

# Influence Of Public Trust in the Police on Crime Reporting Behavior in Kamukunji Subcounty, Nairobi County, Kenya

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## ABSTRACT

Crime reporting behavior plays a pivotal role in effective law enforcement and crime prevention, yet global underreporting persists due to diverse cultural, social, and institutional factors. Within Kamukunji Sub-County, a substantial portion of crimes, about 40%, remains unreported annually, highlighting significant discrepancies in official crime data. This research aims to assess how perceived police responsiveness, confidence in police integrity, willingness to cooperate with police, and satisfaction with police services influence crime reporting behavior. Employing a mixed-method approach drawing from the Perceived Behavioral Control and Socio-Ecological Model, the study utilizes quantitative surveys and qualitative interviews to gather insights. The analysis reveals that residents' perceptions of police responsiveness significantly impact crime reporting behavior in Kamukunji Sub-County. Issues such as delayed police response, perceived ineffectiveness, and lack of preparedness among responding officers contribute to widespread dissatisfaction. Furthermore, deficiencies in follow-up actions and communication from law enforcement agencies exacerbate trust deficits and hinder formal crime reporting. Examining confidence in police integrity uncovers pervasive skepticism and distrust among residents, particularly concerning honesty, ethical conduct, and fairness in treatment. Dissatisfaction with the transparency and accountability of police operations further diminishes trust and cooperation with law enforcement, hindering efforts to promote crime reporting behaviors. Residents' willingness to engage with law enforcement and report crimes is influenced by trust deficits and gaps between expectations and perceived reality regarding police effectiveness and accountability. The study underscores the need for targeted interventions to address trust deficits, enhance community engagement, and promote cooperation with law enforcement agencies to ensure effective crime reporting and community safety in Kamukunji Sub-County.

**Keywords:** Crime reporting behavior, police responsiveness, integrity, trust, community engagement.

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## 1.0 INTRODUCTION

### 1.1 Background to the Study

Crime reporting behavior is a complex phenomenon influenced by a multitude of factors, including cultural, social, and institutional dynamics. Underreporting of crimes, especially sensitive ones like sexual assault and domestic violence, is a persistent issue globally (Felson et al., 2019; Ruback et al., 2019; Schnebly, 2018). Reasons for underreporting range from fear of retaliation to distrust in law enforcement and the criminal justice system (Davis & Henderson, 2017; Sampson & Bartusch, 2018; Skogan, 2016). Efforts to address underreporting have led to global initiatives promoting standardized crime data collection and reporting (Bureau of Justice Statistics, 2018). However, challenges remain, necessitating continuous research and interventions (Mazerolle et al., 2013).

Crime reporting behaviors also vary regionally, with disparities between urban and rural areas (Surette, 2017). Internationally, Europe generally exhibits higher reporting rates due to trust in institutions, whereas Sub-Saharan Africa and parts of Asia face challenges due to weak law enforcement infrastructure and cultural barriers (Lizotte, 2015; Home Office, 2017). Similarly, regional variations exist within continents like Latin America and Scandinavia, highlighting the influence of socio-economic and cultural factors (Carr et al., 2017; Anna et al., 2019).

Transitioning to the national level, Kenya faces challenges related to crime reporting despite efforts by organizations like the Kenya National Bureau of Statistics (KNBS) and the National Police Service (NPS) (Kenya National Bureau of Statistics, 2019; National Police Service, 2018). Legal frameworks exist, but issues such as legal cynicism and mistrust in authorities persist (Maina, 2018; Transparency International Kenya, 2016). Nairobi County, with its diverse demographics and urban challenges, serves as a microcosm of these issues, further exacerbated in areas like Kamukunji Subcounty (Kinoti, 2016; National Crime Research Center, 2017).

Kamukunji Subcounty, within Nairobi County, offers a unique context for studying crime reporting behavior due to its specific socio-cultural and economic dynamics (Bunei, Rono, & Chessa, 2021). Despite general trends in Nairobi County, there's a dearth of research specifically focused on Kamukunji, making it essential to understand the factors influencing crime reporting at this local level (Mkutu et al., 2016). This study aimed to fill this gap by examining crime reporting behaviors within Kamukunji Subcounty, contributing to targeted interventions and policy recommendations for enhancing trust and accountability in crime reporting processes at the local level.

## **1.2 Statement of the Problem**

In Kamukunji Subcounty, Nairobi County, the challenge of underreporting crimes poses a critical obstacle to public safety and justice. Recent findings by the National Crime Research Center reveal that a significant portion of criminal activities, estimated at 40%, remain unreported annually. This underreporting not only distorts the true scale of crime within the community but also severely hampers the ability of law enforcement agencies to implement effective strategies for crime prevention and community protection. The reluctance to report crimes is further exacerbated by a prevailing mistrust towards law enforcement bodies and skepticism regarding the criminal justice system's capacity to deliver fair and timely justice. This situation is compounded by findings from organizations such as Transparency International Kenya, which highlight the deep-seated issues of mistrust and concerns over the efficacy and integrity of law enforcement practices in Kamukunji Subcounty.

The phenomenon of underreporting in Kamukunji Subcounty is further complicated by the prevalence of informal dispute resolution mechanisms. Anecdotal accounts indicate that a considerable number of community members opt for non-official avenues such as local mediation or private agreements to address grievances. While these informal methods may offer immediate resolution, they often lack the transparency, accountability, and legal rigor afforded by formal legal processes, leading to outcomes that may not serve justice or deter future crimes. Moreover, data from the Kenya National Bureau of Statistics highlight that crime reporting rates vary significantly among different demographic segments, particularly affecting marginalized and vulnerable groups who may face additional barriers, including social stigma, economic disenfranchisement, and cultural inhibitions against engaging with law enforcement agencies. Recognizing the complex web of factors that contribute to the underreporting of crimes in Kamukunji Subcounty, this study seeks to illuminate the specific challenges and deterrents faced by the community, with the ultimate goal of developing and recommending actionable strategies that can foster a more trustworthy and cooperative relationship between the public and the police, thereby improving overall crime reporting and response mechanisms in the region.

