

**INFLUENCE OF POLICE OFFICERS' WORK RELATED FACTORS IN THE
MANAGEMENT OF GENDER BASED VIOLENCE CASES IN DAGORETTI NORTH
SUB-COUNTY, NAIROBI COUNTY, KENYA**

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**A Thesis Submitted to the Graduate School in Partial Fulfilment of the Requirements for
the Master of Arts Degree in Security Management of Egerton University**

EGERTON UNIVERSITY

OCTOBER, 2024

DECLARATION AND RECOMMENDATIONS

Declaration

This thesis is my original work and has not been presented for examination or any academic award in any institution or university to the best of my knowledge.

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DEDICATION

This work is dedicated to my beloved son, Lionnel Munene, whose pure joy and unconditional love have been my constant source of inspiration. To Mr. and Mrs. Kanampiu, your boundless encouragement, wisdom, and prayers have been my foundation of strength throughout this journey. To Generali, Winnie, and Muriuki your friendship, kindness, and guidance have lightened the load and helped me overcome the challenges. I am deeply grateful to all of you for being my steadfast motivators and for standing by my side every step of the way.

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ABSTRACT

Gender-Based Violence (GBV) continues to be a pervasive global issue with far-reaching consequences for victims. Effective law enforcement response to GBV is essential in ensuring justice, providing support to survivors, and deterring future violence. This study delves into the factors that influence police officers' handling of GBV cases in Dagoretti North Sub-County, Nairobi County, Kenya. Police officers in this region are tasked with a multifaceted role in addressing GBV, including prevention strategies, case documentation, evidence collection, investigation, arrest of perpetrators, victim and witness protection, referral to support services, and collaboration with the Office of the Director of Public Prosecutions (ODPP) to ensure successful prosecution. However, the effectiveness of these efforts can be significantly impacted by various factors. This research, grounded in institutional and contingency theories, adopted a positivist research paradigm and a descriptive research design. Data was collected from a sample of 77 police officers in Dagoretti North Sub-County through stratified random sampling and analyzed using SPSS-26. It was found out that factors such as workload, resource constraints, and inadequate staffing can significantly impact police officers' ability to effectively respond to GBV cases. High caseloads, limited resources, and insufficient personnel can lead to delays in investigations, poor case documentation, and inadequate victim support. Also, a robust legal framework is crucial for effective GBV case management. Clear and comprehensive laws, coupled with efficient judicial processes, are essential for ensuring timely justice and deterring future violence. However, gaps in legislation, weak enforcement mechanisms, and judicial delays can hinder the prosecution of perpetrators and discourage victims from reporting crimes. Adequate training and development programs are essential for equipping police officers with the necessary skills and knowledge to handle GBV cases sensitively and effectively. Training in areas such as victim-centered interviewing techniques, evidence collection, and legal procedures can enhance the quality of investigations and improve victim support. The findings of the study revealed a strong correlation between these factors and the overall management of GBV cases. Notably, the legal framework emerged as the most significant influence, followed by working conditions. Training and development, while important, had a relatively lesser impact. Therefore, to improve the management of GBV cases, it is essential to strengthen the legal framework, improve working conditions, and invest in comprehensive training and development programs can enhance the capacity of police officers to effectively respond to GBV and provide justice to survivors.

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LIST OF ABBREVIATIONS AND ACRONYMS

APHRC	African Population and Health Research Centre
DPP	Director of Public Prosecutions
DHS	Demographic and Health Surveys
FIR	First Information Report
GBV	Gender-Based Violence
GVC	Gender Violence Centers
GVRC	Gender Violence Recovery Centre
HIV	Human Immunodeficiency Virus
SPSS	Statistical Package for Social Sciences
UN	United Nations
WHO	World Health Organization

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

The global prevalence of gender-based violence (GBV), which mostly affects women and children, makes it a priority and a concern for international community engagement. According to UNHCR (2019), GBV is defined as any act committed against the will of an individual based on that individual's gender, social norms, or unequal power dynamics, with the intention of causing harm. An individual's liberty is violated by the act when it causes them physical, mental, sexual, or psychic pain. GBV refers to human rights breaches involving bias in gender relations within a family, community, workplace, or any other setting where there is abuse of the weaker and less powerful individuals with specific limits (Beall, 2019). It is closely related to the gender inequality element, where men and women are the products of economic hardship, isolation, and power imbalances that degrade homes and jeopardize public safety and wellbeing. Use only ONE Paragraphing style

According to KNBS (2021), informal settlements of Nairobi had the greatest rate of sexual violence, with 18.5% of women reporting having experienced sexual abuse in 2021. According to a UNFPA report (2022), majority of occurrences of GBV in Kenya's slums go unreported, with survivors frequently lacking access to legal, medical, and psychological care. These data highlight the critical need for effective efforts to prevent and address GBV in Kenya's slums, such as providing survivors with support services, raising awareness and education about the issue, and addressing the core causes of GBV (UNFPA, 2022).

Exposure to violence negatively affects girls and women, including an increased risk of not using contraception, unwanted pregnancies, unsafe abortions, STDs, low birth weight babies, alcohol and substance abuse, self-harm, and future victimization. Discussions regarding global health and development are now more frequently bringing up the subject of violence against women and girls (Issahaku, 2016). However, there are data gaps, making it difficult to determine the prevalence of, the types of violence committed against, and the identities of those responsible for such crimes against adolescent girls and young women. Teenage girls and young women do not make up a cohesive group. Higher-risk behaviors like transactional sex or sex work make some people more

vulnerable than others, and they frequently encounter various sorts of violence from various types of perpetrators (Onyemelukwe, 2018).

For victims of gender-based violence (GBV), the police serve as the first point of contact within the criminal justice system (Muni, 2012). According to the duty bearers' guidebook, the role of the police includes preventing GBV, documenting cases, collecting and preserving evidence, investigating incidents, apprehending offenders, protecting survivors and witnesses, referring survivors to appropriate services, and collaborating with the Office of the Director of Public Prosecutions (DPP) to ensure timely prosecution. Police gender desks play a vital role in addressing GBV (Barasa, 2017), enabling survivors to seek justice with dignity and confidentiality. However, challenges persist, such as in Dagoretti North Sub-County police station, where GBV cases are still reported openly, compromising survivor privacy.

In Asia for instance, 33% of Chinese women between the ages of 20 and 64 claimed to have been hit by their partner in a recent relationship. Twelve percent of the ladies claimed that there was bleeding, bruising, excruciating pain, or other injuries. Severe striking was also found to be a major risk factor for negative self-reported outcomes related to general and sexual health, such as unwanted sex, sexual dysfunction, and unhappiness. A hospital-based study conducted in Pakistan revealed that serious psychological abuse was experienced by 75% of the 373 women who had ever been married and were between the ages of 16 and 49. According to the survey, between 30 and 35 percent of respondents had at least once in their marriage experienced physical or sexual abuse (Zakar *et al.*, 2021).

The gender policy guide of the African Union included a detailed section on gender-based violence and included human rights standards that member states might adopt. In response to a study report on violence in the lives of South African homeless women, (Bezzina *et al.*, 2019) domestic violence is attributed to homelessness as a result of drug addiction, mental illness, unemployment, idleness, and poor decision-making. Due to this, a large number of victims of domestic abuse have ended up in violent marriages, divorced or separated families, or as single parents living in impoverished conditions in forced slums without a steady source of income. Finding a buffer and healing after GBV is a broad answer (Sinko *et al.*, 2019). Adversely, there is a lack of attention paid to GBV survivors, which highlights the necessity for a support system and for reuniting survivors in the recovery process.

A study on the prevalence of GBV and its contributing variables in the six African nations of South Africa, Zambia, Lesotho, Botswana, Zimbabwe, and Mauritius was released by Sendo and Meleku (2020). According to the study report, GBV was reported by the greatest percentage of women, with 89 percent of those surveyed being victims; 86 percent of these victims were from Lesotho; 68 percent were from Zimbabwe; 67 percent were from Botswana; 50% were from South Africa; and 24 percent of GBV victims were from Mauritius. According to Mbwambo (2019), up to 36% of women in Namibia, 56% in Tanzania, and 71% in Ethiopia report having experienced physical or sexual abuse or both at the hands of a close partner at some point in their lives. According to recent data from Rwanda's National Institute of Statistics, 31% of women experience domestic violence after the age of 15, usually at the hands of their husbands or intimate partners. Pregnancy is the reason for violence in 10.2 percent of cases (Mbwambo, 2019).

Gender-Based Violence Rehabilitation Centre (2017) indicates that one in every three Kenyan females has experienced an episode of sexual violence before the age of 18,” while GBV affects 39% to 47% of Kenyan women at some point in their lives. Statistics from Nairobi 1195 based on real reporting suggest that GBV occurrences decreased considerably between October 2020 and March 2021. The greatest reporting was in October 2020, when 200 GBV cases were reported, followed by 89 GBV cases in February 2021 and 124 in March 2021. Over the same time period, there was less violence against males than females. COVID-19 containment precautions were relaxed (UNFPA, 2022). According to Ayiera (2017) between 39% and 47% of Kenyan women was exposed to GBV during their lives and one in every 5 Kenyan boys has suffered sexual violence before the age 18 in their lifetime, 4% of married men have encountered sexual violence, whereas 11% of males have experienced domestic or sexual abuse from their partners (Sylvanus *et al*, 2018).

According to the Institute of Economic Affairs (2009) research, the police in Nairobi encounter a number of obstacles while dealing with GBV incidents. They didn't have an office or a space where they could be private. As a result, they handled GBV cases exactly like any other. The GBV desks were underfunded. The majority of survivors contacted for the research indicated that it was common practice for police officers to seek money in order to arrest detainees. Due to their failure to pay the money sought by the authorities, the culprits were not pursued and apprehended. Inadequate training and development were provided to and from courts and police stations. Due to this, the investigations went over the 24-hour period that is required by law to hold a suspect before

they are charged in court. Given that a licensed doctor required to submit an official medical examination report, the 24-hour window did not permit the conclusion of the report's conclusions. The people's access to services was severely constrained by this scenario, which also had an impact on how well the police handled the cases (Ayiera, 2017).

The administration of gender matters by the police was anticipated to stop and address GBV, according to the NGECC (2014). The police are required to conduct patrols, educate the neighbourhood through community policing efforts, and implement additional security measures that might deter and stop sexual attacks from occurring. Additionally, they are supposed to gather and distribute information on SGBV to support programs, legislation, and policy. They were expected to support the government's efforts to provide survivors of sexual violence with a variety of services, including health, psychosocial, security, and legal support, Reintegrating victims of sexual assault, fighting for their rights to justice, treating sexual abusers as criminals, providing expert testimony in court, and promoting community action against GBV in reaction to GBV (Myhill, 2018).

The case management is also expected to keep track of police statements, create all necessary case records, gather all forensic evidence, and preserve the chain of custody. The framework's implementation was intended to successfully handle SGBV and GBV. Contrarily, GBV instances are rising in the twenty-first century. This created a research hole to determine if the police's handling of GBV cases was successful in addressing the GBV, resulting to a rise in reporting, or unsuccessful, leading to an increase in cases (Githugo & Gichobe, 2016). The gender police station on Shiprapath, which has three rooms (for interviews, offices, and paperwork) and is furnished with computers, stationary, and seats, is one example of the Government of India's accommodating environment in the management of cases, according to research by the Institute of Economic Affairs (2009). Women might speak confidentially to a trained officer in the interview room at the gender office.

Examining the factors that affect Dagoretti police officers' management of GBV cases was the aim of this study. Given the rise in cases of gender-based violence in Nairobi's informal settlements, particularly in Kwangware, the Gender Violence Recovery Centre (GVRC) in Nairobi reported a 60% increase in gender-based violence incidents in Nairobi's slums in 2020 from the start of the COVID-19 epidemic. In 2020, the African Population and Health Research Center (APHRC)

performed a study which revealed that 53% of women residing in Nairobi's slums had experienced some form of gender-based violence. The aim was to ascertain the effectiveness of GBV management. In order to increase the effectiveness of gender-based violence management, the study also looks for problems, the best solutions, and other contributing factors.

Extending the national police service's coordinated response to GBV and creating Gender-Based Violence Rehabilitation Centers and Shelters in all 47 counties by 2026 (Policare). establishing a co-financing fund for GBV survivors in partnership with business, civil society, and other stakeholders to support their economic empowerment. Emergency situations involving GBV response and prevention, such as the COVID-19 pandemic response, humanitarian settings, and GBV in relation to elections. In order to improve collaboration with non-state actors including girl-led organizations for women's rights, male champions, and the private sector, coordinating structures such as the Gender Sector working groups at the national and county level should be utilized. approving and establishing the multi-sectoral GEF Leadership framework, which includes the National Steering Committee, National Advisory Committee, and county leadership structure, in order to supervise the GBV Action Coalition's implementation of Kenya's GEF Commitments until 2026.

1.2 Statement of the problem

Police officers receive inadequate training in managing gender-based violence (GBV) incidents. According to Barasa (2017), officers often make irrelevant inquiries and treat victims insensitively. Many fail to document statements or visit crime scenes, undermining investigations. The absence of private rooms in some stations denies GBV survivors' privacy, deterring them from coming forward. Records in the Occurrence Book sometimes vanish, leaving victims without justice. Without effective police intervention, efforts to combat GBV will likely fail. Despite legal measures, GBV remains rampant in Kenya. Police have been criticized for dismissing cases without thorough investigations and trivializing GBV incidents as personal disputes, leading to underreporting due to fear of social stigma. Aggressive behaviour from partners exacerbates the issue. Data from 1195 indicates high GBV case reporting in Dagoretti North between June and September 2020. Victims are often asked to bribe officers before suspects are arrested. GBV incidents are frequently misclassified in the Occurrence Book. Studies like Myhill (2018) call for more research to improve police responses to domestic abuse. Ngutu (2019) highlights challenges in law enforcement's ability to deliver justice and prosecute offenders effectively. Okallo (2017)

noted poor documentation of community policing in addressing GBV. This study aims to fill the gap by examining factors affecting police management of GBV cases in Dagoretti North.

