

INFLUENCE OF POLICE REFORMS ON MAINTENANCE OF LAW AND ORDER IN KENYA: A CASE STUDY OF NAKURU COUNTY

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Available Online at: http://www.academicresearchinsight.com/paagrj/paagrj_3_2_144_168.pdf

CITATION: Makokha, E., Muthinja, M. M. (2021). Influence of police reforms on maintenance of law and order in Kenya: A case study of Nakuru County *Public Administration and Governance Research Journal*, 3(2), 144-168

ABSTRACT

The Kenya government has undertaken numerous reforms in the National Police Service with the main aim of restructuring the service and instituting interventions aimed at enhancing its efficacy. This study examines influence of police reforms on maintenance of law and order in Kenya. The objectives of this study were: to establish the influence of increased police workforce and police equipment on maintenance of law and order in Nakuru County. A descriptive survey research design was used to conduct the study. This study targeted 309 police officers in Nakuru Town East and West sub counties and 9 high ranking key personnel in charge of the management of the police. The sample size for the study was 101; 1CPC, 2 OCPDs; and 6 OCS; and 92 police officers. Data was collected from police officers by use of questionnaires while interviews schedules were used to collect data from high ranking officer and observation used to complement interviews. Data was analyzed qualitatively and quantitatively with the aid of the Statistical Package for Social Sciences (SPSS). Quantitative data was analyzed using descriptive analysis to generate descriptive statistics such as frequencies, percentages, and standard deviations. Qualitative data collected from interviews, was analyzed thematically in accordance with the specific study objectives. Regression analysis was conducted to determine the influence of reforms on performance of police duties. The study established that increased police work force and police equipment significantly affected maintenance of law and order. The independent variables accounted for 67.6% variation in the maintenance of law and order. Further, 97.8% of the respondents indicated that there were no adequate police officers in Nakuru County to maintain law and order as the police officer: civilians ratio of 1:1081 falls below the recommended standard by the UN; 94.4% of police officers in Nakuru County indicated that they have adequate firearms, (85.6%) duty gear equipment, 97.8% riot gear equipment and well serviced & fuelled vehicles. However, 86.7% indicated that they lack police body armor and 90.0% adequate motor vehicles. The study also found out that there is minimal use of technology by the police in Nakuru County with 91.1% of police officers indicating that they use social media platforms, 98.1% modern communication

equipment and Zoom for court proceedings. Therefore this study recommends that: The National Police Service Commission recruits sufficient police officers to maintain law and order; The NPSC fast tracks implementation of reforms in the recruitment and training of police officers; the NPSC facilitates the procurement of adequate equipment for the police especially motor vehicles and ballistic vests; and the digitalization of the OB and record management; the establishment of the surveillance centre and the forensic crime laboratory be cascaded down to the county level

INTRODUCTION

The ability of the police to effectively maintain law and order is dependent on operational and logistical capacity through recruitment and training of adequate policemen, use of police equipment and applicable technology, cordial relations with the community and holding police accountable for their actions. Police reform are undertaken to ensure that these conditions are present. Police reforms consists of changes that are aimed at transformation of the police service, acquisition of equipment and use of applicable technology, restructuring of the police and the delegation of decision making to regional levels (Walker 2010). It also includes the evaluation and subsequent change of the curriculum used in training to incorporate human right principles, community policing, utilization of applicable technology, increasing the police officer to population ration, improving the working conditions and ensuring the provision of quality housing to the police officers (Walker 2010).

The vital role played by the police in ensuring citizens is safe, ensuring there is order and enforcement of the laws of the country makes it necessary to have a fully functional police service. However systematic failures have led to inefficiencies in the service affecting the ability of the police to effectively maintain law and order. Police reforms are therefore undertaken to change the negative cultural history of arbitrary use of force and torture in by the police instead of protecting the citizens as required by law. Police reforms seek to change the negative image that the public has of the police into a professional body that is friendly to the citizens with enhanced ability to provide security to the citizen against assailants whilst still observing their basic human rights (Bruce, 2014).

Operational preparedness and logistical capacity police reforms are central to the maintenance of law & order by the police as they ensure that police are adequately prepared to carry out their duties. These reforms entail: the provision of adequate and well trained workforce, properly fueled and well serviced vehicles for operational logistics; provision of police equipment and utilization of applicable technology to enhance the investigative capacity of the police; ICT and infrastructure aimed at securing data and information on crimes (KNCHR & Centre for Human Rights and Peace, 2015). Operational preparedness and logistic capacity reforms are anchored on three pillars: police manpower; police equipment and use of applicable technology.

Police workforce reforms call for the recruitment of adequate manpower to meet the recommended UN threshold of one (1) police man: 450 civilians (Omeje & Mwangi, 2010). The police also need to be properly trained and skilled in addition to being vetted. Police equipment entails the provision of firearms & ammunitions and police duty gear such as duty belt gear that

has a gun holster, police handcuffs, police baton, tactical flashlight, pepper spray, police and teaser. It also includes police body armor such ballistic vests, tactical & riot gear equipment such as helmets, elbow & knee pads, chest protectors and riot armors (Naikuni, 2012).

The duty of maintaining law and order includes: provision of security and protection to the public, ensuring that there is public order, protecting citizens life and their property, investigating crimes, gathering criminal intelligence, protecting lives and property, investigating crimes, prevention of crime, arrest and subsequent presentation of suspects in their custody in court, and visiting and dealing with a scene of crime and response to distress calls or emergencies (National Police Service Act, 2012).

The effectiveness of police in carrying out these duties is determined by: maintenance of peace without violation of human rights; the time taken by the police to respond to a crime scene or distress call or emergencies; high or low crime rates which is an indication of the number of crimes prevented; patrols taken to prevent crimes; time taken to investigate a crime; their ability to effectively gather sufficient, relevant, material, and competent evidence that is admissible in a court of law; and their skills in dealing with a crime scene to avoid tampering with evidence (National Police Service, 2013).

Operational Preparedness and Logistical Capacity Reforms are aimed at ensuring that there is an effective and modernized police service that complies with the international standard of policing. The reforms enhance the capacity of the police to maintain public order, detect and prevent crimes, respond to crimes, carry out effective investigations on time and gather relevant, material and sufficient evidence that is admissible in a court of law. This change is facilitated through:

The recruitment of adequate workforce to meet the recommended UN threshold of one (1) police man: 450 civilians (Omeje & Mwangi 2010). This ensures that there are adequate police to provide security, prevent and respond to crimes. The police also need to be properly trained and skilled to equip them with modern crime fighting techniques, human rights and community relations. This ensures the observance of human rights and the avoidance of excessive force in maintaining order; fosters a positive working relationship with the community leading to increased rate of crime reporting and mitigation of conditions of crime.

