Impact of Community Members' Attitudes on Community Policing in Lurambi Sub-County, Kenya

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Abstract

The successful implementation of community policing in any place rests on police-citizen interactions since it is a cornerstone of community policing. The higher the quality of police-citizen interactions, the higher the chances of thriving community policing implementation if the police department remains committed to supporting. Maintaining public safety and effective policing is very critical in community policing as that influence strong relationship and mutual trust between community members and the police agencies. Consistency, fairness, and procedural justice are critical elements that help build trust and legitimacy since they provide an opportunity for community-wide conversations about social equity, good relations, inclusiveness, transparency, and policing standards that shape the attitude of community members towards the whole concept of Community Policing. This study sought to assess the impact of community members' attitudes on community policing in Lurambi Sub-County, Kenya. The study was underpinned by the social capital theory and the cognitive dissonance 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 positive relationship between the attitude of community members and community policing (r=0.576; P<0.05) and regression analysis revealed an R squared value of 0.352, which implied that 35.2% of the variance on community policing outcomes was a function of community members' attitudes in Lurambi Sub-County. As a consequence, the study 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 and shape community attitude towards supporting Community policing activities not only in Lurambi Sub-County but in Kenya and beyond. .

1.1 Introduction

The attitude of community members toward community policing is a critical issue to explore since it is central to community policing operations (Fisher-Stewart, 2016). The majority of the citizens view community policing as centered on the lower class since most of those who participate belong to the lower class (Lewis, 2017). The community members view the police officers who actively participate in community policing as biased since they only rely on self-appointed representatives to identify the community's problems and concerns.

Community policing is a partnership between the police and the community members, and the community members view it as a program centered on the police. The participation of community policing community members has been low because of police–minority group hostile relationships in the United States (Diamond & Weiss, 2016). The increased police brutality cases in Kenya have gravitated further the relationship between police and community members on a bad relationship. Community policing has its roots in traditional policing, where the community social bond was strong, and each community member cared about the other.

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

In high-crime areas, such as in Lurambi Sub-County, the trust between police and community members should be prioritized since it is attached to crime-fighting. Building trust is one of the most fundamental way to effective policing as it helps in enhancing communication, improving community interactions, and promoting shared responsibility for addressing crime and disorder. Strengthening community relationships is pegged on police departments and plays a significant role in strengthening through adequate training of police officers in bias reduction and procedural justice. Procedural justice, when adhered creates an environment that encourages effective partnership between police and community members (Trinkner, Tyler & Goff, 2016). Resources are vital in building trust under community policing. The police highly engage all strategies available to fight crime. Some police officers use excessive force while enforcing the law, which widens the distrust gap as the community members feel mistreated. Their dignity was lowered (Garland, 2012). Most police officers in community policing act in an unprofessional manner, yet without trust, effective community policing are not possible without trust. 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 availability of resources to police officers in community policing operations, ignoring the contribution of community members attitude and its role in the success of community policing, hence the need for this study.

1.3 Objective of the Study

The objective of the study was to assess the impact of community members' attitudes on community policing in Lurambi Sub-County, Kenya.

1.4 Research Questions

What is the effect of community members' attitudes on community policing in Lurambi Sub-County, Kenya?

1.5 Literature Review

Community policing is pegged success relies on police officers' dedication and commitment since they are professional, unlike community members. Among others, community policing has been hindered by unemployment, poor police-community relations, the misconception of community policing, and police brutality (Brewer *et al.*, 2016). Community policing does not address the majority of the lower class concerns since most government employers provide maximum security regarding conflict, diversity, differences, institutional representation, and democracy.

Community policing is a critical component in preventing crime. The successful implementation of community policing has been a problem, but it's policing that helps fight crime. Most of the criminals reside in the community, and the active operation of community policing leads to their arrest and displacement of offenders to areas where community policing is not active (Blair *et al.,* 2020). In light of the present study, both community members and police officers need to have a positive attitude toward each other and towards community policing to implement community policing activities successfully.