1.3 Objectives of the study

The section outlines the study's broad and specific objective

1.3.1 Broad Objective

The study's broad objective was to examine the factors influencing police officers' management of gender-based violence (GBV) cases in Dagoretti North Sub-County, Nairobi County, Kenya.

1.3.2 Specific Objectives

- i. To determine the influence of working conditions of police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi.
- ii. To determine the influence of legal framework on police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi.
- iii. To determine the influence of training and development on police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi

1.4 Research Questions

- i. To what extent do working conditions influence police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi?
- ii. In what ways do legal framework influence police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi?
- iii. Do training and development influence the police officers on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi?

1.5 Justification of the Study

The study's findings can be useful in enhancing current and future organizations' understanding of gender-based violence. Due to its emphasis on the importance of frequently employed by police in managing gender-based violence and the challenges they confront, this study may also benefit the public and business sectors. It will increase awareness of GBV. In their efforts to develop work schedules that would enhance the management of gender-based violence cases, academics, and government stakeholders may find the results to be a useful reference tool. The information was crucial for the Kenyan police and other government agencies in coming up with policies that will address the management of GBV. Consistently use one paragraphing style

By investigating study gaps in gender-based violence that are not covered in this study, the study will present vital information that served as a reference source for academics, students, and researchers can refer to this study as the foundation for future research. The findings served as a theoretical framework for GBV case management and its fundamental ideas, providing students and scholars with a topic to discuss regarding the role of GBV case management in Kenyan police stations generally.

Last, the Kenya police leadership, and uniformed forces have a better understanding of the Kenya police's role in managing GBV in Kenya and be able to spot effective management strategies that can stop gender-based violence in Kenya.

1.6 Scope and Limitations of the Study

Study was confined to the police station and police posts in Dagoretti North Sub-County, including Kawangware Sokoni Police Post, Administration Police Kawangware, Gatina police post, Riruta Police Station, Muthangari police Station, Waithaka police station, Dagoretti Police Station, Martini Police Base, and Jamhuri Police Station; a descriptive research design was adopted that targeted all officers that operates in Dagoretti North Sub-County, the study target population was 178 officers that provided answers to research questionnaires, and study was conducted within four months that is between February 2023 and February 2024.

The study would be limited to the geographical location of police stations in the Dagoretti North Sub-County of Nairobi City County. A report has revealed that GBV is still on the rise in Nairobi's low-income areas. The researcher made sure the information they provided was private and that the study was only being used for academic purposes.

1.7 Operational Definition of Terms

Combating: The techniques law enforcement strategies to address various forms of domestic abuse against individuals living in households. In addition to supporting victims of gender-based violence, law enforcement concentrates on crime reports, witnesses testifying in court, and police stations for the purpose of apprehending and convicting the offender.

Gender: is the term used to describe the cultural and societal traits that are categorized for males and women according to perceived biological differences.

Gender-Based Violence (GBV): A general phrase for any harmful behaviour committed against someone's consent motivated by socially constructed distinctions between genders.

Management of GBV: is a planned approach to helping survivors. It involves educating them about their alternatives, identifying and following up on their difficulties and problems coordinated, and offering them emotional support throughout the process.

Training and Development: Is a rational process via which individuals acquire skills and knowledge.

Work Environment: Physical and intangible work circumstances and the environment in which police officers handle gender-based violence cases.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The material reviewed in this chapter is relevant to the study. It covers how gender-based violence cases are handled globally, regionally and locally. It is organized thematically in accordance with the main study objective. Presenting the theoretical and conceptual foundation brings the chapter to a close.

2.2 Global Perspective of gender violence case management

Myhill (2018) discussed the problem of police response to gender-based violence in the United Kingdom. The study advances the theory on this topic by using the concept of coercive control to better understand the risk profile of gender-based violence that is brought to the attention of the police and police officers' use of discretion when identifying, recording, and responding to gender-based violence incidents. Myhill (2018) concluded that legislation to make coercive control illegal gives a chance to alter how officers view gender-based violence and what constitutes a threat and a risk. To better understand the objectives influencing police reaction, the study offered a new perspective on the gender-based violence research agenda to start with an observational study (Myhill, 2018). Coercive control is highlighted as a significant concept in this study of the English and Welsh police forces' response to domestic abuse. This idea influences the experiences of victims as well as the perceptions and behaviours of officers. The discussion above has also proposed a revised normative framework that may be used to analyze the officers' responses (Myhill, 2018). Yet, additional research is necessary to develop theory and practice surrounding the study, which has filled up a contextual gap about the police response to domestic abuse by examining how working conditions, training and development, and the legal framework affect the management of gender-based violence by Kenyan police.

Myhill's (2018) findings showed the coercive control law's application in the partner force region and shed light on several important problems with the legislation and its implementation. In other situations, call-handlers who were frequently in charge of the first criminal recording of the cases in the sample were able to identify a crime of coercive control only by the victim's use of the word "controlling" to characterize her relationship. This prompted an objective policing reaction. There are instances where call-handlers registered a crime of coercive control but failed to assign a scheduled response. There were additional instances where coercive control was noted, yet a

completely separate offence was under investigation. This was especially clear in situations when the first police complaint featured a physical attack and/or the possession of weapons (like knives). This shows that there were issues with the criminal recording of such incidents and the following policing reaction, in addition to the lost possibilities for recognizing coercive control as stated above.

In the US, a Muni (2012) study in New Jersey looked at policing gender-based violence; the study revealed that departments periodically give priority to preventing crimes such as drug offences, gun crimes, and street violence because they are evident and urgently needed. Due to the numerous gender-based violence calls they receive and the value of new information, police officers argue that gender-based violence studies are valuable. Using an organizational change theoretical framework and a case study design, the paper outlined the steps the Trenton, New Jersey Police Department took to modify GBV practices and put these policies into place. The study concentrated on four issues: the perceived usefulness of GBV strategies in aiding victims of GBV; the impact of police department dynamics on the development of a process for policy changes and ensuring policy compliance; and the organizational factors that are critical in facilitating policy implementation.

Muni (2012) sheds light on how organisations decide to change and how they carry out transformation. This research demonstrates that the need must be present to implement new GBV policies, which is consistent with organizational literature. The study generally suggested that the motivation for altering gender-based violence techniques came from outside forces, such as homicides caused by gender-based violence. Also crucial throughout the implementation phases are a change agent, committed supervisors, detectives, and interagency cooperation. Participants suggested boosting victim support through interagency cooperation and compliance and accountability improvements. According to the study, organisations setting up gender-based violence units pay close attention to change agents, police, and public training and education, compliance, and accountability. Additionally, agencies should examine their current policies and scan data to identify issues and assure compliance (Muni, 2012).

The validity of the research by Muni (2012) presented in this work raises several difficulties that, like all research, need to be addressed. Although certain time limitations did develop and restrict a few small parts of the research, these problems are mostly caused by data availability. The fact

that the State Police of New Jersey did not submit the Force Report with sufficient data detail is the major drawback to this research article. The State Police patrol numerous municipalities since they are too tiny to support their police forces. Although it is obvious which 80 municipalities the State Police patrols, their use of force data was provided in The Force Report as a single number rather than being broken down by municipality (Muni, 2012). It provides an empirical gap that requires local examination, and the current study supports this.

The theoretical connection between procedural fairness and this study approach cannot be tested. However, future studies might wish to look at how procedural fairness may impact the efficacy and execution of organizational policies. It is conceivable that police policies won't work in the long run if victims don't report crimes and aren't told about victim services. Gaining acceptance from influential external organisations is less of a worry than building public trust that police would take complaints seriously. It is difficult to persuade victims of extremely private crimes to come forward and provide information before the situation gets worse. "Knowing the public's expectations and perceptions shapes citizens' willingness to report violent incidents and influences their assessments of the legitimacy and effectiveness of the criminal justice system and its agents, making it essential to understand public opinion towards domestic violence in order to develop informed criminal justice policy."

Wu *et al.* (2020) examined the widespread support among Chinese police officers for the use of arrests as a means of dealing with offenders of gender-based violence, with a particular focus on the officers' support for effective victim protection. In June and July of 2019, 1,064 police officers who worked in two Chinese provinces at various locations provided the study data used in this analysis. The effectiveness of organizational factors as essential determinants of officer attitudes towards gender-based violence intervention was examined using OLS models. The results demonstrated that officers' positive attitudes towards police involvement in gender-based violence cases and using arrests to deal with offenders are positively correlated with agency endorsement and supervisory support. The amount of training officers receive from the agency on the recently published Anti-GBV Law, however, has no bearing on their attitudes regarding arrests and their support for general action in cases of gender-based violence (Wu *et al.*, 2020).

The study by Wu *et al.* (2020) was done to empirically analyze the following: the effects of training and awareness of the anti-DV legislation on police officers' attitudes regarding police engagement

in DV, net of demographic and organizational characteristics, and the potential mediation mechanisms of training and legal knowledge in tying demographic and organizational factors with officers' viewpoints. While the current study focuses on the working environment, police training, and their perception of the management of GBV from a local perspective.

Statistics gathered from China's major cities showed that the police hardly ever use these warnings. According to official records, only a small percentage of domestic abuse victims had requested and been granted protection orders. Two years after the new DV legislation went into force in Beijing, the courts only authored 145 protection orders. In Shanghai, the court granted 45 petitions out of 142 applications for protection orders that were submitted between March 2016 and April 2017. 52 of the 14 requests for protective orders in Guangzhou that were submitted and approved during the first two years following the DV Law's enactment. As of December 2018, the courts countrywide had received 5,860 requests for protection orders; of those, 3,718 had been granted. Prior to the implementation of China's Domestic Violence Law, the All-China Women's Federation and Jiangsu's criminal justice agencies jointly issued a notice on "The Implementation Plan of Issuing Warnings in Domestic Violence" to encourage the police to actively use written warnings and protective orders in handling domestic violence incidents. The government of Changsha, the provincial capital of Hunan, announced a similar plan in November 2015, advising police officers to actively utilize warnings while responding to domestic abuse.

2.3 Regional and Local Perspective of gender violence case management

Onyemelukwe (2018) examined how successfully gender-based violence laws protect women. a review of GBV laws in Nigeria. This study's objective is to assess the new gender-based violence legislation. To ascertain whether these laws have the potential to prevent gender-based violence, dissuade perpetrators from future instances, punish perpetrators, recompense survivors, and provide them with the required treatments for their rehabilitation, this article analyses the content of these laws. While there have been substantial efforts to guarantee the safety of women in domestic settings, the author concludes that there are still gaps in the law. Additionally, different states have different levels of protection. The ability of Nigeria's current legal framework to give women the appropriate safeguards is also hampered by structural and contextual issues. The study examines some of the laws that are currently in place to safeguard people against gender-based violence. These laws' effect, potential effect, and overall usefulness still need to be investigated (Onyemelukwe, 2018).

Navigating the legal and policy environment pertaining to GBV is challenging in Nigeria. Due to the vast number of laws, the three-tiered legal system, and the requirement to domesticate national-level legislation, it is complicated and difficult to apply because of cultural norms. Nigerian organisation Momentum Country and Global Leadership is working to. These issues will unavoidably arise throughout the project as it seeks to promote local leader involvement in preventing and mitigating various forms of GBV. The following suggestions may help local leaders better grasp this challenging environment, use and adapt available legal tools and methods, and collaborate with other important players in the battle against GBV.

The study is limited to addressing the fact that intimate partner abuse is increasingly threatening the safety of women in Nigerian culture. Because of the gender-based structures of Nigerian culture, women have little or no influence on how males are governed. Women are viewed as a subordinate and inferior gender, whereas men are the dominant group and hence have access to significant material resources. Particularly in Nigeria, a country with a multiethnic community, domestic violence in Africa is greatly impacted by culture and religion. However, women are still at a disadvantage due to these significant ethnic groups' and other minority groups' cultural traditions. Like many other African countries, Nigerian society has traditionally accepted beating spouses and children as a form of discipline. This suggests that parents who physically abuse their children do so with the intention of instilling discipline in them. They are destined for the same fate since their husbands see their wives as prone to indiscipline and think that beating them is the best way to stop this.

Issahaku (2016) investigated potential legislative solutions to end gender-based violence in West Africa. This essay's goal is to evaluate the GBV policies of West African nations to pinpoint shortcomings and provide legislative solutions. The paper addresses the limitations of current methods for addressing gender-based violence in West Africa and possible future directions by placing it within the perspective of international literature. The attempts to address gender-based violence in West Africa are highlighted in the article, with a particular focus on Ghana. Ghana is one of the first few West African nations to build a legal and policy framework to combat gender-based violence.

A critique of Ghana's strategy offers insightful insights into the future of West African policy against gender-based violence. The results demonstrated that gender-based violence, especially

against women, is highly prevalent in West Africa, although it also affects men. Some nations in the subregion, like Ghana, have chosen to tackle the issue through legislation. Gender-based violence is criminalised under this strategy, and anyone who is a victim or a witness must call the police. Victims are given protection and support, while perpetrators may be detained, tried in court, fined, or imprisoned if proven guilty. Although it is not culturally practical to require reporting of violence, the legislative approach is cold and reactionary. The method's inconveniences and expenses irritate victims who are eager to disclose. Last, the strategy is not based on any noteworthy theory of gender-based violence. Secondary data support the conclusions presented in this research. The analysis and conclusions are therefore limited to what can be deduced from the documents that have been read and the author's own experiences (Issahaku, 2016). The conclusions in this research are based on secondary data. As a result, the analysis and conclusions are limited to what can be deduced from the reviewed documents and the author's personal experience.

