

**DETERMINANTS OF POLICE AND COMMUNITY COOPERATION IN POLICING
IMENTI NORTH SUB – COUNTY, MERU COUNTY**

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

EGERTON UNIVERSITY

OCTOBER, 2019

DECLARATION AND RECOMMENDATION

Declaration

This thesis is my original work and to the best of my knowledge has not been presented for examination of any degree in any Institute or University.

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Recommendation

This thesis has been submitted for examination with our recommendations as University supervisors.

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DEDICATION

I dedicate this thesis to my wife Florence Mutungi who has supported me morally. My sons Victor Mutuma and Collins Kimathi who despite the busy schedule understood the noble cause. Your support throughout the preparation of this study inspired me immensely.

ACKNOWLEDGEMENT

First and foremost, I would like to thank God Almighty for giving me the strength, knowledge, ability and opportunity to undertake this research study and to persevere and complete it satisfactorily. Without his blessings, this achievement would not have been possible. I also thank the Egerton University for enrolling me into the program and for allowing me to utilize their facilities.

I would like to express my sincere and utmost gratitude to my supervisors, Prof. Samson Wokabi Mwangi and Dr. Panuel Mwaeke for the invaluable guidance, support, patience and encouragement accorded to me from the research conception to the end. Their useful comments, remarks, assistance and dedication throughout the process made the execution of this research possible and bearable. I also extend my gratitude to colleagues at the Kenya Revenue Authority for their understanding and support to my academic endeavor.

I thank my family who were always there for me even as I sacrificed their time and happiness for this academic work. Last but not least, I profoundly acknowledge the priceless input made by different people in this research.

ABSTRACT

Community policing is a global initiative which is built on the premise that the public and police should cooperate in policing to reduce the fear of crime. However, little is known about what determines the cooperation between the community and police in policing leading to success of these community policing programs. Therefore, this study sought to examine the determinants of police and community cooperation in policing Imenti North Sub-County within Meru County. The focus of the study was the five locations of Imenti North Sub-County namely; Municipality, Ntima East, Ntima West, Nyaki East and Nyaki West. The broad objective of this study was to examine the factors that determine police and community cooperation in policing Imenti North Sub-County of Meru County. The specific objectives of the study focused on: examining the factors which determine community cooperation with the police in policing Imenti North Sub-County; assessing the factors which determines police cooperation with the community in policing Imenti North Sub-County and evaluating interventional measures that will improve police and community cooperation in policing Imenti North Sub-County. Normative Sponsorship and Rational Choice theories guided the study. A descriptive research design was used in the study. The study targeted a sample of 200 respondents consisting of household heads, chiefs, police officers and Community Policing Committee members. Stratified random sampling technique was used to select respondents for the study. Data collection instruments included questionnaires and interview schedules. Data was analyzed with the aid of Statistical Package for Social Sciences (SPSS) version 23 and results presented using frequency tables, bar and pie charts. The study found out that community willingness to cooperate with the police largely depends on their trust and confidence in the police. Citizens dissatisfied with the police are more reluctant to cooperate with them thus diminishes police effectiveness in controlling crime. From the police perspective, the study established that cooperation with the community is determined by individual, situational and organizational factors. The study concluded that effective community and police cooperation in policing Imenti North Sub-County is determined by police efficiency in crime control initiatives, reducing fear of crime, strengthening police legitimacy and public confidence. Based on the findings, the study recommends the implementation of community policing program and collaboration/partnerships between the community and the police in order to enhance cooperation in policing Imenti North Sub-County.

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LIST OF ABBREVIATIONS AND ACRONYMS

C.O.P.E	Community Oriented Police Education
CPC	Community Policing Committee
DCIO	Divisional Criminal Investigation Officer
IPOA	Independent Police Oversight Authority
KNCHR	Kenya National Commission on Human Rights
KNBS	Kenya National Bureau of Statistics
KPS	Kenya Police Service
NACOSTI	National Commission for Science, Technology and Innovation
NGO	Non-Government Organization
NPS	National Police Service
OCPD	Officer Commanding Police Division
OCS	Officer Commanding Police Station
PC	Police Constable
SMS	Short Message Service
SPSS	Statistical Package for Social Science
TV	Television
UK	United Kingdom
U.S.A	United States of America

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

The importance of community and police cooperation in policing has been emphasized in the last three decades both nationally and internationally by the theory and practice of community policing. An important element of all community policing programs is to enhance closer working relationships between the police and public in an effort to be more responsive to the community's needs. Public involvement and cooperation between the police and the public in policing is vital for safeguarding the public and enhancing the quality of community life (Goldstein, 1990). Sunshine and Tyler (2003) further informs that, cooperation between the community and police determines the effectiveness and efficiency of policing in terms of crime control, reducing fear of crime, improving quality of life for the local residents and strengthening police legitimacy and public confidence. On the other hand, deficit of cooperation between the police and the public can prove disastrous to the efforts of crime prevention in any given country (Goldstein, 1990).

The issue of community and police cooperation in policing has assumed greater significance with the popularity of community policing programs in the United States of America (USA) and other developed democracies. Police departments in these countries places greater emphasis on, and encourages community participation in policing in order to enhance public safety (Skogan, 2006). To this extent, a large number of studies have examined police officers' attitudes toward the community policing philosophy and the effectiveness of community policing programs. Accordingly, Walker (1992) posit that police in the United Kingdom (UK) enjoy a relatively high level of public trust thus serious crime rates have gone down. This is attributed to UK model of policing engraved in the ideals of policing by public consent and cooperation. Sunshine and Tyler (2003) informs that, cooperation between the police and the community in the USA has resulted to citizen satisfaction with the police thus are less likely to commit crime. Comparatively, Brown, Benedict, and Wilkinson (2006) informs that Mexico has little cooperation between the community and police in policing. This is linked to inadequacy of police agencies to control crime and residents fear of victimization and mistreatment by the police. The contrasting feature between the UK, USA and Mexico provide a fascinating backcloth of differing contexts in which to study how police and citizens conceive and understand the nature and impacts of cooperative policing.

Relative to research conducted in western countries on community and police cooperation in policing, there is very limited scholarly research on the same in the Sub-Saharan African region. While it is documented that police personnel in most African countries offer poor services to citizens (Marais (1993), there is barely any research conducted on the relationship between the community and the police in policing which in most cases leads to increase in crime rates. For instance, Marais (1993) further informs that the relationship between police agencies and significant sectors of South Africa's population is characterized by mistrust and even hostility. This has led to increased crime rates in poor urban neighborhoods yet the factors which have an effect on police-community cooperation culminating to decreased crime rates have received little attention in policing. To strengthen the police capacity to perform policing duties, the Ghanaian government launched a Strategic National Policing Plan in 2010. One of its objectives was to increase the levels of protection of life and property; increase the rates of prevention and detection of crime; speed up the apprehension and prosecution of offenders so as to enhance public confidence and satisfaction. To achieve this objective, the Ghanaian government embarked on cooperation between the police and the citizens. The strategy resulted to low crime rates in the country (Boateng, 2012).

The government of Kenya implemented community policing as a measure of reducing the gap between the police and the community in order to curb insecurity. However, this policy has not fully realized its key objectives due to strained relationship between the citizens and the police thus resulting to increased crime rate.

Meru county in general and Imenti North sub county in particular is no exception to increased crime rates which have been attributed to strained relationship between the police and the local community they serve. Therefore, this study was to evaluate the factors that shape the relationship between the public and the police with a view of contributing to the knowledge of community and police partnership in policing and its implications for community policing programs in Kenya.

1.2 Statement of the Problem

Despite the government efforts to involve public participation in policing through community policing program in Imenti North Sub – County, effective implementation of the program has not been entirely successful as evidenced by non-cooperation between the police and the

residents in policing which subsequently has resulted to high crime rates in the sub-county. Compared to the other eight Sub-Counties of Meru County namely Igembe North, Igembe Central, Igembe South, Tigania East, Tigania, West, Buuri, Imenti Central and Imenti South, Imenti North Sub – County accounts for 40% of the 5117 cases of serious crimes (armed robberies, murder, use of narcotics, house breaking) recorded in the National Police Service annual crime report (2016). The rising crime rates in the Sub-County has affected the quality of life of ordinary citizens thus negated the spirit of the development process. Therefore, this study sought to investigate the factors that hinder the relationship between the police and the community in policing with a view of contributing to the knowledge which supports police and community cooperation for the success of community policing programs in Imenti North Sub-County and Kenya in general.

1.3 Objectives of the Study

1.3.1 Broad Objective of the Study

The Broad objective of this study was to examine the factors that determine police and community cooperation in policing Imenti North Sub - County of Meru County.

1.3.2 Specific Objectives of the Study

Specific objective of this study was:

- (i) To examine factors which determine community cooperation with the police in policing Imenti North Sub – County.
- (ii) To assess factors which determine police cooperation with the community in policing Imenti North Sub – County.
- (iii) To evaluate interventional measures that will improve police and community cooperation in policing Imenti North Sub – County.

1.4 Research Questions

This study sought to answer the following questions;

- i) What factors determine community cooperation with the police in policing Imenti North Sub-County?
- ii) What factors determine police cooperation with the community in policing Imenti North Sub-County?
- iii) Which interventional measures can improve police and community cooperation in policing Imenti North Sub-County?

1.5 Justification of the Study

The purpose of the study was to establish the factors that determine police and community cooperation in policing Imenti North Sub - County of Meru County. The study was informed by the assumption that community policing operates on increased police and community cooperation in policing which results to improved quality of life and reduction of the fear of crime (Decker, 1985). Therefore, this study adds information to the existing literature on community policing and will subsequently be valuable to other scholars and researchers as a point of reference. Further, the study highlights on what motivates both the police and community to partner in fighting crimes in Kenya and its effect on crime prevention and social order. As such, the National Police Service may be able to understand factors which impede the implementation of community policing especially at a time when crime is on the rise. Therefore, the government of Kenya may borrow ideas from the study in order to re-focus on crime prevention strategies and develop policies aimed at enhancing implementation of community policing.

1.6 Scope and Limitation of the Study

This study was restricted to the determinants of police and community cooperation in policing Imenti North Sub – County of Meru County. One of the limitations of this study was difficulties involved in accessing the study area which is characterized by poor roads and difficult terrain. In addition, the topic of study was a sensitive one in terms of interaction with members of the public. The sensitivity of the topic made some respondents to decline interviews for fear of identification or reprisals from the police. A few respondents suspected the researcher to be an undercover policeman thus declined to answer some questions put to them. To counter their fears, the researcher explained to them that the information given will be treated with utmost confidentiality and will only be used for academic purposes and for the benefit of their sub county.

1.7 Definition of Terms

The following operational terms assumed the following meaning in the study:

Community: Refers to a group of people with diverse characteristics who are linked by social ties, share common perspectives and engage in joint action in geographical locations or settings. The word community is used in this study to denote the public or residents of Imenti North Sub-County.

Community cooperation: Refers to public support of the police in fighting crime or resolving security related issues in Imenti North Sub-County.

Community policing: Refers to the law enforcement initiative in Imenti North Sub-County that involves close collaboration between security agencies and members of the community in joint efforts towards crime prevention and maintenance of law and order.

Community politics: Refers to situations where the police administration makes decisions of law enforcement by taking into account the political views of the community in Imenti North Sub-County. Further, the police fights crime and enforces law in a biased way in order to satisfy the political elites in the community.

Determinants: Refers to factors that make both the police and members of the public in Imenti North Sub-County to support each other in resolving security related issues e.g. trust, confidence, media influence, situational, and organizational factors.

Disparate targeting: Refers to unequal treatment of the citizens due to their racial, tribal and religious background. In this study, it means that the police in Imenti North Sub-County treat people differently because of their ethnicity or social status. Individuals in those social class are disproportionately likely to be arrested by the police, compared to their representation in the general population of Imenti North Sub-County.

Policing: Refers to the activities carried out by police officers and the public in order to preserve law and order in Imenti North Sub-County.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

The chapter puts together the available literature on the determinants of police and community cooperation in policing. Normative Sponsorship and Rational Choice Theories were the main theoretical pinning of this study. Conceptual framework was developed by examining the relationships of literature review, study problem, significance and objectives of the study.

2.2 Determinants of Community Cooperation with the Police

The importance of community's perceptions and evaluation of the police is well established particularly given the popularity of community policing in Kenya (Chumba, 2016). Citizens' involvement and the partnership between the police and the community is vital for helping to co-produce safe and orderly communities and in enhancing the quality of community life (Goldstein, 1990). An important element of all community policing programs is to bring about a closer working relationships between the police officers and the citizens in an effort to be more responsive to the community's needs. Consequently, an investigation by Sunshine and Tyler (2003) on the determinants of community cooperation with the police noted that trust is a factor that determine citizens' cooperation and support to the police. People who are dissatisfied with the police are less likely to provide them with crime related information and are more reluctant to cooperate with the police thus diminishes police effectiveness in controlling crime (Decker, 1985). Further, community reciprocity and willingness to cooperate with the police for most part, depends on their trust and confidence in the police as an organization and individual officer (Sunshine & Tyler, 2003). Therefore, the police as one of the foundations of the criminal justice system must maintain high public trust if the system is to perform its mission of maintaining law and order to the fullest. To this extent, considerable research has been done in western democracies that examine community attitudes toward the police in general and to a limited extent on community policing. However, little research is available on the factors that determine citizens' attitude about their willingness to cooperate with the police and how to develop successful community - police relationships.

Confidence in the police is a broad measure of the community's support for the police as an organization. Such support is critical to a well-functioning policing institution. Previous studies demonstrate that individuals with low confidence in the police are less likely to cooperate with the police in supplying, information, reporting crimes and calling the police for assistance (Cao & Dai, 2006). Community confidence in the police is also essential to the popular assessment of police legitimacy thus an organization and institution capable of fighting crime (Sunshine & Tyler, 2003). In settings where the legitimacy of the police is limited, policing takes on more arbitrary and violent forms thus leads to less community cooperation with the police (Goldsmith, 2005). On the other hand, when considered legitimate, the police rely on the authority of their office and less coercive force to secure obedience (Sunshine & Tyler, 2003). Acknowledging the importance of public opinion toward the police ability to fight crime by using data from the World Values Surveys in 1995–1997, Cao and Dai (2006) found that about 59 percent of the Taiwanese citizens expressed confidence in their police. In another study, it was noted that confidence in the police was part of a broader attitudinal complex of larger legal and political systems. An empirical assessment of the public perceptions of the police in Mexico re-emphasized how little confidence people have in municipal, state or federal police agencies where almost 70 percent of the respondents reported that the state police agencies do an inadequate job when it comes to controlling crime, investigating burglaries, fraud, and murder, and in treating people fairly (Brown et al, 2006). While most of this research focuses on citizen confidence in police, there is little analysis on factors that determine citizen support for police–community cooperation. Additionally, few studies have attempted to empirically or theoretically explain the variations which exist among countries in the level of public confidence in the police as indicated in the foregoing. In particular, the influence of a country's degree of democracy, corruption and social status diversity on public confidence in the police remains poorly understood. Instead, most research on public support for the police is limited to USA and focuses on individual level influences such as a person's evaluation of their encounters with the police. Although it is important to study such relations, majority of the public do not have any contact with the police in a given year and will nonetheless make confident evaluation of them (Huang, 2006). Studies in various western counties offer evidence that marginalized or people of low social status have less confidence in the police yet no studies have been carried out to examine how these conditions impact confidence in the police. This has left a knowledge gap in the understanding of how specific country level factors (i.e. poverty, ethnic minority, religion etc.) Influence public confidence in the police. It is critically important to

the study of policing to evaluate confidence in the police in different societies and to better understand how characteristics of these societies affect this confidence. Therefore, this study filled the knowledge gap by examining the relationship between various demographic and contextual variables on the determinants of community and police cooperation in policing Imenti North Sub –County.