## **1.3 Objectives of the Study**

- i. To assess the influence of perceived responsiveness of the police on crime reporting behavior among residents of Kamukunji Sub- County.
- ii. To examine the influence of confidence in the police integrity on crime reporting behavior among residents of Kamukunji Sub- County.
- iii. To investigate the influence of resident's willingness to cooperate with the police on crime reporting behavior in Kamukunji Sub- County.

## **1.4 Justification of the Study**

Investigating the influence of public trust in the police on crime reporting behavior in Kamukunji Subcounty is crucial for several reasons. It addresses the gap in understanding how trust impacts the willingness of individuals to report crimes, which is essential for effective law enforcement and community safety. This study not only seeks to improve the accuracy of crime statistics for better policy and resource allocation but also explores broader issues of governance, accountability, and justice within the criminal justice system. By focusing on the Kenyan context, where such research is scarce, this study aimed to contribute valuable insights that can inform targeted interventions, enhance public trust in law enforcement, and offer lessons that are applicable in similar settings globally, thereby supporting efforts to improve public safety and strengthen the rule of law.

## **2.0 LITERATURE REVIEW**

This section presents empirical literature review as per the objectives of the study.

### ***2.1 Influence of Perceived Responsiveness of Police on Crime Reporting Behavior***

Empirical studies have extensively examined the influence of perceived responsiveness of law enforcement agencies on crime reporting behavior, particularly focusing on the time taken to respond. Baumer and Lauritsen (2020) conducted a longitudinal analysis spanning over four decades, revealing that victims were more likely to report crimes when they perceived law enforcement agencies to respond promptly to their calls for assistance. This finding is echoed by research from Xie and Lynch (2017), who observed higher rates of crime reporting associated with shorter response times. Conversely, delays in police response time have been identified as a significant barrier to crime reporting, as victims may refrain from reporting crimes if they perceive law enforcement agencies to be unresponsive or slow in their actions (Surette, 2017; Baumer and Lauritsen, 2020).

Moreover, the quality of police response, in terms of timeliness and effectiveness, influences victims' perceptions of police legitimacy and trustworthiness. Studies by Schneider, Burcat, and Wilson (2019) and Baumer (2022) found that victims who experienced swift and competent police responses were more likely to perceive law enforcement agencies as reliable and responsive to their needs. However, it's essential to consider contextual factors that influence the relationship between response time and crime reporting behavior. Goudriaan, Lynch, and Nieuwbeerta (2014) conducted a comparative analysis across different regions, highlighting variations in the impact of response time based on trust levels in law enforcement and overall safety perceptions within communities.

Empirical research has also explored the impact of the quality of response from law enforcement agencies on crime reporting behavior. Studies by Surette (2017) and Schnebly (2018) emphasized that victims' perceptions of the quality of police response significantly influence their decision to report crimes. Victims who perceive police actions as responsive, thorough, and supportive are more inclined to report crimes. Conversely, perceived deficiencies in police actions, such as insensitive attitudes or delays in case resolution, can deter victims from reporting crimes and erode trust in law enforcement agencies (Baumer and Lauritsen, 2020; Surette, 2017).

### ***2.2 Influence of Confidence in Police Integrity on Crime Reporting Behavior***

Empirical studies underscore the pivotal role of public confidence in police integrity in shaping crime reporting behavior. Research by Sampson and Bartusch (2018) and Schnebly (2018) indicates that communities with high levels of trust in the police, grounded in perceptions of honesty and ethical conduct, report crimes more frequently. Conversely, Skogan (2016) highlights that incidents of police misconduct can erode public trust, leading to lower crime reporting rates. Schneider, Burcat, and Wilson (2019) further emphasize that attitudes towards police integrity significantly influence individuals' decisions to report crimes, with beliefs in police honesty and commitment to justice positively impacting crime reporting behavior.

Additionally, studies have highlighted the critical role of fairness in treatment by law enforcement agencies in fostering confidence in police integrity. Tankebe (2013) and Jonathan-Zamir and Harpaz (2018) suggest that perceptions of fair and respectful police interactions significantly influence public trust and cooperation. Conversely, unfair treatment and biases in policing can undermine public confidence in law enforcement integrity (Weitzer & Tuch, 2005). Efforts to promote transparency and accountability in police operations are also crucial for enhancing public trust and encouraging crime reporting (Tyler et al., 2018; Boggs, 2019).

However, challenges persist in achieving transparency and fairness uniformly across diverse communities. Estienne & Morabito (2016) highlight institutional barriers to transparency, while cultural factors and historical experiences influence perceptions of police integrity, particularly in marginalized communities (Sampson & Bartusch, 2018). Addressing these challenges requires structural reforms within law enforcement agencies, community-based initiatives, and ongoing research to embed integrity into policing practices effectively. Overall, confidence in police integrity, fairness in treatment, and transparency in operations play significant roles in shaping crime reporting behavior and enhancing public trust in law enforcement.

### ***2.3 Influence of Resident's Willingness to Cooperate with Police on Crime Reporting Behavior***

Empirical studies consistently emphasize the significant impact of residents' willingness to cooperate with the police on crime reporting behavior within communities. Baumer and Lauritsen (2020), Surette (2017), and Transparency International Kenya (2016) have highlighted the importance of positive police-community relations in encouraging residents to engage with law enforcement agencies and report crimes. Trust in the police's

responsiveness and integrity significantly influences reporting willingness, with residents more likely to cooperate when they perceive law enforcement as reliable and trustworthy.

Furthermore, residents' confidence in the effectiveness of crime reporting mechanisms plays a crucial role in shaping their willingness to engage with the police. Fischer and Murungu (2017) note that residents are more inclined to cooperate with law enforcement when they believe their reports will lead to meaningful action and positive outcomes. Conversely, doubts about police responsiveness and accountability can deter individuals from reporting crimes, contributing to underreporting challenges and hindering law enforcement efforts (Fischer, 2018).

Additionally, the perception of procedural justice and fairness in law enforcement practices is closely linked to residents' willingness to cooperate with the police. Tyler, Fagan, and Geller (2018) highlight that individuals are more likely to engage with law enforcement when they perceive their interactions as fair, respectful, and unbiased. Promoting transparency, effective communication, and accountability in police operations are essential for fostering positive police-community relations and encouraging reporting willingness among residents.