The Covid-19 pandemic and South Africa's efforts to lower GBV were studied by Ince-Yenilmez (2020). This study aims to examine measures for women's safety during pandemics while considering gender and feminist objectives seriously. In these dangerous times, where many people live in terror and strive to survive in a world full of traumatising occurrences like wars, global pandemics, tragedies caused by humans, natural disasters, overwhelming stress, and stress-related disorders are prevalent. The COVID-19 epidemic is now ravaging several parts of the world. The data demonstrated that the COVID-19 pandemic generated problems, including the stigma and trauma women experience globally and at home. A major issue is gender-based violence. Therefore, the government needs to take action by designating gender-based violence as "critical services" and putting in place procedures for providing immediate help to women in such suffering. Furthermore, a variety of interpretations of the phrase "lockdowns" are expected. One such widely held belief is that people are slaves to their collective imaginations, which can follow the same routes as gender stereotypes or lockdowns, or they can be employed to reject patriarchal notions and seek a more equitable way of living (Ince-Yenilmez, 2020).

The COVID-19 pandemic is negatively impacting these women's lives. Thus, it is essential to put their health and safety first. that some women are also left financially dependent on their abusers. They temporarily lost their employment due to the shutdown and are now compelled to perform unpaid domestic work in their houses. Great working environments and higher incomes are required to persuade these women to leave their homes. However, given that some women are

carving out time to undertake charitable deeds, especially by crafting necessities like facemasks, such opportunities could provide cash for such women and further enhance their financial situations throughout the epidemic. Such initiatives to improve these women's socioeconomic circumstances will significantly lessen the pandemic's effects on their lives and further slow the increase of gender-based violence. Moreover, community services need to be implemented, particularly those offering refuge and psychological assistance for abuse victims. Nonetheless, despite the chaos in the world today, we must innovate by successfully putting out methods to address the current problem. By doing so, we can address the current crisis, make great strides against gender-based violence, and prepare for another pandemic in the future.

During the innovative Covid-19 lockdown in Uganda, Nabukeera (2021) investigated the prevention and reaction to GBV. In light of the deadly new coronavirus Covid-19 pandemic, this article aims to identify the difficulties in assisting victims of GBV during the lockdown in Uganda and make recommendations for prevention and assistance to those affected. The results demonstrated that the typical reporting channels for victims are reduced. Lockdown and quarantine situations gave the abusers the perfect environment in which to continue abusing their victims because everyone had to follow the directives to remain indoors, which provided an ideal environment for isolating and controlling the victims (Nabukeera, 2021). Such initiatives aimed at improving these women's socioeconomic circumstances will significantly lessen the pandemic's effects on their lives and further slow the increase of gender-based violence. Moreover, community services need to be implemented, particularly those offering refuge and psychological assistance for abuse victims. Nonetheless, despite the chaos in the world today, we must innovate by successfully putting out methods to address the current problem. By doing so, we can address the current crisis, make great strides against gender-based violence, and prepare for another pandemic in the future.

There is no emphasis in the research on There are several issues that individuals are currently dealing with as a result of the new coronavirus's proliferation. Governments are compelled to implement quarantines in order to stop the sickness from spreading because there is no vaccine for this virus and no viable therapy for it. But this has led to a paradox of social alienation, which encompasses difficulties like monetary instability, mental health challenges, and loneliness. Although research on the effects of COVID-19 has been conducted, there is a dearth of academically sound literature emphasising these problems from a gender viewpoint. This also

touches on the problem of increasing GBV throughout the epidemic. Gender-based assault cases have risen as a result of COVID-19, which has also cut victims off from their social networks. Recognising the scope of gender-based violence, rethinking public policies, creating victim-friendly support networks, and raising awareness of the problem and the resources available to address it are all essential steps in reducing its prevalence.

Ngutu (2019) in Kenya analyses state intervention tactics for managing GBV. Due to recurrent domestic violence violations, state intervention techniques implemented to control GBV continue to be difficult. Despite the state's enforcement of the law against domestic abuse, there are gaps in the court system's ability to uphold it in Vihiga County. Gross human rights abuses, acts of aggression against household members, and expressions of physical, sexual, psychological, and emotional abuse were all documented by the study. study found widespread domestic violence against men, women, and kids in Vihiga County homes. It is difficult for Vihiga's current law enforcement institutions and techniques to provide justice to victims of domestic abuse and successfully prosecute their offenders. Law enforcement and the community used legal and technical methods for resolving disputes without violence to stop domestic abuse.

The results demonstrate that domestic violence legislation faces difficulties because of a lack of institutional records, ineffective forensic study due to a lack of tools and trained staff, corruption, missing witness statements, criminals' flight, and law enforcement's and the community's elders' compromise during the arbitration. Family violence was identified as being influenced by technology, illiteracy, poverty, hostility, and patriarchal norms in the study location. To prevent and address domestic violence in Kenya, the study advocated efficient intervention measures involving people, community leaders, public servants, and non-governmental organisations (Ngutu, 2019).

Okallo (2017) investigated how community policing helped Kenya address sexual and GBV. An investigation was conducted into the prevalence of sexual and GBV in Kenya. The efficacy of community policing in combating GBV and sexual violence has not been thoroughly investigated, despite its integration into the criminal justice system. The purpose of the study was to determine whether community policing and sexual and GBV are related, to elucidate how community policing affects such incidents in Kibera, to outline the challenges that community policing encounters in addressing such incidents, and to implement specific measures to bolster community

policing in Kibera in order to effectively address sexual and GBV. Although community policing is helpful in preventing sexual and GBV, the study found that its application is not well documented, especially in Kibera (Okallo, 2017).

As it is everywhere else, violence is a complicated and delicate topic in Kenya. Therefore, there is always a chance that key informants, FGD participants, and quantitative study respondents would provide false or misleading information. While this constraint cannot be entirely solved, the study made an effort to do so by employing a large enough sample size (for both the quantitative study and the key informant interviews) as well as numerous data collection techniques to enhance the likelihood of receiving reliable data. The findings and analysis of the report were produced using triangulation of all the data obtained from key, FGDs, and quantitative studies to increase the accuracy of the information. The research team addressed the key informants' concerns regarding confidentiality since they were aware of the security sensibilities surrounding the topic of violence in general. This was done to guarantee that their involvement in the study would not put them at risk for security threats.

Domestic violence: why people get away with it was addressed in wa Teresia (2021). The study data used in this study makes it difficult to identify trends since observed increases may. This represents being inside the range of data sampling variability. The researcher offers two methods for this study: comparing the two most recent years or using a method that examines a longer trend. The study's overall research design was taken from the Demographic and Health Study (DHS) investigation. The DHS findings are forecasts that apply to the whole country of Kenya. The research determined It is necessary to teach law enforcement personnel, such as the police and local government officials, how to assist victims of domestic abuse effectively and to provide them with instructions for enforcing the relevant laws. This will be really helpful in helping the police and local authorities decide if an arrest is necessary for a certain situation or whether there are other options for resolving the issue or providing assistance to the victims. Community intervention is essential to helping victims; thus, community workers must receive paralegal training on domestic abuse cases. This will help them identify victims of domestic abuse and support them in obtaining justice, as well as increase awareness of the vice in their communities (wa Teresia, 2021).

In a case study of Kenya's Kitui District's central division, Kaluyu (2007) looked into the causes, impacts, and methods of managing GBV. The investigation sought to see if any management solutions had been employed to deal with the issue. The findings indicated that drinking alcohol was a significant contributor to domestic violence. Some effects of gender violence were mental stress, decreased family income, and low-income family health. The degree of education, wealth, and rate of alcohol intake are all significantly correlated with the amount of violence. The results of the study also revealed a marginally different rate of violence against women and men who are married. Consequently, it was proposed that direction is required and counselling services for the affected population, education on how to have a harmonious family, and the creation of laws that will allow for the legal resolution of family disputes (Kaluyu, 2007).

It is crucial to keep in mind that many of these problems, which are cited as major sources of violence in Kenya, only partially account for the reasons for violence in underdeveloped urban areas. In other words, the respondents place a lot of emphasis on the structural causes of violence, including poverty and unemployment. Some of the triggers, such as drug and alcohol misuse, are also mentioned, but there is little consideration given to the agency of those committing the violence or those who are the victims. It is crucial to stress that this study should be seen in context with other dynamics of violence that have been identified. Last but not least, the county administration has also created its own systems to assist in addressing the issues associated with SGBV. Most significantly, a whole wing for addressing SGBV cases has been created and furnished at the provincial hospital to provide treatment and counselling for SGBV victims. In order to further investigate strategies to address SGBV, the county administration has also formed sexual violence committees at the sub-county level. These groups bring together representatives from several government departments. The creation of a gender desk inside the police department is another noteworthy initiative. This desk not only investigates and follows up on cases until they are resolved but also participates in community awareness events.

2.4 Factors that influence gender based violence case management

2.4.1 Working Conditions

Physical working circumstances include things like a pleasant workspace, larger, better, and cleaner work places and office spaces, as well as improved lighting, ventilation, and temperature. These elements have an impact on satisfaction, and when more physically comfortable working

conditions are desired by police officers addressing gender-based violence, their satisfaction rises (Elnaga & Imran, 2014). According to several studies, the physical aspects of the workplace are primarily responsible for determining worker satisfaction levels. The standard of the physical environment in which officers operate can impact job satisfaction. Work is performed in an environment that combines social and physical components, whether cognitive or physical. A comfortable workstation, appropriate lighting, a reasonable temperature, issues with usability, and office supplies are all aspects of a working environment. Office workspace ergonomics improve organisational performance (Barasa, 2017).

Additionally, teamwork and communication between officers and police station departments are improved in a well-designed workplace. Task analysis and work measurement make up the second prerequisite of the working condition construct. Measuring work is an essential task for effectively managing public organizations. Task analysis describes the exact interplay between an individual and their physical equipment. Task analysis can be used to set staffing and job organisation levels, assess the resources needed to complete a given task and its delivery, and decide how best to divide labour and employ equipment in work-related operational systems. It can also assist in measuring work performance, system safety, and dependability, as well as ensuring that system users can complete their given responsibilities (Pongsettakul, 2013).

The work environment significantly impacts employee dissatisfaction. Over time, academics have discovered several crucial environmental elements that may impact job satisfaction (Barasa, 2017). These include pay scale, management style, chances for advancement, the fairness of evaluation procedures, and contentment with co-workers, even though current studies contend that the workplace environment is a more accurate predictor of job satisfaction (Elnaga & Imran, 2014). The results demonstrate that, according to Barasa (2017), job satisfaction necessitates satisfaction with a range of components of the work, such as the physical work environment, diversity in the skills and activities needed to complete the duties, and autonomy in carrying out the work. The two most important environmental factors that positively affect performance and work happiness are salary and incentives. This is so that workers can broaden their knowledge and take on new responsibilities while still having opportunities for creativity and task variety (Pongsettakul, 2013). According to the position taken, investing in new technology, equipment, human resources, and work structure can improve the management of gender-based situations (Elnaga & Imran, 2014).

2.4.2 Legal framework

The government is dedicated to ending GBV in all of its manifestations and to effectively delivering high-quality services to all survivors. With the Kenyan Constitution, Kenya's legal system forbids various forms of gender-based violence since 2006, thanks to the Sexual Offence Act (2006), the Penal Code and its many amendments, the Prohibition of Female Genital Mutilation Act (2011), the Children's Act (2001), the Counter Trafficking in Persons Act (2010), and the HIV Prevention and Control Act. Vision 2030 outlines several tactics to lower the prevalence of GBV and expressly acknowledges the rise in instances. However, GBV continues to be detrimental to our culture and poses significant, complex issues (Republic of Kenya, 2014). Bravely deciding to stop GBV, including sexual assault, by the year 2026, the government made this commitment in 2021. Kenya made several ambitious commitments to remove the structural barriers that enable GBV when it announced that it would increase its efforts to halt these infractions (UNFPA, 2022). The Kenyan government pledged that, by incorporating a GBV indicator in the framework for government performance contracts, it was possible to monitor duty-bearers compliance with, and GBV legislation and policies must be put into effect by 2022. By 2022, USD 23 million will be invested in GBV prevention and response; by 2026, the resource commitment will rise to USD 50 million through the use of a co-financing mechanism. The Government of Kenya pledges explicitly to maintain the USD 2.79 million budget commitment for GBV and FGM for FY2020/2021. Also, the Kenyan government promised to implement a platform for tracking expenses. By 2026, ratify and put into practice ILO Convention 190 on eradicating GBV and harassment at work in close collaboration with the private sector (UNFPA, 2022).

Due to the complicated dynamics of gender-based violence, prevention methods must be multifaceted and involve a range of institutions and social groups. Strict rules against violence against women won't be enough to stop it until efficient law enforcement agencies are in place. As a result, the police station, which serves as the opening to the criminal justice system, is a crucial organization for preventing GBV (Human Rights Watch, 2017). An essential step in the prosecution of sexual assault cases is the initial police complaint. The police are the primary provider of aid for GBV victims from the perspective. As a result, how the police respond to crimes can significantly affect how the case develops, how the victim is protected, and how similar crimes

are avoided in the future. Women seeking justice and protection from abuse must feel secure and satisfied with the police's response to gender-based violence (Shakti, 2017).

The victim's ability to file a complaint promptly and their reaction to the event may both be impacted by the police's unfavourable attitude. This creates a bad impression of the police, which may deter the victims from pressing the matter further. There have been reports of insufficient police reaction to gender-based violence. Police responses to cases of GBV have included According to a report on the need for gender sensitization in the police, the victim's allegation was first met with initial incredulity, which discouraged her from following up. She also experienced aggressive and sexist questioning, delays in medical examinations, and trivialization of domestic abuse incidents. As per the "Barriers to Accessing Justice" study published by the Association for Advocacy and Legal Initiatives and the Commonwealth Human Rights Initiative, it is challenging to file a First Information Report (FIR) in rape cases (Sahay, 2021).

