

# Assessment of Cooperativeness Amongst Police Officers and Other Security Agencies in Dealing with Criminal Emergencies in Kakamega County, Kenya

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## **Abstract:**

*Inter and intra-agency cooperation among police officers and with other security agencies in dealing with crime is paramount for an effective emergency response operation and lacking it would mean that individual security agencies and agents run the misgiving of making security matters an individualized affair. Today, particularly in Kakamega County, the manner in which National Police Service responds to criminal emergencies attracts a lot of criticism, casting serious doubts on their preparedness to handle criminal emergencies. Security emergency response operations have erroneously been reduced to individual good will enterprise with very little collaborative approach. It is on this mishap that this study endeavored to investigate the cooperation of Police Officers amongst themselves and with other Security agencies in dealing with criminal emergencies in Kakamega County. Mutual Aid theory and partnerships theory were employed in the study. It was a cross-sectional study with mixed methodology approach. The study sample was 168 respondents. Stratified random sampling technique and Purposive Sampling were used to determine the respondents. Interview schedules and questionnaires were used in data collection. Data for the study was analyzed using descriptive and inferential statistics with the aid of the Statistical Package for the Social Sciences (SPSS) version 27 for windows. Qualitative data was analyzed thematically through verbatim and quantitative data was analyzed using ANOVA linear regression model. Study findings established a statistically significant and positive relationship between cooperation among police officers and other security agencies for effective response to criminal emergencies in affected areas within the County. In light of the findings, the study recommended for a multi-agency coordinated approach that involves police officers and the public in the management of criminal emergencies.*

**Key Words:** Criminal Emergency Response, Police cooperation, National Police Service, Security Agencies.

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## **1.1 Background**

In the global context, criminal offences are alarmingly increasing as exemplified by the phenomenon of various acts of terrorism, exponential increase in population size, technical and technological sophistication in the execution and management of criminal emergency cases, political instability, tribal or ethnic clashes and regional economic imbalances (Hogg, 2013). These issues raise a worldwide urgent need for efficient, effective and resilient emergency preparedness and response mechanisms. In security arrangements and dynamics, a government is effective when it succeeds to crime and alleviate the sufferings of those affected by it. In the whole exercise, particularly criminal emergency cases, law enforcement agencies are considered key responders. However, for them to effectively dispense their duty, it is important that other entities of emergency response like ambulance service departments, fire departments, dispatch centers and rescue services collectively and in a speedily way collaborate. Unfortunately, this process is sometimes jeopardized by lack of collaboration and

laxity among Local groups of fire-fighters and rescue teams who are in charge of reacting to flames, leading to loss of lives and destruction of property of those affected (Treglia, 2013). This is where the Police as esteemed public safety agency are challenged to assume a leading role in the collaboration of all agencies involved in criminal emergency response cases for effective outcome (Silver, 2017).

In the Kenya context, Kenya National Human Rights Commission, poor Criminal Emergency responses result to many deaths and loss of properties every year (KNHRC, 2016). Further, the country has experienced various terrorist attacks that called for emergency response and collaboration among security agents and the public since 1975, with the worst and bloodiest one being the 1980 assault at the Norfolk Inn in Nairobi where a sum of 20 individuals died and more than 80 were injured. In 1998, the country witnessed unimaginable attack of the US Embassy in Nairobi with several deaths and injuries (Abdi, 2017). Another worst terrorist attack was that of 2013 at the Westgate Shopping center, where hundreds lost their lives and others injured. This was followed by another bloodiest attack of Garissa University College, where hundreds of innocent students lost their lives (Eboi, 2015). As a critical security matter, unpreparedness and poor security structures of coordination were manifested in the Garissa University attack, where the elite counter-terrorist Recce Company of the paramilitary General Service Unit (GSU) had to arrive at the scene of attack late. It was found that this happened due to traffic at Nairobi as they were unable to access the airstrip to take up an emergency aircraft to Garissa University. And also because they had to transport some of their emergency response equipment by road instead of having quick transport services accessible as a prepared way to respond to any emergency (McGregor, 2015). For instance, in the Westgate Mall terrorist attack in Nairobi, Kenya's first class 40 Rangers Strike Force had to come all the way from Gilgil base (about 75 kilometers north of Nairobi) arriving at the scene of attack 12 hours after the assault started. With lack of proper information, they instead equivocally opened a gunfight exchange with fellow security officers from the General Service Unit (GSU) - a paramilitary wing of the National Police Service (Nyambega, 2013). All these happenings implied a sense of poor coordination and lack of other security emergency logistics in Kenya's security departments for effective criminal emergency response.