#### **2.4 Theoretical Framework**

The theoretical framework of this study integrated two main theoretical perspectives: Perceived Behavioral Control (PBC) theory and the Socio-Ecological Model. Behavioral Control (PBC) theory, focuses on individuals' beliefs about their ability to perform specific tasks, such as reporting crimes. It considers factors like past experiences, anticipated support, and perceived obstacles to understanding residents' perceptions of control over the crime reporting process and their intentions to report crimes. In contrast, the Socio-Ecological Model emphasizes the cost-benefit analysis individuals undertake when deciding whether to report crimes, considering elements like the nature of the crime, characteristics of the offender and victim, and the crime environment. By combining these frameworks, the study gains a comprehensive understanding of the diverse factors shaping residents' crime reporting behavior.

The incorporation of Perceived Behavioral Control (PBC) theory and the Socio-Ecological Model allowed for a nuanced analysis of the factors influencing crime reporting behavior in Kamukunji Subcounty. PBC theory delves into individual-level factors like perceived control and self-efficacy, while the Socio-Ecological Model examines broader contextual factors such as social norms, cultural beliefs, and institutional practices. This holistic approach enabled the study to identify barriers and facilitators to crime reporting, informing targeted interventions to promote reporting willingness and enhance community safety effectively.

#### **2.5 Gaps in the literature**

Despite the considerable research on crime reporting behavior and its determinants, there are notable gaps in the literature that warrant further investigation. First, while existing studies have extensively explored the influence of individual-level factors, such as trust in law enforcement and perceptions of police responsiveness, there is limited research on the role of community-level factors in shaping crime reporting behavior. Understanding how neighborhood characteristics, social networks, and community cohesion influence residents' willingness to cooperate with the police and report crimes is crucial for developing community-specific strategies to enhance crime reporting rates.

Secondly, there is a need for more nuanced research on the impact of cultural and contextual factors on crime reporting behavior. Many existing studies have focused on Western contexts, and there is a lack of diversity in the populations studied. Research exploring how cultural norms, beliefs, and values shape residents' attitudes towards crime reporting, particularly in non-Western societies like Kamukunji Subcounty, is essential for developing culturally sensitive interventions and improving the effectiveness of crime reporting mechanisms. Addressing these gaps in the literature will contribute to a more comprehensive understanding of crime reporting behavior and inform evidence-based policies and practices aimed at promoting community safety and well-being.

### **3.0 RESEARCH METHODOLOGY**

This section outlines the research methodology, including the research strategy, study location, target population, sampling processes, and methods employed. It also discusses the sample population and size, development of research instruments, data collection approaches, data scrutiny methods, and ethical considerations.

### **3.1 Research Design**

The study employed a mixed-method approach, integrating both quantitative and qualitative methods to comprehensively investigate the influence of public trust in the police on crime reporting behavior in Kamukunji Subcounty. This approach was chosen to capture the complexity and nuances of residents' perceptions, attitudes, and behaviors towards law enforcement agencies (Johnson & Onwuegbuzie, 2004). Quantitative methods, descriptive surveys and statistical analysis, allowed for the collection and analysis of numerical data on key variables, including perceived responsiveness, confidence in police integrity, willingness to cooperate with police, satisfaction with police services, and crime reporting behavior. These methods provided quantitative measures to assess the strength and direction of relationships between variables, offering statistical insights into patterns and trends within the data (Creswell & Plano Clark, 2018). Conversely, qualitative methods, key informant interviews, facilitated in-depth exploration of participants' experiences, perceptions, and motivations related to crime reporting and trust in the police. Through open-ended questions and thematic analysis, qualitative data provided rich, contextual insights into residents' attitudes and behaviors, complementing the quantitative findings and enhancing the overall understanding of the research phenomenon (Creswell & Creswell, 2017).

### **3.2 Sample Size and Sampling Procedure**

The study employed a stratified random sampling technique to select participants from Kamukunji Sub County, treating each ward within the sub-county as a distinct subset of the population. This method ensured proportional representation across all strata based on population size, including six wards: Eastleigh North, Eastleigh South, Kimathi, Muthurwa/Shauri Moyo, Pumwani, and Uhuru. Stratified sampling facilitated capturing the sub-county's diversity and provided greater control in selection, enhancing the study's generalizability (Kothari, 2004; Stylish and Khan, 2004; Cohen et al., 2007). The sample size calculation based on a target population of approximately 268,276 residents resulted in a sample size of 385 individuals, with an additional inclusion of 10 heads of Criminal Investigation Departments and 10 community security committee members using purposive sampling for key informant interviews due to their involvement in daily case reporting (Kenya National Bureau of Statistics, 2019; Thomas, 2020).

### **3.3 Data Collection Methods**

The study utilized questionnaires and interview schedules as data collection instruments, structured to gather both quantitative and qualitative data relevant to the study objectives. Questionnaires employed a Likert scale for respondents to indicate their agreement with statements corresponding to the study's indicators, while interview schedules featured open-ended questions for in-depth exploration of perspectives and experiences. Data collection procedures were meticulously planned, including obtaining necessary permits, recruiting research assistants for Ward-specific coverage, and conducting interviews over a three-day period. The drop-and-pick later method was used for questionnaire administration to ensure convenience and flexibility, while standardized interview protocols-maintained consistency and accuracy across responses, ultimately facilitating a comprehensive and robust data collection process aligned with the study's goals.