From theological point of view, Shaw and Mackay (1942) social disorganization theory posited that population heterogeneity, residential instability, and poor economic conditions hinder the formation of community cohesion by limiting informal social networks and weakening a community's ability to exercise effective informal social control over the activities that occur within its boundaries. With respect to community cooperation with the police in policing, Walker (1992) support the theorist by confirming in his study that large urban centers where there are higher rates of mobility and heterogeneous populations with weak ties to the community make it hard to establish successful police–community relationships. Kelling and Coles (1996) cite high crime rates, diversity of social class and fear of crime in large urban areas as factors that influence citizens to retreat from participating in police–community partnerships. However, other scholars such as Lavrakas and Herz (1982) are of the view that community context variables play an important role in influencing citizen participation in police–community cooperation. For instance, if people perceive neighborhood problems with crime and disorder, they are more likely to cooperate with police. Though there is support for the notion that a favorable public attitude towards police is directly related to citizen support for police–community relationships, Lyons (2002) discount it as not being a good predictor of citizen support for participation in police–community cooperation. As Hahn (1971) asserts, citizen's willingness to assist police or share information is reflective of perceived cooperation and communications between citizens and the police.

Drawing lessons from community policing in Chicago and Seattle, Lyons (2002) posited that community partnerships with the police flourish when their relationships are “reciprocal and representative”. As part of a project called Community Oriented Police Education (COPE), a study in Philadelphia on community cooperation with the police in policing concluded that citizen's support of police–citizen relationships declined after participating in the program. The study contained several dimensions of police–citizen interaction that included citizen support for police action, the extent to which crime responsibility was seen as a police

concern, the quality of police and community interactions, and the extent to which community crime prevention efforts were visible at the neighborhood level. Another study by Greene and Decker (1989) in a small north western city in the U.S. found that, citizens who held a more negative view of police performance are unlikely to be supportive of community cooperation with the police in policing. Greene and Decker (1989) further found that factors determining community cooperation with the police were determined by three items that included dependable ties between police and public, officers' interactions with citizens, and the ease of developing friendships between officers and citizens in the urban area.

As a former British colony, Kenya retained much of the vestiges of colonial policing with a primary operational characteristic of serving the ruling government interest at the cost of negligence of human rights. In a study on factors contributing to poor relationship between the citizens and police, the Kenya National Commission on Human Rights (2008) found that community politics largely defines public cooperation and support to the police. This study points out that the Kenya Police has a long tradition of being a partisan instrument in the hands of the rulers since colonial times. This unholy nexus developed between police officers and unscrupulous politicians has led to partisan and politicized police which has often been used to intimidate adversaries and reward supporters. Kenya National Commission on Human Rights (2008) noted that when police use their discretionary powers and enforces the law in a selective manner as happens quite blatantly in many parts of Kenya (Imenti North Sub-County not excluded), it is no longer trusted by the people thus a factor determining community lack of support to the police in policing. Kenya National Commission on Human Rights (2008) further noted that registration of cases, their investigation and prosecution in Kenya has increasingly become a matter of political expediency. Even arrests and searches by the police are often made to serve partisan ends thus erode citizen's cooperation with the police.

Despite much effort to reform the police in most developing countries as a result of democratization, the police force in those countries still hold the view of threatening citizens holding divergent political views with use of physical violence to force obedience (Reed, 2013). However, recent studies have shown that there is a big difference between public's cooperation with the police and public's obedience to police (Tankebe, 2013). It has become evident that even if fear politics and use of force compel society to obey, they do not motivate the community to cooperate with the police in policing (Sunshine & Tyler, 2003). While

cooperation with the police is defined as voluntarily helping the police, giving information and calling the police when needed, obedience to police denotes accepting the authority and the decisions of the police. Positive perception of the police is determined by public trust in police and the belief in police legitimacy (Reed, 2013).

Given the limitation of procedural justice models in explaining the origin of community cooperation with the police, recent research has begun to examine the impact of people's experiences of the police through the media (Sunshine & Tyler, 2003). Rosenbaum, (1994) suggest that community's experiences are influenced by their preconceived views of the police as depicted in the media. Huang (2012) posit that private-owned news agencies tend to actively search for sensational news on the government and public figures to entice audience. He further informs that negative and sometimes exaggerated reports of police misconduct on televisions, newspapers and the internet apparently serve such purpose fairly well. Being exposed to and believing in negative news about the police lower citizens' satisfaction leading to non-cooperation (Sunshine & Tyler, 2003).

Reed (2013) asserts that, lack of direct police accountability has dictated police strategy in forums which are secretive and not accountable to the public. This has meant that the police do not have a tradition of public accountability suggesting that in relation to the community, there exists within the police practices and attitudes which are the very opposite of the notion of policing by consent. In social-psychological terms this amounts to a form of "inter-group conflict" and has a profound influence on police-community relations and further exacerbates the cycle of non-co-operation with the police (Huang, 2012). Kenya National Commission on Human Rights (2008) posit that the absence of an effective independent complaints investigation mechanism to handle allegations against the police and the problem of the police investigating actions of their own members without independent scrutiny remains an obstacle to many Kenyans thus impacted negatively in addressing perception of the police by the community. However, Chumba (2016) asserts that with the Kenyan government creation of the Independent Police Oversight Authority (IPOA) to investigate police misconduct and evaluate performance, little has changed in overall community perception of the police. IPOA has been accused of working much on criminal cases and rarely care about public concern on personal safety. The public is not given priority thus has negative perception of the police which impede cooperative policing (Chumba, 2016).

Ronneberg (2012) informs that the effect of disparate targeting by the police of particular ethnic, religious or social status group in the population in crime-control contexts has a negative impact on community perception of the police. The unequal allocation of policing attention and sanctions along ethnic, religious or social status lines is familiar from the criminal law context where disparities in ordinary crime control arise in the context of economic and demographic changes that disadvantage some groups (Wilson, 2009). Even beyond the disparate attention drawn by different criminal propensities, these disadvantaged groups feel they are the target of unwarranted attention motivated by prejudice as they receive more law enforcement attention than the general population. Rice and Parkin (2010) assert that this unwarranted harassment undermines perceptions of fairness and legitimacy of the police amongst the population thus impedes community cooperation with the police in policing.

Ronneberg (2012) argue that, impact of verbal encounters is a factor that determines public cooperation and support to the police. The main part of ordinary police work consists of patrolling and answering calls meant to requests for information, advice and assistance, to reports about anything ranging from minor incidents to observations of accidents, suspicious events and committed offence. This means that most police officers are in a daily and direct contact with members of the public. Sunshine and Tyler (2003) points out that, during these encounters, especially if they take place by means of a telephone or face to face interview, language not only provides an important means to solve problems and exert social control but also helps to build relations as well as to inspire confidence and trust. In this way, the communication process between police and the public provides the basis for police legitimacy and consequently for successful police work since the police depend on the public for information, co-operation and support. During such verbal meetings, the spoken language will provide the link between the police officer and the citizen, and as such, either serve as a tool to build relations and inspire confidence, or on the other hand, create distance and possible distrust (Lurigio & Skogan, 1994). Therefore, poor communication skills exhibited by the police damages their relationship with members of the public leading to non-cooperation in policing.

2.3 Determinants of Police Cooperation with the Community

There are various factors that influence the attitudes and behaviour of police officers toward cooperating with the community in policing. Researchers such as Brooks (2001) focused on

three clusters of concepts to help explain police cognitions and behaviours: individual factors, situational factors, and organizational factors. For the purposes of this study individual factors can be described as demographic characteristics of the police officers that affect their attitudes and behaviours. Situational factors refer to the workplace environment that shapes an officer's work-related attitudes. Organizational factors are characteristics of law enforcement agencies that influence officers' attitudes about community partnerships and citizen perceptions.

On individual factors as determinant of police perception of community cooperation, it is first worthy to appreciate that personal characteristics influence individuals across a variety of social and occupational settings (National Research Council, 2004). These factors are important because they make up the framework from which individual police officers view their surroundings and experience. For instance, in relation to community support and cooperation, police officer perceptions of community cooperation increases as one moves up through the police hierarchy (Lurigio & Skogan, 1994). As suggested by Lewis, Rosenberg, and Sigler (1999), Police commanders and supervisory staff feel most supported by the community whereas lower ranked officers such as Police Constables (PC) feel less citizen support and cooperation. However, this negative attitudes of lower ranked officers cannot be purely attributed to ranking in the police but to greater exposure to individuals and groups in the field in times of crisis, whereas police administrators have the opportunity to interact with these same people in less emotionally charged situations and places. In addition, administrators routinely interact with law-abiding citizens who are interested in the system whereas patrol officers most often encounter people who are behaving criminally or those on the margins of mainstream society (Klinger, 1997).

Paoline (2000) argue that police officer's tenure influences behavior and attitudes because it is related to police socialization and burnout among other phenomena. Police socialization occurs within the first few months of becoming an officer and with socialization into the police subculture. Paoline (2000) further informs that police officers become less likely to identify with the community in which they work and it becomes more difficult for them to form relationships outside of the police culture. Some evidence suggests that as officers become more experienced, their perceptions of citizen cooperation become more positive (Klinger, 1997). Although consensus exists that tenure affects the extent of socialization, there is some disagreement in the literature as to the direct effect of tenure on officers' attitude as

other researchers have found the relationship to be negative (Lurigio & Skogan, 1994). However, most researchers believe that tenure is an important explanatory variable in determining police perception of community cooperation (Lewis, Rosenberg, & Sigler, 1999).

Yates and Pillai (1996) asserts that police cooperation with the community in some circumstances is determined by levels of policing stress. Police officers who feel stressed may express their frustration through a hostile demeanor and behavior. Accordingly, police officers experiencing stress may deflect those feelings onto community members. This negative presentation frames relations with the community thereby decreasing perceived levels of support by both parties thus in turn decreases actual cooperation in policing. Though empirical evidence suggests that officers' perceptions of community support will vary based on their levels of frustration and strain, Lurigio and Skogan (1994) points out that police officers with elevated levels of emotional stress can employ a variety of coping mechanisms ranging from requesting transfers from stressful positions to minimize conflict with the public.

To accurately investigate officer perceptions, it is important to understand the situational context in which attitudes toward community policing are formed (Lurigio & Skogan, 1994). Job activities and workplace environment can influence a police officer's opinion of the community policing approach in general and community support specifically. For instance, workload, activities and the level of violent crime with which police officers must deal with are important determinants of occupational attitudes. Police officers who feel overworked will have only the most cursory encounters with ordinary citizens. Due to a lack of meaningful interactions, these officers may not have the opportunity to receive feedback from the community and may instead perceive hostility from the citizens due to the abbreviated time available to respond to the citizens' problems (Klinger, 1997). Accordingly, it is expected that as the workload increases, police officer perceptions of community cooperation will become more negative. However, Yates and Pillai (1996) recognizes that community oriented activities such as community policing forums are important factor in anticipating police officers support for community policing and positive perceptions of the community support and cooperation. Police officers who engage in crime prevention activities and provide information to the public in the study area are more likely to have a variety of interactions beyond those afforded by strictly enforcing the law. By expanding the range of

citizen encounters, the likelihood of making positive connections with community members increases. Yates and Pillai (1996) further found that police officers who engaged in community-oriented activities perceived more community support for their work than officers who were not involved in such activities.

Widespread violent crime can be both psychologically and physically demanding on line police officers. Police officers may become detached as a method of coping with the danger of their surroundings (National Research Council, 2004). This coping mechanism will cause officers to be less involved with the surrounding community and less likely to form positive relationships with citizens. The more dangerous and violent the workplace atmosphere, the more likely officers will perceive community support and cooperation to be low (Lurigio & Skogan, 1994).

Organizational factors are known to be strong predictors of attitudes and behavior. A police organization will view citizens as more cooperative if the infrastructure and resources are available to reach out and create partnerships within the community (Yates & Pillai, 1996). Supervisor's support and perceptions of fair treatment by superiors are key to officer attitudes about the community (National Research Council, 2004). Yates and Pillai (1996) further points out that supervisory role is fundamental in all human services organizations because they strongly influence staff cohesiveness, unit morale, social support, and work productivity. Supervisors who are supportive and fair in their dealings with their subordinates free them to engage in behaviour that might increase positive contact with the community and subsequently affect their perceptions of its support and cooperation (Lurigio & Skogan, 1994). On the other hand, Yates and Pillai (1996) points out that training can have a positive effect on police officer attitudes about the community they serve. Police officers who receive good police training perceive themselves to be more competent and are more likely to use good policing skills within the community. However, for training to be effective, it not only must focus on the law of the land but must include learning the craft and how to effectively deal with citizens and the community. As asserted, effective training positively correlated with police officers' perceptions of citizen cooperation in policing (Rosenbaum, 1994).

2.4 Interventional Measures to Improve Community and Police Cooperation

Skogan (2006) is of the opinion that the lack of support from the local community makes an indirect contribution to crime trends. To counter this, partnership between the community and police in crime prevention and community safety are increasingly important given the related failure of more traditional policing. Partnerships in policing are crucial for police agencies and communities that are serious about the reduction of crime in their neighbourhood (Miller & Hess, 2005). Schools, business and religious organizations among others can collaborate and form partnerships. Collaboration occurs when a number of agencies and individuals makes a commitment to work together and contribute resources to achieve common long-term goals. Partnerships increase access to information by law enforcement agencies and can be accomplished in a variety of ways such as participation in neighbourhood watch programmes and volunteering in patrols (Miller & Hess, 2005).

Cordner (2001) points out that police legitimacy is an essential component of improving cooperation between the community and the police. In general, police can be considered legitimate when the public believes they are acting in a moral and ethical way. When police authority is viewed as legitimate by citizens, voluntary cooperation in regards to public safety is enhanced. Reed (2013) also assert that when police actions are viewed as illegitimate, it causes harm that can corrode ties between citizens and the police in cooperative policing. Further, experiences that citizens have with the police often shape their views of police legitimacy whether personal, vicarious or through media exposure. Skogan (2006) argue that the quality of a person's direct social and physical environment also has significant influence on the way that person thinks about the police. He assert that willingness of the local people to intervene on behalf of the collective good creates a more orderly community with less need for police intervention. This makes the police to actually appear to be more effective in maintaining safety in the community (Cordner, 2001).