However, the 2019, Al Shabab attack of Dusit2 business hotel complex in Nairobi even though 21 people were killed, and many injured, proved the importance of proper security preparedness and coordination. In the attack, the response by the security services was relatively swift, coordinated and effective. It did not only deny the terrorists time and space to carry out mass killings, but fundamentally reduced their ability to project the orchestrated terror and communicate it to their command center in Somalia (HORN, 2019). In the context of Kakamega County, which hosts Western Regional Headquarters for National Police Service, many groups of criminal gangs and criminal activities are witnessed. For instance, according to Western Region Police boss, at least 15 people are killed every month in Matungu Sub County, Kakamega County. The deadly gangs have turned small villages in Kakamega County into their killing fields, with frequent attacks mainly organized during the night (NPSC, 2020). The most indicting thing is that all this is happening not too far away (less than 10 minutes drive) from police stations. But for some reasons, the officers entrusted with the security of the area do arrive on the scenes of crime too late. Law enforcement security officers and agencies appear to be out of depth in containing the situation in the area, which is a manifestation of the failures in their preparedness and coordination (Ligawa & Onyango, 2020).

## **1.2 Statement of the Problem**

Despite the government efforts to enable the National Police Service to discharge its duties with diligence and effectiveness, there are still critical security lapses like the manner in which the Police officers respond to criminal emergencies as it was exhibited in the West Gate and Garissa University attacks, where they took time to respond, opened fire amongst themselves leading to a high rate of death, casualties and loss of property. Furthermore, in some criminal emergency incidences, police officers end up losing their own lives as it was observed in Baragoi massacre, where over 30 officers were killed. This depicts the fact that National Police Service approach to emergencies is ineffective, unprofessional and inadequate. The National Police Service's preparedness and coordination in responding to Criminal emergencies is paramount for the security of members of society. And due to frequent incidences of crime in Kakamega County, this study sought to assess the

cooperativeness among police officers and other security agencies in dealing with Criminal Emergencies Kakamega County.

### 1.3 Research Objective

To assess the cooperativeness amongst police officers and other security agencies in dealing with Criminal Emergencies Kakamega County.

### 1.4 Research Hypothesis

**H0:** There is no significant cooperation amongst police officers and other security agencies when dealing with criminal emergencies in Kakamega County.

### 1.5 Significance of the Study

The study is important since it has found out National Police Service cooperativeness in responding to criminal emergencies in Kakamega County. It will contribute to the existing literature on the subject of emergency response. The study is relevant to the Kenyan setting thus will provide more realistic approach to the issue of National Police Service cooperativeness in responding to Criminal emergencies in security studies.

The findings of this study may inform key stake-holders on the National Police Service preparedness during service delivery. It has revealed the improvements that are needed, thus will inform the relevant stakeholders through recommendations on the criminal emergency preparedness and response. The stakeholders include the Government of Kenya, the Ministry of Interior and Coordination of National Government, the National Police Service Commission and other stakeholders in the security docket. By enhancing appropriate policy formulation, the findings of this study may also help to reduce the impact of criminal emergencies on people. Through understanding of National Police Service cooperativeness in responding to criminal emergencies in the country, citizens can learn some of the vital information that can be used to prevent them from suffering effects of criminal emergency situations, which will in turn go a long way in reducing the loss of life and property due to criminal emergency situations.

### 1.6 Literature Review

Security agency cooperation is an important tool that go hand in hand with other security apparatus that meet up to contain criminal acts and incidences that may cripple the nation. But then, this calls for the establishment of a sustainable framework mainly in the areas of inter and intra-security agency cooperation. According to Olowale (2016), interagency collaboration is not merely an act performed by parties but more importantly, is the art of advancing dynamic joint working relationships among various security agencies with the goal of enhancing all inclusive results at manageable costs.

In its wider application involves non-military personnel and approach, interior security organs, intelligence and military officers. At the core of all this collaboration is to promote greater efficiency in crime response it curbs inter-agency rivalries thereby enhancing information gathering and sharing. In so doing, it equally enables security agencies to speak with one voice on security issues and reduce friction and conflict among member agencies. Sedgwick and Hawdon (2019) in their study postulated that inter-agency cooperation look for structures and possible ways in which agencies cooperate to achieve certain goals, benefits, and also collectively face challenges affecting the organization. Basically, inter-agency cooperation increases levels of cooperation between local policing agencies since it engages a variety of joint activities that have a chief goal of attaining the objectives of the organization and limit challenges that tend to hinder their achievements.