### **3.4 Data analysis techniques**

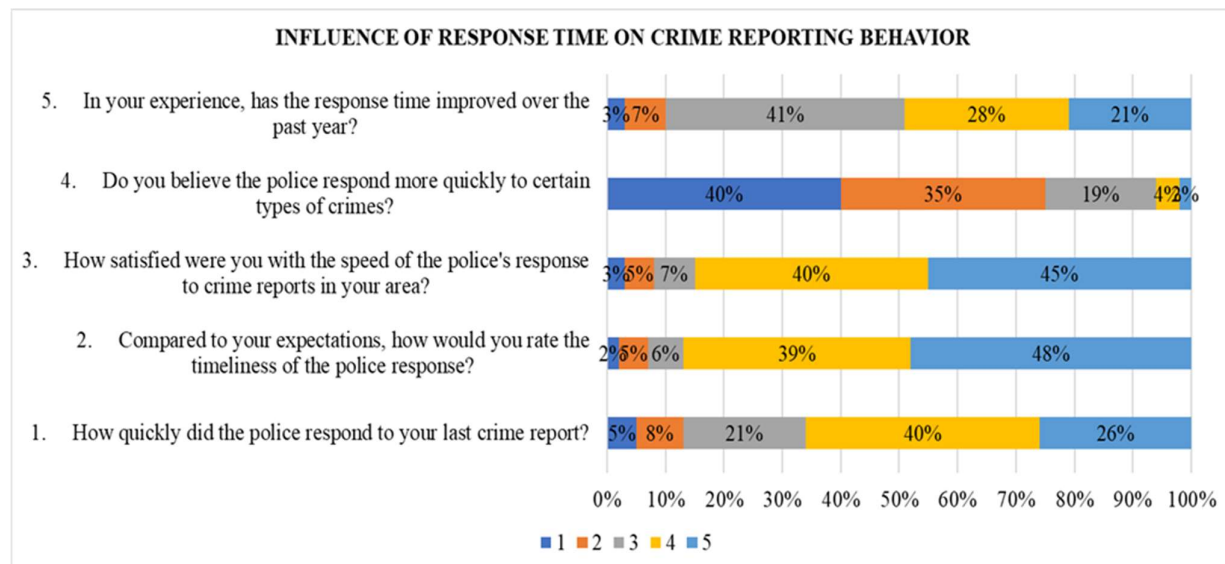
Data analysis in this study involved both quantitative and qualitative techniques, employing statistical software like MS Excel and SPSS for quantitative data analysis and thematic analysis for qualitative data (Smith, 2010; Braun & Clarke, 2006). Quantitative analysis focused on organizing, manipulating, and statistically examining the data to identify patterns, trends, and relationships, presented through tables and graphs for visual clarity (Field, 2013). On the other hand, thematic analysis of qualitative data involved identifying, analyzing, and reporting patterns or themes within the data, allowing for a deeper exploration of subjective experiences and perspectives (Braun & Clarke, 2006). The systematic approach to thematic analysis ensured rigorous analysis and interpretation, enriching the overall understanding of the research phenomenon by integrating quantitative and qualitative insights effectively.

## **4.0 FINDINGS AND DISCUSSIONS**

The subsequent section presents the study's findings, encompassing the response rate and socio-demographic characteristics of the research participants. Additionally, a descriptive analysis is furnished for each research objective, offering a comprehensive overview of the study's outcomes.

### **4.1 Influence of Perceived Responsiveness of Police on Crime Reporting Behavior**

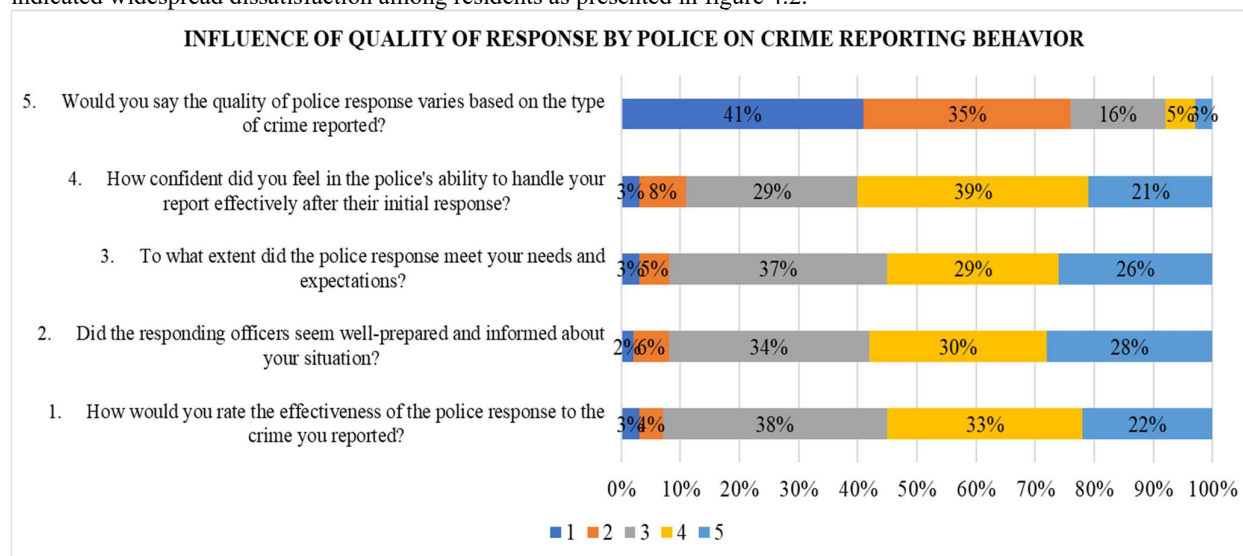
The analysis of respondents' perceptions regarding police responsiveness to response time issues in Kamukunji Subcounty indicated significant dissatisfaction among residents as presented in figure 4.1.



**Figure 4. 1: Influence of Response Time on Crime Reporting Behavior**

Among the respondents, only 5% reported that the police responded "Very quickly" to their last crime report, while 8% indicated a "Quick" response, and 21% perceived the response as "Moderately quick." However, a substantial proportion of respondents (40%) reported a "Slow" response time, and 26% characterized the response as "Very slow." Furthermore, when asked to rate the timeliness of the police response compared to their expectations, the majority (48%) felt that the response was "Much slower than expected," while 39% reported it as "Slightly slower than expected." Only 2% indicated that the response was "Much faster than expected." These findings reveal a concerning perception among residents regarding the timeliness of police response to crime reports in the area.

The analysis of respondents' perceptions regarding the quality of police response in Kamukunji Subcounty indicated widespread dissatisfaction among residents as presented in figure 4.2.

