what is happening regarding crimes in their communities. Hence, the importance of enhancing their skills and knowledge to collaborate with the Security agencies in crime reduction.

5.2.4 Definition of Community Policing (COP)

From the study so far, some respondents had difficulty in defining the community policing. In fact, 62% of the household heads did not make any attempt. Others that had attempted had vague notions. This supports the findings of Otieno and Mavole (2017) who indicates that his respondents did not understand the structure of Community policing (Chapter 4 of this dissertation). This highlights the gaps in level

of awareness therefore the need to create awareness if the community policing initiative is to succeed and be sustainable.

5.3 Conclusion (Response to the Objectives/Research)

5.3.1 Types of Crimes

In reference to the first objective, the study sought to find out the types of crimes in Korogocho slum, Nairobi City County. It established several forms of crimes that also range in magnitude and frequency of occurrence. For instance, petty crimes such as stealing (39%) were more frequent, happening daily and the more serious ones such as rape (2%) and murder (4%) happening weekly and monthly respectively. These views of this study are in tandem with that conducted by the Security Research and Information Centre (SRIC) 2014, regarding the range in magnitude of crimes and their frequency. The fact that the respondents identified the magnitude and frequency of the crimes, means that awareness has been created regarding what crimes are in their area. This therefore can be the starting point for the Security agencies and the public to collaborate towards strategies that will assist in crime reduction.

5.3.2 State Interventions in Crime Reduction

The study sought to determine the state security interventions in crime reduction in Korogocho slums, Nairobi City County. In reference to this, the study makes a conclusion that although respondents acknowledge some form of intervention and measures that have been implemented; the residents of Korogocho still find them inadequate to guarantee them security. From the previous chapter, responses on State interventions in crime reduction including doing patrols, equipping the police, establishing police stations were not well rated. For instance, the respondents rated the police intervention in crime reduction as poor with 70.5% of the respondents commenting that police were only equipped to deal with crime to a small extent. The respondents also highlight the underlying causes as to why the public is not actively engaged in community policing. The responses range from personal dissatisfaction in the way former reported crimes have been acted upon, fear of the police, or victimisation for reporting a crime or attack from the perpetrators. Some of findings tally with those of a study by SRIC (2014), where the respondent from Mukuru, one of the slums in Kenya, attributed their lack of reporting of crimes to unjust justice system. Equally, they shared that the fear that if they report they can be attacked by a

perpetrator of the crime. Also, the cited that they failed to report a crime to the police because of their unfriendly nature of police and also that it was impossible to recover lost goods even after alerting the police. This highlights the need for the security agencies and the residents of Korogocho to meet and come up with a strategic plan to reduce crime in their area. From these responses there is an indication that for community policing to be effective, the security agencies in Kenya have to package community policing differently than is currently done in order to earn the confidence of the citizens.

5.3.3 Community Initiatives in Crime Reduction

The study also sought to evaluate the community initiatives in crime reduction in Korogocho slums, Nairobi City County. Based on the findings of this study, it can be concluded that communities have been involved in policing through different initiatives and at different levels. However, from other responses they shared, it is evident that they have mainly been involved in giving information on security issues and organising security meetings. 2.4% of the respondents are the only ones that claimed to have been involved in arrests and prosecution. This raises the issue as to whether inception of community policing has impacted effectively on the security situation in Kenya. It would seem therefore that the community is acknowledging their awareness to this initiative but recognising the need for more active involvement and participation in order for crime reduction in their community. These responses also raise questions regarding the type of collaboration that is expected between the security agencies and the community they serve if crime reduction has to be realised.

5.3.4 Challenges Facing Community Policing

The study also aimed at assessing the challenges faced by residents in crime reduction in Korogocho slums, Nairobi City County. In reference to this objective, the conclusion is that numerous challenges still exist in reference to community policing and crime reduction. Some of the challenges that were highlighted by most respondents included lack of funding, corruption, poor leadership among others. However, the greatest challenge that was identified by the respondents was the mistrust between civilians and the police (31.3%) and also low levels of awareness about community policing initiatives (20.4%). As portrayed earlier in this study, these

views concur with those of a study by Karuga (2014). The community therefore is acknowledging their awareness to this initiative but at the same time recognising the need for more active involvement and participation in order for crime reduction in their community.