To be able to effectively carryout their duties, police are authorized to use firearms however under special and life threatening circumstances such as defending themselves or other against impending to life, preventing crimes that pose serious threat to life, arresting or preventing the escape of person that poses such a threat or resists efforts seeking to stop the threat and when the use of a lesser force is not sufficient (UN, 2004).

Police officers need to have the right duty gear equipment attached to their duty belt. The duty belt should have a gun holder, handcuffs, police baton, pepper spray, flashlights, radio for communication and teasers which use lesser force to cause incapacitation than guns. This ensures that police do not use excessive force while maintaining law and order. Police also need body armor for purposes of ensuring their safety while maintaining law and order and tactical & riot gear equipment are used in intensive situations to control violent rioters or in cases where

there are active shooters on site. In such situations, police officers require full body armor protection for protection against trauma caused by blunt objects and injuries that may be caused by sharp objects.

Statement of Research Problem

Police reforms are undertaken for purposes of eliminating inefficiencies in the service and enhancing the capacity of the police to perform their duties effectively. In the recent decade, the Kenyan government has undertaken numerous reforms with the main aim of restructuring the police service and instituting interventions that will enhance the efficacy of the police. However nine years since the introduction of police reforms in Kenya, the country is still grappling with rogue police officers who use excessive force, human rights violations, corruption, inefficiency and unprofessionalism in the police service (Amnesty International, 2013; Kenya National Human Rights Commission, 2012).

Even though various operational preparedness and logistical capacity reforms have been undertaken, these reforms have not yet translated into tangible benefits for the public (TI Kenya, 2016); there are challenges in the application of technology and notable faults in the recruitment process, provision of adequate police and provision of quality training to the police (KNCHR & Centre for Human Rights and Peace, 2015). There has been a marked deterioration in the provision of service as evidenced by the upsurge in criminal activities (Ngugi et al., 2012; Amnesty International, 2013; Were et al., 2013). For instance, an IPOA report in Nairobi revealed that shoddy investigations by the police have resulted in majority of felony cases (60%) being returned for proper investigations after being reviewed by the office of the Director of Public Prosecution. Only 62% of the 117 cases involving robbery with violence met the minimum evidence threshold required under law for purposes of charging (IPOA, 2013).

The utter incompetence of the police is further evidence by the skyrocketing crimes and lack of professionalism by the police (KNBS, 2012). In particular Nakuru division is among the leading in public complaints against the police, forceful and unlawful arrests, extensive corruption, and lack of professional decorum (Amnesty International, 2013). Results of a survey seeking to measure the performance of police in Nakuru based on indicators such as ability to carry out investigations detect crimes and gather evidence revealed that 42.4% of the respondents were highly dissatisfied with the police performance (Mwachidudu & Likaka (2014).

This implies that police are not carrying out their duties as required causing dissatisfaction among citizens. A number of studies have attributed this to inadequate police officers (Omeje & Mwangi, 2010; Kimani, 2009) and lack of proper and adequate equipment (Walker, 2010; Olusola, 2015; Omeje & Mwangi, 2010). Therefore this study sought to establish the influence of police workforce, police equipment and applicable technology which are the major anchors of operational preparedness and logistical capacity reforms on the performance of police duties in maintaining law and order.

Main Research Objective

The main objective of this study was to determine the influence of Police reforms on maintenance of law and order in Kenya.

Research objectives

1. To establish the influence of increased police workforce on the maintenance of law and order.
2. To establish the influence of police equipment on the maintenance of law and order.

LITERATURE REVIEW

Police Workforce and the Maintenance of Law and Order

A properly functioning police force is expected to predominantly undertake the responsibility of security maintenance, detection and prevention of crime. To effectively perform this duty, the police force needs adequate human resource. The United Nations Criminal Justice Standards recommend a police: citizen ration of 1 police officer per 450 persons (UN, 2009). This ration is an indication of a nation's ability to respond and investigate civil and criminal complaints, terrorism, riots, unrest and other forms of mob or mass violence (UNODOC, 2009). This ensures that there are adequate police to maintain law and order in terms of conducting patrols, providing security, responding to emergency calls and crime.

Most African countries have failed to meet the UN recommended standards. Africa's police are distressingly understaffed. For instance the ration of police officer: citizen is 1: 1,298 in Tanzania and 1:1,200 people in Ghana (Kimani, 2010). The limited number of police officers affects their ability to effectively maintain law and order. There are no adequate officers to respond to crimes, conduct patrols and provide security to minimize and prevent crimes and carry out proper investigation into crimes. Kimani (2009) for instance gives a case of Tanzania where some communities resort to paying local youths (vigilantes) to protect them, due to the low number of police officers in the country. Instead of providing security, the vigilante groups engage in criminal activities themselves leading to increased insecurity. This call for police reforms to ensure adequate number of police are available to maintain law and order to avert situations where citizens take over the duties of the police.

The case is not different in Kenya. According to the NPS 2013-2018 Strategic Plan, Kenya has a shortage of an estimated 11,000 police officers (NPS, 2013). Based on figures from the 2009 census, the Kenyan police service is understaffed as the police: citizen ratio can be inferred to be about 1: 1000 going by the 2009. Updated data has revealed that there are 105,553 officers and a total of 47.5 million Kenyans (KNBS, 2020), the ratio is 1: 489 which does not meet the recommended standard by the UN of 1:450. Recent pronouncements by the president indicate that the ration has improved to 1: 390. However this figure is disputed and deemed to be inaccurate as it is calculated based on the total population of the National police service (Shiundu, 2017). According to the United Nations (2009) this figure should be based on police officers principally involved in maintaining law and order.

Studies by Omeje and Mwangi (2010) revealed that the number of police officers available to provide security and maintain order is reduced by their involvement in administrative duties, providing security to politicians and chauffeuring top government officials. According to the study a quarter an estimated 2,500 police officers are deployed to permanently provide security to top government and the political class. This implies that the NPS is more concerned with providing security to government officials instead of ensuring the safety of the general public.

However not all African countries are faced with the challenge of inadequate police officers struggle to provide enough police. For instance in South Africa the police: Citizen Population ration is 1: 383 (Clifford, 2019). Nigeria on the other hand has a police; citizen ration 1:400 which is above the figure recommended by the UN (Kimani, 2009). Absurdly for Africa, this is a typical case of over-policed and under-secured. Even though there are adequate police officers in Nigeria that are strategically stationed in high crime areas of the capital city and the Niger Delta which is affected by insurgency, the officers are not able provide security and maintain order. The police in Nigeria more often than not are involved in crimes against citizens where they demand bribes, extort citizens of their money and are highly feared by the citizens due to police brutality. The case of Nigeria demonstrates that effective maintenance of law and order is more than just provision of adequate number of police officers.