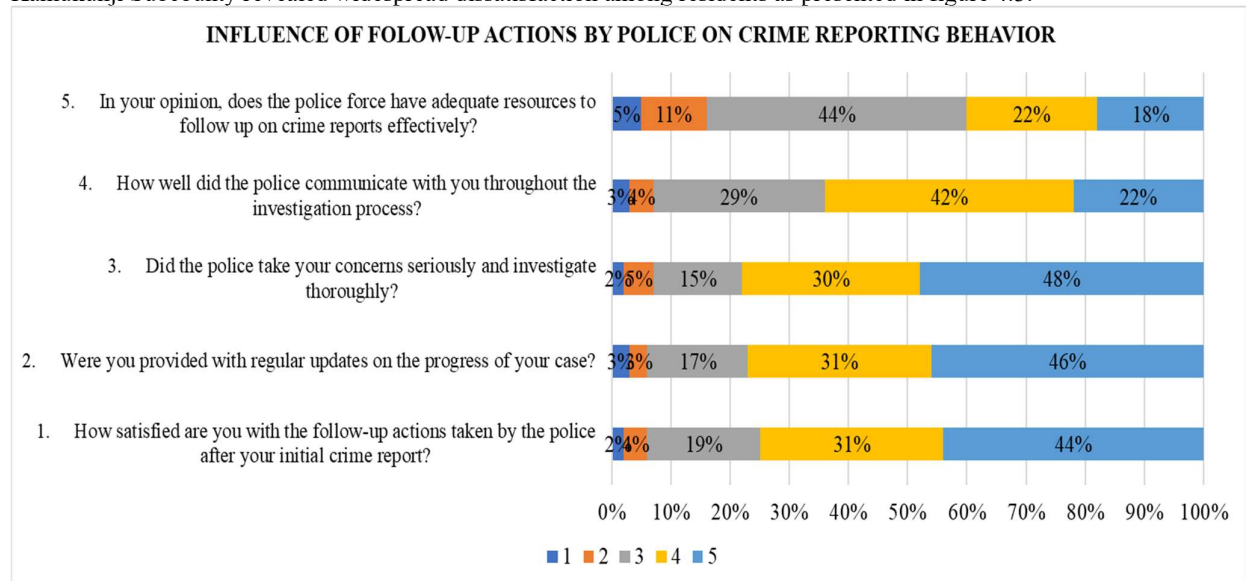


**Figure 4. 2: Influence of Quality of Response on Crime Reporting Behavior**

From the results, 33% of respondents rated police responses as ineffective, while 22% perceived them as very ineffective. Moreover, 30% disagreed, and 28% strongly disagreed that responding officers seemed well-prepared and informed about their situations. These findings suggest a prevailing perception among residents that police responses often fall short of expectations and lack adequate preparedness. Additionally, when assessing the extent

to which police responses met their needs and expectations, only 3% of respondents indicated that their expectations were exceeded, highlighting a significant gap between expectations and actual experiences.

The analysis of respondents' perceptions regarding follow-up actions taken by law enforcement agencies in Kamukunji Subcounty revealed widespread dissatisfaction among residents as presented in figure 4.3.

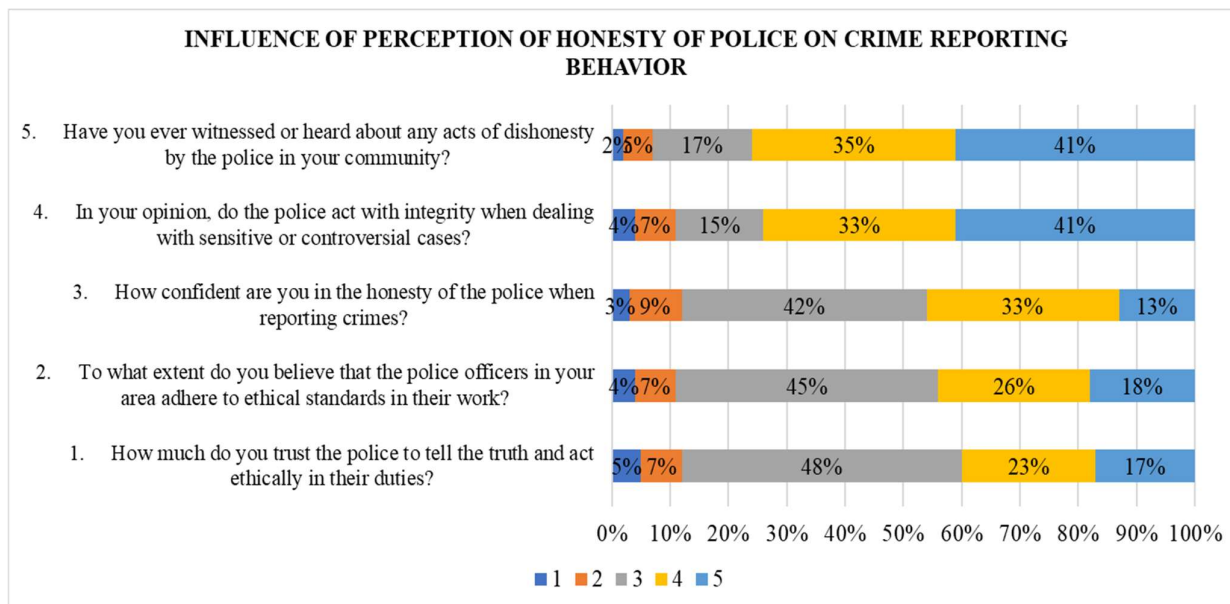


**Figure 4. 3: Influence of Follow-up Actions on Crime Reporting Behavior**

From the results, 31% reported being dissatisfied, while 44% were very dissatisfied with the follow-up actions taken by the police. Moreover, a striking 46% of respondents reported never receiving updates on case progress, while 31% indicated rarely. These findings indicate a prevalent perception among residents that law enforcement agencies fail to adequately address their concerns and provide satisfactory follow-up after crime reports. These results underscore the importance of addressing deficiencies in communication, transparency, and thoroughness of follow-up actions to enhance residents' trust and confidence in the justice system.