Therefore, to address this challenge there is need for the police to respect the public they serve and act in a profession manner. Karuga's argument is for a shift from the past and current confrontational and mistrust nature of police-civilian relationship to mutual relationship. On the other hand, the public need a change of perception in the way they view the police. The fact that community policing is anchored on trust and a working relationship between the police and the citizen, lack of it will create a negative impact on community security. This, therefore, will involve both parties coming together to discuss and address the underlying issues to be able to forge ahead together to address crime in their community.

5.3.5 Community Policing Initiatives for Crime Reduction

Finally the study sought to establish community policing initiatives that can assist in crime reduction in Korogocho slums, Nairobi City County. It is the conclusion of this study that community policing can make a great impact in reducing crime but there is need for further investigation to ensure that it addresses some of the concerns raised by the respondents. Key are the concerns raised by 56.4% of respondents who indicated that the successful implementation of COP could improve business while 71.3% were of the opinion that it could reduce cases of rape. Others suggest that there are clear guidelines to ensure successful implementation of the initiatives, that the government allocate adequate resources to the boost the initiatives and also create awareness to ensure the success of the community policing initiative. This raises pertinent issues as to the government's preparedness for crime reduction in the informal sectors such as the Korogocho slums, the focus of this study. In addition, there is need to evaluate ways in which both the police and the citizens can seek for more and better ways to address their security concerns.

The following section offers recommendations that are likely to improve community policing and consequently reduce crime in Korogocho and other slums such as Kibra and Mathare in Kenya and other slums in other parts of the world.

5.4 Recommendations

Based on the findings outlined in the previous section, the following recommendations are proposed to all those engaged in community policing such as the police, the regional administration, members of the public, religious leaders, *nyumba kumi* initiative leaders and stakeholders in the security sector. The recommendations are meant to improve community policing and consequently reduce crime, not only in the slums but in all areas where crime is prevalent.

(i) The security agencies in Korogocho should examine the most prevalent types of crime in order to deal with them first. The study established that the most common types of crimes in Korogocho involve simple stealing to muggings. The police should intensify patrols in areas where and when these are more prevalent which would reduce such incidences. The county government should also put up lighting in the slums to reduce incidences of mugging especially at night.

(ii) The study established that government interventions were not adequate to ensure successful implementation of community policing. The recommendations therefore are that the government ensures that there is a clear framework for the operations of community policing initiatives. In line with this, the government should also ensure that proper funding is extended to community policing to make it sustainable. The funding should go towards purchasing, fuelling and maintaining police vehicles to enhance patrols and probably extend some token to security volunteers.

(iii) In respect to community initiatives to crime reduction, this study makes a recommendation that the police ensure that members of the public are more involved in community policing. The police should put up measures to ensure that the role of members of the public should not end at the point of reporting crime to the police. During the process of prosecution, the police should frequently involve the community in tracking the cases to ensure that justice is served.

(iv) Community policing was also found to face numerous challenges emanating from different spheres. However, mistrust between the police and members of

the public were established as the main stumbling block. The recommendation is that proper awareness should be created among both the police and members of the public. This would involve for instance, putting clear guidelines on everyone's role to ensure that the police do not view this as a way of interfering with their work. On the other hand, members of the public should also be made aware that they are not taking up the role of policemen and women.

(v) The current Security Sector Reforms (SSR) should be enhanced to equip the police with apt skills especially on their role and service and daily interaction with the public. This will create a harmonious, respectful, approachable and friendly relationship between them and the public.

(vi) Finally, that the whole process of community policing be reviewed to adopt a more bottom-up approach to community policing. Thus, a clear legal framework needs to be put in place that will incorporate the views from all stakeholders.

5.5 Suggestions for Further Studies

This study acknowledges that it is not an end in itself. Therefore recommends for further studies the following areas:

(i) Comparative studies should be done where community policing may have worked to ascertain what differences exist.

(ii) Studies should also be conducted in rural areas since there are emerging serious forms of crime.

(iii) Studies are also recommended to look into the role of the religious leaders and educational institutions in crime reduction.

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APPENDICES

Appendix I: Informed Consent Letter

I am Nelson Muleke Murefu, a Masters' student at St. Paul's University, Nairobi, Kenya. I am carrying out a study titled "*Community Policing and Crime Reduction in Informal Settlements, A Case of Korogocho Slum, Nairobi City County, Kenya*". The purpose of this study is to highlight how community policing affects development initiatives.