Along with other factors, misconceptions regarding sexual crimes are to blame for the police's subpar response to violence against women. The poor reporting of GBV in India is due to several objectives, including the victim's perception of the perpetrator being unreliable and social stigma (Tripathi, 2020). GBV victims are terrified of being shunned by the police and the larger community, so they do not submit their concerns to the police. Police personnel's patriarchal attitudes deter GBV victims from seeking assistance from them (Human Rights Watch, 2017). When survivors go to record a case in an Indian police station, they frequently experience humiliation, especially if they are members of underprivileged communities.

Additionally, domestic violence is frequently seen as family issues that need to be resolved between partners (Sahay, 2021). Domestic violence tolerance and victim-blaming have also become accepted norms. In patriarchal social institutions, of which they are a part, stereotypes about women are frequently absorbed by police, and this has a negative impact on their response to GBV situations. 90% of the policemen in the 90% male police force are unsympathetic to incidents involving women (Kapoor, 2017). Public trust in law enforcement and the criminal justice system is impacted by police officers' patriarchal beliefs and expectations based on gender stereotypes (Tripathi, 2020). The underreporting of sexual violence incidents has been strongly influenced by the belief held by law enforcement officials and the public at large that fraudulent reports of sexual assault are filed. False reporting rates, however, are not common in police-

investigated GBV instances. According to Sahay (2021), fake cases make up between 5% and 20% of all police investigations that have been successfully concluded in developing nations.

2.4.3 Training and Development

In response to the growing worry that not enough police officers have the knowledge and abilities to handle these phenomena, several training initiatives have been put into place during the past 20 years to address the requirements of victims of GBV. According to Baker *et al.* (2012), training is a way to instill knowledge and abilities in new hires as well as give refresher courses to more seasoned workers. Training, as defined by Armstrong (2013), is the deliberate, methodical modification of behaviour brought about by education, training, development, and intentional experience.

The process of providing the workers with the knowledge, skills, and attitude they need to handle their job responsibilities is known as training. On the other hand, staff development aims to increase a worker's competencies and flexibility to changing environmental demands. To effectively transmit knowledge on how to manage the difficulties, police employees must be trained in the administration of the Domestic Violence Act. When a victim alleges domestic abuse, it typically means that there have been numerous prior instances of abuse. For law enforcement, training is a moral and legal requirement (Dixit & Sinha, 2020).

If for no other reason than victims who have protection orders are more likely to notify authorities of subsequent victimisation instances than victims who do not have such orders, law enforcement officers should be instructed in how to assist victims and urge them to obtain protective orders. Protective orders increase the body of evidence available for potential prosecution. Research foundation Numerous local studies and national studies both conclude that victim reporting is neither standard nor reliable. Although it might be argued that protective orders lead to violations by criminalising otherwise lawful activities, numerous local and national studies have indicated that victims of domestic violence who have protection orders report more of a range of offences at greater rates than those who do not (Olaniyan & Ojo, 2008).

Mignon and Holmes' (2015) research revealed that "police would not successfully administer domestic violence laws without comprehensive, adequate training." Most people would probably concur that a 12-hour course on domestic violence would not be the best way to teach cops how to apply pertinent laws, comprehend the cycle of violence, and gather evidence for successful

prosecution. Implementing thorough training of the kind required for responding to calls of domestic abuse presents difficulties. The time allotted for a police school to provide this kind of instruction is the main obstacle. Organisational learning strategically focuses on the acquisition of comprehension, know-how, methodologies, and practices and employs development and training as one of the many solutions.

Armstrong (2013) suggests that organisational resources can be created by those who obtain, deduce, and use these intellectual intangibles to accomplish training and development for the entire organization. Workers who receive development and training programmes can improve their job performance both now and down the road. Development prepares individuals for possible future careers, whereas training focuses on existing jobs, according to Sims (2012). Therefore, training and development initiatives must be designed to give staff members the necessary technical, management, and personality qualities so they can reach and maintain a high level of performance.

2.5 Theoretical Framework

The study is anchored in Contingency Theory and Institutional Theory, which form its theoretical foundation. These theories underpin the exploration of key factors such as working conditions, legal framework, training, and development, all of which impact the management of GBV cases. The conceptual framework, which integrates and clarifies these theoretical concepts, served as the guiding structure for the study.

2.5.1 Contingency Theory

Fred Edward Fiedler introduced the theory in 1964. Traditionally, the fields of organizational behaviour and organizational management gave rise to the methodology known as contingency theory. It is predicated on the notion that institutions may continue to function well and efficiently provided they adjust to environmental changes. The first study in the field of strategic management to advocate for the use of contingency-based research was Hofer's 1975 study, which sparked the application of contingency theory methods to management (Ginsberg & Venkatraman, 1985). Because of the efforts of writers such as Hofer, the usage of contingency theory has acquired widespread application in the management of various institutions. And for this, it was adopted in relation to the management of GBV cases.

Ginsberg and Venkatraman (1985) have two perspectives on institutional management: as a response to the outside world or as a component that directly affects performance in a range of

contexts (internal and external). It's well known that contingency theory backs up the position that “there is no best way of organizing an institution; the appropriate form depends on the nature of the institution’s environment” by not endorsing an emphasis on the external environment or internal resources as the primary driver of improved management. As a result, the contingency theory has been called an intermediate theory, requiring the identification and matching of institutional settings with context settings (Volberda *et al.*, 2004).

One finds that contingent linkages are produced as a result of the interaction between the impact of external factors and internal institutional resources when examining how well police officers handle GBV situations under different conditions. Therefore, both the internal and external environments must be considered for a strategy to control gender-based violence to be successful. Pearce and Robinson, who believe that a strategy’s effectiveness depends on how institutions successfully combine the needs of utilizing current resources with those of adapting to changing environmental conditions, support this approach (Kruger & Synman, 2012). An “institutions strategy must be founded on establishing a proper “fit” between the’ mission, changes in internal resources and external environments, and quality and quantity of institutions’ core capabilities and competencies,” according to Pearce and Robinson (2012).

The research aims of this study are informed by the contingency theory, which makes it beneficial (working conditions, legal framework, and training and development). It supports that the basis of management of gender-based violence is determined and influenced by internal resources and response to external environmental factors, which is why the theory is the study anchor theory.

2.5.2 Institutional Theory

Goguen and Burstall (1984) developed the theory in 1989. The approach emphasises the environment as a key factor in defining its structure and behaviour (Osinubi, 2020). The theory has emphasised how the working environment, training, and legal framework shape the management of GBV cases and the actions required. According to theory, decisions are influenced by social and cultural elements that are regarded as appropriate given the institution's structure rather than being simply directed by well-organised and rational aims. According to the theory, institutions such as police stations become similar as a result of pressure for authenticity, which implies that institutions that deal with similar issues are more likely to adapt to the constantly changing needs of the end-users (Gauthier, 2013).

Furthermore, the theory emphasises social behaviour by defining formations, practices, and protocols as strategies that can be adopted to manage GBV cases (Aksom & Tymchenko, 2020). It provides a framework for investigating how institutions interact with case management as well as how technology can aid in making that interaction more entrenched over time. In some cutthroat and unstable contexts, organisations' relationships with various stakeholders in their environment have an impact on how they decide how police officers' careers will grow. Police decisions, according to this theory, are not primarily motivated by rational objectives such as daily routine (Osinubi, 2020).

The theory is applied to explain how laws that influence working conditions, the legal framework, training and development, and technologies can affect the management of GBV cases within the police force. This study applied this theory to relevant areas that influence handling and managing GBV cases, strategies used in managing gender-based violence cases, and procedures in the institution, demonstrating how they are ingrained as the institution interacts with its surroundings, which affect how they manage gender-based violence cases. The theory also supports GBV case management.

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2.6 Conceptual Framework

The theoretical framework directed the investigation. The conceptual framework, which places a strong emphasis on the particular goals being pursued in the study, offers and describes the philosophies that make an effort to explain the research problem under investigation (Cooper & Schindler, 2018).

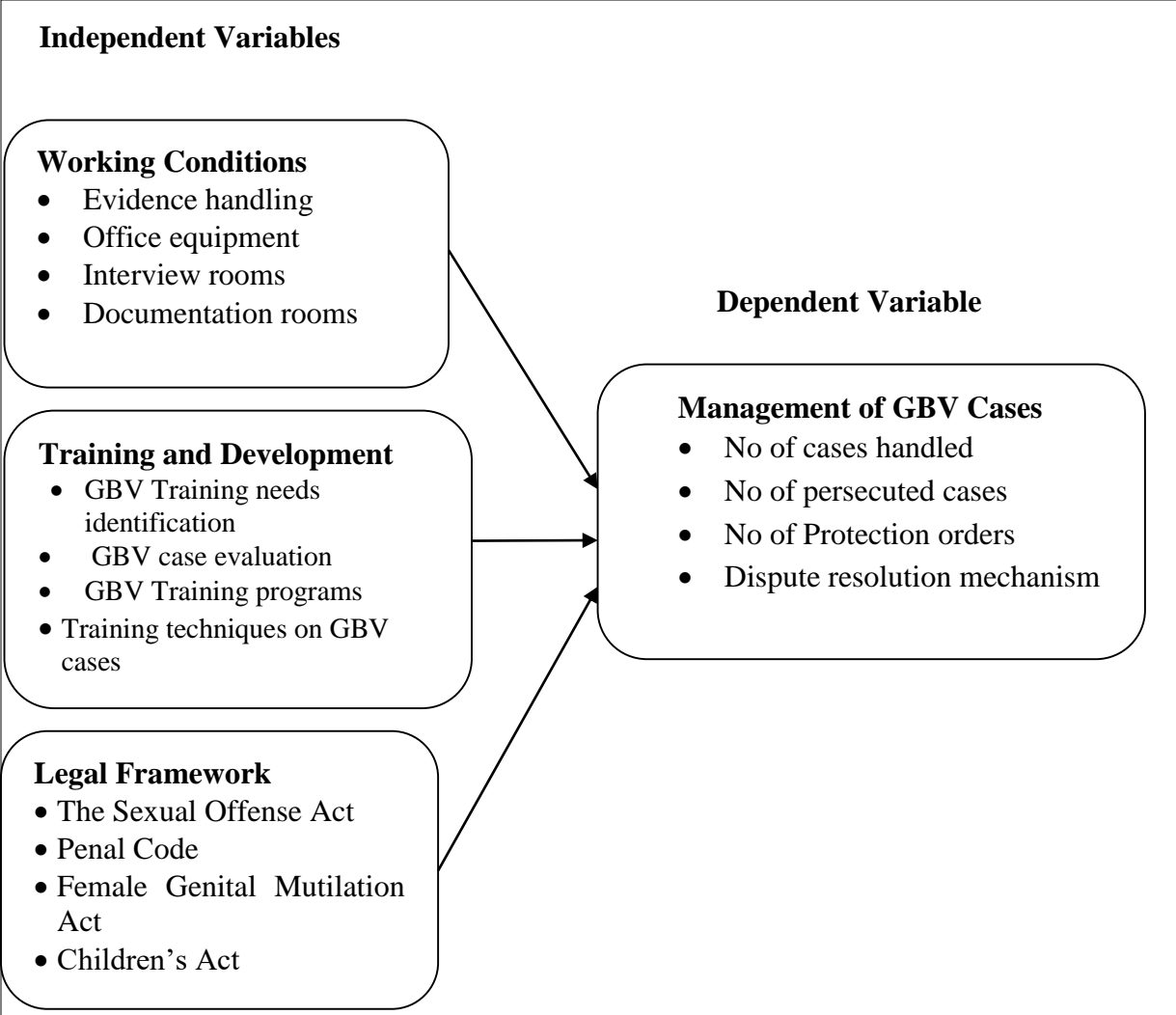


Figure 2. 1: Conceptual Framework

CHAPTER THREE

METHODOLOGY

3.1 Introduction

The study area, research design, and methods that were employed in the study are all described in this chapter. The target population, the unit of analysis, and the study design make up the methods. Additionally, it covers data gathering methods, data analysis methodologies, and ethical considerations.

3.2 Research Design

A descriptive research design was employed in this study to examine the factors influencing police officers' management of gender-based violence (GBV) cases in Dagoretti North Sub-County, Nairobi County, Kenya. This design allowed for a detailed examination of the current state of affairs, without any manipulation of variables. By adopting this approach, the study aimed to provide a comprehensive understanding of the factors that impact police officers' handling of GBV cases in the specified region. Kothari and Garg (2015) define a research design as the conceptual framework used to conduct the research investigation. Descriptive research designs aim to characterise behaviour without modifying it in any way (Bickman & Rog, 2018; Bordens & Abbott, 2017).

3.3 Study Area

Dagoretti North Sub-County, located approximately 15 kilometres west of Nairobi's Central Business District, is a densely populated area with a high prevalence of poverty and social challenges. The sub-county is characterized by informal settlements, high unemployment rates, and limited access to essential services. Despite its proximity to the city centre, Dagoretti North faces significant social issues, including gender-based violence (GBV). The sub-county has been identified as a hotspot for GBV, with a disproportionately high number of reported cases compared to other areas in Nairobi. Factors contributing to this issue include poverty, inequality, cultural norms, and limited access to justice. The study's focus on Dagoretti North Sub-County is motivated by the urgent need to understand the factors influencing police officers' management of GBV cases in this context. By examining the challenges faced by law enforcement in this high-risk area, the study aims to contribute to the development of effective strategies to address GBV and improve the safety of vulnerable populations.