#### **4.2 Influence of Confidence in Police Integrity on Crime Reporting Behavior**

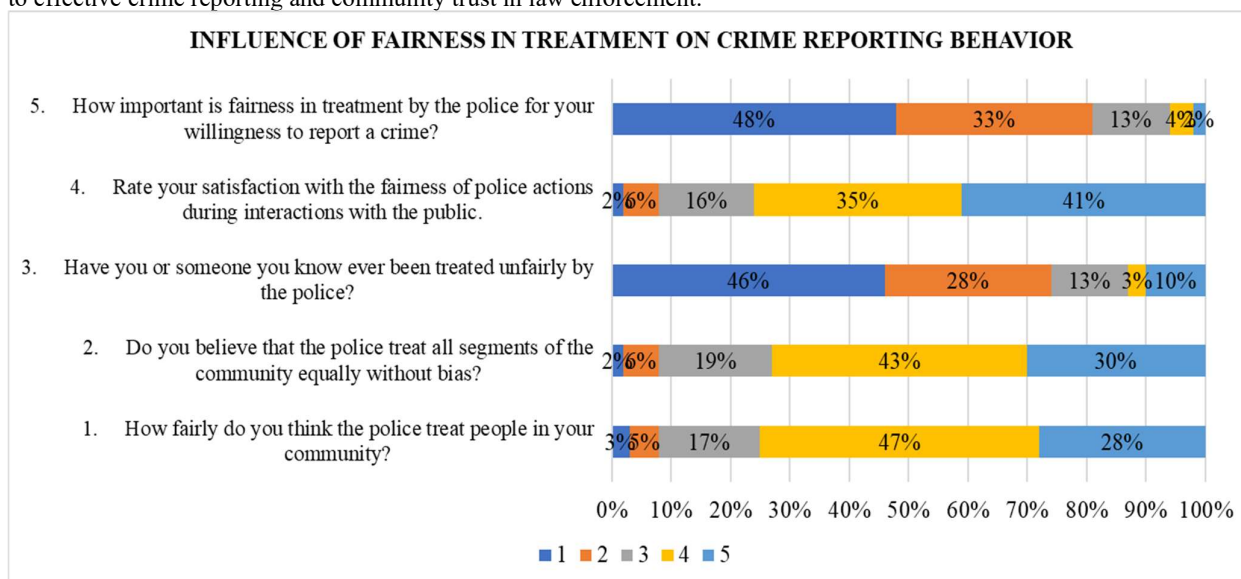
The analysis of respondents' perceptions regarding the honesty and ethical conduct of police officers in Kamukunji Subcounty indicated a significant lack of trust in police integrity among community members as presented in figure 4.4. Only 12% of respondents expressed complete or mostly trust in police honesty, while 17% indicated that they do not trust the police at all to tell the truth and act ethically. Additionally, concerning percentages were reported regarding the adherence of police officers to ethical standards, with 44% stating that police sometimes or rarely adhere to these standards.



**Figure 4. 4: Influence of Perception of Honesty of Police on Crime Reporting Behavior**

Furthermore, a large majority (76%) reported having witnessed or heard about acts of dishonesty by the police in their community, further undermining trust and confidence in law enforcement agencies. These findings highlight a prevalent skepticism and skepticism regarding the integrity of law enforcement agencies among the community members surveyed, indicating a significant barrier to effective crime reporting.

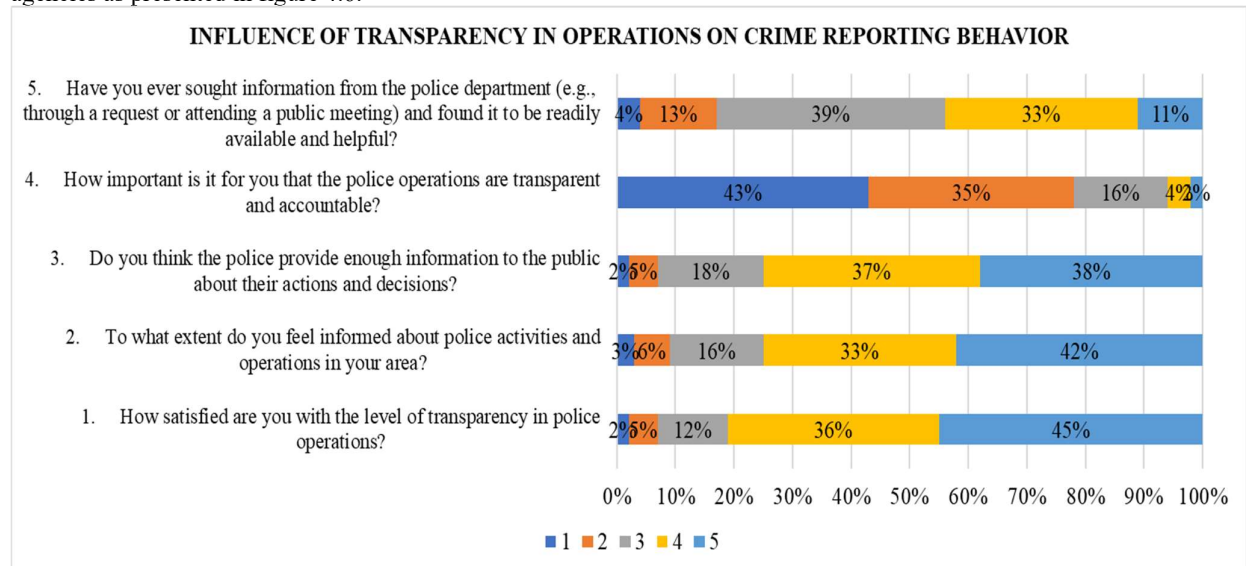
The analysis of respondents' perceptions regarding the fairness in treatment by the police in Kamukunji Subcounty revealed a profound dissatisfaction and skepticism among residents as presented in figure 4.5. A staggering 75% of respondents reported feeling unfairly or very unfairly treated by the police, while only 8% believed that the police treat all segments of the community equally without bias. Moreover, a substantial majority (77%) reported either experiencing or knowing someone who has been treated unfairly by the police, with nearly half (46%) indicating frequent occurrences of unfair treatment. Additionally, an overwhelming 76% expressed dissatisfaction or strong dissatisfaction with the fairness of police actions during interactions with the public. These findings underscore a significant perception of discrimination or favoritism in police conduct, posing a substantial barrier to effective crime reporting and community trust in law enforcement.