To attain the set objectives, I will require your assistance in obtaining information. You are reminded that all information provided in this study will be treated with confidentiality and your identity shall not be disclosed. The participation in this study is on voluntary basis, and therefore you are free to accept or decline to take part in the study. Your cooperation shall be of great importance in achieving this goal. Therefore, the questionnaires shall be handed in within the time limit of two weeks after issuance. If you agree to take part in this study, please append your signature below. You are also free not to sign and only give your verbal consent.

…… ……..

Signature Date

For any correspondence, please contact the principal investigator through:

Name: Nelson M. Murefu
St. Paul's University
Tel: 0719787522

Appendix II: Questionnaire for Household Heads

Dear respondent,

My name is Nelson Murefu, a Masters student at St. Paul's University Nairobi. I am carrying out a research on "*Community Policing and Crime Reduction in Informal Settlements: A Case of Korogocho Slum, Nairobi City County, Kenya.*

Kindly fill in the questionnaire provided to you to the best of your knowledge. Please note that your answers will strictly be used for the intended purpose and utmost confidentiality will be adhered to.

Thank you in advance.

Please indicate your response in the space provided

Social Demographic Factors

a) What is your gender? Male [ ] Female [ ]

b) How old are you?

18-25 years [ ]
26-35 years [ ]
36-45 years [ ]
46 and above years [ ]

c) What is your highest level of education?

Primary [ ]
Secondary [ ]
Tertiary [ ]
University [ ]

d) For how long have you stayed in Korogocho?

1-5 years [ ]
6- 10 years [ ]
11-15 years [ ]
Over 20 years [ ]

e) What is your occupation?

Formal employment [ ]
Casual labourer [ ]

Small business person [ ]

Jobless [ ]

Section A: Types of crimes in Korogocho

1. What types of crimes are common in Korogocho?

   Stealing [ ]

   Mugging [ ]

   Burglary [ ]

   Rape [ ]

   Murder [ ]

   Fraud [ ]

2. Who are mainly involved in these crimes?

   Men [ ] Women [ ] Youth [ ]

3. Who are most affected by these crimes?.....

4. How frequent are the crimes you have mentioned? Please select one:

   Everyday [ ]

   Weekly [ ]

   Fortnightly [ ]

   Monthly [ ]

   Yearly [ ]

Section B: State Security Interventions for Crime Reduction in Korogocho

Please tick which apply in the following questions:

1. Have you experienced crime before?

   Yes [ ] No [ ]

2. Did you report the crime?

   Yes [ ] No [ ]

3. If no, please tick what reasons made you not report?

   a. For fear of the police [ ]

   b. For fear of the perpetrator [ ]

   c. The crime did not involve me [ ]

   d. No action was taken in the past [ ]

4. Kindly express yourself in the extent to which the government has done the following to enhance security.

	Statement	Large extent	Small extent
5.	Police patrol our residential area to ensure that we are safe		
6.	When one reports a crime the police is helpful		
7.	The police involve the residents in fighting the crime		
8.	The police have to be bribed before they respond to a crime		
9.	There is no police post near our residential area so we have employed watchmen to prevent crime		

10. How would you rate police handling of crime in Korogocho?

    a. Excellent [ ]
    b. Good [ ]
    c. Fair [ ]
    d. Poor [ ]
    e. Very poor [ ]

Section C: Community Initiatives in Crime Reduction in Korogocho

1. What in your opinion is community policing?
2. Who should be involved in community policing? (tick all that apply)

    Community leaders [ ]
    Elders [ ]
    Administration [ ]
    Police [ ]
    Youth [ ]
    Church leaders [ ]
    Everyone [ ]

3. Are there community activities to reduce crime in your in area?

    Yes [ ] No. [ ]

4. If yes to the question above, have you ever participated in these activities?

    Yes [ ] No [ ]

5. If your answer to the above is 'yes', please indicate the activity you have been involved in.

    a. Organizing community members for security meetings [ ]

b. Collecting information on criminal activities [ ]

c. Disseminating information on crime to the relevant authorities [ ]

d. Awareness creation among community members [ ]

e. Conducting joint patrols with police [ ]

