

# Impact of Community-Police Partnership on Community Policing in Lurambi Sub-County, Kenya

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## Abstract

The primary mission of police departments as seen by both the public and police professionals is crime management. Collection of crime intelligence is achieved when there is good relationship between police and community members. This study sought to investigate the impact of the community-police partnership on community policing in Lurambi Sub-County, Kenya. The study was underpinned by the social capital theory, cognitive dissonance theory, and routine activity theory. Descriptive research design was adopted. The target population was community members in Lurambi Sub-County. The study targeted a sample of 384 community members as primary respondents. Besides, Police Officers and County law enforcement officers involved in community policing participated in the study as key informants. Stratified random sampling was used to select community members, while purposive sampling was used to select informants for the study. Primary data from community members was collected using questionnaires, while interviews and focus group discussions were used to collect secondary data. The study adopted a mixed-methods approach where quantitative and qualitative data were collected and analyzed. Study data were analyzed using the statistical package for the Social Sciences version 27 for windows. Descriptive and inferential statistics were calculated for the quantitative data, while thematic analysis was used to analyze qualitative data. Results of the study revealed a statistically significant and positive relationship between community-police partnership and community policing in Lurambi Sub-County ( $r = 0.617$ ;  $P < 0.05$ ). Regression analysis was conducted to determine the variation in community policing outcomes as predicted by the effect of community police partnership in Lurambi Sub-County. The coefficient of determination ( $R^2$ ) was found to be 0.312, implying that the impact of community-police partnership accounted for 31.2% of the variance on community policing outcomes in Lurambi Sub-County. The study concluded that community-police partnership has a significant influence on community policing in Lurambi Sub-County. Consequently, the study recommended that community policing actors and stakeholders develop policies that promote trust between the police and community members by cultivating teamwork and shared crime prevention goals since establishing and maintaining mutual trust is the central goal of community policing.

**Keywords:** Community-Police, Partnership, on Community Policing

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## 1.1 Introduction

A partnership is an arrangement where parties agree to advance their mutual interest cooperatively (Lindholm & Browne, 2013). There are different motivators for forming a partnership. Still, in community policing, police officers form alliances with community members to reduce crime and improve the quality of life for community members. Community policing establishes an equal partnership between the police and community members. The ultimate goal is dealing with crimes and ensuring safety in the community to enable the people to work without fear of crime (Gill, Weisburd, Telep, Vitter & Bennett, 2014). By very nature, the police officers are supposed to interact with the communities whom they serve. Since the inception of community policing in New York, several transformations have been carried out to promote the operationalization of community policing (Miller, Hess & Orthmann, 2013). The community members highly relies upon the police officers to help in emergencies and curb disorder. The police officers heavily depend on the community members to assist by reporting crime and share security-related information necessary in solving crime and addressing community concerns (Carter & Gore, 2013). In recent years, the scope of relationships between the police and the community has increased. Both the police and the community members have begun to expect to share information and increase interactions to realize that they must partner together. Police on community policing programs encourage and empower community members to be more involved in public safety by amicably dealing with their problems and working with the community (Pandey, 2014).

In New York, significant resources have been assigned to community policing to promote technological advancement and ensure good collaboration between police and community members. Since 1994, the Federal Office of Community Oriented Policing Services (COPS) has given more than \$8 billion to local police agencies to implement COP and hire community-policing officers. Community characteristics such as diversity and gender play an integral role in boosting the relationship between police officers and community members (Paez & Dierenfeldt, 2020). The police officers in New York Police Department in 2018 went to the streets to build

relationships with the members of the public and encourage shared responsibility in patrol and sharing of crime intelligence to reduce crime significantly and promote collaboration between police and community members (Nandi, 2018). From above, it is clear that good relations between police and community members are paramount.

Diversity in community policing is crucial as it promotes responsiveness and confidence in community policing. Community policing addresses cultural differences and increases the response rate to the call of service by policing agencies (Tilley, 2012). The crime rate reduced in 2018 in Western New South Wales town due to an increase in the use of community policing (Allam, 2018). From the above, collaboration between police and community members is essential, and it encourages strong relations, which subsequently improve the level of trust. With trust, sharing of security-related information and the level of patrol are intensified.

Nigeria, to date, continues to support the implementation of community policing (Umar & Bappi, 2014). Community policing promotes a strong partnership that is critical in its operationalization and collaborative efforts of police and the members of the public with a view to protecting lives of people and property at the neighborhood level (Ordu & Nnam, 2017). Public safety is guaranteed with the increased use of community policing. The community policing approach helps police identify and address community members' social problems (Lewis & Lewis, 2012). Community-police partnership, police involvement in community affairs, community-police sharing of security-related information are salient strategies or programs that promote community policing in Nigeria (Anicent, 2014).

The aims and objectives of CPF range from establishing and maintaining collaboration between the community and police services, promoting effective communication between the police and the community, promoting cooperation, and rendering security services (Zwane, 2018). The deterioration of trust between community members and the police has built tension between community police and community members, undermining the shared goal of creating safer communities (Braga, Brunson, & Drakulich, 2019).

An analysis of some counties in Kenya in terms of resources, such as Mombasa, Nairobi, Bungoma, Nakuru, Kakamega among others accounts for the highest number of crimes that are recorded nationally as 36,942 crimes in 2018 reported to the police as compared to 19,815 cases reported in 2017 (Eva, 2018). By the year 2004, Kenya had introduced community policing as a crime management strategy. The government of Kenya, by 2006, had trained law enforcement officers on community policing. A total of 200 administration officers, 80 community members and the civil society's representatives, 60 Officers commanding police Divisions of Kenya Police were already trained (Omeje & Githigaro, 2012). In 2019/2020, the Kenya government allocated 326 billion Kenyan Shillings to the security sector (Tanui, 2019).