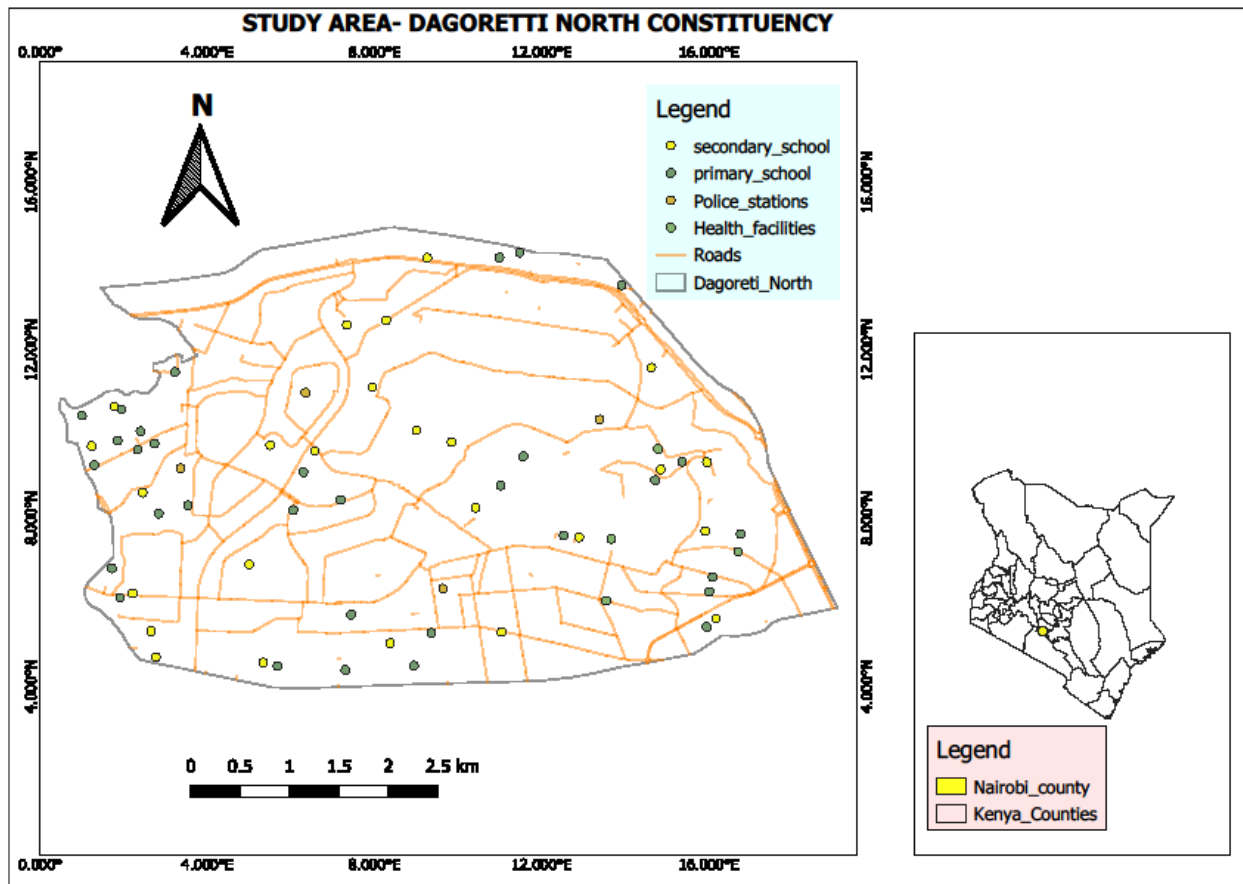


Figure 3. 1: Map of Dagoretti North Sub-County area

3.4 Unit of Analysis

The unit of analysis for this study was police officers assigned to all police stations within Dagoretti North Sub-County, Nairobi County, Kenya. According to Kothari and Garg (2015), a unit of analysis is the subject that a researcher hopes to be able to discuss after a study. The research unit of analysis is crucial

3.5 Population and Sampling Procedure

The target population for this study comprised all police officers assigned to the eight police stations within Dagoretti North Sub-County, Nairobi County. The police station and police posts in Kawangware include Kawangware Sokoni Police Post, Administration Police Kawangware, Gatina Police, Riruta Police Station, Muthangari Police Station, Waithaka Police Station, Dagoretti Police Station, Martini Police Base, and Jamhuri Police Station, tabulated in Table 3.2. Stratified random sampling was employed to select a representative sample of 93 police officers. The four

police stations were stratified based on their geographical location and caseload. A sample size of 30% was determined to be appropriate, considering the practical constraints of accessing all officers simultaneously due to shift work, leave, and other operational commitments. This sample size is consistent with recommendations from research literature and ensures a sufficient number of respondents to provide reliable and generalizable findings.

A sample frame, according to Cooper and Schindler (2018), is a collection of data used to choose a sample population for statistical analysis called a sample. According to Cooper and Schindler (2018) sample frames include identifying information on individual features to facilitate data analysis and allow frame division. The population is divided into smaller groups, or strata, based on shared traits, using stratified random sampling (Bordens & Abbott, 2017). The sample size should be between 10% and 30% of the population, as recommended by Saunders *et al.* (2016). However, the justification for targeting 30% of the population is that at any given time it's not possible to have 310 police officers at the same time because they work on shifts and others are probably on leave or sent on mission in other parts of the country. From each police station, the study targets 30% as shown below.

Table 3. 1: Sample size

Police station/ post	Target Population	Sample Size	%
Kawangware Sokoni Police Post	24	7	8%
Gatina Police	52	16	17%
Administration Police Kawangware	38	11	12%
Riruta Police Station	44	13	14%
Muthangari police	28	8	9%
Waithaka police station,	48	14	15%
Dagoretti Police Station	34	10	11%
Jamhuri Police Station	42	13	14%
Total	310	93	100

3.6 Methods of Data Collection

Research tools include measurement methods such as questionnaires and interviews (Rog & Bickman, 2018). The questionnaire served as the study's main method for gathering data. Due to the nature of the job and working on shifts, the researcher dropped the questionnaires and picked

them up after one week, and since then, questionnaires have been deployed in such types of research by the researcher as they are thought to be time-saving, effective, and easy to administer. Although it should be noted that the questionnaire's primary drawback is that it can't be given to respondents who are illiterate and unable to read or write, questionnaires are seen to be less expensive ways to collect data, and the researcher can obtain large amounts of data (Creswell & Creswell, 2018).

3.6.1 Validity of Research Instruments

To ensure the validity of the research instruments, content validity was employed. This involved assessing whether the questionnaire items accurately measured the intended constructs, such as police officers' perceptions of training, workload, and legal frameworks. The questionnaire was reviewed by experts in the field to verify its relevance and appropriateness. By ensuring content validity, the study aimed to collect accurate and reliable data. Bordens and Abbott (2017), validity is the capacity and correctness of data research instruments' interpretations. The study tested the reliability of the research instruments to be able to spot flaws and put the researcher in a better position to fix them before giving the response. The researcher utilized content validity to determine whether the question is pertinent to achieving study objectives (Saunders *et al.*, 2018). A crucial part in this portion was played by the supervisor.

3.6.2 Reliability Test of Research Instruments

The consistency in evaluating the correctness of a research question is how Kothari and Garg (2015) define the reliability of research instruments. For this investigation, a coefficient of more than 0.6 was adopted and used. According to Creswell and Creswell (2018), Cronbach Alpha was used as the construct multiple, and a reliability coefficient of 0.6 is considered to be appropriate. If evaluated against the actual sample size in a pilot study, research questions should be trustworthy. The questions in the questionnaires were distributed during the pilot research, and, in the event of inconsistency, the procedure was repeated after one week. If a data collection instrument is consistent, it should be in a better position to produce similar findings every time it is utilised.

3.7 Data Analysis

Data analysis was conducted using SPSS version 26. Descriptive statistics were employed to summarize the quantitative data, including measures of central tendency (mean, median, mode)

and dispersion (standard deviation, range). Frequency distributions and cross-tabulations were used to analyze categorical data.

Pearson correlation analysis was utilized to examine the relationships between the study variables. A correlation coefficient was calculated to determine the strength and direction of the linear relationship between two variables. A two-tailed test with a significance level of 0.05 was used to assess the statistical significance of the correlations.

Multiple linear regression analysis was employed to assess the impact of independent variables (working conditions, legal frameworks, and training and development) on the dependent variable (management of GBV cases). The regression model allowed for the identification of significant predictors and the estimation of their relative importance.

Qualitative data from open-ended questions were analyzed thematically to identify patterns, themes, and emerging insights. Thematic analysis involved coding the data, identifying key themes, and interpreting the findings in relation to the research objectives.

3.8 Ethical Considerations

Participation in the study was entirely voluntary, and no subject was coerced into taking part. Informed consent was obtained from all respondents prior to participation, following approval from Egerton University and a NACOSTI study authorization permit. To protect the privacy of respondents, measures were taken to ensure that their questionnaire responses could not be traced back to them. No one, including the researcher, could identify the participants. The researcher selected respondents who were willing and eager to contribute to the study, without offering any financial incentives. Confidentiality was maintained throughout the research process. The researcher ensured that any personally identifiable information was handled with care and only shared with consent from the subjects. Data will not be disclosed to unauthorized parties or outside the study context.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Introduction

Data analysis and presentation are presented in this chapter. The study used regression analysis to show how the objectives connected and aimed to look into what influences Dagoretti North Sub-County police officers' handling of GBV cases. The part gives a thorough overview of field findings that are displayed in tables.

4.2 Response Rate

A total of 93 participants made up this study, as shown in Table 4.1. The questionnaires were distributed to 93 police officers that were present during the data collection.

Table 4. 1: Response Rate

Category	F	%
Responses	77	83
Non-Responses	14	17
Total	93	100

Table 4.1 shows 83% of respondents completed the questionnaires in full and returned them, totaling 77 respondents. The remaining 17% of respondents did not return their responses, and some incomplete responses were excluded from the study's final analysis. Excellent response rates were received. The research study received a high response rate and was used to determine factors that determined the management of GBV cases in Dagoretti North Sub-County. According to Kothari and Garg's (2015) responses, fifty percent are adequate, sixty percent are good, and more than 70 percent are excellent. Therefore, the 77 questionnaires that were fully answered were used as units of analysis in determining how working conditions, legal framework, and training and development influence police officers' management of GBV cases.

4.3 Results

The findings from the field data are presented in tables.

4.3.1 Demographic factors

Information on demographic characteristics, including gender, age range, educational background, and number of years of experience, were obtained. The findings are presented in Tables 4.2, 4.3,

4.4, and 4.5. According to Table 4.2, 45% of respondents were women and 55% of respondents were men. Males were significantly more than female participants.

Table 4. 2: Respondent Gender

Gender	F	%
Male	42	55
Female	35	45
Total	77	100

Table 4.3 shows age distributions of the respondents. Respondents were asked to identify the age categories they belonged to, as indicated in Table 4.3, respondents provided the following responses: The majority of them (23%), who claimed to be between the ages of 40 and 45, were followed by respondents (22%), who claimed to be between the ages of 31 and 35, then respondents whose ages were between 36 and 39 years followed, respondents whose ages were 18 and 25 years at 16%, and 3% were 45 years and above. The findings showed that the majority of respondents were in their youth, which is associated with energy and passion.

Table 4. 3: Distribution of respondents by age

Years	F	%
18 – 25	12	16%
26 – 30	15	19%
31 - 35	17	22%
36 – 39	13	17%
40 - 45	18	23%
45 and above	2	3%
Total	77	100

Table 4.4 indicate 36.4% had a secondary level of education, followed by 22.1% who had an undergraduate degree, 20.8% who indicated a certificate, and 19.5% who had a college diploma. 1.3% indicated a master's degree, and none indicated a PhD. This suggests that the responders have skills and evaluate the survey questions using their highest degree of knowledge (Kothari & Garg, 2015). In certain aspects, it's vital to recognise the respondents' educational backgrounds. Results of inquiry into this topic are shown in Table 4.4, which includes information on the respondents' diverse educational backgrounds.

Table 4. 4: Education Level

Education	Frequency	Percent
Secondary	28	36.4
Certificate	16	20.8
College	15	19.5
Undergraduate degree	17	22.1
Master degree	1	1.3
Total	77	100.0

It was necessary for respondents to specify how long they had worked for the police service, as in Table 4.5. 31% had indicated that they were 11 years and 15 years, 27% had indicated 1 and 5 years, 26% had indicated 16 years and above, and 16% had indicated 6 to 10 years. The findings and the distribution of work experience demonstrate that respondents had sufficient time to work for the company in order to be capable of answering the research question, giving them more chances of completing the questionnaire. According to Bryman and Bell (2017), long-term employees of a company or organisation are better able to help comprehend its dynamics and provide reliable support for study topics.

Table 4. 5: Respondent’s work experience

Years	F	%
1-5	21	27%
6-10	12	16%
11-15	24	31%
16 and above	20	26%
Total	77	100

The majority of the respondents were from Riruta police station (19.5%), followed by Waithaka and Kawangware Sokoni, who were each at 11.7%; Muthangari and Jamhuri police station both had 10.4%; Dagoretti had 9.1%; Kikuyu and A-P Kawangware both had 7.8%; Gatina had 5.6%; and finally, 5.2%. This shows that all police stations within Dagoretti North constituency took part in the study, and the findings cannot be linked to or associated with one police station but all stations in Dagoretti North Sub County.

When asked about their work stations, respondents provided information, which is summarized in Table 4.6 as follows.

Table 4. 6: Name of police Station

Name of police Station	Frequency	Percent
A- P Kawangware	6	7.8
Dagoretti	7	9.1
Gatina	5	6.5
Jamhuri	8	10.4
Kawangware Sokoni	9	11.7
Kikuyu	6	7.8
Muthangari	8	10.4
Ngado	4	5.2
Riruta	15	19.5
Waithaka	9	11.7
Total	77	100.0

Descriptive statistics were employed, either via the use of indices or statistics, to enable accurate depiction of the measures. Depending on the study objectives and the size of the measurements, a certain form of statistics or index was utilized. Working conditions, legal framework work, training, and management of gender-violent cases were all the subjects of descriptive analysis in this area.