Heller (2012) that for inter-agency collaboration to effectively work in crime response strategy, then the organization must be keen to provide the necessary agency resources and manage accountability. Heller (2012) underscored that effective inter-agency collaboration demands community oriented policing plan. All other

issues like methods of its implementation, event analysis and management should be within the community oriented policing plan. Community oriented policing strategies like neighborhood watch, for instance, is a viable arrangement to a more ground-based nonmilitary policing that enables the locals who understand more their crime context to find effective ways to deal with crime and other perceived emergencies mechanisms (Lawday, 2000). Under such policing arrangement, the community is being solicited to share more from the obligation regarding disorder and crime (Segrave & Ratcliffe, 2004). Thus, inter security agency collaboration is a collective strategy for fighting crime since it enhances cooperation among agencies with shared responsibilities within overlapping jurisdictions.

In Kenyan context, the 2010 Constitution, in Article 243, anticipated one National Police Service, which is made up of two services being the Kenya Police and the Administration Police services. Pursuant to Article 245 (1), these are established under the command of one Inspector General underscoring the fact that they are to operate as one – literally a fusion of the two previously independent services. But as argued by Magara (2018), Kenya's security agencies operate on a more or less structured “silo mentality” where each agency operates more or less on its own with somewhat silent supremacy competitions in place. On the same sentiment, Magara (2018) indicated that there is no proper coordination between the police service and the private security sector despite the latter performing a similar crime prevention role. Further, it would be wrong to think that the police on their own can manage crime or lessen crime without the assistance of the public. Lack of inter-agency collaboration framework makes it extremely difficult for emergency response units to achieve their security goals. It should be conceived that inter security agency collaboration is a panacea to enhancing the security apparatus or agents in their duty to meet up with the criminal emergencies crippling society.

*On intra-agency cooperation among policing agents within security units*, Levy (2015) argued that activities related to maintenance of security in California underscored on the importance of the types of relationships that exist among supervisors and employees, how these relationships are formed, types of conflicts among organizations, and methods of task allocation among agencies. Proper inclusion of these features is paramount in consolidating collaboration of the security agencies since they foster trust and confidence thereby lessening instances of sabotage of duty of crime emergency response. There are lots of complex criminal emergencies (terrorism, smuggling, robbery, rivalry, and so forth) that demand for a smooth interaction among police and other security agencies. For instance, unhealthy rivalry and clashes among security agencies tend to cripple their effective security role. Abiodun, et al (2019) explained effects of rivalry and clashes among police officers such as duplication of functions without clear boundaries among the security agencies, unhealthy comparisons, feelings of superiority complexes among the operatives, lack of effective anchor to coordinate them, and so on. Nyambega (2013), referring to Westgate Mall terrorist attack in Nairobi, Kenya's indicated that there was not proper coordination among security agencies from a paramilitary wing of the National Police Service first class 40 Rangers Strike Force and those from the General Service Unit (GSU) where in their attempts to contain the attack equivocally opened a gunfight exchange with fellow security officers.

Informed by the mutual aid theory, Otite (2006) explained that the central need of humans is the acquisition of material necessities that encourage participation with others, in the provision and utilization relationship, including rivalry for access to rare resources. This sentiment is captured by Audu Bida (2013) who posited that security agencies should cooperate as one family and abstain from squabbling and competition. As explained by Kimaru (2014) and Kingori (2013) sometimes this situation is brought by lack of basic communication devices, essential ICT skills and knowledge, infrastructure and safety equipment. Lack of effective electronic network and communication system (National Computer system) which is supposed to connect various police stations, Local Access Network (LAN) connecting headquarters offices and allows preservation of crucial information and data makes the whole process of coordination among security agencies complicated.

### **1.7 Research Methodology**

The study looked at the importance of cooperation among police officers and other security agencies in dealing with criminal emergencies in Kakamega County, which hosts the regional headquarters of Western, meaning that

it serves Busia, Vihiga, and Bungoma counties. Specifically, it examined the views of participants on this important issues of National Police cooperation for effective criminal emergency response in the region. Questionnaires were issued to 208 participants out of which 168 gave quantitative data. 11 out of 12 key informants participated in the interviews that gave verbatim data. Two theories informed the study: mutual aid theory by Crawford (1997) and partnerships theory by McQuaid (2000).