Goldsmith (2005) argue that police are effective when their actions are viewed as legitimate and the public thus accepts their authority. Cordner (2001) suggest that police build this valuable attribute of legitimacy through a set of practices called "procedural justice" and that people obey the law regardless of imagined rewards or punitive consequences when they view the police as trustworthy. Procedural justice is the pathway to legitimacy in policing and means that a community is given opportunities to be heard through public forums. It also means that the police responds to community concerns and acting appropriately based on

factual rules and not personal biases (Skogan, 2006). This community focus coupled with treating the public with dignity, respect and clarifying reasons for certain police actions, facilitate legitimacy and perception of procedural justice. Procedural justice is hard to gauge because it depends on the community's evaluation of the police impartiality and use of discretionary authority. Operating with procedural justice develops a shared respect between police and the community thus cooperation in policing (Goldsmith, 2005).

Reed (2013) states that the implementation of community policing program can improve cooperation between the community and the police in policing. Community policing emerged in the early 1980s as a response to criticism regarding the professional style of policing and has solidified itself as the primary means of police service delivery. Although there is no unified definition of community policing, the underlying assumption entails the formation of police and community partnerships along with other innovative strategies aimed at addressing the root cause of crime and disorder in order to restore civility to a local community (Fox and Meyer, 2011). Although crime control is still a concern for the police under community policing, improving the quality of life and reducing the fear of crime in the community is also a major goal to be achieved. There are a number of reasons that makes community policing to be considered as a tool of cooperation between the community and the police in policing any given area. First and foremost, the police engages in community partnerships thus enhances levels of police presence among the citizens therefore reducing the fears of crime (Skogan, 2006). Secondly, as the police engage in innovative strategies aimed at reducing crime and disorder under community policing, the alleviation of these problems and the restoration of civility to a neighbourhood gives room to social and economic development (Reed, 2013).

Fox and Meyer (2011) describe accountability as the responsibility of a government and its agent to realise previously set objectives and to account to the public. The police are accountable when they can be answerable for their acts or omissions. Pelsler (2002) argues that it is important for the police to develop a culture of accountability in order to gain a level of trust from the public thus community cooperation in policing. Being accountable means being answerable personally for individual acts and omissions (Fox & Meyer, 2011). In addition, police officials have to be aware that they will be held accountable, whether for neglect of duty or failure to act when they are expected to do so. On the other hand, the public is also expected to provide information to the police as part of its accountability. The community is accountable when it provides the necessary information to the police and

participate in all aspects of police work (Pelser, 2002). The nature of accountability determines whether the public views the police as “their police” and has a profound impact on community perceptions of police inefficiency and on police-community relations (Marais, 1993). A police department that resists opening itself up to close consultation with citizens is likely to fail in crime prevention efforts (Pelser, 2002). It is also unacceptable in democratic societies for the police not to be held accountable. Goldsmith (2005) argues that if unchecked, the police may abuse their powers in ways that threaten the principle of human rights enshrined in the Constitution. Accountability is the basic principle in community policing (Pelser, 2002).

Chumba (2016) states that, lack of adequate training is one of the impediments of community and police cooperation in policing. Issues like police brutality are linked to lack of proper training for members of the Kenya’s National Police Service. Fox and Meyer (2011) are of the opinion that training that enhances police officers’ capacity to perform community policing functions such as analyzing problems, working with the community groups, developing and implementing responses that do not rely on criminal law could shape officers’ outlook on the police role and their attitude towards the public. In addition, it is most important to include communication skills, problem-solving skills and leadership skills in training. This improves cooperation between the community and the police in policing.

2.5 Gaps in the Literature Review

Most of the literature reviewed on the determinants of police and community cooperation in policing has been done in developed countries. Therefore, not much has been done locally where the socio - cultural, economic and environmental conditions differ crucially from those of the developed world. Further, the few local studies available have focused on the concept of community policing and its impact on crime reduction. However, none has been done on the factors which contribute to the establishment of meaningful cooperation between the police and the public and therefore influencing the implementation of community policing. It is therefore evident that, there exists a knowledge gap in Kenya and specifically Meru County regarding the determinants of police and community cooperation in policing. This study sought to fill the existing knowledge gap by investigating the determinants of police and community cooperation in policing Imenti North Sub-County, Meru County.

2.6 Theoretical Framework

The theoretical framework in this study provided the rationale for conducting the research to investigate determinants of police and community cooperation in policing Imenti North Sub – County. It provided the background that supported the investigation and offered justification for the study.

2.5.1 Normative Sponsorship Theory

The study was based on the Normative Sponsorship Theory by Tiedke, Freeman, Sower and Holland, (1957). The theory states that a significant number of people have goodwill and that cooperation becomes a necessary factor towards building a harmonious community. It postulates that people who have a convergence of interest may cooperate with one another in order to satisfy their needs. However, the community and police will only work together as long as the goals are within the normal limits of established standards (Sower& Gist, 1994). Hence the more congruent the beliefs and values of the stakeholders, the more likely they will sponsor change and work together to solve their problems. Therefore, it is imperative that the police and community members work together to define common goals, to effectively mobilize community resources, and to sponsor change in order to reduce crime and promote community wellbeing.

In general, partnerships assume a higher cooperation and collaboration between the state and law-abiding citizens within a positive-sum relationship. In the public safety realm, partnerships may be built between the police and community and other entities within local jurisdictions for the purposes of crime prevention, crime reduction, and maintenance of order. In other words, through partnerships, the police and the community can develop cooperative and collaborative ties for the purposes of solving problems that may affect them both. The arguments in favor of partnership-building are abundant. Sowerand Gist (1994) argue that partnerships are a chance to increase the integration of the citizens who constitute a community and to build or to rebuild social structures in that community. In similar parlance, Trojanowicz and Bucqueroux (1991) state that the police must form a partnership with people in the community, allowing average citizens the opportunity to have input into the police process, in exchange for their support and participation and that contemporary community problems require a new decentralized and personalized police approach, one that involves people in the process of policing themselves.

2.5.2 Rational Choice Theory

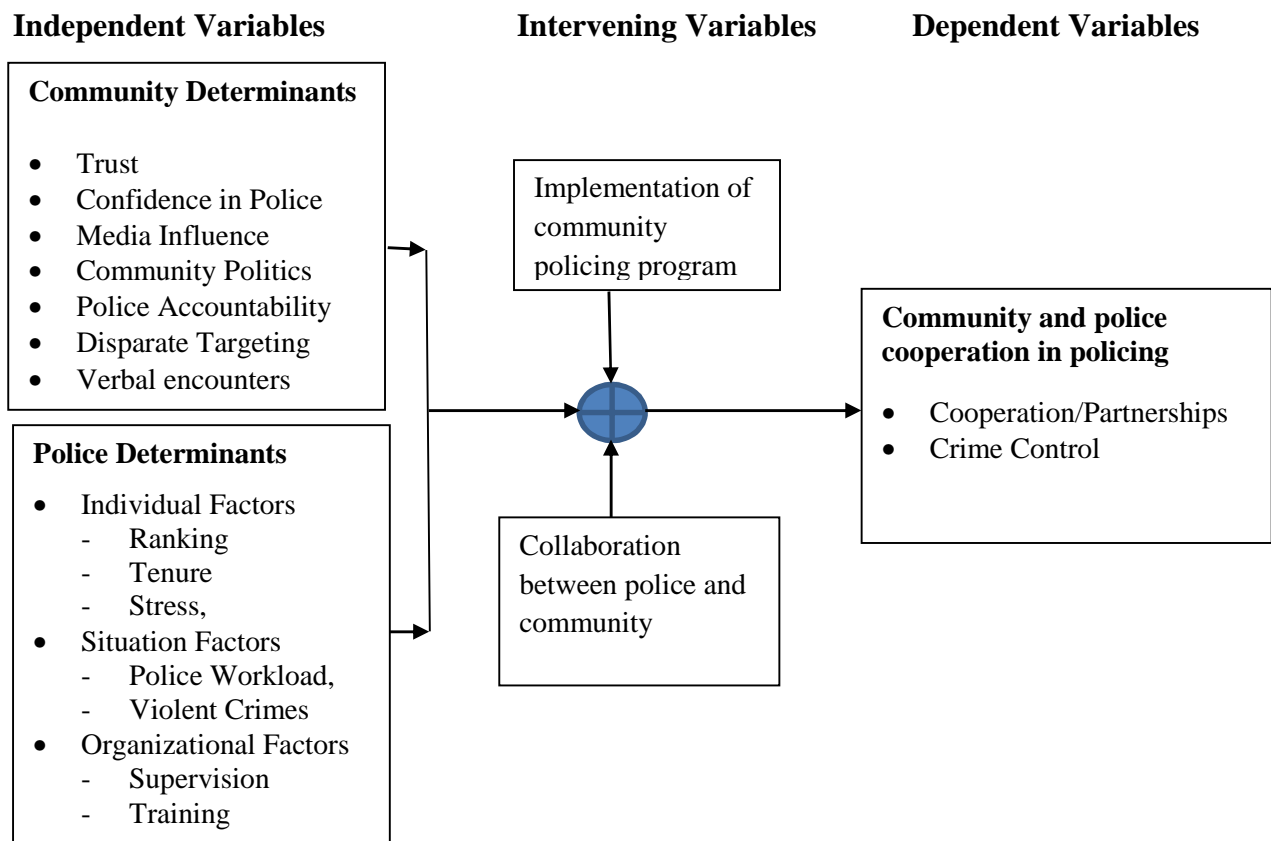
Rational choice theory, also known as choice theory or rational action theory is a framework for understanding and often formally modeling social and economic behavior. The basic premise of rational choice theory is that aggregate social behavior results from the behavior of individual actors, each of whom is making their individual decisions. The theory therefore focuses on the determinants of the individual choices thus stipulates that the agent chooses the action (or outcome) they most prefer. In the case where actions (or outcomes) can be evaluated in terms of costs and benefits, a rational individual chooses the action (or outcome) that provides the maximum net benefit, i.e., the maximum benefit minus cost.

In relation to cooperation between the public and police, rational choice theory informs that, a person will trust an institution only when that person has adequate reason to believe it will be in the institution's interest to be trustworthy. Further to this argument, citizens will trust the police when they have fair knowledge about the police and their operations, and know the exact things they expect from the police. When the public consider trusting the police beneficial in terms of what they expect from them, they end up giving their trust to the police and vice versa. Consistent with rational choice assumptions about human motivation, the police can encourage cooperative behaviour by giving cooperation greater personal utility for the residents. For example, by demonstrating that the police are effective in fighting crime and that law breakers are punished. Shared beliefs among neighbourhood residents that their community works collectively to address local problems have, for example, been shown to motivate community residents to work with each other to fight crime and disorder in their communities (Hardin, 1993).

2.7 Conceptual Framework

A research conceptual framework is the basic structure on which a study is built and, inter alia, it provides the grounds for research. The framework also facilitates understanding of the study's findings for researchers. In fact, the construct is the research study's frame of reference and it provides a satisfactory foundation on which the study stands. The framework supports the research problem, the questions arising from the problem, and thus leads to the formation of hypotheses. The relationship of the variables is presented in Figure 2.1.

Figure 2.1 Conceptual Framework



The conceptual framework in figure 2.1 presents a summary of the interaction between independent variables and dependent variables. The determinants of community and police cooperation in policing Imenti North Sub-County are the independent variables and they included, community determinants which is measured in terms of community trust in police, community’s confidence in police, media influence, community politics, police accountability, disparate targeting by the police and verbal encounters during interactions with the police. Police determinants included, individual factors measured by police rankings, officer’s tenure in a station and work related stress; situational factors measure by police workload and violent crimes in the neighbourhood and organizational factors measured by supervision and training of police officers. Depending on the levels of implementing community policing program and collaboration between the police and the community which are intervening variable, they determine the success or failure of community and police cooperation in policing measured in terms of levels of collaboration/partnerships and levels of crime control which is the dependent variable.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This chapter presents the methodology that was used to meet the objectives of the study. It covered; research design, site of study, target population, sample and sampling procedure, methods and tools of data collection, and methods of data analysis.

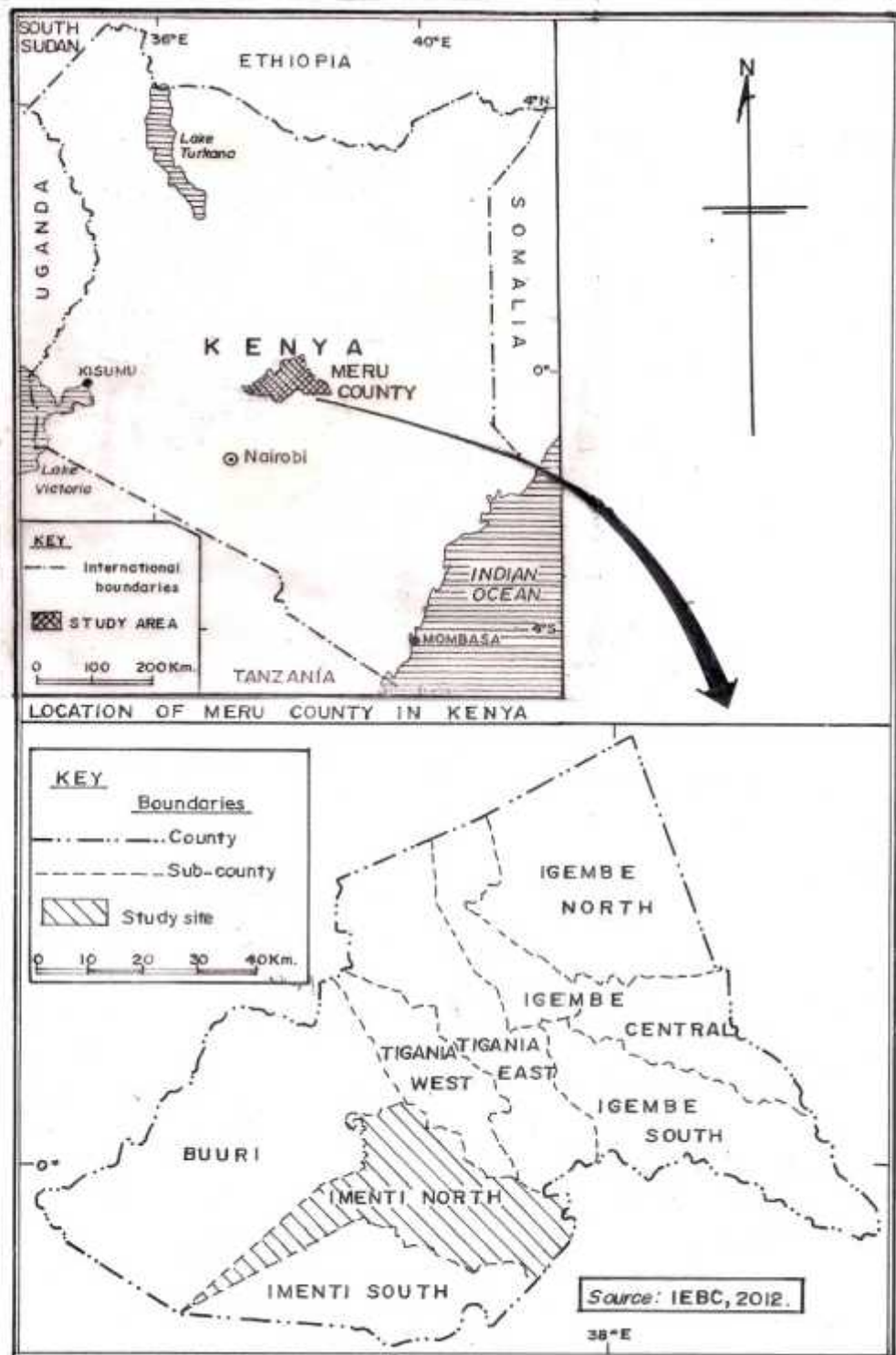
3.2 Research Design

The study used a descriptive research design to investigate the determinants of police and community cooperation in policing Imenti North Sub – County. According to Cresswell, (2008), descriptive survey design is ideal for gathering information about people’s perception and attitude, opinions, habits and variety of social issues. It also allows details to be obtained from multiple sources of information and evidence to be verified through in-depth probing. Therefore, descriptive research design offered the study an opportunity to collect data across the target population and empirically establish the association between the dependent and the independent variables. The design also allowed for the utilization of interview guides and guided questionnaires to generate the data on the basis of which the findings were drawn.