## **1.2. Statement of the Problem**

The introduction of community policing in Kenya was meant to bring the runaway crime rates into check and ensure a safe, secure and crime free society where individuals could go about their day to day businesses without fear of crime. For effective implementation of community poling, the police and members of the community need to work together, collaborate and network in information sharing and patrols. A report by the Transparency International (2020) revealed that in Kenya, police officers have not been able to collaborate effectively with civilians in security related information sharing due to trust issues and perception by civilians that National Police Service is the most corrupt organization in Kenya. The level of interaction between community members and police officers is still an issue of great concern despite the National Police Service Act 2011 promoting cooperation and partnership with enhanced communication (Muchira, 2016).

Although community policing has been implemented in different parts of Kenya, its overall success still remains a subject of contention with evidence suggesting that community policing has largely failed (Muchira, 2016). The failure in implementation of community policing has partly been blamed on lack of trust and commitment between the police and members of the community. In Lurambi Sub-County crime rates have remained high despite the implementation of community policing with an increase from 1584 in 2017 to 2180 in 2018 which presents 596 cases of increased crime culminating into a 38% increase in crime (Western Kenya Regional Police Crime Report, 2019). Previous studies on community policing have largely focused on issues other than community characteristics, community-police partnerships and community members' attitude in relation to community policing. It is against this background that this study sought to determine the impact of the community-police partnership on community policing in Lurambi Constituency, Kenya.

## **1.3 Objective of the Study**

The objective of the study was to determine the impact of the community-police partnership on community policing in Lurambi Sub-County, Kenya.

## **1.4 Research Questions**

What is the effect of police community-police partnership on community policing in Lurambi Sub-County,

Kenya?

### 1.5 Literature Review

A partnership is an arrangement where parties agree to advance their mutual interest cooperatively (Lindholm & Browne, 2013). There are different motivators for forming a partnership. Still, in community policing, police officers form alliances with community members to reduce crime and improve the quality of life for community members.

Collaboration is the process of two individuals or a group of people working together with the ultimate goal by sharing their ideas and skills which are all key in community policing (Laal & Laal, 2012). In partnership, working with people of integrity is highly supported since the partnership is enhancing, positive, supportive, hopeful, and meaningful (Brewer, 2013). The role of collaboration is to ensure that a conducive environment needed to sustain opportunities for a better quality of life is provided. Police officers interact with community members to identify and address essential goals. Community policing is structured for collaboration and encourages communication between parties involved in community policing. Many law enforcement agencies continue to transform and change their mode of operation and therefore continue to partner with community members in a great effort to increase relations and subsequently reduce crime more effectively and efficiently (Dempsey & Forst, 2015). Developed relationships are formed as a result of community-police partnership helps to facilitate trust between parties involved in operationalization of community policing.

The coming together between community members and police promotes cooperation. Cooperation motivates community members to care about each other and as a result provide information relating to crime and other social problems in their neighborhood (Perry & Jonathan-Zamir, 2014). Providing valuable information about crime and other social issues helps the police devise solutions to crime and social problems. Procedural justice and legitimacy significantly help determine community members' willingness to cooperate with police officers as police actions matter a lot. Legitimacy arises on the issue of police use of force and other issues. Police misconduct and excessive use of force negatively hinder collaboration between community members and police (Perry & Jonathan-Zamir, 2014). Police agencies must strive to improve relationships between community members and police to facilitate cooperation and faster exchange of information. It is evident in New York that increased level of cooperation in operationalization of community policing helps to increase satisfaction with police services (Jiang, Sun & Wang, 2012). Collaboration between police and community members promotes neighborhood foot patrols, which helps solve problems, including controlling crime.

Though proper community policing promotes collaboration between police and community members, specific programs may work best in other communities while failing in other communities (Frühling, 2012). Cooperation between police and community members could be low in high-crime neighborhoods, which affects participation in community policing. According to Goldstein, "police officers who work more closely with community members and are granted more autonomy in making decisions, experience more positive feelings toward citizens and higher job satisfaction" (Johnson, 2012). In such high-crime areas, community members tend to mistrust police officers even when they promise long-term improvement in creating productive partnerships and mobilizing them to regularly participate in community policing programs.

There was a limitation of community in the law enforcement activities in the past. Still, many law police agencies by critically analyzing the history have learned that community members are a valuable source of support because they can provide valuable information that helps in preventing crime (Becerra, Wagaman, Androff, Messing, Castillo, 2017). Citizens provide the police with insight regarding some of the specific crime problems which occurs within their neighborhoods and aid officers in their investigations. Collaborations are beneficial to both the police and the community.

Collaborative partnership effort effectively and efficiently reduces crime (Telep & Weisburd, 2012). The relationship created in a partnership helps facilitate trust between community members and police organizations. In the past, there was a limitation on members of the public being involved in policing. Many law enforcement agencies have learned that community members provide support and a great source of valuable information to the law enforcement officers. Citizens can give the police insight by sharing valuable information regarding specific crime problems occurring within their neighborhoods and subsequently helps police officers in conducting investigations (Jenkins, 2016). Collaboration therefore plays an important role in the operationization of community policing.