Both theories explain the importance of partnerships within the professional Services organizations and also address the relative scarcity of partnerships within the same organizations. These theories go beyond organizational models to focus on the complexity of intervention strategies within the organizations for better service delivery. The use of the two theories was prompted by the failures in individualized approaches which undermine the strengths of security agencies in responding to criminal incidences in Kakamega County. The study adopted stratified random and purposive sampling techniques, which gave the respondents equal opportunity from each strata to participate. The distribution of study participants were as shown in Table 1.0 below.

**Table 1.0: Sample Size**

Strata	Target	Sample	Percentage
Senior officers	21	11	52%
Members of inspectorate	62	32	52%
Non-commissioned officers	200	102	51%
Police constables	100	51	51%
Nyumba kumi chairperson	12	12	100%
<b>Total</b>	<b>395</b>	<b>208</b>	<b>53%</b>

Both qualitative and quantitative methods for data analysis were used. The use of both techniques allowed for triangulation of research findings. Quantitative techniques involved the use of descriptive statistics, while inferential entailed the use of linear regression to test the study null hypothesis at 0.05 significance level. The study tested the following null hypothesis:

*H<sub>0</sub>: There is no significant cooperation amongst police officers and other security agencies when dealing with criminal emergencies in Kakamega County.*

The following was the general regression model for the study:

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

Where: Y is Dependent Variable (Response to Criminal Emergency)

$\beta_0$  is Constant (Intercept)

$\beta_1$  = Regression Coefficients

$X_1$  is Police Cooperativeness

$\varepsilon$  is the error of term.

## 1.8 Results and Discussions

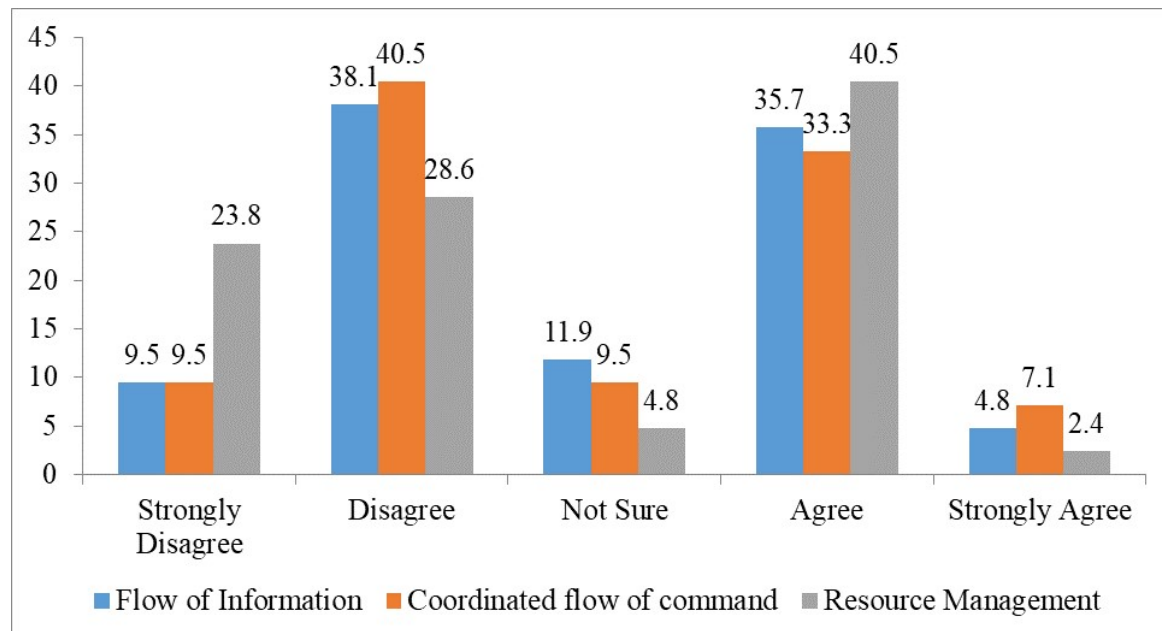
The study first sought to establish the reality on collaboration of security agencies during criminal emergency response in Kakamega County. The results were as shown in Table 2.0.