The police officers are hardly held to account for their actions due to police discretion, which is most abused (Myhill & Johnson, 2016). Community policing will continue to face different challenges until trust is developed between the police and community members by showing public commitment, building contacts, developing community, and understanding the community members. Establishing and maintaining mutual trust is the central goal of community policing's first core component (Jackson *et al.*, 2012). According to a previously studied study, the high crime rate area lowers the trust between the police and community members. Violation of procedural justice by the police officers discourages crime reporting and reduces community members' trust in the police officers (Kruger *et al.,* 2016). Trust is critical, and what makes the community members to distrust police officers, according to the reviewed literature, is police mistreatment and harassment. The inability of police officers to keep security-related secrets was also highlighted.

According to the IPSOS survey conducted in 2015, most Kenyans and crime victims don't report crimes to the police due to unsatisfactory responses. The IPSOS reports indicate that only 49 percent of the crime victims report to the police and relevant authorities. The law enforcement officers are to be blamed for the low reporting of the criminal acts due to police harassment and demand for bribery (Wolfe & Piquero, 2011). The relationships between the police and the community members are not good, further affecting the crime reporting rate. The majority of the citizens who suffer from police injustices are lower-class people, yet they play a significant role in reporting crime-related activities (Struch, 2011). According to the IPOSES report in 2015, the cause for low crime rate reporting was weak or no follow-up of investigations, corruption, and finally, slow or no response immediately once a crime is reported to the law enforcement agency. The information reviewed on the low crime reporting rate by the community members traces its explanation to police corruption, harassment, and their laxity in responding to the call of service. This can be addressed when mutual trust, cooperation, and the right attitude prevails.

Maintaining public safety and effective policing is very critical in community policing as that influence strong relationship and mutual trust between community members and the police agencies (Crowl, 2017). Consistency, fairness, and procedural justice are critical elements that help build trust and legitimacy since they provide an opportunity for community-wide conversations about social equity, good relations, inclusiveness, transparency, and policing standards (Smith & Hunt, 2018). The establishment of trust between community members and the police is pegged on acknowledging community trust, authentic conversation, regular engagement, fairness, providing an opportunity for stakeholders to provide input, being part of decision making, use of social media and other channels of communication, proper education, maintaining relationships, transparency, accountability, and encouraging community members to be part of problem-solving. The police officers rely on community members to provide information about crime in their neighborhoods, and that is possible with practical cooperation between police officers and community members (Crowl, 2017). Solutions to crime are well developed when there is a harmonious relationship between police and community members. The legitimacy of the police is questioned when there is excessive use of force which in some scenarios attracts public demonstrations.

The successful implementation of community policing in any place rests on police-citizen interactions since it is a cornerstone of community policing. The higher the quality of police-citizen interactions, the higher the chances of thriving community policing implementation if the police department remains committed to supporting (Lee, Kim, Woo, Y., & Reyns, 2019). Assigning the police officers foot patrol enables them to have more frequent personal contacts than vehicle patrol.

The police officers do the cultivation of police-community relations, and that is why (Constitution, 2010) stipulates that "the police officers strive for the highest standards of professionalism and discipline among its

members" (Ebert & Oduor, 2012). The presence of police officers in the community reduces the citizen's fear of crime while improving the rapport between the police and local citizens.

The police officers' regular positive engagement with the community members makes it easy to convince them to support community policing activities. Proper and functional community policing prevents crimes and enables people to engage in routine activities without fear of crime (Miller *et a*l., 2013). A strong relationship between the police and the community members they serve is critical in implementing community policing. Strong police-community relationships strengthen community policing and facilitate the implementation of community policing in different locations (Lee, Kim, Woo & Reyns, 2019). The police officers rely on the community members' cooperation for successful operations of community policing in preventing crime in the neighborhood. Community members' willingness to develop trust towards police officers largely depends on whether they believe that police actions is a true reflection of the community values and whether they incorporate procedural justice and legitimacy principles.

The level of community satisfaction with police services depends on how the community policing was implemented and community members' characteristics (Gill *et al*., 2014). The distrust between the police and the community members is low in poor and high-crime neighborhoods, and the rate of community policing participation is low. Assisting the citizens is more critical of community policing as it enables them to view police positively. That is possible when the police integrate well with community members. Enforcing the law is what the police officers cannot bargain but must do so in a decent way, winning many citizens' hearts (Pino & Wiatrowski, 2016). Police subculture is most destructive to community policing as the police officers focus more on their interests than the community's interests and, therefore, lower the morale of the community members to participate in the implementation of community policing.