Therefore this shows that the maintenance of law and order requires more than increasing the number of police officers. It calls for reforms to address the shortcomings, enhance the police officer capacity and professionalism. These reforms would enhance effectiveness in the performance of police duties. Capacity building of police officers through training is one of the ways to address the problem.

In addition to physical exercise, training of police officers should focus on other aspects to enable them to effectively carry out their duties inculcating modern technology in training, specialization in various fields such as forensic investigations and the entrenchment of community policing, gender, public relations and human right principles (Walker 2010).

Local studies on police have linked capacity building of police officers to the effective service delivery by the police. Kihiko, (2013) sought to investigate how the service delivery of service at Nyeri Police Division is affected by the recently implemented police reforms. A descriptive research design was employed and data collected from 89 respondents by use of questionnaires. The findings revealed that decentralization, building the capacity of police officers and humanization of police culture of the police through inclusion of the community enhances the delivery of service by the police.

The need to capacity build police offices on police reforms is further underscored by Chtalu, (2014). His studies examined the challenges facing the implementation of police reforms in Nairobi. The study revealed that reforms had failed to elicit any concrete recognition from the police due to low levels of awareness among police officers. The study revealed the police were only aware of two reforms: only 21.5% of the police officers were aware of the change in the name from police force to police service; only 10% were aware of the change in the

administrative structure into a singular under the Inspector General. The study further revealed it was difficult to implement the new administrative structure and the vetting of senior police officers. This clearly shows that police officers did not have knowledge of the reforms that they were expected to undertake. Therefore there is need to undertake capacity building before undertaking any reforms.

Police Equipment and the Maintenance of Law and order

Police equipment is one of the essential tools that determines the efficiency of the police in maintaining law and order. Police equipment such as firearms & ammunitions are needed by the police for defending the police or citizens against possible threat to life, for purposes of preventing serious crimes that pose threat to life, to facilitate the arrest or preventing the escape of an individual that poses a threat to life (UN, 2004). Police duty gear such as a gun holster, police handcuffs, police baton, tactical flashlight, pepper spray, police and teaser ensures that police do not use firearms hence preventing use excessive force while maintaining law and order. Police body armor protects the police from being shot in cases of active shooters while tactical & riot gear equipment is used in intensive rioting situations to protect the police from being injured and ensure that they establish order (Naikuni, 2012). The NPS Act (2011), Schedule 6 (B) requires that firearms should only be used when: a lesser force is not adequate, there is need to protect the life of police officers or citizens and defend the police or other citizens against an imminent threat to life. The Act requires police officers to properly identify themselves when they are about to use the firearm and give sufficient warning of their intent to fire. They are also required to provide ample time for the suspect to hid the warning except in circumstances where provision of sufficient time places the police officer or another person's life at risk of harm or death and where the circumstances do not allow.

Reports show continued use of excessive force without reasonable cause involving use of firearms without observing the guidelines provided by the National Police Act. A joint report by Human Rights Watch and Amnesty International revealed during the first voting in 2017 elections, it is estimated that 67 civilians were killed by the police. According to pathologist reports most of the civilians were either beaten by the police to death or shot at close range by a high caliber rifle. During the second voting, 37 more murders were documented by Human Rights Watch in poor Nairobi neighborhoods which were as a result of using live bullets during confrontation of civilians by the police. In other situations, the police short at innocent youth standing together or other civilians on their daily routines. The police were also accused of killing two children: Samantha Pendo, a 6-months old baby who was shot in their house in Kisumu and Stephanie Moraa a nine year old girl who was shot by police while playing at her home balcony in Nairobi (Human Rights Watch & Amnesty International, 2018). The continued use of excessive force by police despite police reforms undertaken implies that the police lack knowledge of the guidelines on the use of firearms. It also means that the police are aware and chose to ignore as they have not been sensitized on the observance of human rights as stipulated in the reforms.

The ability of the police officers to swiftly respond to crimes is determined by the availability of logistical equipment. Well serviced vehicles for patrol enable quicker response and coordination

during incidences of crime and disasters requiring police response. When there are minimal vehicles which are poorly serviced and scarcely fuelled, the police are slow in responding to crimes which means delayed investigations and at times no investigations at all. This also means that police may not be able to catch up with criminals due to their poorly serviced vehicles (Walker, 2010). This is typical of developing nations where the police officers often lack adequate funds for logistical equipment which are usually in poor conditions. The vehicles provided to police officers are usually inadequate and often lack fuel which affects the ability of the officers to swiftly respond to crimes (Kimani, 2009).

Studies by Agbemabiessie (2011) showed that lack of police equipment affects the capability of police to efficiently undertake their duties. The study assessed the operations of the Ghana Police at Cantonments Police Station. The study revealed that inadequate logistical equipment (vehicles) affect the ability of the police to respond to crimes and carry out patrols which is further aggravated by poor infrastructure. These hindrances had resulted in inability of the police to arrest criminals and to quickly respond to calls from civilians (Agbemabiessie, 2011). This study shows that lack of logistical equipment affects the ability of the police to respond to and deter crimes which affects their ability to maintain law and order. This may lead to a rise in crime rates.

Other studies have shown that equipping police officers with necessary tools and facilities are instrumental in the success of police reforms. Olusola, (2015) employed a qualitative approach to assess the effects taking care of the police welfare on the performance of their duties. The findings of this study revealed that reforms seeking to improve the welfare condition of the police and to adequately equip them are instrumental in enhancing the effectiveness of the police in carrying out their responsibility to civilians (Olusola, 2015). This study emphasizes the importance of equipping the police to enable them to carry out their duties effectively.

Availability of equipment also affects the time taken to respond to crimes. There is a positive correlation between provision of adequate properly serviced logistical equipment and police response to crimes. However inadequate transportation vehicles in the police service are one of the biggest challenges faced by the department. Studies by Omeje and Mwangi (2010) have shown that the logistical equipment provided to police is far below what the police require. The vehicles provided to police officers are inadequate for them to effectively carry out their duties. In addition to these challenge, the few available vehicles are not serviced properly and often not adequately fueled. The study found out that when allocating fuel to vehicles no consideration is given to the area covered by the police. Each vehicle is allocated an average of 10 liters of fuel for a day irrespective of the police area of jurisdiction. This implies that the police do not receive adequate fuel and may not respond to crimes when needed. It also implies that the police cannot conduct patrols to save fuel cannot match the high speed vehicles used by criminals to escape affecting the ability of the police to apprehend the criminal (Omeje & Mwangi, 2010). Therefore there is need to ensure the police are adequately prepared to carry out their duties of maintaining law and order by ensuring that they have appropriate logistical equipment to conduct patrols, respond to crimes swiftly and apprehend criminals.