Community policing is one of the well-known community-police partnerships. Law enforcement agencies have developed comprehensive plans that promote accountability, problem-solving, and collaboration within their organizations (Vara, Shoup & Miller, 2012). The philosophies of community policing are promoted with proper and adequate training of the police.

Through collaboration, both police and the community members contribute to effective decision-making processes (Abiona & Bello, 2013). The problems that deserve public attention are identified and the solution provided. The police value community members' expertise and work together to promote safety in the

community. Through the community-police partnership, police gain a broader understanding of social problems in the community, and better solutions are crafted (Giwa, James, Anucha & Schwartz, 2014). Building consensus is fundamental under community policing though some level of conflict should always be anticipated.

Human security cannot be achieved by the police alone but can be achieved through community policing and community partnership. Community policing prospers where cooperation between parties involved in the operationization of community policing is high (Cordner, 2014). A collaboration between the police and the community members is achieved when community members share security issues.

Collaboration makes the community members freely share crime intelligence with the police officers, and more crime is prevented. The level of community members is higher when cooperation among stakeholders is higher (Murphy & Cherney, 2011). Citizens' participation should be active in youth-oriented crime control projects, which help achieve community policing goals through earlier interventions.

The participation level in community policing is pegged on community cohesion, community leadership, community attachment, and community safety (Acheampong, 2015). Community cohesion, which includes social ties, solidarity, and perceived community support, brings the community together to influence the community to participate in community policing (Lombardo & Donner, 2018). Community attachment refers to the personal feelings of neighbors or a place. Once a person is highly attached to the community, the social bond of community members is substantial and, therefore, engages in conventional roles that promote community policing (Bauman, 2013). The attachment has a positive impact and influences community members to patrol and report any suspicious activity or suspect to the police for appropriate action, which is crucial in crime control.

Community safety plays a significant role in influencing the participation of community policing. The community members are encouraged when law enforcement officers provide security through regular patrol (Cordner, 2014). When community members' safety is guaranteed by law enforcement, more community members participate in community policing programs.

Increasing the effectiveness of community policing requires that local police provide citizens with formal access to the police department's decision that concerns the policy-making process (Leite & Albuquerque, 2020). The citizens are supposed to raise their concerns to the police officers, who then react thoughtfully and address their concerns. Police professionalism remains more critical in community policing as it makes the police officers act ethically.

The successful implementation of community policing requires a total commitment by both the police and community members (Kangaria, 2019). The process of community policing implementation is complex and needs action to be taken from multiple levels. It requires appropriate planning and strategies to be in place within the police and community members. According to the literature discussed, collaboration under community policing is an essential ingredient and should always be given priority as it promotes good working relations between police and community members. This was echoed by this study in its contribution to existing literature that collaboration is a vital ingredient to successful community policing activities.

Communication is more important in community policing as it promotes the deliverance of information between police and community members (Cross, 2013). Communication under community policing encourages closer alliances between police and the community, reduces fear of crime, significantly improves police-community relations, and assists in problem-solving. Relations between police officers and community members are supposed to improve, and the best solution is to ensure regular communication. Hostility, on another side, discourages communication between police and community members and hinders productive partnership, promoting corruption and resistance within police service. Regular communication promotes transparency as positive-community relations are promoted. Police agencies at all times need to try and release much information when a critical incident occurs or if there is any impending danger, which makes the community not feel that there is withholding of pertinent information (Arnetz, Arble, Backman, Lynch & Lublin, 2013). At the same time, it is paramount to stress that the first information to emerge that subsequently follows a critical incident is preliminary and may change as more information becomes available to the police or members of the community.

Police leaders need to lead from the front and let the news media and the general public know that information shared may or may not be correct. Therefore, they should always correct any misinformation quickly (Keane & Bell, 2014). Police leaders should always ensure that daily information is posted on a police website detailing community members' complaints, policies on the use of force, and other issues. The information needs to be easily accessible to the community members. With increased technological advancement, there is a need to ensure that policies are formulated to support transparency and ensure that community members access police websites and review information about arrests, summonses, stops, reported crimes, and other valuable law enforcement data (Saint-Onge & Wallace, 2012). Community participation is an essential ingredient in community policing as it promotes safety. Successful crime control cannot be achieved by increasing street surveillance only but by having a meaningful partnership between the police and the community members and sharing information regularly (Diamond & Weiss, 2016). Open and constant communication is more prudent in maintaining collaboration in community policing.

The police officers must, at all times, while sharing information that relates to crime, educate the members of the public on what to look for in identifying suspicious persons and activities and reporting them immediately. According to Denny Powers, who is a Criminal Justice Program Director at South University in Columbia, South Carolina, “effective crime control is pegged on public education, and that makes the public feel that the police officers are on their side as a partner.” (Waldman, 2011). Regular communication by the police makes the resident know that the police value them and participate well in community policing.

Successful crime control is pegged on continuous communication between the police and community members in sharing crime intelligence (Leite & Albuquerque, 2020). Having eyes on the streets helps police get information pertinent to crime control. Communication in community policing helps enforce decisions made by those in power and creates a strong social bond between police and community members. Community policing requires increased and improved communication between officers and their community (Mlomo, 2019). Communication in community policing plays a significant role since talk enables the police officers to improve their communication techniques with fellow officers, community members, media, and government agencies.

Open communication on community policing is crucial as it helps to maintain a partnership between the police and community members (Miller, Hess & Orthmann, 2013). The police are officers trained and thus are required under community policing to educate the residents and encourage them to be proactive in detecting suspicious activities and reporting to them. Police dedication to helping community members to increase communication, vital in exchanging information. According to the reviewed resources, communication is a vital aspect of community policing as it promotes the exchange of security-related information. Communication promotes good working relations between police and community members and enhances trust and a sense of shared responsibility with regard to the storage and dissemination of security-related information.