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 social capital theory and the cognitive dissonance theory underpinned the study.

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.

Groups' relations are precious and a reliable source of relationships. Class-related inequalities place different categories of people in various socialization and interaction levels. The higher class people tend to link and bridge social capital, whereas the lower class holds a higher level of social capital (Homscheid, 2020). The level of participation in community policing is highly influenced by class. The upper class tends to concentrate on wealth creation and rarely participate in community policing. The middle and upper classes tend to participate more in community policing activities such as patrol than the upper class.

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.

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 community members' attitude affects the success of 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 relating to community members' attitudes and community policing were subjected to descriptive and inferential statistics and findings presented in this section.

Table 1: Descriptive data on Community Members' Attitudes on community policing.

Item	Response option	Frequency	Percentage(%)
Do you trust a majority of the police officers to share information freely?	Yes	97	30.12
	NO	225	69.88
Do police share security information regularly with community members			
	Yes	56	17.39
	No	266	82.61
How often do you interact with police officers?	(1)= "No I don't"	41	12.73
	(2)= "Daily"	57	17.70
	(3)= "Weekly"	170	52.8
	(4)= "Monthly"	54	16.77
	"If yes, kindly describe."		
	…sharing intelligence on crime in the community, assisting in direction to facilitate arrests…	186	87.32
Do you report a crime committed in your locality to the police?	(1)= " No "	51	15.84
	(2)= "Yes	271	84.16
If yes, in above, How often?	Once…	65	23.99
	Twice…	88	32.47
	Any time a crime is committed		
		118	43.54
How are your working relations with the police?	(1)= " No relationship"	27	8.39
	(2)= " Good "	107	33.23
	(3)= " Average "	127	39.44
	(4)= " Poor "	61	18.94
What is your level of interaction with the police officers?	Good	112	34.74
	Average	139	43.19
	Bad	71	22.07
Is an increased level of interaction with the police an excellent motivator to community members to help the police patrolling?	(1)= " No "	83	25.78
	(2)= " Yes "	239	74.22

Source: Field Data, 2021

Respondents of the study were asked if they trusted police officers to share information with them freely, and 255(69.88%) said no, while 97(30.12%) said yes. The response provided indicates that the majority of the community members do not trust police officers, which is why sharing of information is low. The perception of community members on police has not changed much. That is why community policing continues to experience challenges for 18 years now after it was implemented in 2004 in Kenya. The findings concur with other finding conducted by Gill, Weisburd, Telep, Vitter, and Bennett, (2014) that lacks of citizen satisfaction influences their perception on police officers and, subsequently community policing program.

Community members were asked if police officers regularly shared security-related information with members of the community, and results revealed that 266(82.61%) said no while 56(17.39%) said yes. This is a

clear indication that sharing security-related information with police is still a problem yet security-related information is paramount in the successful operation of community policing. When asked how often they interacted with the police, 170(52.8%) of the respondents said weekly, 57(17.7%) said daily, 54(16.77%) monthly, while 41(12.73%) indicated that they never interacted with the police. Respondents who interacted with the police 186(87.32%) were asked to describe situations when they interacted. They mentioned sharing intelligence on crime in the community and providing information to facilitate arrests of suspects in the community. The above findings are a pointer to the lack of confidentiality between the police and members of the community to facilitate the free sharing of information. Efforts need to be made to enhance the confidentiality of information between a community member and the police to facilitate the success of community policing. The findings concur with the literature reviewed that proper operationalization of community policing creates a conducive environment for positive, mutually respectful interactions between community members and the police and may significantly increase trust while motivating police to enforce the law (Hamm, Trinkner & Carr, 2017). The use of excessive force diminishes trust between community members and the police. The enforcement of the law by the police depends on the trust and level of cooperation between the police and community members. Increased trust between the police and the community members provides a mechanism for reporting corruption and abuse (Skilling, 2016).

Respondents were asked if they reported crimes committed in their localities to the police, and 271(84.16%) said yes, while 51(15.84%) said no. Those respondents who said they reported crimes committed in their localities to the police were asked to state how often they reported the crimes, and 118(43.54%) said they did so every time crime is committed, 107(33.23%) had reported crime twice. In comparison, 65(23.99%) had just reported once. The willingness of community members to report crime is a welcome move since crime reporting is at the core of crime prevention which is a critical component of community policing. Crime reporting play a vital role in community policing, and therefore, all modalities need to be put in place to ensure that the crime reporting rate goes higher (Messing, Becerra, Ward-Lasher & Androff, 2015).