**Table 2.0: Collaboration of Security agencies during Criminal Emergency Response Operations**

Quality of Collaboration	Frequency	Percentage (%)
Yes	44	26.2
Not Sure	32	19.0
No	92	54.8
<b>Total</b>	<b>168</b>	<b>100.0</b>

The findings in table 2.0 indicated the existence of collaboration among security agencies during criminal emergency response operations. However, a majority of the respondents 92 (54.8%) postulated that even though security agencies demonstrated the presence of collaboration among them during criminal emergency response operations, the quality of that collaboration is very poor; while 32 (19.0%) were not sure, and 44 (26.2%) posited that the quality of the existing collaboration is good and adequate. The indubitable fact in the findings was that there is little cooperation and coordination among security agencies during criminal emergencies response in Kakamega County. This gap in the quality of collaboration led the study to thematic aspects that unveil and defined the nature and quality of effective emergency crime response operations. This was important because a good and efficacious emergency collaboration in times of emergency operations tends to transform security resources into instruments that produce meaningful and effective outcomes that minimize crime (Rosenbaum, 2002). The study went further to establish reasons for the inadequacy of collaboration among security agencies in both national and international levels.

To unveil inadequacies in collaboration among security agencies, the respondents were asked to indicate their level of agreement on specific and thematic issues. The results are as shown in Figure 1.0.



### 1.8.1 Flow of Security information during criminal emergency response preparation

The respondents were asked to indicate whether there is proper flow of information during criminal emergency response preparation. As indicated in Figure 1.0, 9.5% (16) of the sampled police officers strongly disagreed that there is proper flow of information in Kakamega County during criminal emergency response. Further, 38.1% (64) disagreed on the proper flow of information and criminal emergency response preparation. On the other hand, 35.7% (60) of the sampled police officer agreed and additional 4.8% (8) strongly agreed that there is proper flow of information during criminal emergency response preparation in Kakamega County. In sum, 80 (38%) respondents were of the view that there is no proper communication and knowledge among security agencies that should enable them properly prepare for the emergency tasks ahead of them, while 68 (32.6) supported the postulate that there is exchange of information and communication among security agencies in the initial preparation stage. The notable issue in these findings was that sharing of information among security agencies is important but this does not happen, thereby questioning the goals and ways of their training that should ensure efficient collaboration in matters of security in the area. Lacking flow of information implies poor coordination among them, which in essence result in inefficiency in handling security matters. This findings are in agreement with Magara (2018) and Nyambega (2013) who posited that in matters of security in the area of

executing response to emergencies, Kenyan security agencies tend to have proper coordination between the police service and overlook the private security sector despite the latter performing a similar crime prevention role. This makes it extremely difficult for emergency response units to achieve their security intended goals.

Exchange of information is paramount in matters of security since it equips security agencies with necessary knowledge in their work; information is a powerful tool in achieving security goals. And also with Murray (2005) who in his study informed that for efficiency in execution of security mandates, various developing countries have adopted collective responsibilities in the management of crime and other security related incidences.

### **1.8.2 Coordinated flow of Command and Control during criminal emergency response preparation**

The study endeavored to establish whether there is coordinated flow of command and control during criminal emergency response preparation. The results as indicated in Figure 1.0 revealed that 9.5% (16) of the sampled police officers strongly disagreed that there is coordinated flow of command and control. Additional 40.5% (68) of them disagreed on the coordinated flow of command and control and criminal emergency response preparation. However, 33.3% (56) of the sampled police officers agreed besides 7.1% (12) who strongly agreed that there is coordinated flow of command and control during criminal emergency response preparation in Kakamega County. The finding of the study showed that 84 (40.3%) of the informants indicated that there is poor coordination in the area of command and control in the execution of criminal emergency response. While 68 (32.6%) of the respondents were in support of the thesis. However, some respondents indicated that unity, swiftness, proper briefing and debriefing and flow of command led to achievement of positive results. Respondent from the interview schedule revealed that:

*Telling officers what lies ahead of them during the briefing is very important. This sharpens them ahead of the task. All resources available should be shared by all the security agencies and any scene should be commanded by the senior most in rank irrespective of the security agency (Interview, Respondent A, 2019)*

The general conclusion from the findings, especially from the questionnaire point to the fact that there was poor relationships among security agencies themselves with their bosses, especially in the inclusion of all officers in consolidating all available forces in counteracting criminals. Sometimes there is poor relationships between junior officers and their bosses in that they tend to endeavor to outdo each other instead of properly executing their security mandate. This leads to separate briefings of security officers as every commander wanted to head the operation resulting to no or poor flow of command chain in the Police Service and also untimely responses to criminal emergencies. In essence, this adversely affect and compromises their work. The findings were supported by Olowale (2016) better collaboration between security agencies expands execution capacity and spryness by assigning authority to those with the exact information and ability to execute, while lacking that collaboration leads to assigning of authority to those who are informed and lack the ability to ensure proper and effective execution of crime response. It was noted that experience differed because response goes hand in hand with the kind of training given/received. It was also captured that there was interference by unauthorized persons who try to please the media at the expense of the emergency situation at hand.