3.3 Study Area

The study was conducted in Imenti North Sub – County of Meru County as illustrated in figure 3.1. The Sub- County is largely urban and densely populated covering around 292.80 square kilometers. According to the KNBS (2010), the area has a population of 149,144. The area has 2 police stations and 5 police posts that are responsible for policing Imenti North Sub – County jurisdiction. In general the Sub – County is served by 124 police officers.

Figure 3.1 Map of the Study Area



Source: Independent Electoral and Boundaries Commission (IEBC, 2012)

3.4 Target Population

The target population is the entire aggregation of respondents that meet the designated set of criteria Burns and Grove (1997). The target population in this study constituted all household heads, Community Policing Committee members, chiefs and police officers in Imenti North Sub-County. There was a total of 400 household heads, 124 police officers, 20 Community Policing Committee members and 5 chiefs in Imenti North Sub-County.

3.5 Sample Size Determination and Sampling Technique

As suggested by Yamane (1967) the following formula was used to calculate the sample sizes;

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

Where:

n = is the sample size,

N = is the population size,

e = is the level of precision (0.0025)

Hence:

$$\begin{aligned} & \frac{400}{1+400 (0.0025)^2} \\ & =200 \end{aligned}$$

Sampling Technique

Stratified simple random sampling technique was used in the study. The sampling technique was ideal for the study as it ensured that no sub-population was omitted from the sample (Gay, 1996). There were four stratum in the study:

1st Stratum:

Out of 400 targeted household heads across the sub-county, 98 were selected in this study and proportionately distributed in the five locations. They participated in individual interviews where a structured questionnaire was administered.

2nd Stratum (Police Officers)

List of strength and establishment of all 124 police officers in the Sub County was used as a sampling frame. All police officers were targeted for the study. Using Yamane (1967) formula to calculate the sample size, 89 police officers were selected for the study.

3rd Stratum (CPC)

Lists of all 20 Community Policing Committee members was used as a sample frame. 8 CPC members were selected for the study.

4th Stratum (Chiefs)

There are 5 chiefs in Imenti North Sub County. They were all selected for the study.

Sample size Summary

Table 3.1 Summary of Sample size	
Strata	Respondents
Household members	98
Police Officers	89
Chiefs	5
CPC Members	8
Total	200

3.6 Unit of Analysis

The unit of analysis for the study were the household heads, police officers, chiefs and CPC members within Imenti North Sub-County.

3.7 Methods of Data Collection

Data collection is a systematic way of gathering information which is relevant to the research purpose or questions (Burn & Groves, 1997). Data for the study was collected using a structured questionnaire in a face-to-face interview. The prospective respondents were approached and requested to participate in the study. Detailed information about the study was given to the respondents before consent to participate was obtained. Both verbal and written consent was obtained before the face-to-face interviews.

Individual interviews were done and a structured questionnaire was used as the data collection instruments. The data collection tools had been piloted prior to the actual research to ensure accuracy and validity. The questionnaire was selected because it enabled the researcher to be consistent in asking questions and data yielded was easy to analyse with the help of Statistical Package for Social Sciences (SPSS) version 23. Research respondents were interviewed directly to avoid misinterpretation and to ensure clarity on all issues. The study used an interview schedule/questionnaire with both open-ended and closed questions where quantitative data were obtained using closed-ended questions while qualitative data was obtained using interviews and open – ended questions.

3.8 Data Analysis

Data analysis is the process of packaging the collected information in a form that can be understood by the person undertaking the research. On receipt of the completed questionnaires, the collected data was checked for errors in responses, omissions, exaggerations and biases. Data analysis and presentation was both qualitative and quantitative in nature. Qualitative data obtained from questionnaires was edited/cleaned and classified into groups with common characteristics or themes. The content within the themes was then analysed guided by the research objectives. Quantitative data was analysed and interpreted using the Statistical Package for Social Sciences (SPSS) version 23. All the quantitative data was entered and verified after effective coding. Data was scrutinized in relation to the objective of the study, otherwise with a potential abundance data; vast numbers of irrelevant summaries would be produced. Checking of inconsistencies, anomalies, missing values and outliers was done with SPSS. Descriptive statistics was used for the analysis of the collected data with an aim of identifying the pattern of the data and consistency of the responses. Results were then presented in tables, charts and graphs.

3.9 Ethical Consideration

After successfully defending the research proposal, introduction letter was sought from Egerton University Board of Postgraduate Studies (Appendix III) and thereafter a research clearance permit (Appendix IV) was obtained from the National Commission for Science, Technology and Innovation (NACOSTI). Copies of the permit were presented to the County Commissioner and the Country Director of Education – Meru County for clearance to conduct the study. After clearance, respondents in the five locations of Imenti North Sub – County were visited and data was collected using interview schedule and questionnaires.

Before any engagement, consent was sought from the respondents and those interviewed were assured that data collected was purely for research purposes and that no information would be traced to the respondent (anonymity). Respondent were also assured of the privacy of data collected and that their responses will be treated with utmost confidentiality.

CHAPTER FOUR RESULTS AND DISCUSION

4.1 Introduction

This chapter presents and discusses the results of the study based on the objectives and research questions formulated on the determinants of police and community cooperation in policing Imenti North Sub-County of Meru County. The chapter contains findings from descriptive statistical analysis mainly frequencies and percentages based on the variables of the study. The background information of the respondents was also sought and reported in this chapter. Further, attempts have been made to discuss the results of this study as they relate to other scholarly findings.

4.2 Demographic Characteristics of Respondents

At the outset, it was important to know the demographic characteristic of the respondents such as gender, age, education level, and occupation. The Knowledge of demographic characteristics of the respondents was necessary for understanding the views from each category and also provided a better understanding of the respondents included in the study. This was good for the detailed discussion of the results.

4.2.1 Respondents Response Rate

The study had an anticipated sample size of 200 respondents. Out of the 200 questionnaires issued to the respondents, 183 were duly filled and returned for analysis. This represents a 91.5% response rate hence significant; the data is shown in table 4.1:

Table 4.1: Respondents Response Rate

Response Rate	Frequency	Percentage
Response	183	91.5
Non-Response	17	8.5
Total	200	100

4.2.2 Gender of Respondents

The gender of the respondents was one of the demographic variables that the study noted. From the results, out of the 94 members of the public interviewed, 52.1% were male whereas 51.7% out of 89 police officers interviewed were female. This is shown in Table 4.2:

Table 4.2: Distribution of Respondents by Gender

	Public		Police	
	n	Percent	n	Percent
Male	49	52.1	43	48.3
Female	45	47.9	46	51.7
Total	94	100	89	100

Source: Field Data 2017

This gender distribution there was near parity and that it is an indication the study did not suffer from gender bias. On the cooperation perception, both gender felt the need.

4.2.3 Distribution of Respondents by Age

The study considered residents of Imenti North Sub - County aged 18 years and above as its respondents. Age defines the various roles played by different age groups in the society such as labour, security and leadership. Therefore, a person at the age of 18 years and above is considered an adult and capable of making sound decisions which includes livelihood pursuits and promotion of peace. It is for this reason that this study considered persons aged 18 years and above 50 years. This is reflected in Table 4.3:

Table 4.3: Distribution of Respondents by Age

Age category	Public		Police	
	n	Percent	n	Percent
21-30	23	24.5	25	28.1
31-40	13	13.8	28	31.5
41-50	27	28.7	6	6.7
Above 50	31	33.0	30	33.7
Total	94	100.0	89	100.0

Source: Field Data 2017

The results in Table 4.3, indicate that, about a third of the respondents (members of public (33%) as well as the police officers (33.7%)) interviewed were aged above 50 years. This was

followed by the police officers who were aged between 31 and 40 years (31.5%) and members of the public aged between 31 and 40 years (28.7%). The respondents were mostly youthful and reside in Imenti North Sub – County. Therefore, the coverage of the study involved different age brackets thus had ability to capture the views and opinions of the residents based on the age segments and experience in police- community cooperation/relation.

4.2.4 Respondent Levels of Education

In this study education level of the respondents (police and civilians) was assessed because it enhances the ability of a person to look at issues more critically and make informed decisions when responding to the questions.

Table 4.4: Distribution of Respondents by Level of Education

	Public		Police	
	Frequency	Percent	Frequency	Percent
No formal education	12	12.8	0	0
Primary	31	33.0	0	0
Secondary	30	31.9	52	58.4
Post-secondary/Tertiary	18	19.1	37	41.6
No response	3	3.2	0	0
Total	94	100.0	89	100.0

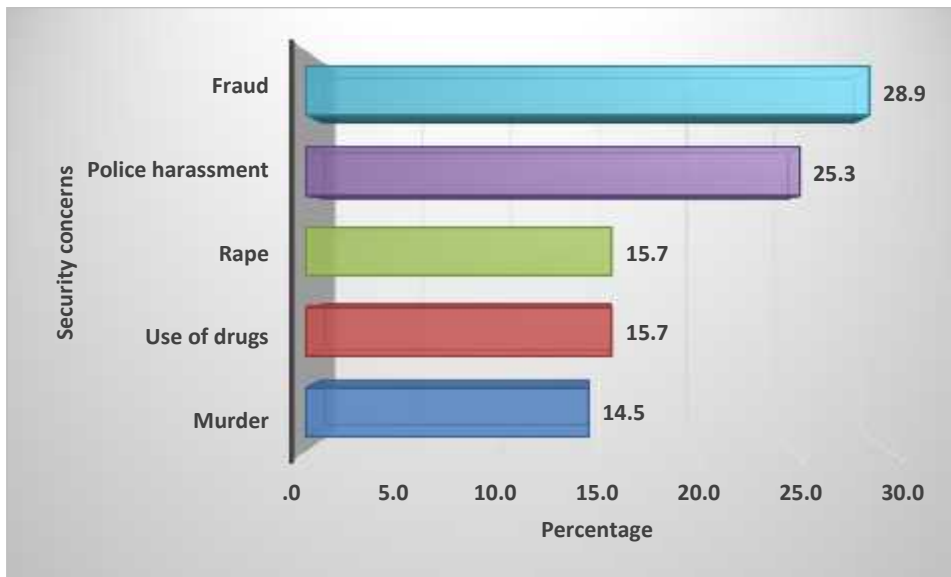
Source: Field Data (2017)

Table 4.4 above shows the distribution of respondents by their level of education. More than half of the police officers interviewed (58.4%) indicated that they had attained secondary school education while 41.6% had tertiary education. On the other hand, one out of 10 persons had either primary or secondary education, and only 19.1% had attained post-secondary education. The results suggest that the respondent level of education was vital in understanding determinant of police and community co-operation in policing and therefore could respond effectively to the research questions.

4.2.5 Major Security Concerns

The study sought to establish the major security concerns in the study area. This enabled the researcher to understand the view points of the two categories of respondents. Figure 4.1 below shows the major concerns as mentioned:

Figure 4.1: Respondents' Perspective on Major Security Concerns in the Area



Source: Field Data (2017)

Although all crimes are considered as important, the major crimes in Imenti North Sub-County were fraud (28.9%), police harassment (25.3%), rape (15.7%), use of drugs (15.7%) and murder (14.5%). It was noted that harassment by the police (25.3%) may be the reason which made the residents of Imenti North Sub-County not to give vital information to the police which would otherwise help in fighting insecurity.

4.3 Determinants of Community Cooperation with the Police in Policing

The first objective in this study was to examine the factors determining community cooperation with the police in policing Imenti North Sub-County. In this section, the study sought to establish the extent to which various factors determine community cooperation with the police in policing. The factors include public trust with the police, confidence in police, media influence, police accountability, disparate targeting, and verbal encounters between the police and members of the public.

4.3.1 Aspects of Community Cooperation with the Police

The respondents were asked to rate the extent to which various aspects affect community cooperation with the police in policing. The results were as presented in table 4.5:

Table 4.5: Aspects of Community Cooperation with the Police in Policing

		Very high extent	High extent	Very little extent	Little extent	Total
Police officers and the public work together	n	9	37	23	25	94
	%	9.6	39.4	24.5	26.6	100
I trust the police to protect the public from criminals	n	18	23	29	24	94
	%	19.1	24.5	30.9	25.5	100
I am satisfied with the police service in my area	n	6	11	31	46	94
	%	6.4	11.7	33	48.9	100
I have confidence that the police can handle security matters effectively	n	10	29	28	27	94
	%	10.6	30.9	29.8	28.7	100

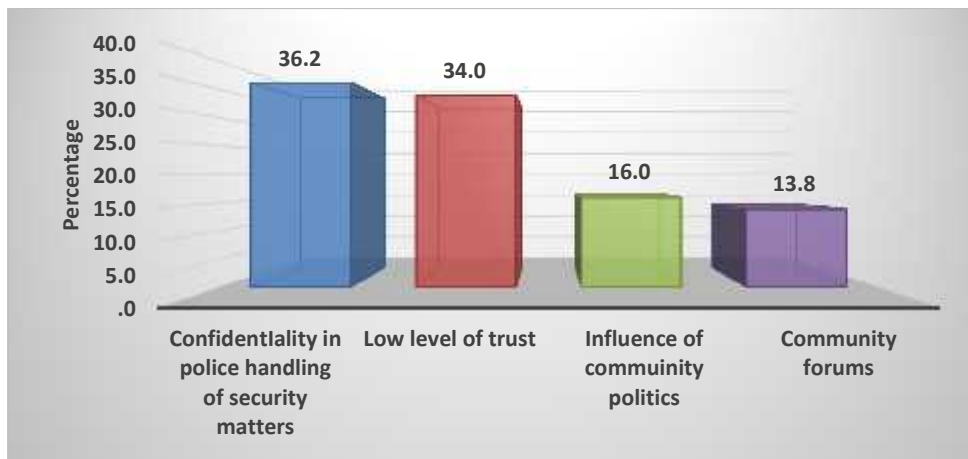
Source: Field Data (2017)

Most of the respondents (33%) expressed very little satisfaction with the police service in Imenti North Sub-County. Moreover, 28.7% had little confidence that the police could handle security matters effectively; 25.5% had little trust that the police would protect the public from criminals; whereas 26.6% indicated little extent police officers and the public working together.