Respondents were also asked to state how their working relationship with the police was, and 127(39.44%) said average, 107(33.23%) said well, 61(18.94%) said poor, while 8.39% said they did not have any working relationship with the police. On average, the response provided indicates that working relations between police and community members are still low despite police reforms. The findings' results agree with Stein and Griffith (2017) that relations between police and community members continue to be an issue because of resident perception of the police officers, who rarely take into account their reporting of crime and even call for service. When asked to state their level of interaction with the police, 139(43.19%) said average, 112(34.74%) said well, while 71(22.07%) said they had poor interactions with the police. This shows a general willingness of the members of the community to collaborate with police officers in ensuring the security of their residences is still average to low. The results agree with Mummolo (2018) that, the level of interactions between police and community members is still low due to police brutality, harassment, and delayed response when called.

Regarding whether increased interaction with the police was a good motivator for community members to help the police in patrols, 239(74.22%) said yes, while 83(25.78%) said no. This shows that most community members in Lurambi Sub-County are conscious of security and are willing to take part in ensuring security in their locality. The findings agree with the literature review that proper operationalization of community policing creates a conducive environment for positive, mutually respectful interactions between community members and the police and may significantly increase the level of trust while motivating police to enforce the law (Hamm, Trinkner & Carr, 2017).

Table 2: Descriptive data on Community Members' Attitude on community policing

Do you think most police officers are humane while enforcing the law?	(1) = "No"	142	44.1
	(2) = "Yes"	180	55.9
Do you think police provide their services to their level best?	(1) = "No"	207	64.29
	(2) = "Yes"	115	35.71
Is there a link between community members' attitudes and free sharing of security-related information?	Yes,	278	86.34
	No,	45	13.98
Does the level of interactions, trust, and good relations between police and community members promote participation, increase sharing of security-related information, and involvement under community policing?	Yes	272	84.47
	No	50	15.53
With increased sharing of security-related information with police result in reduced crime rates?	Yes	249	77.33
	No		
		73	22.67

Source: Field Data, 2021

Respondents were asked to state if they thought most police officers were humane when enforcing the law,

and 180(55.9%) said no, while 142(44.1%) said yes. This is a clear indication that the majority of the community members did not feel that police officers value them while enforcing the law. The issue could be a result of increased cases of police brutality. Whether police officers provide their services to the best level possible, 207(64.29%) of the respondents said no, while 115(35.71%) said yes. Respondents were asked to give their opinion on whether there existed a link between community members' attitudes and sharing of security-related information with the police, and 278(86.34%) said yes while 45(13.98%) said no. Community members' attitude is vital under community policing as it either positively or negatively influences sharing of security-related information and participating in regular patrols.

Further still, respondents were asked to state if the level of interactions, trust, and good relations between police and community members promoted participation, increased sharing of security-related information, and involvement in community policing and 272(84.47%) said yes. In comparison, 50(15.53%) said no. Trust above all is key. It encourages community members to participate in community policing as it motivates interactions, freely shares security-related information, patrols, and improves working relations between police and community members. Respondents were asked to state if increased sharing of information with the police would reduce the crime rate, and 249(77.33%) said yes while 73(22.67%) said no. This implies that information sharing is a core component of community policing since its success is anchored on the accuracy of information received for action. It is worth noting that the level of interaction and communication between police officers and community members in Lurambi Sub-County was commendable based on the study findings. The findings agree with Cognitive Dissonance Theory that, two conflicting attitudes about a given topic result in inconsistencies. Dissonance can be achieved by changing attitudes and beliefs (Harmon-Jones & Mills, 2019). Cognitive dissonance arises from freely chosen behavior and not simple cognitive inconsistency. Desired 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 (Davis, Soref, Villalobos & Mikulincer, 2016).

Respondents were asked to state if they trusted police officers and findings presented in Table 3.