6. From your observation, when there is a crime, what initial action do the residents take? Please tick the main one

a. Call for help from their neighbour [ ]

b. Report to the police immediately [ ]

c. Call the watchman [ ]

d. Involve the youth for security support [ ]

e. Deal with it themselves [ ]

f. Keep quiet if the matter is not so serious [ ]

Section D: Challenges Facing Community Policing and Crime Reduction in Korogocho Slums

1. In your opinion, are there challenges in crime reduction in Korogocho?

   Yes [ ] No [ ]

2. If your answer is 'yes' to what extent have the following factors contributed to lack of success in crime reduction in Korogocho slums. Please tick those that apply.

i. Inadequate financial allocation [ ]

ii. Corruption [ ]

iii. Mistrust of the police by the civilians [ ]

iv. Low levels of awareness [ ]

v. Poor leadership [ ]

vi. Fear of being attacked by suspected criminals [ ]

3. Please mention any other reasons for lack of success in crime reduction in Korogocho slums……

4. Are there initiatives to reduce crime in Korogocho slums?

   Yes [ ] No [ ]

5. How often do they participate in these activities?

   Very often [ ]

   Often [ ]

   Rarely [ ]

   Very rarely [ ]

Section E: Ways to Improve Security in Korogocho Slums

Indicate the extent to which you agree with the following statements in reference to community policing and crime reduction in Korogocho slums.

Key: COP- Community Policing

	STATEMENT	Large extent	Small extent
1.	COP can improve businesses in Korogocho slums		
2.	Community policing can lead to confidence in investors		
3.	When businesses are on many youth can get jobs		
4.	COP will create Peace and harmony in the community		
5.	COP will create cohesion among different ethnic communities		
6.	COP will create a general feeling of security		
7.	COP will create a state of wellbeing among the residents		
8.	COP will reduce incidences of rape		
9.	COP will reduce incidences of Sexually Transmitted Diseases		
10.	COP will create residents confidence in the police		

11. If you were to be appointed to implement the different community policing initiatives what would you do to ensure it is effective? Please share…

12. Which stakeholders would you involve in these initiatives? Please share your reasons for this answer.

The end

Thank you for your cooperation

Appendix III: Key Informant Interview Guide

a) Information on Crimes in Korogocho

1. What are the main types of crimes in Korogocho?
2. Who is mainly involved in these crimes?
3. In your opinion, what is the state of crime in Korogocho?
4. What are the factors contributing to criminal activities in Korogocho?

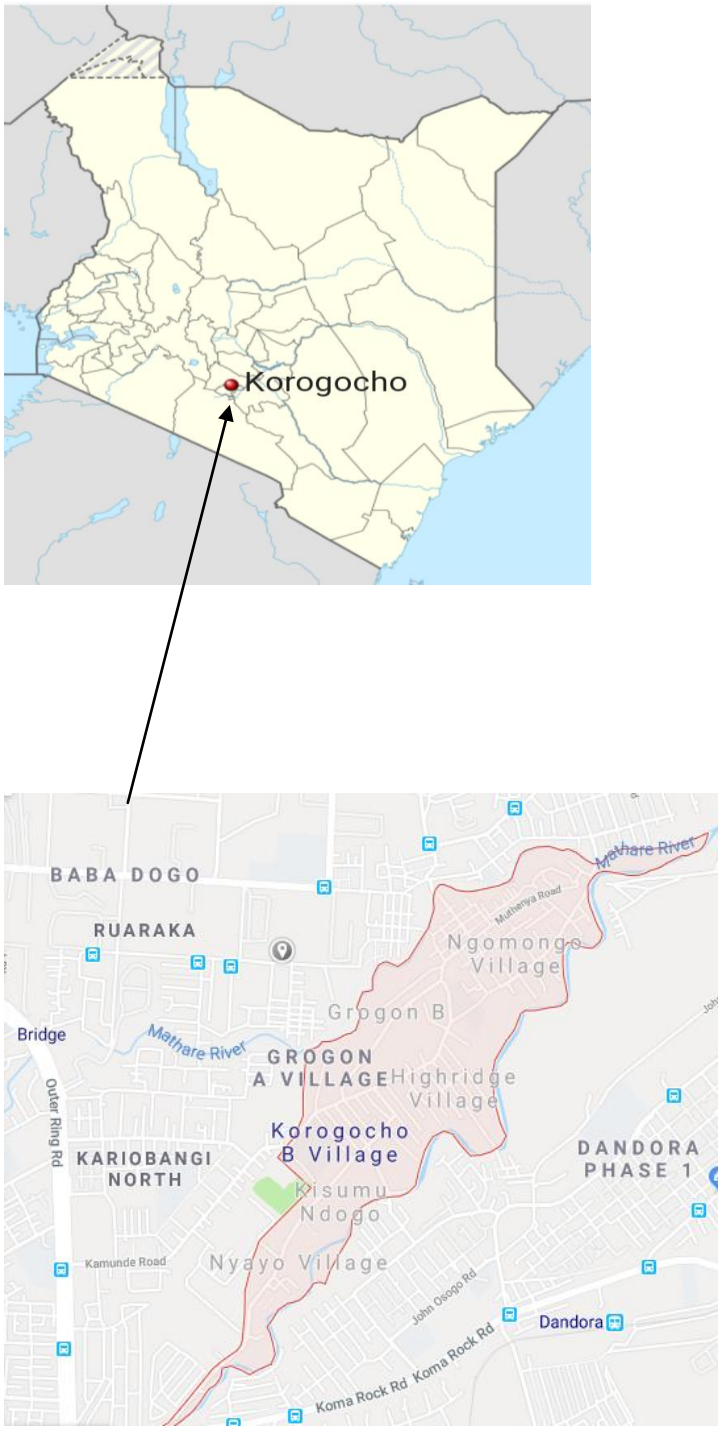
b) Community policing and crime reduction in Korogocho slum