### **1.5.1 Theoretical Framework**

A conceptual framework is a pattern of conceptual and theoretical underpinnings coalesced or discussed side by side in a bid to underscore the anchorage of research work. For the purposes of the present study, the conceptual framework is a discussion of three theories that apply to the present study: social capital theory, cognitive dissonance theory, and routine activity theory.

#### **1.5.1.1 Social capital theory**

The social capital theory was developed by French social theorist Pierre Bourdieu (1930–2002) and two American social scientists, James Coleman and the political scientist David Putnam (Homscheid, 2020). The social capital theory is based on relationships, potential resources, class, and durable networks. The social capital theory argues that the network provides value to its members since it allows members to access resources. The social capital theory examines how social relationships are formed and the benefits to both organizations and individuals (Homscheid, 2020). Trustworthy networks and social relations are critical as they promote collaboration and other benefits derived. Mobilization is highly stressed under social capital theory as that helps increase relations. Trusting relationships help build other trusting relationships.

The social capital theory argues that social relationships within communities are benevolent as they promote positive change (Kerber, Woith, Jenkins, & Schafer Astroth, 2015).). The theory emphasizes norms and networks as key in facilitating collective action for mutual benefit. Gender is essential, and gender roles tend to be socially constructed. Both men and women play an integral role in building solid relationships. Women play a vital role in bridging social networks as compared with men. The kind of association between men and women differs. Men based on diverse research conducted, tend to be more active in both sports and recreational associations, while women are more involved in associations related to social services. Both men and women contribute to the proper operationalization of community policing.

To a larger extent, social capital theory contends that social relationships are resources that can lead to the development and accumulation of human capital. The theory helps explain the impact of community characteristics and the impact of community-police partnership on community policing in Lurambi Sub-County. Community members and police officers are assets that come together to propel the drive towards the achievement of the desired community policing outcomes. Coming together to work towards a common goal is not sufficient to achieve successful community policing outcomes, the composition of the community policing team in terms of gender diversity, age, social class, and neighbourhood characteristics are critical factors to underscore. The diversity in the mix of community policing teams presents itself as a social capital factor for the success of community policing in Lurambi Sub-County. However, since this theory cannot effectively explain community members' attitudes, cognitive dissonance theory is incorporated to explain community members' attitudes and roles in community policing.

#### **1.5.1.2 Cognitive Dissonance Theory**

Cognitive dissonance theory was developed by Leon Festinger (1957). The theory premise is attitude change and that behavior can determine attitude. The theory stipulates that whenever two linked cognitions are inconsistent, it results in guilt or uneasiness; two conflicting attitudes about a given topic result in inconsistencies. With this in mind, this study contends that community members need to possess a positive attitude towards

community policing and believe in its benefits for them to effectively join the police in community policing activities in Lurambi Sub-County. Dissonance can be achieved by changing attitudes and beliefs (Harmon-Jones & Mills, 2019). Cognitive dissonance arises from freely chosen behaviour and not simple cognitive inconsistency (Davis, Soref, Villalobos & Mikulincer, 2016). Chosen behavior may sometimes bring negative consequences. Adverse consequences are harmful as they may cause threats to stability, competence, predictability, moral goodness, or violation of general self-integrity.

Individual perception of own attitudes, beliefs, and behaviors is essential under community members' perspective on community policing. There are situations where people are forced to decide that favors one alternative despite reasons for favoring another. People who tend to think more about themselves tend to make decisions that are favorable to them. Threat to our self-esteem triggers attitude and behavior change. Some people rarely trust police officers since when some share pertinent information, it's unfortunate that some decide to share information with others, yet confidentiality is essential. Trust is developed with regular interactions and sharing of information regularly, but that tends to be a problem with the police's bad image (Brunson, Braga, Hureau & Pegram, 2015). The level of trust tends to be lower, and there has been a public outcry on the increased use of excessive force by the police, which significantly reduces the level of trust.

According to cognitive dissonance theory, relationships among two cognitions can result in a consonant, dissonance, or even irrelevant outcome. The relationship between a community member and a police officer is vital in crime reporting unless new cognition is added. Some individuals avoid circumstances or contradictory information and thus increase the magnitude of dissonance. Festinger argued that some people would inevitably resolve the distance by blindly believing whatever they wanted to believe (Payne, 2015). Some people reduce dissonance by altering, while others modify cognitions such as behavior and attitude. Their attitudes toward the police positively influence the decisions to disclose the crime to the police. Those with a positive attitude towards police officers easily report any crime to the police.

In contrast, those who perceive police officers negatively rarely report crimes that do not directly affect them. Community policing requires mutual trust, regular interactions, and sharing of security-related information. This creates the right attitude towards community policing for both the police and community members, hence the adoption of cognitive dissonance theory. Both social capital theory and cognitive dissonance theories do not highlight patrol, which is a routine activity that highlights on reducing the opportunity by a capable guardian.

### **1.6 Research Methodology**

The study employed a descriptive research design. Descriptive research design (asking questions/observations) is best when the research problem describes individuals, events, or conditions by studying them as they are in nature (Groves et al., 2011). The research design was employed to answer questions relating to who, what, and how for target populations, if the task is to identify relationships between variables or determine whether differences exist between groups, the study is about how social determinants influence community policing and thus descriptive research design is the best. The study was conducted in Lurambi Sub-County within Kakamega County.