Evaluations undertaken jointly by the Kenya National Commission on Human Rights & Centre for Human Rights and Peace (2015) on the implementation status of police reforms has shown that progress has been made towards equipping police with adequate vehicles. The impact of these reforms has translated in quick response to crimes and increased patrols in various parts of the country. Action taken to provide police with adequate vehicles include: identification and prioritization of vehicles required by the police based on their urgency; purchase of additional 989 motor vehicles between 2009 and 2015; leasing of 1250 Motor vehicles to the NPS between 2009-2016; allocation of minimum amount of fuel per month for each leased vehicle; undertaking of Motor Vehicle maintenance and service; rehabilitation of 60 motor vehicles between 2009-2014; and purchasing of 200 motorcycles between 2009-2015 (KNCHR & CHRP, 2015). Even though progress has been made in the provision of motor vehicles, there is still shortage of 3,200 vehicles. There are also other challenges posed by old vehicles that require constant servicing and repair and system of procuring fuel directly by the government. The system of direct procurement results in shortages as the amount of fuel required is not determined by factors such as the vastness of some regions. This defers across different areas as some are vaster than others (KNCHR & CHRP, 2015).

Inadequate police equipment serves as deterrence to reporting of crimes by citizens. A study on the progress of police reforms in the country have shown that citizens are hesitant to report crimes to police for fear of being asked to facilitate the investigation (Transparency International Kenya, 2016). This study evaluated the satisfaction of Kenyans with the delivery of service by the police in Nairobi and Kisumu Counties following the reforms undertaken.

The results of the study showed that 66% of the civilians had come into contact with the police when reporting crimes. The civilians who had reported the crimes in Kisumu and Nairobi were highly dissatisfied with the service as they were asked to pay for the vehicles fuel and airtime for the police. Failure to pay the facilitation fee means that the police will not offer their services to you (Transparency International Kenya, 2016). This indicates that the police vehicles are not properly fueled to enable them serve citizens. Therefore poor

Theoretical Review

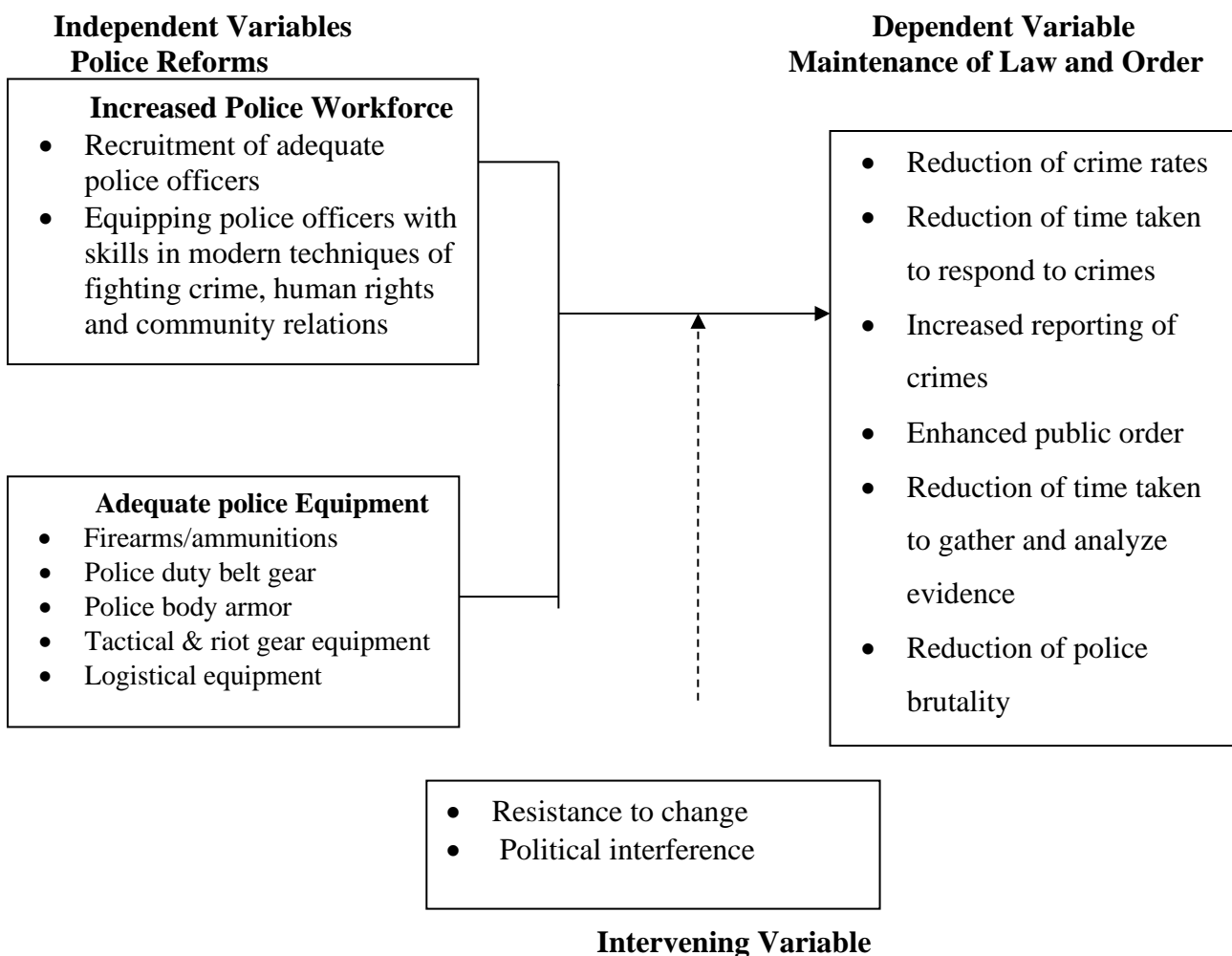
Kurt Lewin Theory of Change

The theory of change was developed by Kurt Lewin (1947). This theory is premised on the fundamental principle that persons in organization may not always welcome change and tend to resist any change. Hence to overcome resistance from such individuals requires involvement of the top management in the organization. It also provides the specific aspects of the police that need reform (culture, skill, attitude and behavior). According to the theory, change takes place in three stages. In each stage there are forces that facilitate change and those that are against change. Forces that facilitate change are the driving forces while those that are against change are the restraining forces. Driving forces refers to the factors that enhance change and create conditions favorable for change while restricting forces are factors that impede change creating conditions unfavorable for implementation of change (Lewin, 1947).