4.3.2 Factors that Affect Community Cooperation with the Police in Policing

The study sought to establish the factors that affect community cooperation with the police in policing. The results are presented in Figure 4.2:

Figure 4.2: Factors that Affect Community Cooperation with the Police



Source: Field Data (2017)

The result shows that 36.2% of the respondents reported that confidentiality from the police when handling security matters was the main factor that affect community cooperation with the police in policing. In addition, 34% indicated that community cooperation with the police in policing Imenti North Sub-County was affected by the low level of trust the public had in the police. The findings also shows that 16% and 13.8% of the respondents indicated that community cooperation with the police in policing Imenti North Sub-County was affected by influence of community politics and participation in community forums respectively.

4.3.3 Public Confidence in Police

The respondents were asked to state their level of confidence with the police. The results are presented in table 4.6:

Table 4.6: Level of Public Confidence in Police

Category	Respondents	Percentage
Very little confidence	52	55.3
Little confidence	23	24.5
No confidence	19	20.2
Total	94	100

Source: Field data (2017)

The results in table 4.6 reveals that 55.3% of the respondents had very little confidence with the police while 24.5% had little confidence with the police. During interviews, majority of the respondent explained that very little confidence in the police was due to their inadequate job controlling and investigating crimes. These findings are in agreement with those of

Brown et al, (2006) who observed that the public in Mexico had low confidence in their municipal, state or federal police agencies due to inadequate job when it comes to controlling and investigating crimes like burglaries, fraud and murder.

4.3.4 Public Perception on Police Respect for Citizens; Rights.

The respondents were asked to state their agreement on whether police respect citizens’ rights in their locality. Their responses were as presented in table 4.7:

Table 4.7: Public Perceptions on Police Respect for Citizen’s Rights

	Frequency	Percent
Strongly agree	2	2.1
Agree	8	8.5
Disagree	46	48.9
Strongly disagree	38	40.5
Total	94	100.0

Source: Field Data (2017)

The results in table 4.7 revealed that most of the respondents (48.9%) disagreed with the statement that police respect their rights. 40.5% of the respondents strongly disagreed and 2.1% strongly agreed with the statement. The findings may be an indication that police officers in Imenti North Sub-County are not concerned with respecting citizens’ rights. This might have greatly contributed to low levels of citizens’ confidence with the police thus minimizing community cooperation in policing Imenti North Sub-County.

4.3.5 Influence of Police Accountability

The study sought to establish the extent to which police accountability influences community cooperation with the police in policing Imenti North Sub-County. The respondents were required to give their level of agreement with the statement ‘police in my area are accountable to their actions’. The results are shown in table 4.8:

Table 4.8: Public Perceptions of Police Accountability

Category	Respondents	Percentage
Strongly Agree	13	13.8
Agree	23	24.5
Disagree	39	41.5
Strongly Disagree	19	20.2
Total	94	100.0

Source: Field data (2017)

The results in table 4.8 reveal that 41.5% of the respondents disagreed with the statement that police in their area were accountable to their actions. 20.2% strongly disagreed with the statement while 24.5% agreed and 13.8% strongly agreed. These results indicate that majority of the residents of North Imeni Sub-County felt that police were not accountable to their actions in the quest of controlling crime. A respondent asserted:

...when you report a misconduct of a police officer to the police station, the police are not ready to give details of their investigations against their colleague. They are always secretive and unresponsive for their actions when fighting crime (Interview with a household head in Nyaki east location, 20th December, 2017).

From the foregoing, it is clear that lack of accountability makes the police to be negatively perceived by the members of public thus contribute to community's disaffection with police activities when managing safety and security issues. During interviews, it was found that some respondents were aware of the existence of the Independent Police Oversight Authority (IPOA) and its mandate of investigating allegations of police misconduct. However, they expressed that little had changed in overall community perception of the police accountability for their actions.

A respondent stated that:

...willingness to participate in police and community anti-crime programs is determined by police cooperation with the citizens...

(Interview with a household head in Nyaki East location on 20th December, 2017).

The above shows that the majority of Imenti North Sub - County residents' associate willingness to participate in community anti-crime programs to cooperation from the police. This concurs with Reed (2013). who asserts that people who feel the police are fair in dealing with citizens irrespective of social status, are the most likely to work with the police.

4.3.6 Community Politics

This study sought to determine whether community politics affected community co-operation with the police in policing Imenti North Sub-County. A statement, 'police officers are likely to follow up with the victim's complaint because of political influence' was posed to the respondents. They were required to give their level of agreement with the statement. The results are shown in table 4.9:

Table 4.9: Police likelihood of Following Victim's Complaints Because of Political Influence

	Frequency	Percent
Strongly agree	21	22.3
Agree	33	35.1
Disagree	11	11.7
Strongly disagree	29	30.9
Total	94	100.0

Source: Field data (2017)

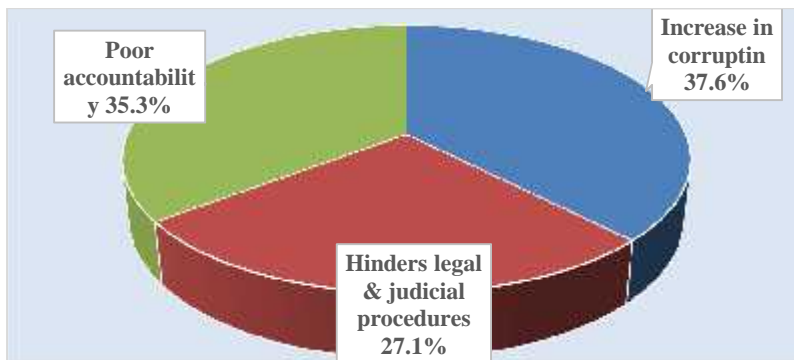
As illustrated in Table 4.9, the study established that most of the respondents (35.1%) agreed that police are likely to follow up a victim's complaint/report against an offender when they are aware of the offender's political influence in the community. Only 11.7% disagreed with the statement while 30.9% strongly disagreed. This implies that community politics plays a major role in community cooperation with the police in policing Imenti North Sub-County. The findings concurred with those of Kenya National Commission on Human Rights (2008) who found that community politics largely defines public cooperation and support to the police.

In this regard, a respondent asserted:

.....*Our leaders have made police agencies partisancausing intimidation, adversaries and rewarding supporters of allied parties..... (Interview with a household head in Ntima West location on 27th December, 2017).*

The foregoing reveals that community politics in Imenti North Sub-County defines public cooperation and support to the police. Due to selective enforcement of the law, police are not trusted by the people thus a factor in determining community’s lack of support to the police in policing Imenti North Sub-County. During the face to face interviews, respondents further intimated that community politics has various effects to the cooperation between the community and the police in policing Imenti North Sub-County. The figure below illustrates the main ways in which community politics affects policing in Imenti North Sub-County:

Figure 4.3: Public Perceptions on Effects of Community Politics on Cooperation with Police



The results in figure 4.3 indicate that community politics leads to increase in corruption (37.6%), poor police accountability (35.3%) and hinders the legal/ judicial procedures (27.1%).

4.3.7 Media Influence on Community Cooperation with the Police

The study sought to determine whether media has influence on community cooperation with the police in policing Imenti North Sub-County. Respondents were asked to give the extent to which their cooperation with the police was determined by what they hear or read in the media. The results were as indicated in table 4.10:

Table 4.10: Public Perception on the Extent of Media Influence on Community Cooperation with the Police

	Frequency	Percent
Very high extent	7	7.4
High extent	38	40.4
Little extent	22	23.4
Very little extent	27	28.7
Total	94	100.0

Source: Field data (2017)

As illustrated in Table 4.10, the study shows that 40.4% of the respondents reported high extent of media influence on community cooperation with the police in policing Imenti North Sub- County. However, 38.7% of the respondents indicated that media has very little influence on their perceptions of cooperation with the police in policing Imenti North Sub-County. 23.4% and 7.4% of the respondents reported little extent and very high extent on the media influence on community cooperation with the police respectively. .On further inquiry, one of the respondent noted that:

.....Private-owned news agencies tend to actively search for sensational news on the government and public figures to entice audience...Sometimes exaggerated reports of police misconduct on televisions, newspapers and the Internet apparently serve such purpose fairly well (Interview with a CPC member on 27th December, 2017).

The respondent sentiment clearly illustrates that media influences the residents of Imenti North Sub-County perception of cooperative policing with the police. Majority of them are exposed to and believe in the negative news in the media about the police. This lowers their satisfaction with the police thus leads to non-cooperation with the police in policing Imenti North Sub-County.

4.3.8 Disparate Targeting

The study sought to investigate the influence of disparate targeting on community cooperation with the police in policing Imenti North Sub-County. Respondents were asked to state their agreement on how disparate targeting by the police has negatively affected community cooperation in policing Imenti North Sub-County. The results are presented in table 4.11:

Table 4.11: Disparate Targeting has Negatively Affected Cooperation with Community

Category	Frequency	Percentage
Strongly agree	29	30.9
agree	37	39.4
Strongly Disagree	18	19.1
Disagree	10	10.6
Total	94	100

Source: Field data (2017)

According to table 4.11, majority of the respondents agreed (39.4%) that disparate targeting of low statured residents by the police negatively affected their cooperation in policing Imenti North Sub-County. Those who strongly agreed that disparate targeting had negative influence in cooperation were 30.9% while 19.1% strongly disagreed and 10.6% disagreed. Table 4.12 further shows how disparate targeting by the police has affected community cooperation with the police in policing Imenti North Sub-County:

Table 4.12: How Disparate Targeting has Affected Community Cooperation with the Police

	Frequency	Percent
Disparate targeting has led to low trust of police service	22	23.4
Disparate targeting is discriminatory in quest to control crime	20	21.3
Disparate targeting has led to mistrust of police officers	20	21.3
Disparate targeting has led to fear of the police	32	34
Total	94	100

Source: Field data (2017)

Results in table 4.12 above shows that disparate targeting by the police causes low level of trust in the police (23.4%); causes discrimination in quest to control crime (21.3%); leads to mistrust of the police (21.3%) and also leads to fear of the police (34%). One of the respondents asserted:

Residents of this estate, cannot cooperate with police in policing. Police officers perceive us as criminals and are discriminatory due to our social status. When a crime is committed in Meru town, they all run here in 'Shauri Yako' estate to make arrest because they think we

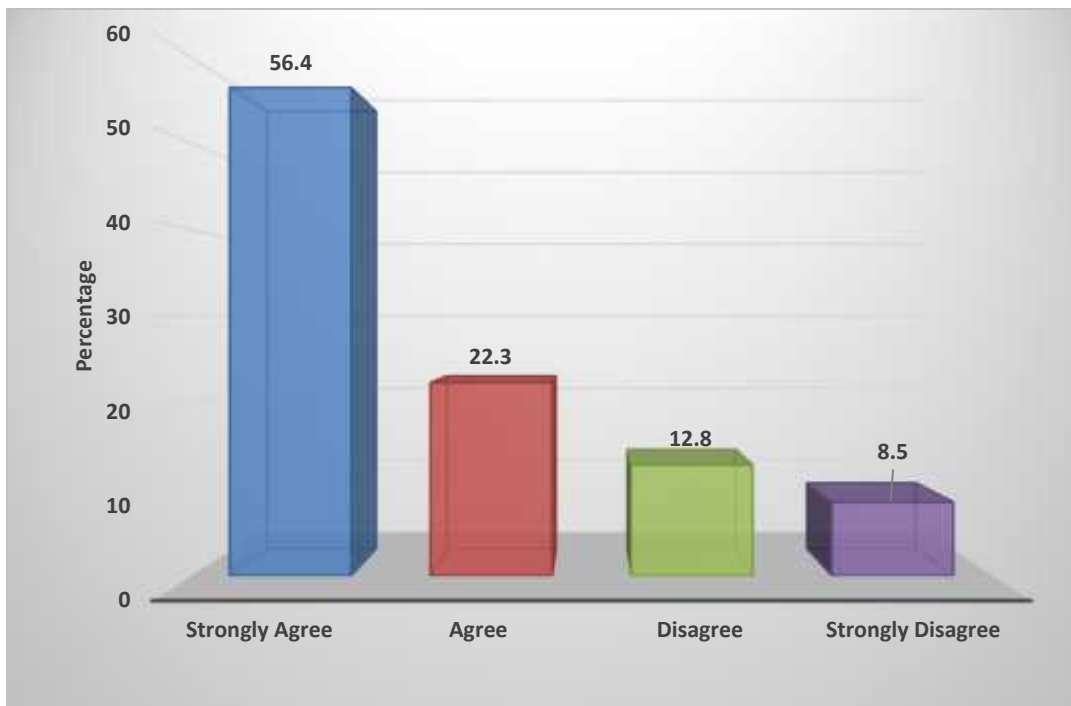
are all criminals (Interview with a household head in Municipality location on 15th December, 2017).

From the statement above, it can be deduced that the police discriminatory targeting of residents due to their ethnic, religious or social status in crime-control context has negatively impacted on community cooperation in policing Imenti North Sub-County. During interviews, respondents expressed that disparate targeting by the police in crime control operations has undermined perceptions of fairness and legitimacy of the police amongst the residents of Imenti North Sub-County and therefore impacted negatively on community cooperation in policing.

4.3.9 Verbal Encounters

The study sought to investigate the influence of verbal encounters on community cooperation with the police in policing Imenti North Sub-County. The results are presented in Figure 4.4

Figure 4.4: Level of Agreement with the Statement ‘Verbal Encounters with Police Affect Community-Police Cooperation’



Source: Field data (2017)

Results in figure 4.4 indicate 56.4% of the respondents strongly agreed that verbal encounters affect community cooperation with the police in Imenti North Sub-County. 22.3% agreed with the statement while 12.8% disagreed with the statement. 8.5% strongly disagreed with the statement.

The findings above agrees with those of Ronneberg (2012) who posited that impact of verbal encounters during interactions between the police and the community is a factor that determines public cooperation and support to the police. This is because language not only provides an important means to solve problems and exert social control but also helps to build relations as well as to inspire confidence and trust.

The study further sought to establish ways in which verbal encounters affect community cooperation with the police in policing Imenti North Sub-County. The results are presented in table 4.13:

Table 4.13: Ways Verbal Encounters by the Police Have Affected Community-Police Cooperation in Policing

	n	Percent
Undermines the cooperation as they misinterpret any action taken by police	33	35.1
Create distant relationship and possible distrust	30	31.9
Insult the citizens and thus less cooperation	18	19.1
Physical discomfort/lowers self esteem	13	13.8
Total	94	100.0

Source: Field data (2017)

As illustrated in Table 4.13, verbal encounters during interactions with the police undermines community's cooperation with the police as the same leads to misinterpretation of police actions in Imenti North Sub-County (35.1%). Verbal encounters also create distant relationship and possible distrust between the police and the community (31.9%). During such encounters, the citizens feel insulted by the police thus leads to non-cooperation in policing (19.1%). Verbal encounters with the police lower the self-esteem of the members of the public thus affects their cooperation in policing Imenti North Sub-County.