The target population for this study was community members residing within the Lurambi Sub-County of Kakamega County in Kenya. Police officers and County law enforcement officers were also part of the study population as they play a significant role in community policing. The study employed both probability and non-probability sampling techniques. Stratified random sampling, simple random sampling, and purposive sampling techniques were used to select respondents in the study. Proportionate distribution of respondents was used to divide the entire population under study to ensure all the six wards were equitably represented for community members. Stratified random sampling was used to achieve the desired representations by dividing the respective class of respondents into strata according to age, gender, and occupation.

Only adults (18years and above) were selected to participate in the study on age. Participants from one stratum were randomly selected when dealing with community members, and simple random sampling was employed to select the respondents from each stratum.

**Data Collection Instruments** The study used both primary and secondary data. Multiple methods are critical in gaining in-depth information and understanding the phenomenon under study. The collection of primary and secondary data strategies helps add rigor, breadth, and depth to the study (Thomas & Magilvy, 2011). Questionnaires, interviews, and focus group discussions were employed to collect primary data from the target population. The instruments chosen provide quick, efficient, and inexpensive means of obtaining information from the target population. The raw data obtained from the field was cleaned, coded, edited, and checked for completeness, consistency, and comprehensibility. Statistically quantitative data for the study were analyzed using descriptive and inferential statistics with the help of the Statistical Package for the Social Science (SPSS) version 26 for windows.

Descriptive statistics used in the study included frequencies, percentages, and measures of variability expressed in tables. Inferential statistics were used to investigate relationships and associations between and

among study variables. Pearson Product Moment Correlation Coefficient was used to test the strength of relationships between variables. Regression analysis was used to predict the dependent variable based on the study's independent variables. In contrast, Analysis of Variance (ANOVA) was used to establish the goodness of fit between observed and expected frequencies in the distribution of the study data. All statistical measures were undertaken within a 95% confidence interval. Qualitative data was transcribed and then organized into themes on qualitative data to form coding categories for analysis purposes. Qualitative data was presented textually and concurrently with the quantitative data in line with the study's objectives.

### 1.7 Findings of the Study

Data on community-police partnership and data on community policing were subjected to descriptive and inferential statistics.

**Table 1: Descriptive Statistics on Community members Response on Effect of Community-Police Partnership on community policing**

Item	Response options	Frequency	Percentage (%)
How often do you communicate with police officers?	Regular	143	44.41
	Rarely	112	37.89
	Never	67	20.81
If Regular, are you free to share any security-related information?	Yes	98	68.53
	No	45	31.47
If Never, what could be the reason?	Harassment	35	52.23
	Bad Police image	11	16.42
	Favoritism on others	14	20.9
	Toxic relationship	7	10.43
Has partnership between community-police improved the level of patrol?	Yes	248	77.02
	No	74	22.98
If Yes, do you participate in patrol regularly	Yes	79	31.85
	No	169	68.15
If No, what needs to be improved to increase the patrol level?	Police image	25	33.78
	Police professionalism	22	29.73
	Handling of cases reported	16	21.62
	Any other, Kindly state	11	14.86
Which channel of communication is mainly used while sharing information with police officers?	Police Website	8	2.35
	Facebook	17	5.16
	Twitter	24	7.51
	Any other, Kindly State cell phone	273	84.98
With the increased use of social media, has the level of patrol been intensified by police and community members?	Yes	266	82.61
	No	56	17.39
With the increased use of social media, is sharing of security-related information been increased between community members and police?	Yes	278	86.36
	No	44	13.66

**Source: Field Data, 2021**

Respondents were asked to state how often they communicated with the police, and 143(44.41%) indicated that they communicated with the police regularly, 112(37.89%) communicated with the police rarely, while 67(20.81%) never communicated with the police. This shows that some community members were free with police officers and had regular conversations with the police. Though the percentage of those who communicated regularly with the police was higher than those who rarely and did not communicate with the police officer, it is clear that there is a communication challenge that needs the addressed.

Those respondents who communicated with the police regularly were asked to state if they were free to share security-related information, and 98(68.53%) agreed, while 45(31.47%) did not. Sharing security-related information is at the core of the success of community policing, and the ability of respondents to share critical

security-related information with the police was a good thing in light of the purpose of the study. Respondents who never communicated with the police were asked to indicate why they never did so, and 35(52.23%) cited police harassment, 14(20.7%) stated favoritism on others, and 11(16.42%) believed that police had a bad image. In comparison, 7(10.43%) indicated that they never shared information with the police due to the toxic relationship between the police and community members rising from lack of confidentiality when security-related information is shared with the police. The study's findings concurs with other studies that police harassment is still rampant as police enforces Zero tolerance policing, which negatively affect poor and minority citizens (Archibald, Daniels & Sinclair, 2017). When asked if the partnership between the police and the community has increased the level of patrols, 248(77.02%) of the respondents agreed, while 74(22.98%) did not agree. Deciding to work together to ensure security is mutually beneficial for both police officers and community members. The community members have a right to the protection of persons and property.