**Figure 4. 5: Influence of Fairness in Treatment on Crime Reporting Behavior**

The analysis of respondents' perceptions regarding the transparency in police operations in Kamukunji Subcounty revealed widespread dissatisfaction and a lack of trust in the transparency and accountability of law enforcement agencies as presented in figure 4.6.

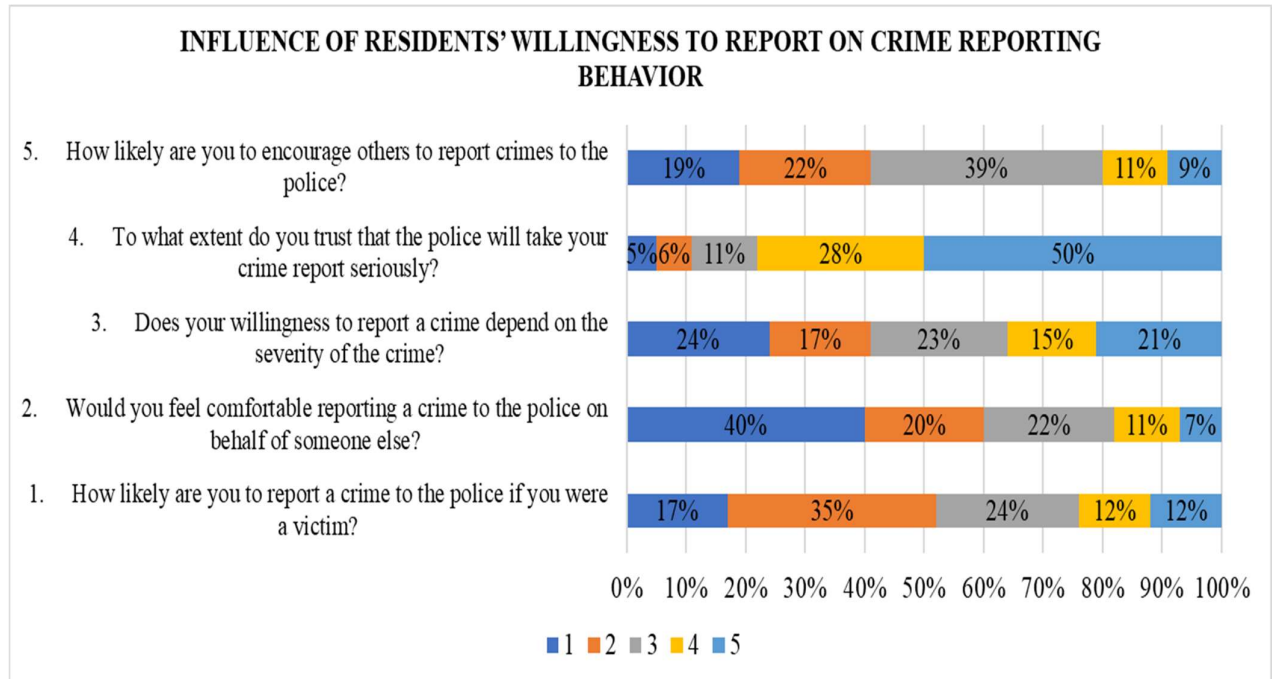


**Figure 4. 6: Influence of Transparency in Operations on Crime Reporting Behavior**

A substantial majority (81%) expressed dissatisfaction with the level of transparency in police operations, with 45% indicating being very dissatisfied. Furthermore, 75% of respondents reported feeling either somewhat or very uninformed about police activities and operations in their area, indicating a communication breakdown between law enforcement agencies and the community. Despite these concerns, respondents overwhelmingly emphasized the importance of transparency and accountability in police operations, with 78% indicating it as extremely or very important. These findings highlight significant challenges in fostering positive police-community relations and promoting effective crime reporting due to perceived transparency issues and a lack of information sharing from law enforcement agencies.

#### 4.3 Influence of Resident's Willingness to Cooperate with Police on Crime Reporting Behavior

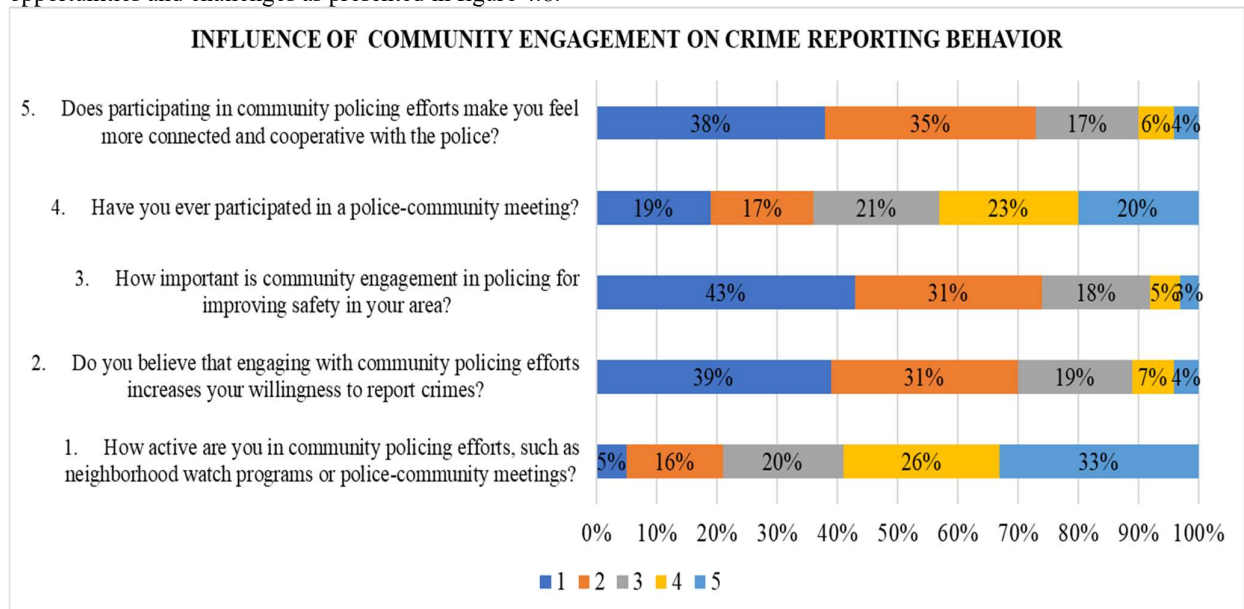
The analysis of respondents' attitudes towards crime reporting willingness in Kamukunji Sub-County indicated a mixed outlook as presented in figure 4.7.