A respondents noted that:

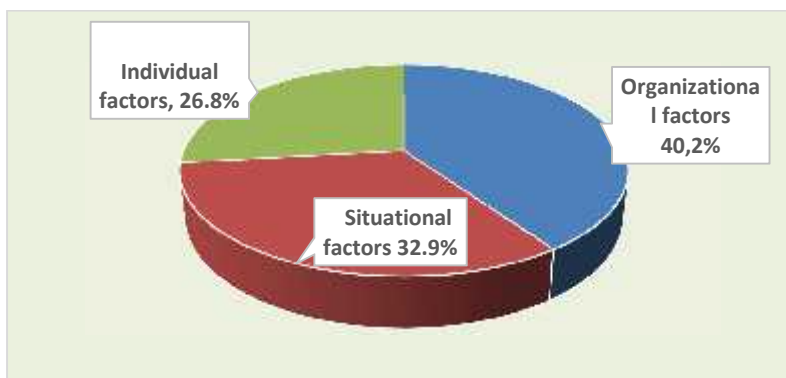
Police have poor communication skills. Calling them to respond to crime offence take too long or even cannot respond prompting citizens to work alone. Their language break social control with ordinary citizens and we cannot see any reason of cooperating with them (Interview with a household head in Ntima West location on 15th December, 2017).

The above sentiment expressed by a respondent shows that spoken language provides the link between police officers and the residents, and as such, either serve as a tool to build relations and inspire confidence or create distance and possible distrust. During interviews, majority of the respondents expressed that police do not handle calls for assistance with politeness. This finding is likely to have negative impact on community cooperation with the police in policing Imenti North Sub-County since residents are likely to keep away from communicating with the police.

4.4 Factors Determining Police Cooperation with the Community in Policing

The second objective of this study was to assess the factors which determine police cooperation with the community in policing Imenti North Sub-County. For the purposes of this discussion, organizational factors are characteristics of law enforcement agencies that influence officers' attitudes about community partnerships and citizen perception. These characteristics are shown in Figure 4.5 :

Figure 4.5: Factors Determining Police Cooperation with the Community



Source: Field data (2017)

From Figure 4.5, a large proportion of respondents (40.2%) indicated that police cooperation with the community in policing Imenti North Sub-County was determined by the organizational factors. 40% of the respondent cited situation factors as determinant of police cooperation with the community while 26.8% cited individual factors.

4.4.1 Organizational Factors Affecting Police Cooperation with the Community

The table 4.14 shows the level of respondents' agreement with aspects regarding organization of police service that have influence on police cooperation with the community in policing. The organizational factors considered here are police officers qualifications, supervision, job satisfaction and training.

Table 4.14: Organizational Factors Affecting Police-Community Co-operation

		Strongly disagree	Disagree	Not sure	Agree	Strongly agree	No response	Total
Nature of police training	n	8	26	15	13	18	9	89
	%	9.0	29.2	16.9	14.6	20.2	10.1	100
Job Satisfaction	n	15	15	15	22	16	6	89
	%	16.9	16.9	16.9	24.7	18	6.7	100
Supervisor's job knowledge	n	8	18	15	15	27	6	89
	%	9.0	20.2	16.9	16.9	30.3	6.7	100
Police officers qualifications	n	7	17	22	19	21	3	89
	%	7.9	19.1	24.7	21.3	23.6	3.4	100

Table 4.14 presents some of the organizational factors that were measured. The results indicate that 30.3% respondents strongly agreed that supervisor's job knowledge was one of the main organizational factor that affect police cooperation with the community in policing Imenti North Sub-County. This was followed by police officers' qualifications (23.6%), the nature of police training (20.2%) and job satisfaction (18%).

The results in table 4.14 concurs with Rosenberg, and Sigler (1999) who posited that, supervisory role is important in all human services organizations because they strongly influence staff cohesiveness, unit morale, social support, and work productivity. Supervisors who are supportive and fair in their dealings with their subordinates free them to engage in behaviour that might increase positive contact with the community and subsequently affect their perceptions of its support and cooperation. In this regard, a respondent asserted:

.....police officers will view citizens as more cooperative if the infrastructure and resources are available to reach out and create partnerships within the community.....

The foregoing statement expresses that police officers who receive good police training perceive themselves to be more competent and are more likely to use good policing skills within the community.

4.4.2 Situational Factors Affecting Police Cooperation with the Community

The study explored the situational factors that influence police cooperation with the community in policing Imenti North Sub-County. Situational factors refers to the workplace environment and/or atmosphere that shapes a police officer’s work related attitudes e.g. workload, working hours, participation in community forums and existence of violent crimes in the neighborhood. This study found that situational factors are important indicators in anticipating police officers support for community policing and positive perceptions of the community support and cooperation in Imenti North Sub-County.

Table 4.15: Situational Factors Affecting Police-Community Co-operation

		Strongly	Disagree	Not sure	Agree	Strongly	No	Total
I am happy with my workload at the police station	n	15	14	19	19	17	5	89
	%	16	15	21	21	19	5.	10
		.9	.7	.3	.3	.1	6	0
The working hours in the police station allow for a work and social life balance	n	10	13	23	15	20	8	89
	%	11	14	25	16	22	9.	10
		.2	.6	.8	.9	.5	0	0
Participation in community forums enhance police cooperation with the community	n	8	17	19	19	21	5	89
	%	9.	19	21	21	23	5.	10
		0	.1	.3	.3	.6	6	0
Violent crimes in the neighborhood affects police cooperation with the community	n	7	14	23	13	23	9	89
	%	7.	15	25	14	25	10	10
		9	.7	.8	.6	.8	.1	0
	%	7.	19	28	21	18	5.	10
	9	.1	.1	.3	.0	6	0	

Source: Field data (2017)

From the results in table 4.15, 23.6% of the police respondents strongly agreed that participation in community forums is a factor that enhances police cooperation with the community in policing Imenti North Sub-County. 21.3% of the respondents agreed that they were happy with their workload at the police station; 22.5% strongly disagreed that the working hours in the police station allow for a work and social life balance, while 21.3% agreed that cooperation with the community in policing Imenti North Sub-County was affected by violent crimes in the neighborhoods.

In the above regard, a respondent asserted:

Majority of the police officers strongly disagree on participation in community forums. However, police officers who engage in crime prevention activities and provide information to the public are more likely to have a variety of interactions beyond those accorded by strictly enforcing the law. Police officers who engage in community-oriented activities will perceive more community support for their work than officers who are not involved in such activities (Interview with a police officer on 15th December, 2017).

The above shows that, police officers who engage in community-oriented activities will perceive more community support for their work than officers who are not involved in such activities. This observation concurs with Klinger, 1997) who posited that situational factors contributes to the success of police cooperation with the community in crime prevention strategies.

4.4.3 Individual Factors Affecting Police Cooperation with the Community

The study sought to establish the extent to which individual factors affect police cooperation with the community in policing Imenti North Sub-County. The individual factors considered here are police ranking, tenure and stress. The respondents were required to give their level of agreement with statements concerning police officers' individual factors and their effect to cooperation with the community. The results are illustrated in table 4.16:

Table 4.16: Individual Factors Affecting Police – Community Co-operation

		Strongly disagree	Disagree	Not sure	Agree	Strongly agree	No	Total
Police ranking enhance cooperation with the community	n	7	17	17	16	25	7	89
	%	7.9	19.1	19.1	18.0	28.1	7.9	100
Police officer's tenure in the station enhances cooperation with the community	n	6	22	14	19	24	4	89
	%	6.7	24.7	15.7	21.3	27	4.5	100
Stress has a negative effect on officers cooperation with the community	n	8	16	17	17	26	5	89
	%	9.0	18.0	19.1	19.1	29.2	5.6	100
Violent crimes hinders police cooperation with the community	n	12	9	23	14	26	5	89
	%	13.5	10.1	25.8	15.7	29.2	5.6	100
Police workload limits police cooperation with the community	n	9	11	23	16	23	7	89
	%	10.1	12.4	25.8	18.0	25.8	7.9	100

Source: Field data (2017)

According to Table 4.16, 27% of the police officers strongly agreed that police officer's tenure in the station enhances cooperation with the community. 29.2% of the respondents strongly agreed that stress has a negative effect on police officers cooperation with the community; 28.1% of the respondents strongly agreed that police ranking enhances cooperation with the community; 25.8% strongly agreed that police cooperation with the community is limited by police workload whereas 29.2% strongly agreed that police cooperation with the community in policing Imenti North Sub-County is hampered by violent crimes.

The findings in table 4.16 shows that police tenure influences behavior and attitudes of individual police officer towards members of the community in Imenti North Sub-County. This is because the longer a police officer works in one police station, the better he/she relates well with the residents. On the other hand, a newly posted police officer will have difficulties relating well with the residents due to poor socialization attributed to police sub-culture. The findings further suggest that perception of community support increase as one moves up through the police hierarchy (rank).

According to a respondent:

The upper ranked police officers have minimal exposure to the community during operations. They only meet in the station or divisional offices. In most cases, we (constables) meet with members of community in highly charged environment such as crime investigations and when quelling public dissents (Interview with a police officer on 15th December, 2017).

The foregoing indicates that police ranking has negative impact on police cooperation with the community in policing. These results imply that police officer perceptions of community cooperation increases as one move up through the police hierarchy. Police commanders and supervisory staff in the study area felt more supported by the community whereas lower ranked officers such as Police Constables (PC's) who felt less citizen support and cooperation. However, these negative attitudes of lower ranked officers cannot be purely attributed to ranking in the police but to greater exposure to individuals and groups in the field in times of crisis. Police administrators have the opportunity to interact with the same people in less emotionally charged situations and places.

Findings in table 4.16 suggest that officers perceptions of community support will vary based on their levels of frustration and strain. The information points out that police officers with elevated levels of emotional stress may express their frustration through a hostile demeanor and behavior. Accordingly, police officers experiencing stress may deflect those feelings onto community members. This negative presentation frames relations with the community thereby decreasing perceived levels of support by both parties that in turn decreases actual cooperation in policing. This concurs with Yates and Pillai (1996) empirical evidence which suggests that police officers' perception of community support will vary based on their levels of frustration and strain.

A respondent commented:

Working as a police officers is demanding. This makes a police officer less involved with the surrounding community and less likely to form positive relationships with citizens. With stress you cannot do much or even have time to listen to a colleague or provide adequate attention to the resident when they need your help in fighting crime....majority of us undergo stressful times attributed to our families and work environment. Our administrators at times force us to work overtime or deploy us in areas that one cannot find any mean of communication.

Therefore, many police officers feel stressed and express their frustration through a hostile demeanor and behaviors like use of excessive force when fighting crime (Interview with a police officer on 15th December, 2017).

4.4.4 Inferential Results on Police Cooperation with the Community

Correlation analysis was carried out to establish the nature and strength of relationship between factors influencing police cooperation with the community in policing Imenti North Sub-County. Table 4.17 presents the correlation matrix between the factors determining police cooperation with the community in policing.

Table 4.17: Correlation Matrix on Determinants of Police Cooperation with Community

		How do you rate relationship between community and police?	Organizational factors	Situational factors	Individual factors
How do you rate relationship between community and police?	Pearson Correlation Sig. (2-tailed) N	1 89			
Organizational factors	Pearson Correlation Sig. (2-tailed) N	.432** 89	1 89		
Situational factors	Pearson Correlation Sig. (2-tailed) N	.245* 89	-.075 89	1 89	
Individual factors	Pearson Correlation Sig. (2-tailed) N	.405** 89	.151 89	.519** 89	1 89

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

The results in table 4.17 revealed a positive moderate relationship between police cooperation with the community and organizational factors, $r(89) = 0.432, p = 0.001$. Similarly, there was a weak positive correlation between police cooperation with the community and situational factors, $r(89) = 0.245, p = 0.02$. The results further shows a moderately positive correlation between the determinants of police cooperation with the community and police individual factors, $r(89) = 0.405, p = 0.001$. An increase in perception on influence of organizational, situational as well as police individual factors is predicted to increase perception about cooperation between the police and community.

4.4.5 Regression Analysis on Police Cooperation with the Community

Table 4.18 shows the coefficient of determination model of goodness of fit that exist between the factors that determine police cooperation with the community in policing Imenti North Sub-County:

Table 4.18: Coefficient of Determination

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
dimension0 1	.563 ^a	.317	.292	.411

a. Predictors: (Constant), Individual factors, Organizational factors, Situational factors

Coefficient of Determination in table 4.18 explains the extent to which the change in the dependent variable can be explained by the change in the independent variables or the percentage of variation in the dependent variable that is explained by all the independent variables. An R-square value of 0.317 was established and adjusted to 0.292. This means that the independent variables could only explain 29.2% of the perceived police cooperation with the community in policing.

Table 4.19: Analysis of Variance Table

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.651	3	2.217	13.122	0.001
	Residual	14.361	85	.169		
	Total	21.011	88			

a. Predictors: (Constant), Individual factors, Organizational factors, Situational factors

b. Dependent Variable: How do you rate relationship between community and police?

Analysis of Variance (ANOVA) was used to test the significance of the regression model. The predicted model between the police cooperation with the community in policing and the independent variables was significant, $F(3,85) = 13.122$, $p=0.001$.

Table 4.2017: Regression Coefficients

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.003	.274		-.013	.990
	Organizational factors	.253	.058	.400	4.333	.000
	Situational factors	.093	.075	.132	1.241	.218
	Individual factors	.180	.070	.276	2.560	.012

a. Dependent Variable: How do you rate relationship between community and police?

$$C-PC = -0.003 + 0.253X_1 + 0.093 X_2 + 0.180 X_3$$

Where;

C-PC – Community – police cooperation (Dependent variable)

X₁ - Organizational factors

X₂ - Situational factors

X₃ - Individual factors

The results in table 4.20 indicates that holding other factors constant, the relationship between community and the police is perceived as uncooperative. A unit increase in perception about the influence of organizational factors (the nature of police training, police officers qualifications, job satisfaction and supervision) significantly increases perception on police cooperation with the community in policing by 0.253, other factors kept constant. Similarly, a unit increase in perception about the influence of police individual factors (police workload, police tenure at the station, stress, police ranking and perception on violent crimes) significantly increases perception on

police cooperation with the community in policing by 0.180, keeping other factors constant. Besides, a unit increase in perception about the influence of situational factors increases perception on police cooperation with the community in policing by 0.093, other factors kept constant.

4.5 Interventional Measures to Improve Community and Police Cooperation

In order to find out the measures to be taken to improve community and police cooperation in policing Imenti North Sub-County. Respondents were asked to state how community and police cooperation can be enhanced. The findings are as illustrated in Table 4.21.

Table 4.21: How to Improve Police and Community Cooperation in Policing

	n	Percent
Police training	46	25.1
Partnership between the community and police in fighting crime	38	20.8
Develop positive attitudes towards the police	34	18.6
Police should avoid unfair treatment to earn legitimacy	26	14.2
Respect for community law enforcement	24	13.1
Improve the procedural justice	15	8.2
Total	183	100

Source: Field data (2017)

The findings in table 4.21 suggest that majority of the respondents agreed that training of police officers to be responsive to the security needs of the residents improves police and community cooperation (25.1%). 8.2%, of the respondents considered improvement of procedural justice as the least aspect of improving police-community cooperation in policing Imenti North Sub-County.