The three stages of change consist of the unfreezing phase, moving phase and refreezing phase. A unique characteristic of change is the incessant need to retain the status quo where the factors driving change equal to the force resisting change. The forces driving change are countered by forces restraining change. When the factors resisting change overcome those supporting change, the society falls out of equilibrium and falls into is pushed undesired state. This is the unfreezing phase where the society yearns for reforms due to the deplorable state that the resisting forces have pushed it into.

This calls for overcoming the forces resisting change. When the restraining forces are overcome by the driving forces the process moves to the refreezing phase where structures are put in place to facilitate reforms and slowly the process begins to move forward. This structures create the necessary conditions for change hence the society begins to see the fruits of the process. Driving forces overcome restraining forces paving way for successful implementation of reforms.

Conceptual Framework



RESEARCH METHODOLOGY

This study utilized a descriptive survey research design. The design enables the researcher to determine and report the state of affairs of the variable under study as they are. The researcher considered this design to be suitable for this study as it will provide the conceptual design for collection of data on the police reforms and the performance of their duties of maintaining law

and order without manipulation of the variables. This study was carried out in police stations and posts in the two sub counties of Nakuru County: Nakuru Town East and Nakuru Town West town. The two form the Nakuru police division that consists of the Central police station, Kpatembwo police station and Bondeni police station. It also has five police posts; Teachers, Lanet, Kasarani, Mwariki, and Rhonda police posts. This included 9 top ranking officers such as County Police Commander (CPC), the Officer Commanding Police Division (OCPD) and the Officer Commanding the Police Station (OCS). It also included 309 police officers drawn from the National Police Service. The police officers were selected because they are involved in the implementation of police reforms. Based Mugenda and Mugenda (2007) recommend a sample size of 10-30 % of the population under study as being adequate for conducting studies. A sample size of 30% was considered to be an adequate representation of the population under study (Kothari, 2004). Therefore this study utilized a sample of 92 police officers which represents 30% of 309 police officers.

Data from key informants such as the CPC & OCPD was collected using semi-structured interviews for purposes of gathering in-depth qualitative information on police reforms and how they affect maintenance of law and order. Observation was used to complement information gathered during interviews. Data was collected from the police officers using self-administered questionnaires. The researcher also reviewed reports with relevant information on the study from KNBS, NPS and articles from the media articles. Both qualitative and quantitative methods were used to analyse data collected from the field. Descriptive statistical analysis was used to analyse the collected data. The Statistical Package for Social Sciences (SPSS) was used to analyse the collected data to generate descriptive statistics such frequencies, means, standard deviations and percentages. The generated descriptive statistics were used for purposes of generalizing the findings and making inferences. Content analysis was to analyze qualitative data. Content analysis was used to identify emerging patterns and themes based on the research objectives and to describe relationships between police reforms and maintenance of law and order. Quantitative data was presented in tables for showing comparisons, clarity and easy understanding of the findings. Qualitative data was presented in a narrative form to give in-depth information on the effects of police reforms on the maintenance of law and order.

DATA ANALYSIS, PRESENTATION AND INTERPRETATION

The researcher administered 92 questionnaires to the police officers out of which 90 questionnaires were adequately filled for analysis. All the 9 interviews with top ranking police officers were successful administered. On gender distribution, 65.7% of the police officers were of the male gender while 34.3% were of the female gender. This implies that there are more male police officers than there are female police officers in Nakuru County. Lack of gender parity in the police service can be accounted by the traditional conception that the job of a police officer was considered to be a man's job hence the biasness in the recruitment of more men compared to women (Jonyo, 2015). On the level of education, 43.5% of the police officers had attained secondary school level of education; 36.3% had attained college level; 11% had attained a degree level; and 2% had primary education. This implies that the education level of police officers in Nakuru County is fairly high given that 47.1% of the , police officers are diploma and degree holders. On work experience 48.5% of the police officers have a work experience of

between 5-10 years; 36.4% has over 11 years of experience and 16.1% had an experience of less than 5 years.

Influence of Police Workforce on the Maintenance of Law and Order

Adequacy of Police Officers

The findings are indicated in Table 4.5 below:

Table 1 : Adequacy of Police Officers

	Frequency	Percentage (%)
YES	2	2.2
NO	88	97.8
Total	90	100

Table 1 shows that 97.8% of the police officers (97.8%) were on the opinion that there were insufficient police officers in Nakuru County to maintain law and order. It is only 2.2% of the officers who felt that police officers in the county were adequate. This data from the police officers is corroborated with information from interviews with their seniors. The ratio of police officer to the number of citizens in Nakuru County is far below the UN recommendation of 1 police officer per 450 persons (UN, 2009). Statistics given by the Nakuru County Police office estimates the number of police officers to be 2000 against a population of 2,162, 202 (KPHC, 2019). This gives a ratio of 1 police officer per 1081 people. This number is twice the recommended size. This implies that the police in Nakuru County are overwhelmed by responsibilities and may not effectively execute their duties. The case is worse in some of the stations especially Kaptembwo Police Station where there 80 police officers against a population 156, 000 people. This gives a ratio of 1: 1950.

These numbers are similar to the ratio established by Kimani (2010) whose findings showed that there was a ratio of 1 police officer: 1,298 civilians in Tanzania and 1 police officer: 1,200 civilians in Ghana (Kimani, 2010). This indicates the problem of inadequate police cuts across Africa.

This implies that there are no adequate officers to undertake the duties of maintaining law and order. The low number also means that police can easily be overwhelmed by citizens. Below in an excerpt of the interview with one of the top ranking officers at Kaptembwo police station.

“The number of police officers in our station is hardly enough to cover the area. We only have 80 officers yet we serve four wards including Shabab, Kaptembwo, Rhondah and London. This is overwhelming for our officers who have to do excess work to the extent that it has affected their morale. We are in dire need of more police officers to enable us to cover the large area under our jurisdiction.”KII#3OCS

Another senior officer in Nakuru East Sub County reiterated these sentiments

“Our case is worse since we are surrounded by several slums such as Bondeni, Flamingo, and Kivumbini with hard core criminal gangs that have guns. Rivalry gang killings are a common phenomenon in this area hence the few police officers that we have can easily be out powered by the gangs.”KII#2OCPD

None of the senior ranking officers interviewed in the study admitted to having an adequate number of police officers under their jurisdiction. The NPS Strategic Plan 2013-2017 sought to increase the number of police officers through an annual training of 15,000 police officers to comply with the UN recommendation of 1 police officer: 450 civilians. However 3 years since the lapse of the strategic plan timelines, this target has not been met. This is an indication of the slow pace in implementing police reforms. As a result police officers are not able to effectively execute their duties of maintaining law and order.