1. In your opinion, what is community policing?
2. Are there any community policing activities in Korogocho? Yes [ ] No [ ]
3. If your answer is 'yes' in the above question, please share about any community policing activities in Korogocho that you know about.
4. How would you rate government intervention in security provision in Korogocho?
5. Who are mainly involved in these activities?
6. How are these activities carried out?
7. Which of these activities are you interested in?
8. What is the involvement of the residents in community policing?
9. In your opinion, are crimes in Korogocho in the increase or they have reduced in the last two years? Please share the reason for your answer.

c) Challenges to Effective Community Policing Initiatives

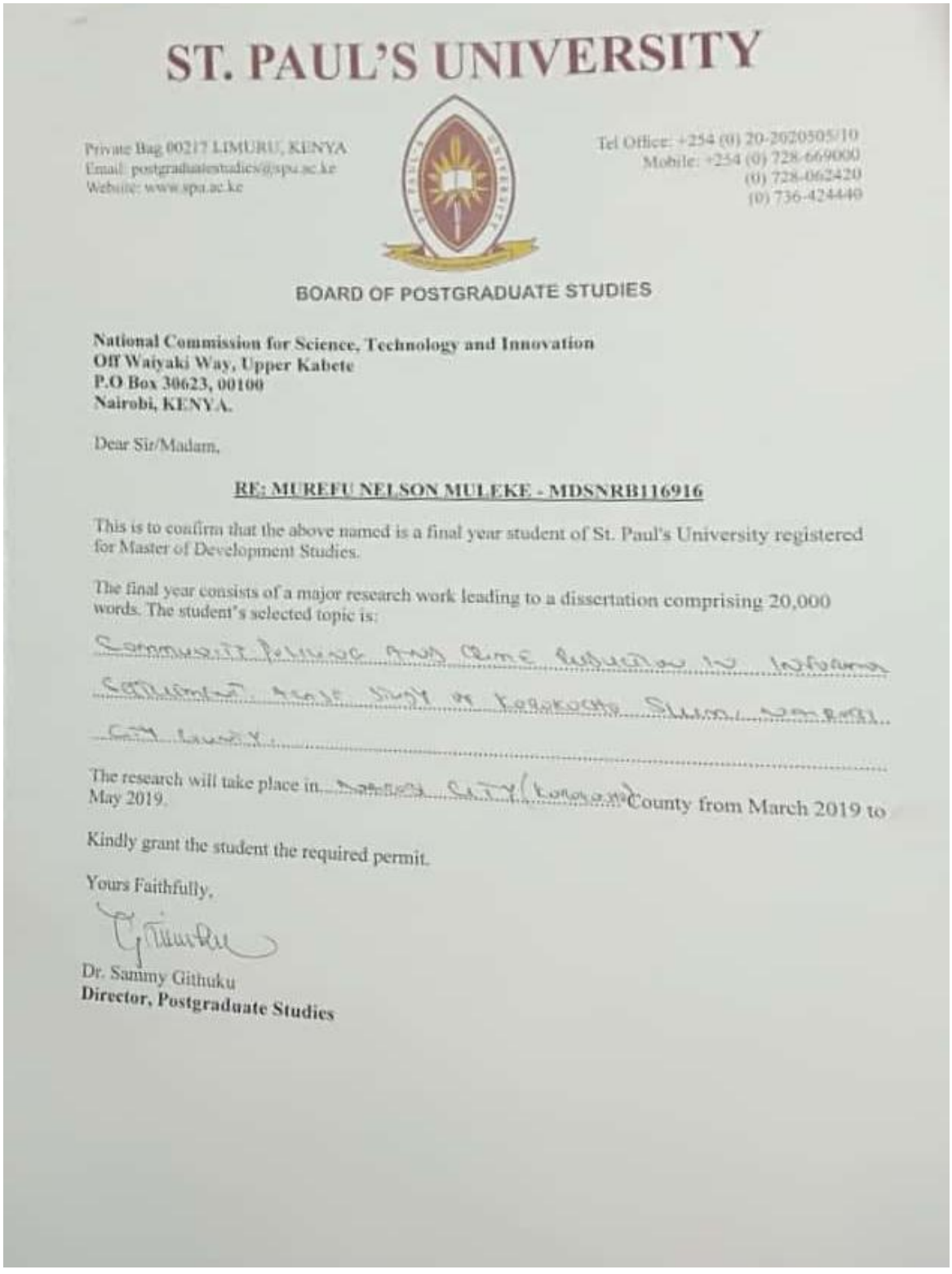
1. What are the barriers to effective citizen participation in community policing in Korogocho?
2. What challenges arise from government security policies?
3. In your opinion, who is responsible for ensuring effective community policing in Korogocho?
4. If you were to be appointed to implement the different community policing initiatives what would you do to ensure it is effective? Please share…
5. Which stakeholders would you involve in these initiatives? Please share your reasons for this answer.