4.3.2 Working Conditions Avoid section numbering beyond level 3

Descriptive statistics were employed, either via the use of indices or statistics, to enable accurate depiction of the measures. Depending on the study objectives and the size of the measurements, a certain form of statistics or index was utilized. Working conditions, legal framework work, training, and management of gender-violent cases were all the subjects of descriptive analysis in this area.

Table 4. 7: Working conditions influence of the management of GBV cases

Category	Frequency	Percent
No	6	7.8
Yes	71	92.2
Total	77	100.0

Table 4.8 shows how participants were satisfied they were with the support and resources provided to them in handling GBV cases, and their responses were as follows: 36.4% indicated they were not satisfied at all; 16.9% were somehow satisfied, while 35.1% were satisfied with the support and resources provided for the handling and management of GBV, and 11.7% were very satisfied. majority agreed that the police force provides adequate support and resources in the management of GBV cases.

Table 4. 8: Level of satisfaction on support and resources for handling GBV cases

Satisfaction	Frequency	Percent
Not Satisfied at all	28	36.4
somehow satisfied	13	16.9
Satisfied	27	35.1
Very satisfied	9	11.7
Total	77	100.0

Table 4.9 shows the extent to which working conditions influence the management of gender-based violence. The responses were as follows: 31.2% indicated no influence, 22.1% indicated little influence, 14.3% indicated moderate influence, and 32.5% indicated great influence. This shows that working conditions have a slight influence on the management of GBV cases.

Table 4. 9: Extent to which working conditions influence the management of GBV

Influence	Frequency	Percent
No influence	24	31.2
Little influence	17	22.1
Moderate influence	11	14.3
Great influence	25	32.5
Total	77	100.0

Likert scale was used on how working conditions influence the management of GBV at police stations, findings are presented in Table 4.10. The finding shows that working conditions have a greater influence on the management of GBV cases in police stations in Dagoretti, North Sub County.

Table 4. 10:Working conditions influence the management of GBV cases

	N	Mean	Std. Deviation
My performance is positively impacted by the management of cases of GBV by my relationship with my supervisor	77	3.70	.71
The administration of gender-based assault cases in is significantly influenced by available infrastructure, which affects my performance	77	3.55	.68
The office equipment at police station provides a favourable setting for managing cases of GBV	77	3.18	1.05
The management of cases of GBV is influenced by security measures at the police station, which has a favourable effect on case management	77	3.40	1.02
The police station in Dagoretti North Sub-County has sanitary amenities that make it easier to handle cases of gender-based assault	77	3.03	1.30

Respondents were instructed to utilize the Likert scale when rating statements on working conditions influence management of GBV cases, as tabulated and displayed in Table 4.9, and the results are as follows: With a mean of 3.70 and a SD of .71, which shows that the majority agreed that the respondent’s performance is positively impacted by the management of cases of GBV. Respondents’ relationship with their supervisor had a mean and SD of 3.55 and .68, respectively, demonstrating that the majority of those surveyed thought that the administration of GBV is influenced by available infrastructure, which affects police officers' management of GBV cases. The third question had a mean of 3.18 and a SD of 1.05, indicating the majority of respondents disagreed that the office equipment at Dagoretti North Sub-County police station provides a favourable setting for managing cases of gender-based violence. The mean and SD for the fourth statement were 3.40 and 1.02, respectively. This shows that the management of cases of GBV is

not influenced by security measures at the police station, which have a favourable effect on case management. The mean and SD for the fifth statement were 3.03 and 1.30, respectively. This implies that the police station in Dagoretti North Sub-County has no sanitary amenities that make it easier to handle cases of gender-based assault.

This suggests that working conditions have influenced the management of GBV cases, which accounts for the variation in management among police stations in Dagoretti North Sub-County. Other scholars' findings on the same objective, such as Elnaga and Imran (2014), indicate that the physical aspects of the workplace are primarily responsible for determining worker satisfaction levels. The standard of the physical environment in which officers operate can impact job satisfaction. Work is performed in an environment that combines social and physical components, whether cognitive or physical. A comfortable workstation, appropriate lighting, a reasonable temperature, issues with usability, and office supplies are all part of the working environment. Ergonomics in office workspaces enhance organisational performance.

A study by Barasa (2017) established that physical working circumstances include things like a pleasant workspace. These elements have an impact on satisfaction, and when more physically comfortable working conditions are desired by police officers addressing gender-based violence, their satisfaction rises. Additionally, Pongsettakul (2013) found that established teamwork and communication between officers and police station departments are improved in a well-designed workplace. The work environment significantly impacts employee dissatisfaction. Over time, academics have discovered several crucial environmental elements that may impact job satisfaction.

4.3.3 Training and Development Avoid section numbering beyond level 3 as previously advised

The second objective was to determine if training and development influence the management of gender-based violence cases, and the responses shown in tables 4.11, 4.11, 4.12, and 4.13 in Table 4.11 confirm that training and development influence the management of GBV cases in police stations, with 87.0% indicating yes and 13.0% having a contrary position.

Table 4. 11: Training and Development and management of GBV cases

Category	Frequency	Percent
No	10	13.0
Yes	67	87.0
Total	77	100.0

It was also inquired to what extent training and development influence the management of GBV cases, and the responses were as follows: 7.8% indicated no influence, 24.7% indicated little influence, 53.2% indicated moderate influence, and 14.3% indicated great influence, as shown in Table 4.12. This shows that training and development affect the management of GBV-related police stations in Dagoretti North Sub-County.

Table 4. 12: Influence of training and development on management of GBV cases

Category	Frequency	Percent
No influence	6	7.8
Little influence	19	24.7
Moderate influence	41	53.2
Great influence	11	14.3
Total	77	100.0

The study inquired how on-the-job training has aided the respondents in carrying out their responsibilities in managing GBV cases at their workstation, and the findings are presented in Table 4.13 as follows: 6.5% indicated no influence, 31.2% indicated little influence, 14.3% indicated moderate influence, and 48.1% indicated great influence. This shows that training has aided in the management of GBV cases.

Table 4. 13: On-the-job training influence of managing GBV cases

Category	Frequency	Percent
5	6.5	6.5
24	31.2	31.2
11	14.3	14.3
37	48.1	48.1
Total	77	100.0

The level of training and professional development opportunities available to them and Table 4.14 indicate that 9.1% indicated that they are not satisfied at all, 23.4% indicated somehow satisfied, while 32.5% indicated satisfied and 35.1% indicated very satisfied, and the majority agreed that they are satisfied with the level of training offered to them. This shows that the officers are content with the courses, workshops, and training on GBV issues.

Table 4. 14: Level of satisfaction with training and professional development opportunities

Category	Frequency	Percent
Not Satisfied at all	7	9.1
somehow satisfied	18	23.4
Satisfied	25	32.5
Very satisfied	27	35.1
Total	77	100.0

Respondents were asked how else their work performance has been influenced by off-the-job training, and the responses are displayed in Table 4.15. 14.3% indicated no influence, 18.2% indicated little influence, while 31.2% indicated moderate influence, and 36.4% indicated great influence. This shows that off-the-job training has a great influence on the management of GBV cases.

Table 4. 15: Level of satisfaction with training and professional development opportunities

Category	Frequency	Percent
No influence	11	14.3
Little influence	14	18.2
Moderate influence	24	31.2
Great influence	28	36.4
Total	77	100.0

Likert scale was on how training and development influence the management of GBV cases at police stations, findings are presented in Table 4.16.

Table 4. 16: Views on training and development influence the management of GBV cases

	N	Mean	Std. Deviation
Before offering police training, our station supervisor conducts training assessments on GBV	77	3.03	.92
Following each training on GBV supported by the institution unit, police officers are evaluated	77	2.81	.87
Our station offers training programs intending to enhance the management of GBV cases	77	3.32	.82
Each officer’s responsibilities at our station are pertinent to the GBV training that is provided	77	3.51	1.01
Adopted training methods are successful and improve the management of GBV cases	77	3.47	.84
Our station has a general training guideline on the handling of GBV cases	77	3.42	.92
Before beginning their new position of handling GBV cases in the station, all recruits get proper induction	77	3.40	.95
When managing GBV Cases, police personnel are trained to demonstrate their ingenuity and competence, which enhances performance	77	3.57	.80

Respondents were instructed to utilise the Likert scale when rating statements on training and development influence management of GBV cases, as tabulated and displayed in Table 4.14, and their results are as follows: With a mean of 3.03 and a SD of.92, which shows that before offering police training, our station supervisor conducts training assessments on GBV. The mean and SD for the second statement were 2.81 and.87, respectively, which demonstrates that the majority of those surveyed thought that each training on GBV supported by the institution unit, police officers, was evaluated. 3.32 as the mean and a SD of.82, indicating that most respondents agreed that the station offers training programmes intending to enhance the management of GBV cases. 3.51 as the mean and 1.01 as the SD show that each officer’s responsibilities at our station are pertinent to the GBV training that is provided. The mean and SD for the fifth statement were 3.47 and.84, respectively, which implies that the adopted training methods are successful and improve the

management of GBV cases. The mean and SD for the sixth question statement were 3.40 and .95, respectively, which demonstrates that the majority of those surveyed thought that, beginning their new position of handling GBV cases in the station, all recruits would get proper induction. Finally, when managing GBV cases, police personnel are trained to demonstrate their ingenuity and competence, which enhances performance. The mean was 3.57, and the SD was .86. It demonstrates that the majority of respondents accepted this assertion. This suggests that training and development significantly influence the management of GBV cases, which accounts for the variation in the management of GBV cases at police stations.

The findings correspond with academics like Baker *et al.* (2012), who established that training is a way to instil knowledge and abilities in new hires as well as give refresher courses to more seasoned workers. Training, as defined by Armstrong (2013), is the intentional, methodical modification of behaviour brought about by education, training, development, and purposeful experience. According to Dixit and Sinha (2020), training is the process of giving employees the information, abilities, and mindset they need to carry out their job duties. However, the goal of staff development is to increase a worker's competencies and flexibility to meet changing environmental demands. To effectively transmit knowledge on how to manage the difficulties, police employees must be trained in the administration of the Domestic Violence Act. Mignon and Holmes' (2015) research revealed that "police would not successfully administer domestic violence laws without comprehensive, adequate training." Most people would probably concur that a 12-hour course on domestic violence would not be the best way to teach cops how to apply pertinent laws, comprehend the cycle of violence, and gather evidence for successful prosecution. Implementing thorough training of the kind required for responding to calls of domestic abuse presents difficulties.

Sims (2012) points out that whereas training focuses on present professions, development prepares workers for possible future occupations. Therefore, training and development initiatives must be designed to give staff members the necessary technical, management, and personality qualities so they can reach and maintain a high level of performance. Theoretically, the findings are based on institutional theory. The theory emphasises social behaviour by defining formations, practices, and protocols as strategies that can be adopted to manage GBV cases. The framework for examining this is provided by the institutional theory: how institutions interact with case management as well as how technology can aid in making that interaction more entrenched over time.

4.3.4 Legal Framework

To determine if legal frameworks influence the management of gender-based violence cases, and responses are shown in tables 4.17, 4.18, 4.19, 4.20, and 4.21. The responses shown in Table 4.17 confirm that training and development influence the management of GBV cases in police stations, with 76.6% indicating yes and 3.4% having a contrary position.

Table 4. 17: Legal framework influence on management of GBV cases

Category	Frequency	Percent
No	18	23.4
Yes	59	76.6
Total	77	100.0

It was also inquired to what extent the legal framework influences the management of gender-based violence cases, and the responses were as follows: 44.2% indicated little influence, 20.8% indicated moderate influence, 35.1% indicated great influence, and none indicated no influence. This shows that the legal framework has the greatest influence in the management of GBV cases. Table 4.18.

Table 4. 18: Extent in which legal framework influence the management of GBV cases

Influence	Frequency	Percent
Little influence	34	44.2
Moderate influence	16	20.8
Great influence	27	35.1
Total	77	100.0

The study inquired if The Sexual Offences Act was passed in an effort to stop the rising trend of sexual assault, and Table 4.19 shows the responses. 5.2% strongly disagree, 15.6% agree, 44.2% agree, and 35.1% strongly agree, with 3.09 as the mean and .85 as the SD, indicating that the Act's purpose was to prevent GBV.

Table 4. 19: Enactment of sexual offences act was response to curb GBV

Response	Frequency	Percent	Mean	Std. Deviation
Strongly Disagree	4	5.2	3.09	0.846
Disagree	12	15.6		
Agreed	34	44.2		
Strongly Agreed	27	35.1		
Total	77	100.0		

The study also investigated if the Sexual Offences Act's passage was not accompanied by sufficient training and Act distribution to law enforcement officials, and Table 20 shows the responses. 3.9% strongly disagreed, 35.1% disagreed, while 22.1% agreed and 39.5% strongly agreed. This demonstrates that appropriate training has been linked with the Sexual Offences Act.

Table 4. 20: Sexual Offences Act has not been matched with adequate training

Category	Frequency	Percent
Strongly Disagree	3	3.9
Disagreed	27	35.1
Agreed	17	22.1
Strongly Agreed	30	39.0
Total	77	100.0

Respondents were instructed to use the Likert scale when rating statements on how legal frameworks influence the management of GBV cases, with a mean of 3.73 and a SD of.94, which shows that by emphasising the different types of sexual and gender-based violence, the framework fosters an atmosphere for understanding violence. The mean and SD for the second statement were 3.69 and.96, respectively, which demonstrates that the majority of those surveyed thought that in the institution, men in positions of authority treat women fairly while handling GBV issues. 3.42 as the mean and a SD of.98, indicating that most respondents agreed that for exceptional success on gender issues, the organisation provides incentives. 3.32 as the mean and 1.03 as the SD show that women tend to have more soft roles in GBV in our organisation compared to men. The mean and SD for the fifth statement were 3.65 and.86, respectively, which implies that when deciding what kinds of training they need as a department to increase job satisfaction, officers actively

engage This suggests that the legal framework significantly influences the management of GBV cases, which accounts for the variation in the management of GBV cases.