In contrast, police officers are duty-bound to ensure security for residents and their property. The findings agree with the literature reviewed that community-police collaborations are considered beneficial as they promote greater security-related information flow (Cherney & Murphy, 2017). Collaboration between community members and police is designed to foster ties, providing more robust and sustainable solutions to crime and disorder problems. Operationalization of community policing increases the level of trust between community members and police and thus best in areas where community trust of police is low (Kappeler & Gaines, 2012)

Respondents who indicated that community-police partnership had improved the level of patrol were asked if they regularly participated in patrols, and 169(68.15%) stated that they did not join in patrols regularly. 79(31.85%) indicated that they participated periodically in patrols. Respondents who indicated that they did not join in patrols were asked to say what needed to be done to increase the levels of patrol, and 25(33.78%) indicated that the image of the police needed to be improved, 22(29.73%) said that there was a need to improve on police professionalism, 16(21.62%) were of the view that how reported cases were handled needed to improve. In comparison, 11(14.86%) believed that corruption-related issues among the police needed to be addressed. This finding brings about a thorny issue that has strained the relations between the police and community members for quite some time. Confidentiality issues have been raised repeatedly where police officers collaborate with criminals and share information about community members that report suspects. This brings about the suspicion that it hampers the free sharing of information between community members and the police. The findings disagree with the literature reviewed that trust is developed with sharing of information regularly, but that tends to be a problem with police bad image (Brunson, Braga, Hureau & Pegram, 2015). The level of trust tends to be lower, and there has been a public outcry on the increased use of excessive force by the police, which significantly reduces the level of trust.

Respondents were asked to state the channel of communication that they mostly used when sharing information with the police, and 273(84.98%) indicated that they used mobile phones, 24(7.51%) used Twitter, 17(5.16%) used Facebook. 8(2.35%) used the Kenya Police Service website. This implies that the use of mobile phones is more common as compared with other channels of communication. When asked whether the increased use of social media has intensified patrols by the police and community members, 266(82.61%) agreed, while 56(17.39%) did not agree. This means that increased use of social media encourages more participation in community policing. The study's findings concur with other findings that an increase in social networking sites helps improve participation in community policing (Schneider, 2016). Respondents were asked if increased use of social media has resulted in increased sharing of security-related information between community members and the police, and 278(86.36%) agreed while 44(13.66%) did not agree. Sharing security-related information between police and community members is integral. Since the increase in the use of social media supports, police and community members should use social media regularly for their benefit. The findings agree with the literature that the introduction of texting services has aided the police to receive information from members of the public. Increased sharing of security-related information increases engagement between community members and police, leading to improved insights into recurring issues in the community (Yilmaz, 2013). Modern tip texting services support regular conversation between community and police officers and even police organizations. Texting promotes real-time conversation. Anonymous tip texting is one strategy that has proven to work well and help prevent and control more crimes (Smith, 2018).



**Table 2: Effect of Community-Police Partnership on community policing**

	Response options	Frequency	Percentage
Are there resources shared by the community members to the police agencies?	Yes	62	19.25
	No	260	80.75
If Yes, Kindly specify	Land	33	53.24
	Money	20	32.26
	Any other, Kindly specific	7	11.3
	.....foodstuffs and manpower during patrols.....		
With increased sharing of resources, doe the level of police patrol increase?	Yes	268	83.23
	No	54	16.77

**Source: Field Data, 2021**

Respondents were asked if community members shared resources with police agencies, and 260(80.75%) disagreed, while 62(19.25%) agreed. Those who indicated that community members shared resources with police agencies were asked to specify the kind of resources that community members shared with police agencies, and 33(53.24%) stated land 20(32.26%) money. In comparison, 7(11.3%) believed that the community-supported police agencies in terms of foodstuffs and manpower during patrols. The community members donate the land occupied by police stations and police posts.

Respondents were asked to state if the increased sharing of resources between community members and the police increased the level of patrol, and 268(83.23%) agreed, while 54(16.77%) were of contrary opinion. Such resources may be human resources where community members volunteer their time to assist the police in patrols, given the small number of police officers. Some community members volunteer their vehicles to be used by police officers during patrols in their neighborhoods. In contrast, others agree to fuel police vehicles to facilitate movement aimed at arresting errant members of the community. Police officers interact with community members to identify and address essential goals. As exemplified by the study of Dempsey and Forst (2015), community policing is structured for collaboration and encourages two-way communication between police and community members.

**Table 3: Effect of Community-Police Partnership on community policing**

Item	Response options	Frequency	Percentage
What factors, if any, may have decreased sharing of security-related information between community members and police in the wake of increased use of social media?	Police brutality	26	8.07
	Delayed response to the call of service	189	58.7
	If any other, Kindly state.....	107	33.23
With the increased use of technology, is the crime rate still high or low?	.....lack of trust in social media.....		
	High	224	69.57
	Low	98	30.43

**Source: Field Data, 2021**

Respondents were asked to state factors (if any) that may have decreased sharing of security-related information between community members and police in the wake of increased use of social media use and 189(58.7%) cited delayed responses by the police, 33.23% cited lack of trust in the social media, 26(8.07%) were of the view that police brutality decreased the sharing of information between community members and the police. Regarding the increased use of technology and whether the crime will remain high or low, 224(69.57%) of the respondents said crime would reduce while 98(30.43%) believed crime would increase. As indicated earlier, issues of confidentiality of information shared with police officers have led to many community members not being willing to confide with police officers. A study by Frühling (2012) found that collaboration between police and community members could be low in high-crime neighborhoods, which affects participation in community policing. In such high-crime neighborhoods, community members tend to mistrust police officers even when they promise long-term improvement in creating productive partnerships and mobilizing them to participate in community policing programs. This blends well with this study since mistrust between community members, and the police may affect the community-police partnership.