Table 3: Community Members' trust in Police Officers

Trust the Police	Frequency	Percentage (%)
Strong Agree	32	9.94
Agree	66	20.5
Not Sure	31	9.63
Disagree	154	47.83
Strongly Disagree	39	12.11
Total	**322**	**100.0**

Findings in table 3 reveal that 47.83% (154) of the respondents disagreed with the question as to whether they trusted police officers while 12.11% (39) strongly disagreed. It was also established based on the study findings that 20.5% (66) of the respondents agreed that they trusted police officers, 9.94% (32) strongly disagreed while 9.63% (31) of the respondents were neutral to the question whether they trusted police officers. The relationships between the police and the community members are supposed to be mutual trust and cooperation for them to work in harmony and succeed at community policing (Tilley & Sidebottom, 2017). It is worth noting that the study Desmond, Papachristos, and Kirk (2016) revealed that in most parts of the US and Canada, community policing has been largely successful due to the mutual trust between police officers and members of the community. This goes against this study's findings because most respondents were of the view that they do not trust police officers. This explains why community policing has not been effective in Lurambi Sub-County.

Respondents were asked to state if they regularly shared security related information with police officers and findings presented in Table 4.

Table 4: Regular Sharing of Information with Police Officers

Information Sharing	Frequency	Percentage (%)
Strong Agree	30	9.32
Agree	48	14.91
Not Sure	26	8.07
Disagree	167	51.86
Strongly Disagree	51	15.84
Total	**322**	**100.0**

Results in table 4 show that 51.86% (167) of the respondents disagreed, while 15.84% (51) strongly disagreed to the question whether they regularly shared information with police officers. Further still, 14.91% (41) of the respondents agreed, 9.32 (30) strongly agreed, while 8.07% (26) of the respondents were neutral to the question of whether they regularly shared information with police officers. This finding resonates well with

the study by Tilley and Sidebottom (2017), which found that community citizens and the police officers don't get along well in so far as information sharing is concerned. They further alluded to the fact that police officers are being faced by challenges as they continue to fight a tough battele to get communities to work closely with them in the sole purpose of fighting crime. Without trust and regular communication, it is difficult to to for community members and police officers to build positive relationships despite of different approaches that can be employed.

Respondents were asked to voice their opinion on whether police officers shared security related information with criminals and findings presented in table 5.

Table 5: If Police Officers Leak Security information to Criminals

Shared information reaching Criminals	Frequency	Percentage (%)
Strong Agree	44	13.66
Agree	173	53.73
Not Sure	32	9.94
Disagree	42	13.04
Strongly Disagree	31	9.63
Total	**322**	**100.0**

Results in table 5 show 53.73% (173) of the respondents agreed, 13.66% (44) of the respondents strongly agreed, while 9.94% (32) were neutral to the question of whether police officers share security-related information with criminals. Findings further revealed that 13.04% (42) of the respondents disagreed and 9.63% (31) strongly disagreed on the question whether police officers share security-related information with criminals. A study by Kangaria (2019) revealed that there are reported cases where police officers have contributed to crime prevalence by sharing security-related information with criminals to help them escape arrest. This goes against the spirit of community policing since sharing of security-related information with criminals endangers the lives of the community members who provide such information to police officers out of mutual trust.

Respondents were asked to state if they understood the relevance of community policing as a crime prevention strategy and findings presented in Table 6.

Table 6: Relevance of Community Policing as a Crime Prevention Strategy

Trust the Police	Frequency	Percentage (%)
Strong Agree	50	15.53
Agree	139	43.17
Not Sure	47	14.6
Disagree	49	15.22
Strongly Disagree	37	11.49
Total	**322**	**100.0**

Research results in table 6 reveal that 43.17% (139) of the respondents agreed that they understood the relevance of community policing as a crime prevention strategy, while 15.53% (50) strongly agreed. In addition, 15.22% (49) of the respondents disagreed, 14.6% (47) were neutral, while 11.49% (37) strongly disagreed to the question of whether they understood the relevance of community policing as a crime prevention strategy. This shows that most respondents understood the relevance of community policing as a crime prevention strategy. Previous studies on the extent of understanding by community members of the relevance of community policing as a crime prevention strategy have yielded mixed results. For instance, a study by Moreto and Charlton (2021) suggested that even though many community members understand the benefits of community policing, they do not participate in community policing due to fears ranging from lack of trust in the police. Another study by Fisher-Stewart (2016) established that only community members who understand the role of community policing in crime management actively take part in community policing activities.