Influence of Police Workforce on Maintenance of Law and Order

The police officers were asked to indicate the extent of agreement with statements on police workforce on Likert scale

Table 2: Influence of Police Workforce on Maintenance of Law and Order

Statement	Minimum	Maximum	Mean	Std. Deviation
The National Police Service exposes police to training/ capacity building	1.00	5.00	2.678	1.512
Recruitment of police officers based on technical aspects enhances competence of police officers	1.00	5.00	3.911	.919
Training of police officers on emerging crimes enables and use of technology equips them with modern crime fighting techniques	2.00	5.00	4.300	.785
Capacity building of officers on human rights and public relations reduces violations of human rights	1.00	5.00	4.555	1.264
Adequate police officers leads to reduced crime rates, enhanced public order, fast response to crime scenes and emergency calls	2.00	5.00	4.655	.705
Composite Mean & Standard Deviation			4.019	1.037

Findings from Table 2 shows that police officers agreed that police workforce influence maintenance of law and order as shown by a composite mean and standard deviation of 4.019 and 1.037 respectively. The police officers strongly agreed that sufficient number of police officers are required to maintain law and order (Mean=4.655); building the capacity of police officers on public relations and human rights is instrumental in the reduction of violation of human rights (Mean=4.555); and training police officers on current trends in crime and application of technology equips the officers with techniques and skills in fighting modern crimes (Mean=4.300). They also agree that recruiting police officers on the basis of

technical aspects rather than physical attributes enhances their competence (Mean=3.911). These findings imply that in addition to adequate number of police, the police also need capacity building on human rights to ensure that they observe the rule of law when carrying out their duties; training use of technology to equip them with skills and techniques for fighting the modern sophisticated criminal who are well versed in technology; and be continuously exposed to training to update their skills on emerging/modern crimes. The recruitment process of the police should also emphasize in technical aspects rather than the traditional physical attributes.

These findings are similar to those by (Kimani, 2009) which showed that a country like Nigeria has a ratio of 1 police officer: 400 civilians which is above the standard UN ratio of 1 police officer: 450 civilians (Kimani, 2009). He describes this as a typical case of having more than adequate police officers but being insecure. These police are strategically stationed in high crime areas however the officers are not capable of ensuring the safety of citizens and maintaining order in the country. They are usually involved unlawful activities and are feared for their brutality. Hence effective maintenance of law and order goes beyond having sufficient police officers to include training on application of technology, modern trends in crime and human rights. The need for training police officers on these aspects was emphasized by a senior police boss at the Nakuru Central police station.

“Due to globalization, the world has been reduced to a global village and criminals in the country have learnt and acquired new techniques of committing crimes. Technology is now being used by criminals and therefore police force has been forced to sensitize their members on the new techniques that are being use by criminals. Consequently, the police curriculum has been revised to include elements such as human rights; modern trends in crime; technology use and modern techniques being used by criminals. These reforms have been partially implemented. However some of the police officers are not able to adapt to technology as fast as the criminals.”KII#ICPC

According to the officer, even though the recruitment process for regular officers has not changed, the NPS has introduced a new approach for recruiting cadets.

“The police recruitment process is coordinated at the national level hence it is not possible to initiate any changes at the county level. However the National Police Commission Service has introduced the recruitment of cadets. The new process seeks to recruit professional police officers in different fields such as doctors, forensic scientists and psychologists. Initially these services were outsourced from other government ministries. For this category of police physical features are not emphasized but rather their technical training in their respective fields.”KII#ICPC

However the respondents disagree that the National Police Service exposes police to training/ capacity building (Mean=2.678). Junior police officers are hardly exposed to any form of training. It is police officers who have undertaken courses in universities and colleges that have been able to advance their education. A few selected officers working on the gender desk and children section that have been trained on gender issues such as gender-based violence and children’s’ rights. However all senior officers have to undertake training before they are promoted. One of the top ranking officers at Kaptembwo police station said.

“Well....trainings is rare in the service. However, a few of our officers have been trained on gender issues and how to handle cases relating to children. Personally I have undergone training workshop to equip me with skills on leadership and how to handle responsibilities that come with my position. “KII#3OCS

This statement was reiterated by another senior officer at Central Police station.

“I have Level Seven Certification in leadership management that is recognized across the world. I undertook this course while in service courtesy of the NPS.”KII#1CPC

Influence of Police Equipment on Maintenance of Law and Order

Availability of Police Equipment

Responses provide by the police officers on adequacy and availability of the equipment

Table 3: Availability of Police Equipment

Item	Availability	
	YES	NO
Firearms and ammunitions	94.4%	5.6%
Police duty gear	85.6%	14.4%
Tactical & riot gear equipment	97.8%	22.2%
Police body armour	13.3%	86.7%
Logistical equipment	10%	90%

Findings in Table 4.7 show 94.4% of the police officers indicated that they had firearms and ammunitions; (85.6%) police duty gear and (97.8%) tactical & riot gear equipment. However the respondents indicated that they did not have police body armour with 86.7% of the respondents indicating that they did not have police body armour and 90% indicating that they did not have logistical equipment.

This implies that police in Nakuru County have adequate firearms, duty gear and tactical and riot equipment to maintain law and order. Interviews with senior police officers revealed that police in Nakuru do not have pepper spray and stun gun/teaser to prevent and ensure that police do not use firearms hence preventing use of excessive force. These findings confirm media report highlighting police brutality (Human Rights Watch & Amnesty International, 2018). An interview with one of the senior officers in Kaptembwo police station was quoted saying,

“We only use tear gas to prevent excessive use of force against citizens. We have not been given stun gun/teaser.”KII#3OCS

Majority of police officers in Nakuru lack police body armor. Police body armor is required to protect the police in case they are shot at while performing their duties (Naikuni, 2012). Therefore lack of police body armor puts the police at risk of losing their lives in case they encounter active shooters. This implies that police may be a bit hesitant to respond to crime scenes with active shooters.