### **1.8.3 Sharing of available resources by security agencies in emergency response preparation**

The study sought to establish whether the available resources are shared by all security agencies during emergency response preparation. The results as indicated in Figure 1.0 revealed that 23.8% (40) of the sampled police officers strong disagreed that the available resources are shared by all security agencies during emergency response preparation. Further, 28.6% (48) of them disagreed on sharing of available resources by security agencies during criminal emergency preparation. On the other hand, 40.5% (68) of the sampled police officers agreed and 2.4% (4) who strongly agreed that the available resources are shared by all security agencies during emergency response preparation. From the findings, 88 (42.3%) indicated that resources were not shared while

72 (34.6%) were in support of the fact that security resources were shared by all to enable them adequately and efficiently execute their emergency response duties. One participant from the interview schedule informed:

*We lack basic security resources such as torches, whistles, vehicles, raincoats and mobile phones when on emergency response operations. The provision of these equipment takes a long bureaucracy process, which paralyses the whole exercise of emergency response (Interview, Respondent B, 2019).*

The critical issue noted by the study was that even the basic available security resources that seem not to be effective countering criminal emergency cases are not available, which in an indicting manner questions the preparedness of the Police Service in fighting against crime. The findings were in agreement with Ajayi (2014) who explained that police can't be said to be effective if they lack basic security equipment and that some of these equipment (like radio) can in some extreme cases like terrorism barely be depended upon. And also with Frank and Reva (2016) who in reference to South Africa posited that lacking National and regional security Action Plan and all endeavors around it compromises the security of society. Multi-agency collaboration in sharing available security resources for effective emergency crime operations is capable of developing security priorities and strategies in the management and continuity of coordinated emergency crime operations, manage available resources and liaise with other entities in consolidating security resources.

#### 1.8.4 Special Forces and Security Agencies in Criminal Emergency Response

On Special Forces involvement in criminal emergency response and in line with mutual aid and partnership theories that informed this study, it was found that more than 10 security agencies embrace a collaborative duty. These included KPS, APS, ASTU, County law enforcement, DCI, Fire brigade, Flying Squad, G4S and other private security agencies, GSU, KDF, Kenya Red Cross, KPS, KWS, Kenya Prisons, NYS and Recce. Independent of whichever Special Force or security agency, results from individual participants were as shown in Table 3.0 below.

**Table 3.0: Special Forces for Criminal Emergency Response**

Special Forces	Frequency	Percentage (%)
Yes	124	73.8
Not Sure	00	00
No	44	26.2
<b>Total</b>	<b>168</b>	<b>100.0</b>

Table 3.0 demonstrated that the majority of the respondents (73.8%) indicated NPS has a Special Forces to respond to criminal emergencies as compared to 26.2% who indicated that they do not have Special Forces for criminal emergencies responses. Some of the units identified were GSU, Rapid deployment unit, The recce squad, anti-stock theft unit, NYS, KDF, Commando Squad, QRT, NP disaster management unit, National police disaster team, Anti-terrorist, special force, border patrol unit. Having identified Special Forces that deal with criminal emergency response operations, the study went further to examine their effectiveness. The respondents were asked to indicate effectiveness of the above Special Forces security agencies. The results are as shown in Table 4.0



**Table 4.0: Effectiveness of Security Agencies to Criminal Emergency Response**

Effective	Frequency	Percentage (%)
Yes	85	50.6
Not sure	00	00
No	83	49.4
<b>Total</b>	<b>208</b>	<b>100.0</b>

From table 4.0, 50.6% (85) of sampled police officers indicated that the units were effective depending on the nature of criminal emergency. APSF are very effective, on close quarter battle and responses in building, GSU-RECCE, GSU-RD effective to public disorder. Anti-terrorist, special force, they are specialized in the field and during any emergency they are ready to encounter any situation. Flying squad/RDU and QRT which when signaled they react within a very short time possible and those units have help to curb the extent of crime in the county. Recce, commando squad, RDU, All those Special Forces have undergone special training but there are gaps in the execution of their emergency operational services.