Appendix IV: Map of the Study Area



Source: Google Maps

Appendix V: University Authorisation



ST. PAUL'S UNIVERSITY

Private Bag 00217 LIMURU, KENYA
Email: postgraduatestudies@spu.ac.ke
Website: www.spu.ac.ke

Tel Office: +254 (0) 20-2020505/10
Mobile: +254 (0) 728-669000
(0) 728-062420
(0) 736-424440

BOARD OF POSTGRADUATE STUDIES

National Commission for Science, Technology and Innovation
Off Waiyaki Way, Upper Kabete
P.O Box 30623, 00100
Nairobi, KENYA.

Dear Sir/Madam,

RE: MUREFU NELSON MULEKE - MDSNRB116916

This is to confirm that the above named is a final year student of St. Paul's University registered for Master of Development Studies.

The final year consists of a major research work leading to a dissertation comprising 20,000 words. The student's selected topic is:

Community policing and crime reduction in informal settlements: A case study of Kayaba Slum, Nairobi City County.

The research will take place in Nairobi City/Kanyaa County from March 2019 to May 2019.

Kindly grant the student the required permit.

Yours Faithfully,

Dr. Sammy Githuku
Director, Postgraduate Studies

Appendix VI: Research Authorisation (NACOSTI)



NATIONAL COMMISSION FOR SCIENCE,
TECHNOLOGY AND INNOVATION

Telephone: +254-20-2213471,
2241349,3310571,2219420
Fax: +254-20-318245,318249
Email: dg@nacosti.go.ke
Website : www.nacosti.go.ke
When replying please quote

NACOSTI, Upper Kabete
Off Waiyaki Way
P.O. Box 30623-00100
NAIROBI-KENYA

Ref. No. **NACOSTI/P/19/69499/29175**

Date: **23rd April, 2019**

Nelson Muleke Murefu
St. Pauls University
P.O. Private Bag - 00217
LIMURU.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on ***"Community policing and crime reduction in informal settlements: A case of Korogocho Slum, Nairobi City County, Kenya"*** I am pleased to inform you that you have been authorized to undertake research in **Nairobi County** for the period ending **23rd April, 2020.**

You are advised to report to **the County Commissioner and the County Director of Education, Nairobi County** before embarking on the research project.