Respondents were asked if they took part in patrols and findings presented in table 7.

Table 7: Participation in Patrols

Trust the Police	Frequency	Percentage (%)
Strong Agree	70	21.74
Agree	147	45.65
Not Sure	25	7.76
Disagree	41	12.73
Strongly Disagree	39	12.11
Total	**322**	**100.0**

Results in table 7 show that 45.65% (147) of the respondents agreed to taking part in patrols while 21.74% (70) strongly disagreed. It was also established that 12.73% (41) of the respondents disagreed, 12.11% (39) strongly disagreed while 7.76% (25) were neutral to the question of whether they took part in patrols. This shows that most respondents in the study took part in patrols. This finding goes against findings from a study by Socia,

Morabito, Bond and Nader (2021), which revealed that 59.5% of the respondents disagreed to participate in community policing in the Soweto slums of South Africa to fears of victimization given the high prevalence of crime.

Respondents were asked to state whether community members appreciated the benefits community policing and findings presented in table 8.

Table 8: Community Members' Appreciation of Benefits of Community Policing

Trust the Police	Frequency	Percentage (%)
Strong Agree	73	22.67
Agree	141	43.79
Not Sure	29	9.01
Disagree	45	13.98
Strongly Disagree	37	11.49
Total	**322**	**100.0**

From findings in table 8, it is clear that 43.79% (141) of the respondents agreed, 22.67% (73) strongly agreed while 9.01% (29) were neutral to the question whether community members appreciate the benefits of community policing. It was also revealed based on the study findings that 13.98% (45) of the respondents disagreed while 11.49% (37) strongly disagreed to the question whether community members appreciated the benefits of community policing. The findings show that most respondents appreciated the benefits of community policing. This finding is not in line with findings from a study in Kwa- Zulu Natal Province of South Arica by Pheiffer (2013) which found that many community members are ignorant about the benefits of community policing and they usually prefer to rely on employing guards and fencing their premises for security. Results from yet another study in Makina area of Kibra slums in Nairobi by Muia (2019) revealed that community policing was mot a popular concept in that area since community members constantly experience insecurity even in neighbourhoods where community policing has been implemented, hence community members do not believe that the concept of community policing works for them.

Shieywe, South Butsotso, and Central Butsotso chiefs rated the level of trust between community members and police as low. Shirere, Mayiakalo, and East Butsotso chiefs rated the level of trust between community members and police as low. In contrast, Deputy County Commissioner rated the trust between community members and police as moderate. Trust is critical in the full operationalization of community policing. According to the chief in charge of East Butsotso, the low level of trust has negatively affected sharing of security-related information, regular patrols, and general cooperation between community members and the law enforcement agencies (Field, 2021). Assistant County Commissioner argued that sharing security-related information with police is still a problem, yet security-related information is paramount in the successful operation of community policing. The above findings are a pointer to the lack of confidentiality between the police and members of the community to facilitate the free sharing of information. Efforts need to be made to enhance the confidentiality of information between community members and the police to promote the success of community policing.

According to all the chiefs who participated in the study, the law enforcement agencies are ineffective in dealing with community complements. Issues raised on why law enforcement is ineffective in handling community members' complaints include extortion, poor response to the call for service, lack of professionalism in handling community members, harassment, and intimidation. All the chiefs who participated in the study stated a low level of interaction between police and community members. According to the Officer in Charge of Kakamega Central Police Station, a low level of interactions negatively affects sharing of security-related information and even the level of communication which generally affects the operation of community policing (Field, 2021). The willingness of community members to report crime is a welcome move since crime reporting is at the core of crime prevention which is a critical component of community policing. Increased interaction between police and community members increases patrol and sharing of security-related information. Sharing of information helps even in a gathering of evidence, according to Shirere and Mayiakalo chief.