According to critical informants, namely Deputy County Commissioner, Assistant County Commissioners

(2), Sub- County Commander, Officers Commanding Kakamega Central and Bukura (2), Officers in charge of Kakamega Municipality and Eshisiru police posts, all the five Chiefs', and six county law enforcement administrators in charge of six wards, that participated in the study rated collaboration between police and community members as low. Kakamega Central Sub-County Police Commander and two Kakamega county law administrators argued that the level of cooperation between police and community members is okay (Field, 2021). However, they admitted that more needs to be done to improve collaboration between police and the community members. Deputy County Commissioner argued that communication is an important component of community policing. The increased rate of communication encourages the increased sharing of security-related information. According to the chief in charge of Central East Butso, there are several challenges facing community policing, such as the issue of resources, bad police image, and implementation challenges, among others (Field, 2021). According to the chief in charge of Shieywe, good cooperation between police and community members is vital to help increase sharing of security-related information. Sub-County Commander argued that. Confidentiality issues and toxic relationships between community members and the police are blamed for the challenges facing community policing. Though there have been police reforms in Kenya, the issue of confidentiality and poor relations continue to arise (Field, 2021). All the participants except one county law enforcement administrator in Kakamega County who participated in the study agreed that increased communication, cooperation, and neighborhood characteristics are essential in preventing and controlling crime.

According to the chief in charge of Shieywe and other chiefs who participated in the study, social media has played an essential role in community policing. According to Kakamega Deputy County Commissioner and Assistant County Commissioner, social media supports whistleblowing critical to community policing. Whistleblowing helps in identifying criminals and therefore preventing more crimes. According to the chief in charge of South Butso and Shieywe, social media is good but was quick to state that it should be used more appropriately (Field, 2021). Some individuals misuse social media yet are essential in sharing information and even notifying the community members. One county law-enforcement officer argued that increased use of Facebook, Instagram, Twitter, and other social media highly encourages citizens' crime reporting rate, leading to crime prevention, crime control, and solving social problems (Field, 2021).

All the chiefs who participated in the study agreed that there are not enough resources to facilitate community policing programs. All the chief argued that the lack of resources under community policing has greatly influenced community policing operations. There are community members with vital information but lack even airtime to call the area chief or police. According to Shieywe and Shirere chiefs', the genesis of community policing challenges is a lack of resources (Field, 2021). The land is a common resource shared by community members to the police post. The community members donated some of the police posts and Chief's camps within Lurambi Sub-County.

Communication under community policing is given priority as it promotes sharing of security-related information, which is essential. Constant communication brings police and community members together, as alluded by one Sub-County Commissioner. The majority of the participants under group discussion agreed that the level of communication between police and community members is lower, which negatively affects community members' involvement under community policing in the Shieywe ward. The community chairperson for community policing in Shieywe ward stated that;

The level of communication between police officers and community members is low. Some community members even lack credit to communicate with police officers. Lack of identification badges from community members is an issue as police easily arrest them, yet they are supposed to participate on community policing. Community Policing Chairperson for community members (27/8/2021).

The assertion indicates that, the current level of community members is low. The full benefits of community policing cannot be realized without police officers and community members sharing information regularly. Communication is important and with low communication, which shows that the exchange of security-related information is affected. That could be even the reason why some crimes are not reported. The issue of lack of badges as pointed out is a serious issue that needs to be well examined and ways of addressing to be formulated.

The levels of cooperation between police and community members is medium. Level of communication, level of cooperation, and neighborhood characteristics impact crime rate since they support increase level of patrol, reporting of cases leading to more cases being investigated, and giving valuable feedback to help improve community policing by addressing community policing challenges. Religious leader (27/8/2021).

According to most people who participated in the study, there were mixed reactions on the use of social media and its relation to crime on whether increased use of social media reduces crime or has no impact since others argued that the crime rate has declined. In contrast, others argued that there is no impact and crime is still high. Those who supported the use of social media were slightly higher than those who argued that social media did

not affect the crime rate. Or those who say that increased use of social media has no impact argue that social media is misused, and even criminals get information from social media and escape. The use of technology, especially social media, has significantly helped fight against crime. According to a farmer in Mayiakalo;

The use of technology has significantly helped in fighting crime. Tracking has significantly helped in the fight against crime...the increased use of social media has promoted increased sharing of security-related information between the police and the community members. Farmer (30/8/2021).

There were few respondents with mixed reactions to the influence of technology, especially the increased use of social media. According to a businesswoman in Eshisiru;

Increased use of social media has both merits and demerits, and there can be rated 50/50...some people share information in social media plainly, and the suspects are there who then easily escape once they know that they have been reported...there are others who share false information on social media and therefore misleads. Others use the social media profitably and notify the police of the presence of suspects or share vital security-related information which when acted upon leads to crime prevention. Businesswoman (27/7/2021).

The respondents who participated in the study unanimously agreed that there are no sufficient resources to facilitate community policing operationalization. A community policing committee member in the Shieywe ward said;

*There are no resources and no facilitation under community policing which has discouraged more community members from participating. There are community members with vital security-related information but cannot share such information for lack of airtime. Response has been poor as a result of resources...there exists lack of logistics as a result of insufficient resources. The fact that there are no allowances under community policing makes it hard even to organize regular meetings.* Community Policing Committee member (27/8/2021).

Pearson Product moment Correlation Coefficient was used to determine whether community-police partnership influenced community policing in Lurambi Sub-County. Pearson correlation was found ideal since scatter plots revealed linearit in the data, absence of outliers and presence of related pairs, i.e community-police partnerships and community policing. Findings are presented in Table 4.