These findings concur to those by Omeje and Mwangi (2010) who established that equipment given to police are not sufficient to enable them perform their duties effectively. This was a concern for police officers particularly in the Nakuru East Sub County where rivalry gang killings are common. One of the officers was quoted saying,

“Our officers are at a high risk of losing their lives given that criminal gangs in our jurisdiction own gangs particularly in Flamingo and Kivumbini estates. The famous “confirm” gangs who steal money from M-PESA are well armed and engage police in shooting whenever the police go to arrest them. This has led to injuries and loss of life for a number of our officers.” KII#2OCPD

Walker (2010) argues that when there are minimal vehicles the police are not able to respond to crimes on time which consequently affects investigations leading to delays in conducting investigations. By the time police get to the crime scenes, the criminals would have escaped from the scene and the police may not catch up especially when the vehicles are poorly serviced. Therefore inadequate vehicles in Nakuru County mean that police officers in the County cannot perform their duties effectively. These findings concur to those by Omeje and Mwangi (2010) who observed that police are provided with vehicles that are less than what they require to perform their duties. Similar observations were also made by Kimani (2009) whose findings showed that police in African countries do not have adequate vehicles. Agbemabiese, (2011) observed that insufficient vehicles negatively affects the ability of the police to carry out patrols and respond to crimes swiftly. This is exacerbated by poor road infrastructure in most African countries. A senior police officer at Kaptembwo police station emphasized on the need importance on adequate vehicles,

“We only have one vehicle for the whole police station that serves four wards. This makes it impossible for our officers to conduct patrols and respond to calls or even arrest criminals. The vehicle is well serviced by an external contractor. We are given the Total Refuel Card allowing our officers to fuel our vehicles at any Total Petrol station. However having one vehicle that is in good condition is not adequate to carry out our duties effectively.” KII#3OCS

Therefore police officers in Nakuru County have adequate firearms, tactical and riot gear equipment and well serviced and fuelled vehicles. However they lack ballistic vests and their vehicles are not adequate.

Influence of police Equipment on Maintenance of Law and Order

The section presents findings on the influence of police equipment on the maintenance of law and order as presented in Table 4.8:

Table 4: Influence of Police Equipment on Maintenance of Law and Order

Statement	Minimum	Maximum	Mean	Std. Deviation
Firearms are needed by police officers for defending themselves or others against an impending threat to life	2.00	5.00	4.566	.887
Police observe the rule of law when discharging firearms	1.00	5.00	3.766	1.091

Pepper spray and stun gun/Taser ensures that police do not use excessive force	2.00	5.00	4.000	.449
Well serviced vehicles ensure quicker response to crime scenes	2.00	5.00	4.833	.691
Tactical & riot gear equipment and full body armor ensure protection of police officers	2.00	5.00	4.011	.382
Composite Mean & Standard Deviation			4.235	.700

Results in Table 4 indicate that the police officers agree that police gear equipment influence the ability of the police to maintain law and order as shown by a composite mean & standard deviation of 4.235 and 0.700 respectively. The officers strongly agreed that well serviced vehicles ensure quicker response to crime scenes (Mean=4.833); police need firearms to defend themselves and civilians against an imminent threat to life (Mean=4.566); police require riot gear equipment and body armor for purposes of protection (Mean=4.011); and police officers need teasers and pepper spray to ensure that they do not use unwarranted force while controlling rioters (Mean=4.000).

This implies that police equipment play a significant role in the maintenance of law and order. These findings are in tandem to those by Olusola, (2015) whose findings showed that police reforms seeking to adequately equip the police force are fundamental in the enhancement of police officers capacity in performing their duties to civilians. According to Walker, (2010), vehicles that are properly serviced facilitate quick response to crime scenes; enhance coordination during patrols and disaster incidences that require police response (Walker, 2010). Therefore having well serviced vehicles that are adequately fuelled ensures that the police carry out their duties effectively as established in this study. The need for well serviced vehicles is further emphasized by Agbemabiese, (2011) who argues that lack of well serviced vehicles act as hindrances to the ability of the police to quickly respond to calls from civilians, carry out patrols and pursue criminals. A top senior police officer confirmed the observations made by junior officers. According to him,

“Since the National Police Service contracted the servicing of our vehicle to CMC Motors, they are always in good condition and ready to serve citizens. They also have enough fuel to enable my officers to carry out their duties. However the vehicles are not enough, we need more vehicles.”KII#1CPC

His observations were reiterated by another office in Kaptembwo police station.

“The vehicle is well serviced by an external contractor. We are given the Total Refuel Card allowing our officers to fuel our vehicles at any Total Petrol station. “KII#3OCS

These findings contradict those by Kimani (2009) which revealed that the vehicles used by police officers are usually in poor conditions and are not adequately fueled. This hinders the ability of the police to respond to crimes swiftly (Kimani, 2009). The results are also contrary to those by Omeje & Mwangi (2010) which revealed that police vehicles are poorly serviced and inadequately fueled. These results further contradict those by Transparency International Kenya, (2016) which reported that civilians in Kisumu and Nairobi were asked to pay for the vehicles

fuel by the police as the vehicles were not adequately fueled by the government.

According to Naikuni, (2012) and UN, (2004), police need firearms to protect themselves and citizens whenever they encounter active shooters; police need baton, teasers and pepper spray ensure that the police do not use unwarranted force; police require riot gear equipment in intense riot situations for purposes of protection from injuries; and police body armor to protect themselves from being shot in cases of active shooter cases. The availability of the essential equipment in Nakuru County police was confirmed by a senior police officer in Nakuru East Sub County, who said,

“Each of our officers has a firearm which is to be used in accordance with the provision of the law. We also have adequate riot gear equipment including tear gas and police shields such as helmets, knee and riot shields.” KII#2OCPD

However, respondents agree to some extent that police observe the rule of law when discharging firearms (3.766). This implies that some of the officers in Nakuru County use arbitrary force. This confirms findings by Human Rights Watch & Amnesty International, (2018) which showed police brutality and firearms being used on unarmed civilians leading to death and injuries. However one of the top ranking officers at central police station blames this on the media. According to him,

“Most our officers have reformed it is only a few rogue officers that continue to perpetuate police brutality by using excessive force and firearms in contravention to the provisions of the law. The age of social media has made it worse as it blow some of the incidences out of proportion. Use of excessive force by some of our officers does not mean that the whole police force is bad.”KII#1CPC

Regression Analysis

Regression analysis was carried out to determine the effect of the independent variables: Police Work Force (X_1), Police Equipment (X_2)

Model Summary

Table 5 demonstrates the ability of the regression line to account for the total variation in the dependent variable:

Table 5: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.829 ^a	.687	.676	.41126

a. **Dependent Variable:** Maintenance of Law and Order

b. **Predictors: (Constant),** Police Work Force, Police Equipment.

The determination coefficients illustrated by the model Summary in Table 5 above, indicates that there is a strong relationship between the independent and the dependent variable.

The Model has an R Squared Values of 0.687 and adjusted to 0.676. This shows that the independent variables (Police Workforce, Police Equipment, and Applicable technology) account for 67.6% variation in the Maintenance of law and order.