Among other respondents who took part in the study, the chiefs agreed that increased trust between police and community members' increases sharing of security-related information and involvement under community policing. According to the chief, South Butsotso is an essential ingredient under community policing. Trust enables community members to share security-related information freely report crimes, suspect and suspected offenders, as well as offenders found committing a crime. The community members play an integral role in helping police officers conduct investigations and collect evidence to determine guilty or innocence. The operationalization of community policing has increased cases investigated as more community members easily share valuable information with chiefs. Community members' attitude plays a significant role in the operationalization of community policing. Community policing is a crime prevention and crime control strategy, and community members matter as it determines whether they cooperate with police officers. Increased cooperation between community members and police prevents and control crime.

The level of trust between the police and the community members has been an issue for decades. According to participants on the focus discussion group, there is a very low level of trust between police and the community members, which has continuously affected sharing of security-related and subsequent participation in community policing. According to a village elder in Butsotso South;

> The level of trust between police and the community members is very low. It's only a few that trust the police officers and share security-related information. The issue of confidentiality is really what makes a majority of the community members lack trust as some of the police officers shares confidential information. Majority of the community members distrust police officers as a result of poor response to a call of service while other police officers demand facilitation fee to respond. Village Elder Butsotso South (1/9/2021).

The sentiments indicate a great issue when it comes to trust between police officers and community members, yet trust is vital under the operationalization of community policing. Sharing of security-related information cases comes with the issues of trust. Lack of confidentiality arises as a result low level of trust. Response to call for service is a major issue and negatively affects the relationship between police and community members.

The law enforcement officer plays a significant role in due process. Community members' complaints are crucial and require to be handled with a lot of care. The police office relies on community members, and therefore, complaints need to be handled carefully. A farmer in Shirere stated that;

> Law enforcement agency is not effective in the handling of citizens' complaints. The issue of confidentiality and lack of interest by some police officers is to be blamed. Some police officers request for extortion to offer services that they are entitled to. Farmer (30/8/2021).

In a nutshell, it is clear that there are police officers who do not handle citizens' complaints, which makes the majority of the community members develop a negative attitude towards police officers. Extortion is common in police service, yet police officers are supposed to respond faster to the call of servive and handle citizens' complaints professionally.

According to all participants in the study, community attitude is key to community policing. Sharing of security-related information requires a positive attitude. Community members' attitude is integral as it determines communication and participation in community policing. Community members with a negative attitude towards police rarely report a crime. According to a businesswoman in Butsotso East;

> Community members attitude is essential as it determines crime report. Those with negative attitude rarely report crime and even share any security-related information as a result of bad attitude towards police officers. Crime report requires regular cooperation between police and community members. Businesswoman (2/9/2021).

The argument here indicates that community members' attitude is vital under community policing. Community policing can only succeed when community members' attitude is positive toward police officers. Sharing security-related information is important in ensuring that community policing achieves its goals.

Community-police partnership is vital as it brings police and the community together. Fighting crime requires different strategies. Neighborhood watch is one of the most critical programs helping police and community members fight crime. Community members share vital information sometimes, which is vital under community policing. The community policing chairman for Shieywe Ward shared the following on the type of information that community members share with the community policing committee;

> The community members share vital information to community policing committee such as drug-related information, illegal gaming, security-related information, human trafficking, robberies and other information concerning criminal activities. Community Policing Chairman (27/8/2021).

The argument lays bare that community members' level of trust to community policing committee is higher than the police officers. Community members play an integral role in sharing security-related information to community policing committes. Crime is something that is inevitable but can be reduced to the lowest level possible which is essential.

Community policing is a crucial crime prevention strategy, and the community members are supposed to give feedback for improvement. According to the community policing committee in Shieywe, they unanimously opined that only a few people give feedback on community policing. The rate of crime is still high though community policing was implemented. A village elder in Mayiakalo alleged that;

> Inadequate reporting of crime by the community members and the fact that some of the members of the community do not volunteer to share security-related information makes it hard for community policing to achieve the set objectives.

> Leakage of secrets shared to police, police bad image, police harassment, resources, negative attitude towards police by community members, among others are a challenge under community policing. A village elder in Mayiakalo (30/8/2021).

The argument here is clear there is inequate reportig of crime. The police officers always try as much as possible to encourage community members to share valuable information to help in the fight against crime, and help solve social problems. Sharing of security-related information and supporting patrol is paramount under community policing.

Correlation analysis between community members' attitude and community policing was done to investigate the presence of a relationship. Pearson correlation was found ideal since scatter plots revealed linearity in the data, absence of outliers, and presence of related pairs, i.e, community members' attitudes and community policing. Findings are presented in Table 9.