**Table 4: Pearson Correlation for Community-Police Partnership and Community Policing outcomes (n=322)**

		Community-Police Partnership	Community Outcomes	Policing
Community-Police Partnership	Pearson Correlation	1		
	Sig. (2-tailed)			
	N	322		
Community Policing Outcomes	Pearson Correlation	.617*	1	
	Sig. (2-tailed)	.000		
	N	322	322	

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

**Source: Research Data (2021)**

Study findings revealed a statistically significant and positive relationship between the effect of community-police partnership and community policing in Lurambi Sub-County ( $r= 0.617$ ;  $P<0.05$ ). This implies that community-police solid partnerships resulted in more involvement in community policing. A study by Dempsey and Forst (2015) revealed that many law enforcement agencies continue to partner with community members in a great effort to reduce crime more effectively and efficiently. Developed relationships are formed as a result of community-police partnership helps to facilitate trust between community members and police organizations. Citizens provide the police with valuable information regarding specific crime problems occurring and negatively affecting their neighborhoods and aid law enforcement officers in their investigations.

Telep and Weisburd (2012) study revealed that collaborative partnership efforts effectively and efficiently reduce crime. The nature of relationship created in partnerships helps facilitate trust between Police officers and community members who plays an integral role in the operationalization of community policing. Many law enforcement agencies have learned that community members provide support and a great source of valuable information to the law enforcement officers. Jenkins (2016) noted that citizens plays a vital role in sharing security-related information and specific crime problems that occurs where they live as ther help police in their

investigation. Research by Varda, Shoup, and Miller (2012) established that collaborations are highly essential to both the police organization and community members. Community policing is one of the well-known community-police partnerships. The law enforcement agencies have developed comprehensive plans that promote accountability, problem-solving, and collaboration within their organizations. A study by Cordner (2014) established that public safety cannot be achieved by the police alone but can be achieved through community policing and community partnership. Community policing prospers where cooperation between community members and the police is high. A collaboration between the police and the community members is achieved when police and community members are stronger as immediate conditions that give rise to security issues are dealt with immediately.

Over the past decade, mobile technology use has significantly increased and is highly credited for transforming community policing (Jenkins, 2013). The introduction of texting services has aided the police in receiving information from public members. Increased sharing of security-related information increases engagement between community members and police, leading to improved insights into recurring issues in the community (Yilmaz, 2013). The presence of police officers is critical as it makes people feel safer. The presence of the police officers on bicycles and foot deter would-be offenders since most of the police officers put on the uniform, making them visible (Rowland & Coupe, 2014). Since a majority of the police officers patrolling are in police uniforms, community members easily alert them of potential crimes once trust has been developed with the local officers. Community policing shifts the focus from reactive to proactive policing and prevents more crimes from occurring in society (Skilling, 2016). The challenge for police is to free up resources to support community policing. The operationalization of community policing requires more excellent staffing than other models to ensure that police departments' overall operations are not interfered with (Baka, 2020).

Study data relating to community-police partnership was used to predict community policing outcomes by way of regression analysis. Regression analysis was found ideal since the research data was normally distributed, there was uniformity in the distribution of the error term (absence of heteroscedasticity), data quantitative and scatter plots showed that the data was linear and findings presented in Table 5.

**Table 5: Model summary for Effect of Community-Police Partnership and Community Policing outcomes (n=322)**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	of the Durbin-Watson
1	.349 <sup>a</sup>	.312	0.305	.91077	1.782

a. Predictors: (Constant), Effect of Community-Police Partnership

b. Dependent Variable: Community Policing.

**Source: Research Data (2021)**

Regression analysis was conducted to determine the variation on community policing outcomes as predicted by the effect of community police partnership in Lurambi Sub-County. The coefficient of determination ( $R^2$ ) was found to be 0.312, implying that the impact of community-police partnership accounted for 31.2% of the variance on community policing outcomes in Lurambi Sub-County. The study used regression analysis to examine how much change in the dependent variable as a result of the independent variable. It was safe to use regression analysis since the study data conformed to the condition for regression analysis, including normality in data distribution and the absence of multicollinearity.

ANOVA was computed for the effect of community-police partnership and community policing outcomes in Lurambi Sub-County to determine how well the study model was fitted to predict community policing outcomes and findings presented in table 6.

**Table 6: ANOVA for Effect of Community-Police Partnership and Community Policing outcomes**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.169	1	.171	.057	.001 <sup>a</sup>
	Residual	246.362	297	.503		
	Total	246.536	298			

a. Predictors: (Constant), Effect of Community-Police Partnership

b. Dependent Variable: Community Policing outcomes

**Source: Research Data (2021)**

A one-way analysis of variance (ANOVA) that provided information about levels of variability within the regression model and formed a basis for tests of significance was performed. ANOVA for the linear model presented in Table 6 above for the effect of community-police partnership and community policing outcomes revealed an F - value = 0.057, which is statistically significant with P value = 0.001, meaning that the overall model was significant in the prediction of community policing outcomes in Lurambi Sub-County.

### 1.8 Conclusions of the Study

The following conclusion is based on the study findings;

It is concluded that community-police partnership has a significant influence on community policing on Lurambi Sub-County.

### 1.9 Recommendations

Based on the study findings and conclusions, the following recommendation is made;

In a great effort to reduce crime more effectively and efficiently, it is recommended that law enforcement agencies continue to partner with community members by developing policies that supports regular engagement. In addition, there is need to introduce into curricular, issues of community policing, both in schools and at the police training college.

It is recommended that members of the community members, the police officers, and other stakeholders develop policies that strike a balance and learn to work together in harmony and a manner that will foster trust and openness.

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