During interview with police respondents, majority stated that they have not been trained on community policing due to lack of facilities and that in most cases no such initiative have been undertaken. This shows that most police officers are yet to be trained on establishing and maintaining partnership with the community and strategies to promote cooperation among the stakeholders.

4.5.1 Core Components to Improve Police and Community Cooperation

The study sought to know the core components that can improve community and police cooperation in policing in Imenti North Sub-County. The results are highlighted in table 4.22:

Table 4.22: Core Components to Improve Police and Community Cooperation

		Very high	High	Low	Very low	Total
Community partnerships	n	72	46	40	25	183
	%	39.3	25.1	21.9	13.7	100
Problem solving	n	62	50	42	29	183
	%	33.9	27.3	23	15.8	100
Service orientation	n	58	36	62	27	183
	%	31.7	19.7	33.9	14.7	100
Community mobilization and sensitization	n	82	54	38	9	183
	%	44.8	29.5	20.8	4.9	100
Empowerment and accountability	n	76	46	34	27	183
	%	41.5	25.1	18.6	14.8	100

Source: Field data (2017)

The results shows that 44.8% of the respondents reported that community mobilization and sensitization on the police work is a very high core component in enhancing community and police co-operation in policing Imenti North Sub-County. This was followed by empowerment and accountability on the side of police (41.5%). 39.3% of the respondents indicated that community partnerships was a very high core component in fostering community and police co-operation in policing. In addition, 33.9% of the respondents indicated that problem solving was a very high core component followed by service orientation (31.7%).

The results are an indication that through cooperation, the community and police can consult and participate in an inclusive process of problem solving. The respondents valued cooperation as vital in building police and community partnership in policing. The problem solving process entails joint identification, analysis and justification of the causes of crime and conflict within the community. Service orientation is important to the respondents

because of the need for a professional police service responsive to community needs. Mobilization and sensitization includes ensuring residents understand criminal justice issues such as criminal procedures.

4.6 Discussion

This section discusses the results presented in previous section. The discussion is aligned to the study objectives and begins with the discussion of the first objective, which was to examine the factors determining community cooperation with the police in policing Imenti North Sub-County. The discussion proceeds to assess factors which determine police cooperation with the community in policing Imenti North Sub-County and thereafter, to evaluate interventional measure that will improve police and community cooperation in policing Imenti North Sub-County.

4.6.1 Determinants of Community Cooperation with the Police

The results of this study have demonstrated that the contextual experiences of Imenti North Sub-County citizens with the police plays a vital role in their perception towards community cooperation with the police. Many of the community characteristics that explain citizen support for police in general are also those that suggest support for police and community relationships. Those who are generally satisfied with police like to work with police and are more positive of community cooperation with the police. Further, those who feel police respect citizen's individual rights and have verbal modesty when interacting with citizens supports community cooperation with the police in policing.

According to the results of the study, the residents of Imenti North Sub-County have little trust in the police to solve the problems of crime. Consequently, this distrust leads to poor relationship between the community and the police thus non-cooperation in policing. Therefore, the results of the study concurs with Sunshine and Tyler (2003) who asserted that trust is a factor that determine citizens' cooperation and support to the police. Majority of the respondents in Imenti North Sub-County attributed their low levels of trust in police to police agencies doing an inadequate job when controlling and investigating crimes. These findings concurs with an empirical assessment of the public perceptions of the police in Mexico where little confidence in municipal, state, and federal police agencies led to distrust of the police resulting to high crime rates (Brown et al, 2006).

Given the negative media reports and citizens verbal encounters with the police, most of the respondents indicated their negative perception of the police which leads to non-cooperation in policing Imenti North Sub-County. The results concurs with Huang (2012) findings that negative news about the police lower citizens' satisfaction leading to non-cooperation in policing.

The study results revealed that lack of police accountability has not augured well to community cooperation with the police in policing Imenti North sub-County. The community is suspicious of the police because of their secretive operations. Respondents intimated that police do not own up or explain to the public the reason for their actions in crime control operations even when their use of excessive force is clear. This leads to strained relationship between the community and police thus an impediment to their cooperation with the police in policing.

Conclusion drawn in the study results portends that, disparate targeting of some residents in Imenti North Sub-County due to religious or social status has a negative impact on the community perception of police hence non-cooperation in policing. This assertion concurs with Wilson (2009) who posited that unequal allocation of policing attention and sanctions along ethnic, religious or social status undermines perceptions of fairness and legitimacy of the police amongst the population thus leads to non-cooperation in policing.

4.6.2 Determinants of Police Cooperation with the Community

Concerning the determinants of police cooperation with the community in policing Imenti North Sub-County, the study results shows that police ranking influences police cooperation with the community in Imenti North Sub-County. The assertion drawn from the study suggests that perception of community support increases as one moves up through the police hierarchy. Therefore, command and supervisory staff feel most supported by the community whereas patrol officers perceive less citizens support and cooperation. However, this study concurs with the findings of Klinger (1997) who posited that negative attitudes of lower ranked officers cannot be purely attributed to ranking in the police but to greater exposure to individuals and groups in the field in times of ether crisis or lesser emotionally charged situations.

According to the results of the study, majority of the respondents were of the view that police tenure influences officer behavior and attitudes because it is related to police socialization and burnout among other phenomena. Police socialization occurs within the first few months of becoming an officer and with socialization into the police subculture. The officer becomes less likely to identify with the community in which he/she works. It also becomes more difficult for the officer to form relationships outside of the police culture. However, respondents were of the view that when a police officer is stationed in a particular station for long, there is likelihood of that officer identifying with the community thus have positive perception of police and community cooperation in policing. The finding concurs with a study conducted by Paoline (2000) who posited that tenure is an important explanatory variable in determining police perception of community cooperation. However, these finding were contradicted by some respondents who were of the view that when a police officer is stationed for too long in one station, he/she becomes complacent due to interactions including with criminals.

The result of the study also indicated that police officers who feel stressed in work environment are more likely to detach from the public as a coping mechanism. Officers who feel stressed may express their frustrations through hostile demeanor and behavior thus may deflect those feelings onto the community members. This negative presentation frames relations with the community thereby decreasing perceived levels of support by both parties which in turn decreases actual cooperation in policing. However, this study is of the view that police officers with elevated levels of emotional stress can employ a variety of coping mechanisms ranging from requesting transfers from stressful positions to minimize antagonism with the public.

4.6.3 Interventional Measures to Improve Police and Community Cooperation

With regards to objective three, the results of the study indicated that strong relationships between police agencies and the communities they serve is critical to maintaining public safety and effective policing. Community' willingness to trust the police depends on whether they believe that police actions reflect community values and incorporate the principles of procedural justice and legitimacy. Therefore, this study concurs with Goldstein (1990) assertion that police and community cooperation in policing is determined by the police effectiveness and efficiency in terms of crime control, reducing fear of crime, improving

quality of life for the local residents and strengthening police legitimacy and public confidence.

The study findings indicate that the key interventional measure to improve community and police cooperation in policing Imenti North Sub-County is to enhance the concept of Community Policing because it builds trust and cooperation within the community. The leading factor that strengthens trust and cooperation in the community involve sensitizing the community on the needs, difficulties and challenges of the police. This elicits understanding and supportive actions from the public. It allows the public to understand what police officers encounter in the course of their security duties. This also builds trust and encourages cooperation as the public will be willing to associate with police officers.

According to the results of the study, accountability and transparency on the part of the police was found to be for positive relationships between the police and the community in policing Imenti North Sub-County. Community and police respondent were cognizance that whenever a critical incident occurs, police agencies should try to release information to the public the soonest possible. This will discount fears of the community that the information is being purposefully withheld from them. At the same time, police administrators should make the information available to the news media and be ready to correct any misinformation. This will lessen suspicion that exists between the police and public.

The study findings indicates that implementation of community policing program can improve cooperation between the community and the police in policing Imenti North Sub-County. Community policing entails the formation of police and community partnerships along with other innovative strategies aimed at addressing the root cause of crime and disorder in order to restore civility to the local community. Respondents argued that community policing is a tool that engages the police and the community in partnership to fight crime thus enables social and economic development.

According to police respondents, inadequate training on community policing is an impediment on community and police cooperation in policing. The results indicated that training enhances police officers' capacity to perform community policing functions such analyzing problems and working with the community groups. This improves cooperation between the community and the police in policing Imenti North Sub-County.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents a summary of key findings of the study, conclusions, recommendations and suggestions for further research. They are presented on the basis of the specific objectives and the responding research questions which were posed in pursuit of realizing the general objective of the determinants of police and community cooperation in policing Imenti North Sub-County.

5.2 Summary of the Findings

The general objective of this study was to examine the determinants of police and community cooperation in policing Imenti North Sub-County. The study was informed by the realization that although the government of Kenya has implemented a countrywide community policing program as a measure of reducing the gap between the police and the community in order to curb insecurity, the policy has not fully realized its key objectives due to mistrust that exist between the community and the police in policing. Therefore, this study sought to minimize the challenges which hinders successful implementation of the community policing initiative.

The first study objective was to examine factors that determine community cooperation with the police in policing Imenti North Sub-County. The findings revealed that the majority of the respondents were not satisfied with the services of the police in Imenti North Sub-County. They cited that in most cases, the police are slow to respond when a crime is reported or they do not respond at all. The police are seen by the respondents to be inefficient and ineffective. The findings further established that the police often provide no feedback for their actions during crime control operations thus are considered unaccountable by the respondents. The findings show that, majority of the respondents felt that the social class of an individual is likely to influence the behaviour or attitude of a policeman in Imenti North Sub-County. For instance, the likelihood of a victim's complaint/report being followed up by a police officer can be influenced by whether or not they are bribed by the victim or whether or not the officer recognizes that the victim may have social/political influence. Similarly, the finding of the study indicated that the majority of the respondents felt that their weak relationship with the police was caused by regular harassment by the police. Respondents felt that they cannot trust the police by providing information about

criminal elements. This findings revealed that community mistrust of the police resulted to poor cooperation in policing thus an increase in crime rates in Imenti North Sub-County.

The second objective of the study was to assess factors which determine police cooperation with the community in policing Imenti North Sub-County. In this regard, the study established that majority of respondents believed that police tenure influences behavior and attitudes because it is related to police socialization and burnout among other phenomena in police system. Other respondents asserted that police level of ranking had a negative impact on police cooperation with the community. For instance, assertions drawn from the study suggested that perception of community support increases as one moves up through the police hierarchy. Whereas police constables perceive less citizens support and cooperation, command and supervisory staff feel most supported by the community. The findings further established that increase in level of stress among the police resulted to poor cooperation with the community. For instance, respondents were of the view that police officers who feel stressed may express their frustrations through hostile demeanor to the public thereby decreasing levels of actual support in policing. However, it was established that regardless of levels of stress, police officers who experience elevated levels of stress are likely to employ a variety of coping mechanism such as requesting transfers to less stressful positions or areas to avoid the stressors.

The third objective of the study was to evaluate interventional measures that will improve police and community cooperation in policing Imenti North Sub – County. The findings established that accountability and transparency on the part of the police is essential for positive relationships between the police and the community in policing. The findings revealed that implementation of community policing program can improve cooperation between the community and the police. Community policing enhances close collaboration that is needed to achieve sustainable peace and stability in Imenti North Sub-County. Respondents asserted that the police and community cannot singly address crime on their own but can only be achieved as a joint initiative. The findings further established that lack of proper training on roles and responsibilities in community policing impeded on respondents ability to cooperate in policing. For instance, it emerged during the interviews that the community was not educated about the functioning of the criminal justice system while majority policemen were not trained on how to perform community policing functions

such analyzing problems and working with the community groups to reduce the menace of crime.

5.3 Conclusions

5.3.1 Theoretical Conclusion

The study findings show that, cooperation between the community and the police in policing Imenti North Sub-County is faced with numerous challenges which are impeding the realisation of community policing program objectives of enhancing collaboration between the police and members of the community in crime prevention and maintenance of law and order. It was concluded that low levels of community trust in police, disparate targeting of some members of the community by the police, community politics, lack of accountability on the part of police, uncourteous language used by the police during interactions with the public and media influence disaffected the community thus contributing to non-cooperation in policing Imenti North Sub-County. On the other hand, individual factors (ranking, tenure and stress), situational factors (workload and violent crimes) and organizational factors (supervision and training) were found to hinder police cooperation with the community in policing Imenti North Sub-County. The findings support the Normative Sponsorship Theory by Tiedke, Freeman, Sower & Holland (1957) as successful policing requires goodwill of members of the community and the police to develop cooperative and collaborative ties for the purposes of solving problems that may affect them both.

Conclusion drawn on the study findings are reinforced by the Rational Choice theory which suggest that aggregate social behavior results from the behavior of individual actors, each of whom is making their individual decisions. The theory therefore focuses on the determinants of the individual choices thus stipulates that the agent chooses the action (or outcome) they most prefer. In relation to cooperation between the public and police, Rational Choice theory informs that, a person will trust an institution only when that person has adequate reason to believe it will be in the institution's interest to be trustworthy. When the public consider trusting the police beneficial in terms of what they expect from them, they end up giving their trust to the police and vice versa.

Community and police cooperation in policing is built upon notions of social organization and their contribution to maintenance of social order. Considering the historical role of the police especially in developing countries and the reality of community interactions, a

balanced analysis of the partnership between the community and the police requires engagement with the issue of power relations and specifically political and information power. Consistent with rational choice assumptions about human motivation, the police can encourage cooperation with the community by giving the same a greater personal utility for residents. For example, demonstrating that the police are effective in fighting crime and that law breakers are punished.

5.3.2 Empirical Conclusion

In light of the study findings on the first objective, this study has highlighted the factors which contribute to community mistrust of the police (e.g. disparate targeting, community politics, verbal encounters, lack of police accountability and media influence) and its effect on the public willingness to cooperate with the police in policing Imenti North Sub-County. Considering the context of police and community relations in Kenya, it might be more relevant to focus on the program that can make the police more responsive to the public and vice versa. This is important when considered that the foregoing findings show the main challenge to effective cooperation relates to the attitudes of the community to the police.

The findings from this study have strong implications for community policing in Kenya. The measure of police and community relationships are a proxy for community policing with police and community relationships as the central core and guiding philosophy. Given that the National Police Service is expanding community policing programs around the country, a critical element of this study is the importance of community satisfaction with the police. Police administrators may take note from these study findings and consider improving the police image in terms of professionalism, integrity and accountability. More importantly, they should consider communicating to the community their primary mission with emphasis on police values and conducting their work in line with the principles of the rule of law, protection of human rights and adhering to the notions of democratic policing.

With respect to the second specific objective, it may be concluded that individual factors (ranking, tenure and stress), situational factors (workload and violent crimes) and organizational factors (supervision and training) were found to hamper police cooperation with the community in policing Imenti North Sub-County. The findings of this study demonstrates that, if the police are interested in building partnerships with the community in order to increase their ability to maintain order and solve crime problem, they must act to

change officer's perceptions. This can be done in part through training and supervision. Training can equip officers with skills necessary to build cooperation with the community. Once officers feel well trained and confident in their abilities, they will be able to use their skills when conducting policing duties. These skills will not atrophy if they have supervisors who reinforce their importance and value as part of good police work. Even if the supervision is not focused specifically on partnership building skills, there is evidence that officers who believe they have supportive supervisors feel more free to take risks in the area of community engagement and collaboration.