Table 9: Pearson Correlations analysis for Community Members' Attitude on community policing (n=322)

		The attitude of Community Members	Community Policing
The attitude of Community Members	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	322	
Community Policing Outcomes	Pearson Correlation	.576**	1
	Sig. (2-tailed)	.001	
	N	322	322

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

Source: Research Data (2021)

A correlation coefficient was analyzed for the degree of linear association between community members' attitudes and community policing in Lurambi Sub-County, and findings in Table 9. Results revealed a statistically significant positive relationship between the attitude of community members and community policing (r=0.576; P<0.05). This shows that a positive attitude by community members towards community policing would lead to a successful implementation of community policing in Lurambi Sub-County.

The findings of this study are in agreement with the findings of a study by Fisher-Stewart (2016), who found that the attitude of community members toward community policing is a critical issue to explore since it is central to community policing operations. The majority of the citizens view community policing as centered on the lower class since most of those who participate belong to the lower class. The community members view the police officers who actively participate in community policing as biased since they only rely on self-appointed representatives to identify the community's problems and concerns.

Diamond and Weiss (2016) noted that community policing is a partnership between the police and the community members. The community members view it as a program centered on police. The participation of community policing community members has been low because of police–minority group hostile relationships in the United States. The increased police brutality cases in Kenya have gravitated further the relationship between police and community members on a bad relationship. Community policing has its roots in traditional policing, where the community social bond was strong, and each community member cared about the other.

The police officers are hardly held to account for their actions due to police discretion, which is most abused. Community policing will continue to face different challenges until trust is developed between the police and community members by showing public commitment, building contacts, creating community, and understanding the community members.

Jackson *et al*. (2012) established that establishing and maintaining mutual trust is the central goal of community policing's first core component According to a previously studied study, the high crime rate area lowers the trust between the police and community members. Violation of procedural justice by the police officers discourages crime reporting and reduces community members' trust in the police officers. Trust is essential, and what makes the community members to distrust police officers, according to the reviewed literature, is police mistreatment and harassment. Cognitive dissonance theory is premised on attitude change how behavior can determine attitude. The explanation that whenever two linked cognitions are inconsistent, it results in guilt or uneasiness follows 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 as shown by this study.

The results for regression analysis where Community Members' Attitude was used as predictors for Community Policing in Lurambi Sub-County was performed. Regression analysis was found ideal since the research data was normally distributed, there was uniformity in the distribution of the error term (absence of heteroskedasticity), data was quantitative and scatter plots showed that the data was linear. Findings presented in Table 10.

Table 10: Model Summary for Community Members' Attitude on community policing (n=322)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.337[a]	.352	.339	.69471	1.928

a. Predictors: (Constant), Community members' Attitude

b. Dependent Variable: Community Poling Outcomes

Source: Research Data (2021)

From the results in Table 10, the value of R squared value was 0.352, which implies that 35.2% of the variance on community policing outcomes was a function of community members' attitudes. The study used regression analysis to examine how much change in the dependent variable resulted from 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 absence of multicollinearity.

This notion is supported by findings by Tilley and Sidebottom (2017) that the relationships between the police and the community members are supposed to be harmonious. The police and community members rely on one another. The community members rely on the police to protect and serve them. On the other hand, the police rely on community members' cooperation and support to collect crime-related information. Further, once the police hear the community members' voices, trust is established and enables them to voice their class and promote good relations.

ANOVA for the study linear model was performed to determine the goodness of fit for the model used in predicting community policing outcomes in Lurambi Sub-County based on the attitude of community members.

Table 11: ANOVA results for Community Members' Attitude on community policing

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	48.089	1	65.337	39.615	.001[a]
	Residual	198.447	297	.462		
	Total	246.536	298			

a. Predictors: (Constant), Community Members' Attitude

b. Dependent Variable: Community Policing Outcomes

Source: Research Data (2021)

ANOVA for the linear model presented in table 11 revealed an F value of 39.615, significant within a 99% confidence interval with a P value = 0.001. The finding implies that the overall model was significant in predicting 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 members' attitude significantly affects community policing in Lurambi Sub-County.

1.9 Recommendations

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

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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