Kindly note that, as an applicant who has been licensed under the Science, Technology and Innovation Act, 2013 to conduct research in Kenya, you shall deposit **a copy** of the final research report to the Commission within **one year** of completion. The soft copy of the same should be submitted through the Online Research Information System.

GODFREY P. KALERWA MSc., MBA, MKIM
FOR: DIRECTOR-GENERAL/CEO

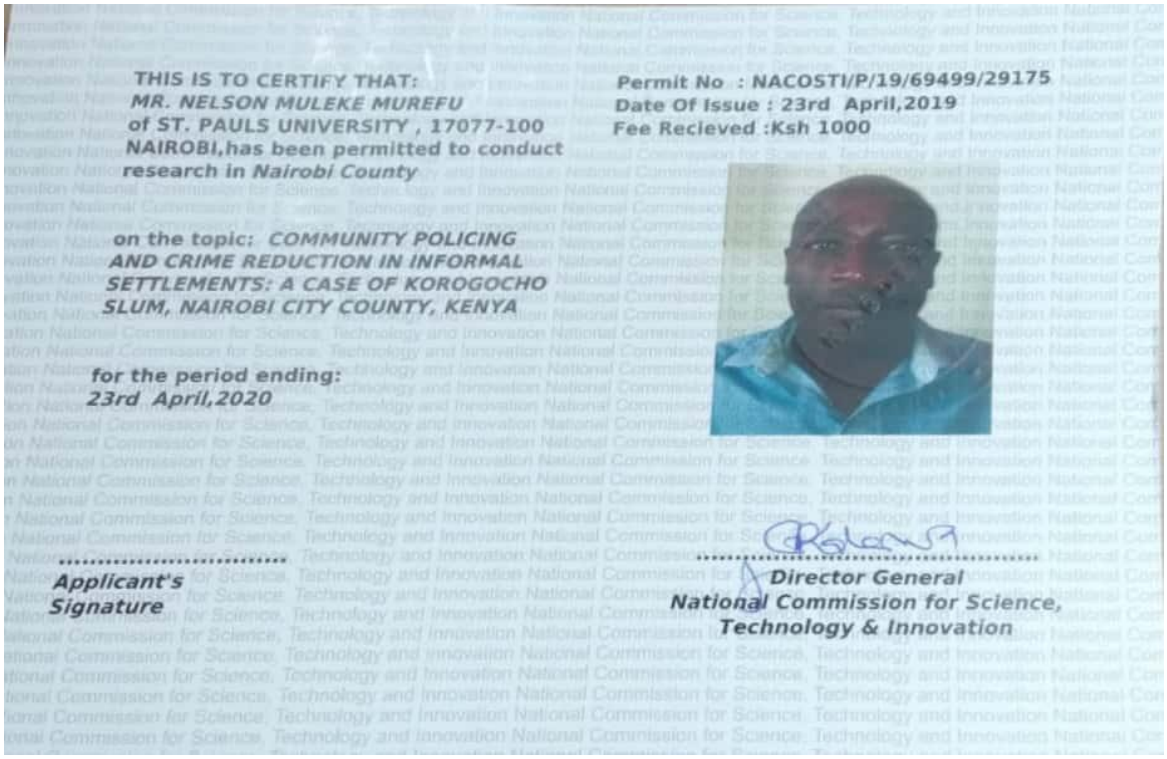
Copy to:

The County Commissioner
Nairobi County.

The County Director of Education
Nairobi County.

National Commission for Science, Technology and Innovation is ISO9001:2008 Certified

Appendix VII: Research Permit



THIS IS TO CERTIFY THAT:
MR. NELSON MULEKE MUREFU
of ST. PAULS UNIVERSITY , 17077-100
NAIROBI,has been permitted to conduct
research in Nairobi County

Permit No : NACOSTI/P/19/69499/29175
Date Of Issue : 23rd April,2019
Fee Recieved :Ksh 1000

on the topic: COMMUNITY POLICING AND CRIME REDUCTION IN INFORMAL SETTLEMENTS: A CASE OF KOROGOCHO SLUM, NAIROBI CITY COUNTY, KENYA

for the period ending:
23rd April,2020

.....
Applicant's
Signature

.....
Director General
National Commission for Science,
Technology & Innovation