Table 4. 21: Legal framework influences the management of gender-based violence cases

	N	Mean	Std. Deviation
By emphasizing the different types of sexual and gender-based violence, the framework fosters an atmosphere for understanding violence.	77	3.73	.10
When resolving incidents of GBV, men believe that women are the weaker gender	77	3.75	.80
In our institution, men in positions of authority treat women fairly while handling GBV issues	77	3.69	.95
For exceptional success on gender issues, the organization provides incentives	77	3.42	.98
Women tend to have sign soft roles on GBV in our organization compared to men	77	3.32	1.03
When deciding what kinds of training they need as a department to increase job satisfaction, officers actively engage	77	3.65	.89

Similar results have been obtained by Shakti (2017), who established that an essential step in the prosecution of sexual assault cases is the initial police complaint. The police are the primary provider of aid for GBV victims from the perspective of society. As a result, how the police respond to crimes can significantly affect how the case develops, how the victim is protected, and how similar crimes are avoided in the future. Sahay (2021) established, along with other factors, that misconceptions regarding sexual crimes are to blame for the police’s subpar response to violence against women. Tripathi (2020) established that poor reporting of gender-based violence in India is due to several objectives, including the victim’s perception of the perpetrator being unreliable and social stigma. GBV victims are terrified of being shunned by the police and the larger community, so they do not submit their concerns to the police.

Kapoor (2017) established that domestic violence tolerance and victim-blaming have also become accepted norms. In patriarchal social institutions, of which they are a part, stereotypes about

women are frequently absorbed by police, and this has a negative impact on their response to GBV situations. Tripathi (2020) established that public trust in law enforcement and the criminal justice system is impacted by police officers' patriarchal beliefs and expectations based on gender stereotypes. Vision 2030 outlines several tactics to lower the prevalence of GBV and expressly acknowledges the rise in instances. However, GBV continues to be detrimental to our culture and poses significant, complex issues (Republic of Kenya, 2014). Theoretically, the findings are embedded in institution theory, which emphasises social behaviour by defining formations, practices, and protocols as strategies that can be adopted to manage GBV cases. The institutional theory provides a framework for investigating how institutions interact with case management. The following questions regarding the handling of GBV cases were answered on a Likert scale, and the findings are displayed in Table 22.

Table 4. 22: Views on management of GBV cases at Dagoretti North Sub-County

	N	Mean	Std. Deviation
When deciding what kinds of training they need as a department to increase job satisfaction, officers actively engage	77	3.75	.86
Police are advised on departmental planning and process concerns, ensuring customer satisfaction	77	3.80	1.08
The strategic plan incorporates staff recommendations for the effective management of GBV cases	77	3.44	1.35
Due to better infrastructure and efficient training programs, the quality of GBV services has improved	77	3.10	1.30
The GBV unit has a well-defined performance management strategy	77	3.94	.91

Table 4.23, results are as follows: With a mean of 3.75 and a SD of .855, which shows that when deciding what kinds of training they need as a department to increase job satisfaction, officers actively engage. The mean and SD for the second statement were 3.80 and 1.08, respectively, which demonstrates that the majority of those surveyed thought that the police are advised on departmental planning and process concerns, ensuring customer satisfaction. 3.44 as the mean and a SD of 1.35, indicating that most respondents agreed that the strategic plan incorporates staff recommendations for the effective management of GBV cases. 3.10 as the mean and 1.30 as the

SD show Due to better infrastructure and efficient training programmes, the quality of GBV services has improved. The mean and SD for the fifth statement were 3.94 and .91, respectively, which implies that the GBV unit has a well-defined performance management strategy. This suggests that the working conditions have a legal framework. Training and development significantly influence the management of GBV cases, which accounts for the variation in the management of GBV cases at police stations.

The findings are supported by Githugo and Gichobe (2016), who established that case management is also expected to keep track of police statements, create all necessary case records, gather all forensic evidence, and preserve the chain of custody. The framework's implementation was intended to successfully handle SGBV and GBV. Bwalya (2010) demonstrated that the Zambian police handle GBV cases through a unit known as the Zambia Victim Support Unit. Its mission was to take the lead on and address issues including crimes against girls, poverty, property theft, child abuse, and sex assaults. According to the Institute of Economic Affairs (2009) research, the police in Nairobi encounter a number of obstacles while dealing with GBV incidents. They didn't have an office or a space where they could be private. As a result, they handled GBV cases exactly like any other. The GBV desks were underfunded. The majority of survivors contacted for the research indicated that it was customary for police to ask for payment before making an arrest. Due to their failure to pay the money sought by the authorities, the culprits were not pursued and apprehended. Inadequate training and development was provided to and from courts and police stations. Due to this, the investigations went over the 24-hour period that is required by law to hold a suspect before they are charged in court. Given that a licenced doctor is required to submit an official medical examination report, the 24-hour window did not permit the conclusion of the report's conclusions. The people's access to services was severely constrained by this scenario, which also had an impact on how well the police handled the cases.

4.3.5 Multi Regression Analysis

When a research endeavour must predict the value of a objective depending on the values of two or more additional objectives, multi-regression analysis is utilized. To ascertain the current association between research objectives, a linear multiple regression analysis was used. Using the coefficient of determination, the study assessed the strength of the association between predictors and response objectives. Mean scores were used to build the composite index for a number of objectives, including the legal framework, training and development, and working conditions.

4.3.6 Diagnostics Tests

1) Multi Collinearity

The objective's tolerance and the VIF value were both employed in a multi-collinearity test. There is no multi-collinearity if tolerance and VIF values are both larger than 0.2 and lower than 10 respectively. Table 4.23 displays the outcomes for multi-collinearity.

Table 4. 23: Multicollinearity Test Using Tolerance and VIF

Objective	Collinearity Statistics	
	Tolerance	VIF
Working conditions	0.920	1.084
Training and development	0.872	1.147
Legal framework	0.694	1.441

Table 4.23's findings show that each objective had a tolerance value higher than 0.2 and a VIF value under 10. The VIF > 10 suggests the presence of multi-collinearity, according to Alin (2010). It may be reasonably inferred because the independent and dependent objectives are not multiple correlated in this study because there is no objective with a VIF of 10 presents.

4.3.7 Normality Test

If data is properly described and regularly distributed (linear), it may be determined by performing a normality test. It is a determination of whether data in statistical tests are normal. Since they have the highest power of all tests for normality, the Kolmogorov-Smirnov and Shapiro-Wilk tests determined if objectives were normal. Because a multivariate regression model was used to assess the research and requires that the dependent objective satisfy the requirement of normality, the dependent objective should be regularly distributed. Table 4.24 are normalcy results.

Using the Kolmogorov-Smirnov and Shapiro-Wilk tests, Table 4.24 shows the significant level achieved was 0.000, indicating the data were normally distributed according to Shapiro-Wilk. Regression analysis using the Kolmogorov-Smirnov test was also used in the study, and it showed that the data were evenly distributed.

Table 4. 24: Test for Normality

Tests of Normality	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Pre test	0.246	77	0.000	0.850	77	0.000
Post test	0.244	77	0.000	0.80	77	0.000

a. Lilliefors Significance Correction

4.3.8 Heteroscedasticity

In order to determine if the error terms in the cross-sectional analysis of the data are correlated across observations, the Breusch-Pagan/Cook-Weisberg test was used to conduct a heteroscedasticity test. The null hypothesis will not be taken into consideration if the p-value is less than 0.05 because the research questions were converted into hypotheses. Heteroscedasticity is present when the big chi-square value is larger than 9.22. Table 4.25, the chi-square value for this investigation, indicates that heteroskedasticity was not a problem.

Table 4. 25: Heteroscedasticity Results

Breusch-Pagan / Cook-Weisberg test for heteroscedasticity		
Ho: Constant variance		
Objective: fitted values of management of GBV cases		
chi2(1)	=	0.36
Prob > chi2	=	0.5317

The results in Table 4.26 show that the p-value is greater than 5%. The null hypothesis was not rejected at a critical p-value of 0.05 because the reported result was $0.5317 > 0.05$, demonstrating that the data were not heteroscedastic.

4.3.9 Correlation Matrix

Table 4. 26: Correlation Matrix

Objectives		Management of GBV Cases	Working conditions	Training and development	Legal framework
Management of GBV Cases	Pearson Correlation Sig. (2-tailed)	1.000			
Working conditions	Pearson Correlation Sig. (2-tailed)	0.785** 0.000	1.000		
Training and development	Pearson Correlation Sig. (2-tailed)	0.622** 0.000	0.314** 0.000	1.000	
Legal framework	Pearson Correlation Sig. (2-tailed)	0.810** 0.000	0.648** 0.000	0.235** 0.000	1.000

Table 4.27 demonstrates how working conditions were associated with and showed a strong correlation with management ($r = .785$, $p = .000$). This suggested that a development would lead to better management of GBV cases since working conditions had a good and substantial influence. Training and development have a positive relationship with management of GBV cases in that they are related, as shown by ($r = .622$, $P = .000$). Additionally, this implied that since training and development have a moderate impact, improving them will result in better management of GBV cases. Findings indicate management of GBV cases was highly significant and linked with the legal framework ($r = .810$, $p = .000$). This also suggested that improving the legal framework will result in better management of GBV cases. Furthermore, this shows a high correlation between the management of GBV cases and working conditions, training and development, and legal framework.

Table 4. 27: Model Summary Multivariate Analysis

Model	R	R Square	.djusted R Square	Std. Error of the Estimate
1	0.684 ^a	0.468	0.449	0.581

a. Predictors: (Constant), training and development, legal framework, working conditions

The regression was conducted with data from 77 respondents that was tested. Results show a positive association of $R = -0.684$ and $R^2 = -0.468$, management of GBV. Cases can be explained by training and development, legal framework, and working conditions, as in table 4.28, accounting for 46.8%. However, other objectives not examined in this study can account for 53.3% of the difference.

Table 4. 28: ANOVA Results for Model Summary

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	32.678	3	8.169	24.210	.000 ^b
Residual	37.118	74	.337		
Total	69.786	77			

a. Dependent Objective: Management of GBV Cases

b. Predictors: (Constant) training and development, legal framework, and working conditions

The model provides a strong fit to the data since the values of $F = 24.210$ demonstrate that all of the predictor parameters statistically and substantially impact management of GBV cases. Table 4.29 demonstrates that, at the level of significance of 0.000, or less than 0.05, the total regression model strongly predicts the dependent objective.

Table 4. 29: Regression Coefficients^a for Multivariate Analysis

Model	Unstandardized		Standardized		Sig.	95.0% Confidence	
	Coefficients		Coefficients			Interval for B	
	B	Std. Error	Beta	t		Lower Bound	Upper Bound
(Constant)	0.158	0.367		1.504	0.001	0.876	2.281
Working conditions	0.358	0.118	0.329	3.027	0.003	0.123	0.592
Training & dev.	0.307	0.114	0.274	2.697	0.000	0.081	0.532
Legal framework	0.529	0.106	0.233	2.323	0.002	0.036	0.455

a. Dependent Objective: Management of GBV Cases

As a result, the regression model for the study is: $Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3$

Management of GBV Cases = .1580 + .358 (working conditions) + .307 (training and development) + .529 (legal framework)

The results of the study showed that the predictor targets significantly improved GBV case management. The results show a substantial association between legal framework, working conditions, training, and development and management of GBV cases ($p < 0.05$ ($P = 0.00$)). Raising the mean index of the predictor aims should improve the treatment of GBV cases, as the values of the predictor factors are statistically significant with a p-value of 0.05. The results are summarized in Table 4.30. The model indicated that the predictive aim that had the biggest impact on the management of GBV cases was the legal framework, with working conditions, training, and development having the least impact.

4.4 Discussion

Working conditions as the objective number on it was established that working conditions significantly influence the management of GBV cases, which accounts for the variation in management of GBV cases. The study established that the management of GBV cases is greatly determined by working conditions. Working conditions were connected to the management of GBV cases and significantly correlated with the management of GBV cases. This suggested that a development would result in better management of GBV cases since working conditions had a good and substantial influence.

When assessing statements on the function of training and development, it was established that management of GBV cases is dependent on training and development, and when evaluating claims about how training and development influence the management of GBV cases, variance across police stations, the findings point to the major effect of training on the management of GBV cases. A substantial positive linear association between training, development, and management of GBV cases. According to the study, findings show that GBV case management is influenced by training and development.

The study established that the legal framework significantly influences the management of GBV cases, which accounts for the variation in GBV cases. The legal framework has a positive relationship with the management of GBV cases in a substantial way. This also suggested that legal frameworks have a significant impact; improving them will result in better management of GBV cases. Theoretically, the findings are embedded in institution theory, which emphasises

social behaviour by defining formations, practices, and protocols as strategies that can be adopted to manage GBV cases. An analytical framework for examining the relationship between institutions and case management is offered by institutional theory.

The study has established a high correlation between the management of GBV cases and working conditions, training and development, and the legal framework. The findings demonstrated that the predictor factors significantly improved the management of GBV cases. The findings indicate that the management of GBV cases has a statistically significant association, which means that the predictor factor values are high, suggesting that raising the mean index of the predictor objectives should enhance the management of GBV cases. According to the results, legal framework was the predictor objective that most significantly influenced the management of GBV cases, followed by working conditions, and then training and development, which had the least influence on the management of GBV cases.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

Based on the research questions, this chapter discusses the thesis summary. Major results and conclusions are further discussed, and recommendations are then made as guidance by the study findings. That aimed to investigate the elements impacting police officers' handling of GBV cases, with particular objectives being to determine the impact of working environments, the legal system, and training and development on police officers' handling of GBV cases.

5.2 Summary of key findings

To establish the management of GBV cases. In particular, it sought to establish how working conditions, training and development, the legal framework, and the management of GBV cases affected the performance.