The presence and active involvement of Special Forces in emergency crime response operations provide a great deal of information and technology sharing thereby maximizing public safety to the height that law enforcement agencies and the affected communities can no longer operate in an individualized manner. These agencies bring a great diversity of experiences and skills that make policing effective in holistically addressing issues related to emergency crime operations. Inter-security agency partnerships have greater flexibility and more options for responding to criminal emergencies in the local setups. However, from the interview session, one of the respondents was of a different opinion:

*Previously, NPS had quick response team which was very much effective for criminal response but at the moment the two services are in process of integrating and QRT's operations are limited since they are actively involved in general duties. At the moment there are no forces to respond to emergency apart from officers in general duties (Interview, Respondent C, 2019).*

Another key participant in the interviews echoed:

National Police Service has minimal equipment (specialized security vehicles, telecommunication gadgets for effective communication, protective gears and modern weaponry) that do not facilitate in an effective manner to respond to criminal emergencies in the county of Kakamega (Interview, Respondent F, 2019).

The point to note was that even though there are Special Forces for emergency criminal response operations, lack of proper coordinated operations, modernized training, and bureaucracies in their specific organizational structures; lack of modern effective crime control equipment, and other logistics, result to their ineffectiveness in crime related tasks. The findings were consistent to those of Abiodun, et al (2019), Nyambega (2013), and Kingori (2013) who underlined the importance of proper coordination among security agencies, basic communication devices, essential ICT skills and knowledge in making effective the work of emergency security agencies. All devices and experiences in a holistic manner prepare security agencies to respond to criminal emergencies professionally, competently, effectively, and so on (Omeje & Mwangi, 2010).

**Table 4.0: National and International Collaboration during Criminal Emergencies**

<b>Collaboration</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Yes	96	57.1
No	72	42.9
<b>Total</b>	<b>168</b>	<b>100.0</b>

**Source: Research Data (2019)**

From Table 4.0, slight majority (57.1%) of the respondents confirmed that NPS has a national and international collaboration and coordination framework during criminal emergencies while 42.9% indicated collaboration and coordination framework does not exist. International collaboration has been majorly involved by Interpol, Israelites and FBI. Those who indicated it was effective gave reasons such most of the NPS officers being deployed in places/areas with criminal emergencies; it is evident that through deployment, majority of the officer are deployed in prone areas because they are well equipped with skills and knowledge to curb crime. Officers are sponsored for international training to keep them equipped to face criminal emergency cases. This also gives them experience and skills to make their security work effective. However, there were those who indicated that national and international collaboration are not effective revealed that most of the units during criminal emergency response do not work in unison due to struggle for resources (60.1%) and supremacy battle (53.0%). Other reasons were each unit working in isolation (45.8%), units employing different working strategies (26.8%), political manipulation (20.2%) and interference of language barrier (17.3%). The pertinent results are as shown in Table 5.0

**Table 5.0: Reasons for Inadequate national and international collaboration and coordination framework during criminal emergencies**

<b>Reasons</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Resources	101	60.1
Supremacy	89	53.0
Work in Isolation	77	45.8
Different Working Strategies	45	26.8
Geo-Political Manipulation	34	20.2
Language Barrier	29	17.3
<b>Total</b>	<b>168</b>	<b>100.0</b>

It is evident that there is little cooperation and coordinated among security agencies during criminal emergencies in Kakamega County. These findings agree with KNHCR (2012) which indicated far as joint policing and coordinated between the Kenya Police and Administration Police is concerned, the KNCHR was notified by various participants that the two arms which make up the NPS undertook their activities independently of one another and not as foreseen by the Constitution. The results also concur with Olowale (2016) who found that in

Nigeria, different security agencies have their statutory obligations and should only concentrate on their orders, even despite national emergencies which require more prominent joint effort and dynamism in dealing with issues.

The study further sought to establish whether there is adequate and quality collaboration during criminal emergency response. The results are as shown in Table 6.0.

**Table 6.0: Opinion on Quality and extent of Collaboration during Criminal Emergency Response**

Quality Collaboration	Frequency	Percentage (%)
Yes	44	26.2
No	124	73.8
<b>Total</b>	<b>168</b>	<b>100.0</b>

Source: Research Data (2019)

As indicated in Table 5.0, majority of the respondents as indicated by 73.8% that there is no adequate and quality collaboration during criminal emergency response as compared to 26.2% who indicated presence of adequate and quality collaboration during criminal emergency response.