Although the findings of the study established that, police cooperation with the community was impeded by individual, situational and organizational factors, it was concluded that the challenges to cooperation with the community may be occasioned by the character and motivations of the government among other factors. For example, it was established that the state can constrain cooperation through inadequate funding of the police and bureaucratic policies which may be incompatible with responsive cooperation

Lastly, the third specific objective point to the fact that interventional measures to improve community and police cooperation are critical in policing Imenti North Sub-County. The study findings revealed that there was an urgent need to relook at the concept of community policing in totality by bringing on board all the stakeholders. This would assist in role definition and resource acquisition and allocation. The study also concluded that sensitizing the community on police work, accountability and transparency on the part of the police are some of the interventional measures that may increase cohesion between the police and the public thus increases confidence in cooperative policing.

When determining the interventional measures to improve community and police cooperation in policing Imenti North Sub-County, the findings revealed that the community comprises many different configurations of interests and aspirations which may be mutually antagonistic. This raises the question of the preparedness of the police to relate and manage this complexity without becoming cynical, especially in the context of increasing crime and scarcity of resources. Equitably, this study concludes that, to transform the policing organizations from reliance on criminal law and procedures, they should adopt consensual extra-legal strategies in problem solving and emphasizes participation and partnership with the communities in order to address security and other social order problems.

5.4 Recommendations

Based on the discussion and conclusions of the study, the following recommendations are made with the intent to provide solutions that will increase cooperation between police and the community:

5.4.1 Policy Recommendations

It is recommended the National Police Service implement more community based policies to increase communication and empower citizens to participate in prioritizing what is important to them and what services their specific neighbourhoods require. A greater level of engagement will enable both the community and police to gain a better understanding of the effect of policing on individuals and the communities. Neighbourhood policing, through which the public has an active say in the decision-making process will help build true public engagement which will lead to greater intelligence gathering and foster mutual respect. This will lead to greater public confidence in police and increased job satisfaction for officers.

5.4.2 General Recommendations

With respect to the first specific research question, the following is recommended:

- (i) **Cooperation:** Community members should be encouraged to take responsibility for their own safety. The police should begin to work with the community to strengthen various partnerships in order to police Imenti North Sub-County well. Community Policing Committee members should organise monthly meetings to discuss neighbourhood problems and community members should be involved in decision-making processes. It is important that everyone in Imenti North Sub-County should see themselves as partners in policing and that a partnership approaches to policing is the only avenue for taking responsibility to create a safer environment in the locality. Increasing the frequency and quality of contact sessions between the police and the community may increase appreciation of police work by the community. In addition, it will reduce police members' frustration levels and their negative attitudes towards cooperative policing. This will result in better levels of satisfaction by both the police and the community.
- (ii) **Strong Leadership:** Leadership is the process of directing and influencing the action of others. The research findings revealed that a number of police officials

are alleged to be violating citizens' rights, with little being done to stop it. This allegation raises serious concerns and has the potential to negate achievements made by the police and the community over the years. It is therefore recommended that: the management of the National Police Service in Imenti North Sub-County takes disciplinary actions against their members alleged to be taking part in the violation of human rights; complaints by members of the community be investigated by most senior officers and be finalised as a matter of urgency and, timely feedback on complaints be provided to members of the community to restore trust

With respect to the second specific research question, the following is recommended:

- (i) **Communication:** In addition to traditional press releases following major or controversial incidents, the National Police Service can utilize social media to actively promulgate positive stories about everyday police work. Some of these stories can be released in multi-part series, allowing the public to see initiatives and programs developed over time. This publicity will not only allow the community to see officers as human like everyone else but will also provide an avenue for the police to communicate directly with the public, helping build confidence, trust, and understanding.
- (ii) **Accountability:** It emerged during the interviews that some members of the police displayed a lack of accountability in the way they handled resources and their conduct with respect to lawful, respectful and treatment of community members. The police must be encouraged always to be accountable for their actions and be made aware of the consequences of acting outside the law. Accountability means that officers and citizens must be answerable for their actions or omissions. The community must also be encouraged to be accountable by providing information about crime to the local police.

With respect to the third specific research question, the following is recommended:

- (i) **Civic Education:** The Government should enhance interventional measures to its citizens through civic education to create community awareness on police and community cooperation. This would include systematic analysis of cooperation

from the perspectives of relationship between the state and the public and its benefits.

- (ii) **Trust Building:** Trust between the National Police Service members and the community enables both to gain greater access to valuable information that could lead to increased combating of crime. It is recommended that trust building initiatives such as sporting events need to be jointly organised, as these assist in bringing people closer together. It will also keep the youthful members of the community busy and discourage them from participating in illegal activities. It is recommended that police management and community members should initiate joint projects that involve them in partnerships in policing.

5.4.3 Areas for Further Research

Considering there is little information on the factors that affect effective implementation of community policing in developing countries, this study provide a way to future research on the determinants of police and community cooperation in policing to answer the question of what must be done to restore and enable the police not only to protect and serve but to build partnerships with the communities. The limitation of this study is that it covered one Sub-County in Kenya. Hence, future research should examine the determinants of police and community cooperation in policing with a larger sample incorporating several counties in Kenya.

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APPENDICES

APPENDIX I: Questionnaire for the household heads, chiefs and community policing committee members

Dear respondent

My name is Patrick Mugambi, an MA student from Egerton University currently carrying out a field survey on “**Determinants of Police and Community Cooperation in Policing: A Case of Imenti North Sub-County, Meru County**”. The purpose of this study is to generate information on major factors affecting community-policing cooperation in policing in Imenti North Sub-County and measures to improve the cooperation. Data will be used solely for purposes of education and be treated with due confidentiality. Please complete each section as instructed.

INTRODUCTION

Kindly fill the Questionnaire as appropriately as possible. Be assured that the information you give will be treated with utmost confidentiality and will be used only for research purpose.

SECTION A: BACKGROUND INFORMATION

1. Gender	Male ₁ <input type="checkbox"/>	Female ₂ <input type="checkbox"/>		
2. Age (years):	21-30 ₁ <input type="checkbox"/>	31-40 ₂ <input type="checkbox"/>	41-50 ₃ <input type="checkbox"/>	Above 50 ₄ <input type="checkbox"/>
3. What is your level of education? (Tick where appropriate)	No formal Education ₁ <input type="checkbox"/>	Primary ₂ <input type="checkbox"/>	Secondary ₃ <input type="checkbox"/>	
4. Duration in the location:	Less than 2 years ₁ <input type="checkbox"/>	2 – 10 years ₂ <input type="checkbox"/>	above 10 years ₃ <input type="checkbox"/>	
5. Religion:	Christian ₁ <input type="checkbox"/>	Muslim ₂ <input type="checkbox"/>	Hindu ₃ <input type="checkbox"/>	Other (specify) ₄ <input type="checkbox"/>
6. Designation:	Household Head ₁ <input type="checkbox"/>	Chief ₂ <input type="checkbox"/>	CPC Member ₃ <input type="checkbox"/>	
7. Location:	Ntima East ₁ <input type="checkbox"/>	Ntima West ₂ <input type="checkbox"/>	Nyaki East ₃ <input type="checkbox"/>	Nyaki West ₄ <input type="checkbox"/>
	Municipality ₅ <input type="checkbox"/>			

SECTION B: DETERMINANTS OF COMMUNITY COOPERATION

The following statements describe aspects of community-police cooperation in policing Imenti North Sub-County in Meru County (Kenya). On a scale of 1-5 where 1 is very small extent and 5 is very big extent, to what extent do you rate the following statements?

	5	4	3	2	1
1. Police officers and the public work together and trust each other in solving crime problems					
2. I trust the police to protect the public from criminals					
I am satisfied with the police service in my area					
3. I am confident that the police can handle security matters effectively					
<p>Any other factor(specify)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>					

4. a) To what extent do you agree/disagree with the following statement “police officers in my local area are more likely to follow up with the victim’s complaint/reports when they recognize you have political influence”

Strongly agree [] Agree [] strongly disagree [] Disagree []

b)Give reason for your answer in 4(a)

above.....

.....

.....

.....
.....

5. a) To what extent is your cooperation with the police determined by what you hear or read (on the radio, television or in a newspaper) about incidents of police conduct (e.g. excessive use of force) or positive stories regarding the police?

Very high extent High extent Very little extent little extent

- b) Give reason for your answer in 5(a)

above.....
.....
.....
.....
.....

6. a) To what extent do you agree/disagree with the statement ‘police officers in my local area are concerned about respecting a citizen’s individual’s right and are accountable to their conduct?’ Strongly disagree Disagree Strongly agree Agree

- b) Give reason for your answer in 6(a)

above.....
.....
.....
.....
.....

7. a) How do you rate the statement ‘Police officers in my area investigate in a fair manner regardless of the difference of social status of the victims?’

Very high High Very Low Low

- b) Give reason for your answer in 7(a)

above.....
.....
.....
.....
.....

8. How much do you agree/disagree with the statement ‘police officers in my local area handle calls for assistance with politeness and are attentive when a victim reports a crime’
Strongly disagree [] Disagree [] strongly agree [] Agree []

b) Give reason for your answer in 8(a)

above.....
.....
.....
.....
.....

9. In your own opinion, what do you think are the factors that affect community–police cooperation in policing Imenti North Sub County?

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

10. In what ways have verbal encounters by the police affected community-police cooperation in policing Imenti North Sub County?

.....
.....

11. How has disparate targeting affected cooperation between the police and the community in policing Imenti North Sub County?

.....
.....

12. In your own opinion, explain any causes of breach of trust and confidentiality between police and civilians from your region.

.....

13. How have excesses by the police in doing their work and accountability affected cooperation between the police and the community in policing Imenti North Sub County?

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

14. How has the community policing helped the security matters in your region?

.....
.....

15. What do you think can be done to improve community and police cooperation in policing Imenti North Sub County?

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.....

APPENDIX II: Questionnaire for the police officers

Dear respondent

My name is Patrick Mugambi, an MA student from Egerton University currently carrying out a field survey on “**Determinants of Police and Community Cooperation in Policing: A Case of Imenti North Sub–County, Meru County**”. The purpose of this study is to generate information on major factors affecting community-policing cooperation in policing in Imenti North Sub-County and measures to improve the cooperation. Data will be used solely for purposes of education and be treated with due confidentiality. Please complete each section as instructed.

SECTION A: BACKGROUND INFORMATION

3. Gender				
Male ₁ <input type="checkbox"/>		Female ₂ <input type="checkbox"/>		
4. Age (years): 21-30 ₁ <input type="checkbox"/> 31-40 ₂ <input type="checkbox"/> 41-50 ₃ <input type="checkbox"/> Above 50 ₄ <input type="checkbox"/>				
5. What is your level of education? (Tick where appropriate)				
No formal Education ₁ <input type="checkbox"/> Primary ₂ <input type="checkbox"/> Secondary ₃ <input type="checkbox"/> Tertiary ₄ <input type="checkbox"/>				
6. Work experience: Less than 2 years ₁ <input type="checkbox"/> 2 – 10 years ₂ <input type="checkbox"/> above 10 years ₃ <input type="checkbox"/>				
7. Religion: Christian ₁ <input type="checkbox"/> Muslim ₂ <input type="checkbox"/> Hindu ₃ <input type="checkbox"/> Other (specify) ₄ <input type="checkbox"/>				
8. Rank: PC ₁ <input type="checkbox"/> CPL ₂ <input type="checkbox"/> SGT ₃ <input type="checkbox"/> S/SGT ₄ <input type="checkbox"/> INSPECTOR ₄ <input type="checkbox"/> SP ₅ <input type="checkbox"/>				
9. Division:.....Station:.....				

10. What are the major security concerns in your area?

.....

11. Factors determining police-community cooperation

	Factor	Tick the appropriate answer (multiple responses allowed)
1	Organizational Factors	
2	Situation Factors	
3	Individual Factors	

SECTION B: ORGANIZATIONAL FACTORS

12. Rate how the following aspects affect police community cooperation in your area in scale of 1-5 where 5- Strongly agree (SA) 4- Agree (A) 3- Not sure (NS) 2- Disagree (D) 1- Strongly disagree (SD)

Organizational factors	5	4	3	2	1
Nature of police training					
Job Satisfaction					
Supervisor's job knowledge					
Police officers qualifications					

13. In your own opinion, what are other organizational factors affecting police-community cooperation?

.....

SECTION C: SITUATION FACTORS

14. The following statements describe situational factors affecting police community cooperation in policing Imenti North Sub-County in Kenya. On a scale of 1-5 where 1 is strongly disagree and 5 is strongly agree, how much do you agree/disagree with the following statements?

Situational factors	5	4	3	2	1
I am happy with my workload at the police station					
The working hours in the police station allow for a work and social life balance					
I participate in community Forums					
Police officer work load/Police working hours					
Participation in community forums					

15. According to you, are there any other situational factor affecting police community cooperation not mention above

.....

SECTION D: INDIVIDUAL FACTORS

16. The following statements describe individual factors affecting police community cooperation in policing Imenti North Sub-County in Kenya. On a scale of 1-5 where 1 is strongly disagree and 5 is strongly agree, how much do you agree/disagree with the following statements?

Individual factors	5	4	3	2	1
Police ranking enhance cooperation with the community					
Police officer’s tenure in the station enhances cooperation with the community					
Stress has a negative effect on officers cooperation with the community					

Individual factors	5	4	3	2	1
Violent crimes negatively affect police cooperation with the community					
Police workload negatively affect police cooperation with the community					

17. Specify any other individual factors affecting police community cooperation not mention above?

18. What are the major constraints facing police and community co-operation in North Imenti Sub-County, Meru County

 ...

19. How has community politics affected cooperation between the two in policing Imenti North Sub County?

20. What do you think can be done to improve community and police cooperation in policing Imenti North Sub County?

Thank you for your cooperation

APPENDIX III: Research Permit


**THIS IS TO CERTIFY THAT:
MR. PATRICK MWONGERA MUGAMBI
of EGERTON UNIVERSITY, 0-100
Nairobi, has been permitted to conduct
research in Meru County**


**Permit No : NACOSTI/P/17/45146/19824
Date Of Issue : 15th November,2017
Fee Recieved :Ksh 1000**

**on the topic: DETERMINANTS OF POLICE
AND COMMUNITY COOPERATION A CASE
OF IMENTI NORTH SUBCOUTY MERU
COUNTY**



**for the period ending:
14th November,2018**


.....
**Applicant's
Signature**


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

APPENDIX IV: Research Authorization



NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY AND INNOVATION

Telephone: 020 400 7000,
0713 788787,0735404345
Fax: +254-20-318245,318249
Email: dg@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote:

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

Ref. No. **NACOSTI/P/17/45146/19824**

Date: **15th November, 2017**

Patrick Mwangera Mugambi
Egerton University
P.O. Box 536-20115
EGERTON.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on "*Determinants of police and community cooperation a case of Imenti North Subcounty Meru County*" I am pleased to inform you that you have been authorized to undertake research in **Meru County** for the period ending **14th November, 2018**.

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

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

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

Copy to:

The County Commissioner
Meru County.

The County Director of Education
Meru County.