Specific objective 1: How working conditions influence management of GBV cases

The objective is on working conditions and determining how working conditions influence the management of GBV cases; according to the study, working conditions affect how GBV cases are handled at Dagoretti North Sub-County police stations. This suggests that the working conditions significantly affect the management of GBV-related cases, which explains the variations amongst Dagoretti North Sub-County police stations. Furthermore, working conditions have an impact on police officers who handle GBV cases. As a consequence, better and improved working conditions would lead to improved and better management of GBV cases.

Specific objective 2: Training and development influence management of GBV cases

When evaluating claims about how training and development influence the management of GBV cases, variance across police stations in Dagoretti subcounty is explained by the findings, which point to the major effect of training on the management of GBV cases. A substantial positive linear association between training, development, and management of GBV cases was also discovered by the study. According to the study, findings show that GBV case management is influenced by training and development. Theoretically, the findings are based on institutional theory. The theory emphasizes social behaviour by defining formations, practices, and protocols as strategies that can be adopted to manage GBV cases. The institutional theory provides a framework for investigating

how institutions interact with case management as well as how technology can aid in making that interaction more entrenched over time.

Specific objective 3: Legal framework influences management of GBV cases

to ascertain the impact of the legal framework on the handling of GBV cases. The findings show that legal frameworks have a significant effect on management of GBV cases, which explains the influence brought about by the processes of law application, investigation, prosecution, and evidence threshold. Findings revealed that the management of GBV cases is heavily influenced by the legal framework. Theoretically, findings are influenced by contingency theory, which supports the idea that the basis of the management of gender-based violence is determined and influenced by internal resources and responses to external environmental factors, and in this case, the factors include the evidence threshold required to prosecute the case, agencies involved in the investigation, and safe custody of collected evidence.

5.3 Conclusion

Specific objective 1: How working conditions influence management of GBV cases

It was possible to draw the conclusion from findings that working conditions significantly influence the management of GBV cases. Since there is a significant correlation between working conditions and the management of GBV cases, it is reasonable to assume that if police stations place more emphasis on working conditions, the management of GBV cases will also improve. The study's results suggest that the police services commission should work to improve working conditions by focusing on the better and more efficient tools required to handle GBV cases.

Specific objective 2: Training and development on management of GBV cases

It was possible to draw the conclusion that the management of GBV cases is significantly positively linearly correlated with the function of training and development. Results showed a substantial correlation between the different police stations and the functions of training and development. Findings indicated proper and better handling of cases is dependent on the level of training police officers have acquired. This leads the study to the conclusion that training and development may enhance the management of GBV cases.

Specific objective 3: Legal framework influences management of GBV cases

Police officers view the legal framework as a determining component of the management of GBV cases. The legal framework is key. According to the study, there is a link between the legal

framework and the management of GBV cases. Consequently, states are required by Article 4(c) of the Declaration to take reasonable steps to prevent, look into, and penalise acts of gender-based violence in compliance with national laws, regardless of whether the state or private individuals are responsible for the acts.

5.4 Recommendations

Findings show working conditions, training and development, and the legal framework have a great influence on the on the management of GBV cases in Dagoretti North Sub-County police stations. The working environment impacts police officer productivity, and in the management of GBV cases, the study recommends that the police commissioner and police service commission create work effectiveness by establishing a welcoming and comfortable work atmosphere that enables police officers to carry out their responsibilities with efficiency and effectiveness. The police service commission needs to make sure that the workstation is made in a way that doesn't interfere with management, gender-based violence, or other documented incidents. A beautiful work space improves working conditions and boosts employee satisfaction. Therefore, the police service commission should guarantee that workstations are adequate, adaptable, and adjustable and should periodically inspect the facilities that police personnel use in order to improve performance.

The policer service commission and the commissioner's office should develop a mandatory course on GBV: This course should provide a fundamental overview of the psychological background of gender-based and sexual violence. Should offer offers details on the various forms of SGBV in addition to helpful advice on SGBV-related psychosocial support. The emphasis is on responding directly to SGBV survivors.

The police service commission should invest in human capital and A full unit on GBV case management should be required in police training, and senior management should provide the funding and support required to make this happen in order to improve proper management of GBV cases. GBV training and workshops are essential for developing the human capital that is needed to handle GBV cases. HRM initiatives play a major part in this, but they lack the funding and motivation to be successful if senior police management is not actively in favour of them. Additionally, the report suggests that all police officers take refresher courses every two years.

Kenyan laws forbid violence against either gender (Kenyan 2010 Constitution, Penal Code of 2009, Cap. 28, Sexual Offence Act 2006, and 2008 Matrimonial Cause Act, Cap. 29). However, it appears that these rules are ineffective because many people continue to experience GBV without much help. The study recommends that legislation to make coercive control illegal gives a chance to alter how officers view gender-based violence and what constitutes a threat and a risk. To better understand the objectives influencing police reaction, the study trained on the legal framework to alter gender-based violence techniques, implement these policies, and ensure compliance with GBV acts, treaties, and laws. How valuable do gender-based violence tactics seem to be in helping victims of gender-based violence, and what organisational elements are essential to making policy implementation easier.

5.5 Areas for further research

The gaps in this study, although under different circumstances, are on the basic goal, which was to determine the management of GBV cases in Dagoretti North Sub-County police stations. The study only focused on the legal framework, training and development, and working conditions, which are not the only factors that influence the management of GBV cases. As a result, comparable studies may be carried out utilising other objectives to determine how well GBV cases are managed by the police in Kenya. A similar study should also be conducted using a different methodology interview to validate the current findings.

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APPENDICES

APPENDIX I: QUESTIONNAIRE

Section A: Demographic Data

- 1. Gender
 - Male
 - Female
- 2. Indicate your age
- 3. What is your highest level of education?
 - Secondary
 - Certificate
 - College
 - Degree
 - Master
 - PhD
- 4. Indicate your length of service in the police
- 5. Indicate the name of your police station

Section B

Working Conditions

- 6. Does working conditions influence the management of GBV at police stations
 - Yes { } NO { }
 - Briefly explain your response
 -
 -
- 7. To what extent does working conditions influence the management of GBV cases at police stations
 - Great influence { } Moderate influence { } Little influence { } No influence { }
- 8. Are you satisfied with the support and resources provided to you on handling GBV cases?
 - Very satisfied () Satisfied () somehow satisfied () Not Satisfied at all

9. How satisfied are you with your current working conditions and schedule?

Very satisfied () Satisfied () somehow satisfied () Not Satisfied at all

10. Answer the following questions about how working Conditions affect how GBV cases are handled at police stations using the given Likert scale.

Key SA= Strongly Agree, A = Agree, N= Neutral, D= Disagree and SD= Strongly Disagree

Question	SA	A	N	D	SD
My performance is positively impacted by the management of cases of GBV by my relationship with my supervisor.					
The administration of GBV is significantly influenced by available infrastructure, which affects my performance.					
The office equipment at police station provides a favourable setting for managing cases of gender-based violence.					
management of cases of GBV is influenced by security measures at the police station, which has a favourable effect on case management.					
The police station in Dagoretti North Sub-County has sanitary amenities that make it easier to handle cases of gender-based assault.					

11. Is there any other issues that you can add that has not been covered under working conditions in management of GBV cases

Training and Development

12. Does training and development influence the management of GBV cases at police stations

Yes { } NO { }

Briefly explain your response

.....

13. To what extent does training and development influence the management of GBV police stations

Great influence { } Moderate influence { } Little influence { } No influence { }

14. How has on-the-job training aided you in carrying out your responsibilities of managing GBV cases in your workplace?

Great influence { } Moderate influence { } Little influence { } No influence { }

15. Are you satisfied with the level of training and professional development opportunities available to you?

Very satisfied () Satisfied () somehow satisfied () Not Satisfied at all

16. How else has your work performance been influenced by off-the-job training??

Very satisfied () Satisfied () somehow satisfied () Not Satisfied at all

Answer the following questions about how development and training affect police station management of GBV cases using the supplied Likert scale.

Key SA= Strongly Agree, A = Agree, N= Neutral, D= Disagree and SD= Strongly Disagree

Question	SA	A	N	D	SD
Before offering police training, our station supervisor conducts training assessments on GBV.					
Following each training on GBV supported by the institution unit, police officers are evaluated.					
Our station offers training programs intending to enhance the management of GBV cases.					

Each officer's responsibilities at our station are pertinent to the GBV training that is provided.					
Adopted training methods are successful and improve the management of GBV cases.					
Our station has a general training guideline on the handling of GBV cases.					
Before beginning their new position of handling GBV cases in the station, all recruits get proper induction.					
When managing GBV Cases, police personnel are trained to demonstrate their ingenuity and competence, which enhances performance.					

18 Is there any other issues that you can add that has not been covered under training and development on GBV Case management

.....

.....

.....

.....

.....

Legal Framework

19 Does legal framework influence the management of GBV at police stations

Yes { } NO { }

Briefly explain your response

.....

.....

.....

20 To what extent does legal framework influence the management of GBV cases at police stations

Great influence { } Moderate influence { } Little influence { } No influence { }

21 The Sexual Offences Act was enacted in response to curb the escalating sexual violence.

Strongly Agree () Agree () Neutral () Disagree () Strongly Disagree ()

22 The enactment of the Sexual Offences Act has not been matched with adequate training and dissemination of the Act to law-enforcement officers

Strongly Agree () Agree () Neutral () Disagree () Strongly Disagree ()

23 The framework creates an environment for understanding violence by highlighting the various forms of sexual and gender based violence in Kenya

Strongly Agree () Agree () Neutral () Disagree () Strongly Disagree ()

24 Please use the above Likert scale to rate how the legal framework affects how GBV cases are handled at police stations.

Key SA= Strongly Agree, A = Agree, N= Neutral, D= Disagree and SD= Strongly Disagree

Question	SA	A	N	D	SD
When resolving incidents of gender-based violence, men believe that women are the weaker gender					
Society does not take women's decisions on the prevention of GBV seriously.					
In our institution, men in positions of authority treat women fairly while handling GBV issues.					
For exceptional success on gender issues, the organization provides incentives.					
Women tend to have sign soft roles on GBV in our organization compared to men.					

25. Is there any other issues that you can add that has not been covered under legal framework on GBV Case management

.....






26 . Answer the following questions about the handling of GBV cases at police stations using the given Likert scale.

Key SA= Strongly Agree, A = Agree, N= Neutral, D= Disagree and SD= Strongly Disagree

Question	SA	A	N	SD	D
When deciding what kinds of training they need as a department to increase job satisfaction, officers actively engage.					
Police are advised on departmental planning and process concerns, ensuring customer satisfaction.					
The strategic plan incorporates staff recommendations for the effective management of GBV cases.					
Due to better infrastructure and efficient training programs, the quality of GBV services has improved.					
The GBV unit has a well-defined performance management strategy.					

Thank you for your participation

APPENDIX II: NACOSTI PERMIT

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Working Conditions, Training and Development, Legal Framework, and Management of Gender-Based Violence Cases in Dagoreti Kenya

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Abstract:- Gender-based violence (GBV) is a widespread worldwide problem that has negative effects on one's physical, mental, and financial well-being. Effective management of GBV cases by police officers is critical in ensuring justice, protection, and support for survivors. This study explores the factors that influence police officers' management of GBV cases in the context of Dagoretti North Sub-County, Nairobi County, Kenya. Police officers' duties entails preventing GBV from happening and from happening again, recording cases of GBV, gathering and storing evidence, looking into cases of GBV, catching offenders, and safeguarding survivors and witnesses, referring survivors, and collaborating with the DPP's Office to ensure the expeditious prosecution of perpetrators. The primary goal of the study was to find out what influences how Dagoretti North Sub-County police officers handle situations involving gender-based violence. The study's particular goals are to examine how working conditions, legal framework, training, and development on management of GBV cases in Dagoretti North Sub-County police stations in Nairobi. Institutional and contingency theories served as the study's theoretical pillars. The study used a descriptive research design, with the police officers serving as the units of analysis. Sample size of 77 respondents, were used and selected through the stratified random sample. a questionnaire served as the study's main method for gathering data that was analyzed with SPSS-26. The data was analyzed using descriptive statistics, and presented in tables. The findings showed that working conditions, legal framework and training and development account for the variation in management of GBV cases. According to the results, legal framework was the predictor objective that most significantly influenced the management of GBV cases, followed by working conditions, and then training and development, which had the least influence on the management of GBV cases.

Keywords:- Gender-Based Violence, Management of Gender Based Violence Cases, Working Conditions, Legal Framework, Training and Development.

I. INTRODUCTION

The administration of gender matters by the police was anticipated to stop and address GBV, according to the NGEN (2014). The police are required to conduct patrols, educate the neighbourhood through community policing efforts, and implement additional security measures that might deter and stop sexual attacks from occurring. Additionally, they are supposed to gather and distribute information on SGBV to support programs, legislation, and policy. They were expected to support the government's efforts to provide survivors of sexual violence with a variety of services, including health, psychosocial, security, and legal support. Reintegrating victims of sexual assault, fighting for their rights to justice, treating sexual abusers as criminals, providing expert testimony in court, and promoting community action against GBV in reaction to GBV (Myhill, 2018).

The case management is also expected to keep track of police statements, create all necessary case records, gather all forensic evidence, and preserve the chain of custody. The framework's implementation was intended to successfully handle SGBV and GBV. Contrarily, GBV instances are rising in the twenty-first century. This created a research hole to determine if the police's handling of GBV cases was successful in addressing the GBV, resulting to a rise in reporting, or unsuccessful, leading to an increase in cases (Githugo & Gichobe, 2016). The gender police station on Shiprapath, which has three rooms (for interviews, offices, and paperwork) and is furnished with computers, stationary, and seats, is one example of the Government of India's accommodating environment in the management of cases, according to research by the Institute of Economic Affairs