### 1.9 Inferential Results for Cooperativeness among police officers and other security agencies in criminal emergency response operations

The results for regression analysis for cooperativeness among police officers and other security agencies as a predictor for effective criminal emergency response was performed and findings presented in table 6.0 below:

**Table 6.0: Summary of Cooperation among Police Officers and other Security Agencies as a Predictor for criminal emergency response**

R	R Square	Adjusted R Square	Std. Error of the Estimate		
.027 <sup>a</sup>	.195	.188	.91077		
a. Predictors: (Constant), Cooperativeness					
b. Dependent Variable: Criminal Emergency Response					
Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	.174	1	.174	.203	.002 <sup>a</sup>
Residual	246.362	297	.830		
Total	246.536	298			
a. Predictors: (Constant), Cooperativeness					
b. Dependent Variable: Criminal Emergency Response					
Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
(Constant)	1.418	.244		6.614	.000
Cooperativeness	.252	.076	.027	.458	.004

Regression analysis was conducted to determine the amount of variation in criminal emergency response as predicted by cooperativeness among police officers and other security agencies. Table 6.0 revealed an R Square value of 0.195 which means that 19.5% of the corresponding variation in criminal emergency response can be explained by cooperativeness between police officers and other security agencies. The remaining 80.5% (100%-19.5%) unexplained variance can be explained by other factors that influence criminal emergency response that are not included in the study model. ANOVA for the linear model presented in Table 6.0 of Cooperativeness among police officers and other security agencies and criminal emergency response has an F - value = 0.203 which is statistically significant with P value = 0.002 meaning that the overall model is

significant in the prediction of criminal emergency response in Kakamega County. The study therefore shows that Cooperativeness among police officers and other security agencies has a significant positive influence on criminal emergency response.

Analysis of the regression model coefficients is shown in table 6.0 above and reveals a positive beta co-efficient of 0.252 for Cooperativeness as indicated by the co-efficient matrix with a P-value = 0.004 which is less than 0.05 thus significant and a constant of 1.418 with a P-value = 0.000 < 0.05. This implies that a unit change in cooperativeness would results to significant increase in criminal emergency by 0.252.

The regression equation with regard to the second objective of the study is presented as follows:

$$Y = 1.418 + 0.252 \text{ COOP:}$$

Where:

Y =Criminal Emergency Response

COOP is Cooperativeness

From above results, degree of linear association between cooperativeness among police officers and other security agencies in criminal emergency response was done and study findings revealed a statistically significant and positive relationship between cooperativeness of police officers and other security agencies in criminal emergency response. This implies that high levels of cooperativeness among police and other security agencies improves criminal emergency response.

The finding was in agreement with other studies; for instance with Olowale (2016) who indicated that inter-agency collaboration is fundamental in advancing dynamic working relationships among various security agencies in a manner of maximizing the available resources. He further argues that, for effective results, the joint efforts, require collaboration of all those involved crossing the limits of non-military personnel, interior security organs, intelligence and military offices. The effectiveness of this; security cross-agency teams enables a concentrated control and delocalized execution structure that manages all-round efforts against different eminent threats and emergencies. And also with Anthony Ichuloi (2019) who observed that collaboration brings in a concerted security control efforts and decentralizes security operations with a clear direction, thereby expanding security capacity, while involving all possible sources of information, including the local community for an effective response.

### **1.10 Conclusions**

The study established a statistically significant and positive relationship between cooperation among police officers and other security agencies in response to criminal emergencies in Kakamega County. Coordinated cooperation among police officers and other security agencies is a significant predictor for criminal emergency response in Kakamega County. However, study found out that there were other factors that affect the efficiency of security agencies in their attempts to respond to crime incidences. These factors included bureaucracies in specific security agency units, lack of emergency response equipment, individualism in security operations, supremacy battles among members of security agencies, and so on.

### **1.11 Recommendations**

The study recommended that for effective criminal emergencies response operations in Kakamega County, there should be coordinated effort among various security agencies, include creating joint strategies, sharing of security resources and intelligence.

Government security agencies to consider involving private security organizations and the local community in emergency response operations since on their own they cannot effectively manage security emergency incidents. Engaging with private security agencies and members of the community enhances resiliency in responding to

criminal emergencies. This is fundamental because, effective crime response operations depend on the power of all levels and sectors of government security agencies, as well as of the private sector, and the local community to collect, analyze, disseminate and use homegrown security- and crime-related information and intelligence.

The local media to responsibly report and inform the public on crime incidences in the County in a manner of giving hope, instead of playing into the hands of the criminals by inducing fear and terror to the local population. And also build on the positive results created by the collaborative approach to emergency criminal response operations.

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