Analysis of Variance

One-way analysis of variance (ANOVA) was used in assessing the significance of the regression model as shown in Table 6:

Table 6: Regression of the ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	31.855	3	10.618	62.780	.000 ^b
	Residual	14.545	86	.169		
Total		46.400	89			

a. Dependent Variable: Maintenance of law and order

b. Predictors: (Constant), Police Workforce , Police Equipment , Applicable Technology

Table 6 shows that the significance of the F statistics is 0.000 which is less than 0.05 and the value of F (62.780) hence the effects are statistically significant. This implies that all of the independent variables (Police Work Force, Police Equipment and Applicable Technology) affect the dependent variable.

Co-Efficient of Correlation

To determine the significance of the relationship between the independent variables (Police Workforce, Police Equipment, and Applicable technology) and the maintenance of law and order, multiple regression analysis was used. The findings of the analysis are shown Table 7:

Table 7: Co-Efficient of Correlation

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.364	.810		1.684	.004
	Police Workforce	.909	.079	.747	11.503	.000
	Police Equipment	.573	.098	.710	2.394	.001

a. Dependent Variable: Maintenance of Law and order

Maintenance of Law and Order=1.364+0.909*Police Work Force+0.573*Police Equipment.

$$Y = 1.364 + 0.909X_1 + 0.573X_2$$

Results of the analysis in Table 7, show that: when the independent variables (Police Work Force, Police Equipment) are constant, at Zero the Maintenance of Law and Order=1.364.

A unit rise in police work Force while holding Police Equipment constant leads to a rise in the maintenance of law and order by 0.909 (p=.000). A unit rise in Police Equipment when police Work Force is held constant leads to rise in the Maintenance of law and order by 0.573 (p=0.001). Therefore, it can be inferred that police Workforce is the most influential variable on the maintenance of law and order followed by police equipment. The p values are less than 0.05, at 5% significance level and a 95% confidence level, Police work force and Police equipment significantly affect the maintenance of law and order.

SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

Influence of Police Work Force on Maintenance of Law and Order

Findings of this study indicate that police officers agreed that increased police workforce influences the maintenance of law and order. The respondents strongly agreed that adequate police officers are required to reduce crime rates, enhance public order, response to crime scenes and emergency calls faster (Mean=4.655); training police officers on human rights and public relations reduces violations of human rights (Mean=4.555); and training of police officers on emerging crimes and use of technology equips them with modern crime fighting technique and skills in the use of applicable technology (Mean=4.300). They also agree that recruitment of police officers based on technical aspects enhances competence of police officers (Mean=3.911). However the respondents disagree that the National Police Service exposes police to training/ capacity building (Mean=2.678). Even though, all senior officers have to undertake training before they are promoted, only a few selected officer working on the gender desk and children section are exposed to training.

Majority of the police officers (97.8%) felt that the police officers in Nakuru County were not sufficient. The ratio of police officer to the number of citizens in Nakuru County is far below the UN recommended of 1 police officer: 450 persons. There are 2000 against a population of 2,162, 202 civilians. This gives a ratio of 1 police officer: 1081 people. This implies that there are no adequate officers provide security to civilians, conduct patrols, respond swiftly to crimes, prevent the commission of crimes and undertake crime investigations. Findings of the study also showed that there were no changes in the recruitment process of regular police in Nakuru County. However recruitment of cadets has been introduced to recruit professionals in different fields into the service.

Even though changes have been made on the training curriculum of police they are yet to be implemented. However police are being sensitized on use of technology and modern crimes.

Influence of Police Equipment on Maintenance of Law and Order

Findings of this study showed that the police officers agree that police equipment influence the ability of the police to maintain law and order. The respondents strongly agreed that well serviced vehicles ensure quicker response to crime scenes (Mean=4.833); firearms are needed by police officers for defending themselves or others against an impending threat to life (Mean=4.566); tactical & riot gear equipment and full body armor ensure protection of police officers from injuries during riots (Mean=4.011); and pepper spray and stun gun/Taser ensures that police do not use excessive force (Mean=4.000). However, respondent agree to some extent that police observe the rule of law when discharging firearms (3.766). This implies that some of the officers in Nakuru County use arbitrary force.

Findings of this study have shown that majority of police officer (94.4%) in Nakuru County have adequate firearms; 85.6% have duty gear and 97.8% have tactical and riot equipment to maintain law and order. However, majority (86.7%) of police officers in Nakuru lack police

body armor which puts the police at risk of losing their lives in case they encounter active shooters. Even though police vehicles are well serviced by CMC motors and fuelled at any Total Petrol Station, 90% of the respondents indicated that they did not have adequate vehicle rendering them slow in responding to crimes and emergency situations, pursuing criminals and conducting patrols.

Conclusion of the Study

This study made the following conclusions:

Increased police workforce influences maintenance of law and order by ensuring that there are adequate police officers who are well trained to maintain law and order. However there were no adequate police officers in Nakuru County to respond to crimes, conduct patrols and provide security to minimize and prevent crimes and carry out proper investigation into crimes. The ratio of police officer to civilians is below the recommended standard by the United Nations.

Provision of adequate police equipment that are in good condition influences the ability of the police to maintain law and order. Police officers in Nakuru County have adequate firearms; duty gear and tactical & riot equipment to maintain law and order. However, they lack police body armor which puts the police at risk of losing their lives in case they encounter active shooters.

Even though police vehicles are well serviced and fuelled, the vehicles are not adequate rendering them slow in responding to crimes and emergency situations, pursuing criminals and conducting patrols.

Increased police work force, police equipment and applicable technology significantly affect the maintenance of law and order at 5% significance level and confidence level of 95%. The independent variables (Police Workforce, Police Equipment, and Applicable technology) account for 67.6% variation in the Maintenance of law and order.

Recommendations of the Study

This study makes the following recommendations:

The National Police Service Commission recruits adequate police officers to ensure that there are sufficient police officers to ensure the safety of civilians and their property, conduct patrols, respond swiftly to crimes, provide security to minimize the occurrence of crimes and conduct proper investigations.

The National Police Service commission through the committee in charge of implementing police reforms fast track reforms in recruitment and training of police officers. This will enhance professionalism in the service by providing officer who are not only physically fit but also well versed in technical aspects such as use of technology, conducting forensic investigations, intelligence gathering, fighting modern blue collar crimes and dealing with criminals who are well rounded in modern technology. Additionally police should undergo

regular trainings and workshops to keep up with emerging trends such as human rights issues, gender issues, emerging crimes and update their crime fighting skills.

The National Police Service Commission facilitates procurement of adequate police equipment especially motor vehicles which were found to be inadequate. There is also need to provide ballistic vests to all police officers for their protection and safety during active shooting.

The Independent Police Oversight Authority takes serious action against police officers who continue to use excessive force on civilians which will act as deterrence against other officers from using force arbitrary.

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