**Figure 4. 7: Influence of Reporting Willingness on Crime Reporting Behavior in Kamukunji Sub- County**

While 52% of respondents expressed a willingness to report crimes if they were victims, suggesting a baseline trust in the police's ability to handle incidents effectively, a significant 78% indicated only slight or no trust at all that the police will take their crime reports seriously. This lack of confidence in law enforcement's commitment to addressing reported incidents may deter residents from reporting crimes, especially when considering encouraging others to do so, with only 20% stating they were likely or very likely to promote crime reporting to the police. Furthermore, the study revealed that residents' willingness to report crimes varies based on the severity of the incident, with 62% indicating fluctuating reporting willingness depending on the seriousness of the crime.

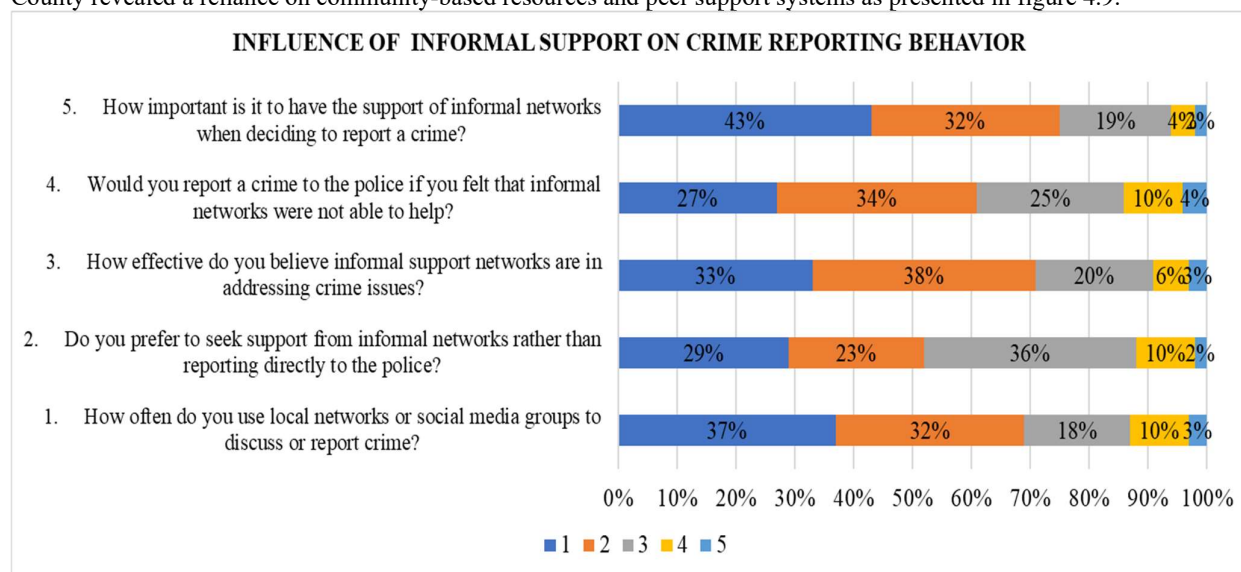
The analysis of community engagement in policing efforts within Kamukunji Sub-County showed both opportunities and challenges as presented in figure 4.8.



**Figure 4. 8: Influence of Community Engagement on Crime Reporting Behavior in Kamukunji Sub- County**

While 21% of respondents expressed interest in participating but have not yet done so, and 19% stated they participate frequently, a considerable 56% reported being somewhat or very inactive in community policing initiatives. However, there is strong agreement among respondents (70%) that engaging with community policing efforts increases their willingness to report crimes, indicating the potential positive impact of community involvement on crime reporting behavior. Additionally, a majority of respondents (74%) consider community engagement in policing to be extremely or very important for improving safety in their area, highlighting the perceived value of community involvement in crime prevention and resolution efforts.

The analysis regarding the role of informal support networks in crime reporting behavior within Kamukunji Sub-County revealed a reliance on community-based resources and peer support systems as presented in figure 4.9.



**Figure 4. 9: Influence of Informal Support on Crime Reporting Behavior in Kamukunji Sub- County**

A significant 69% of residents frequently use local networks or social media groups to discuss or report crime, while 52% expressed a preference for seeking support from informal networks rather than reporting directly to the police. Moreover, the majority of respondents (71%) perceive informal support networks as effective or very effective in addressing crime issues, emphasizing the importance of community cohesion and mutual assistance in tackling local safety concerns. These findings highlight the critical role of informal support systems in influencing residents' willingness to cooperate with the police and engage in crime reporting behavior.

## 5.0 SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This section present summary, conclusions and the recommendations of the study.

### 5.1 Summary

The findings from the analysis of respondents' perceptions regarding various aspects influencing crime reporting behavior in Kamukunji Sub-County paint a comprehensive picture of the challenges and opportunities faced by law enforcement agencies and residents. Regarding police responsiveness, only a small percentage of respondents reported quick or very quick responses, with the majority perceiving the response time as slow. Additionally, dissatisfaction was evident in the perceived quality of police response and follow-up actions taken after crime reports, indicating a need for improved communication and efficiency within law enforcement agencies. Furthermore, the lack of trust in police integrity, fairness in treatment, and transparency in operations highlighted significant barriers to effective crime reporting and community trust in law enforcement.

### 5.2 Conclusion

The study's findings underscore the urgent need for law enforcement agencies to address deficiencies in responsiveness, quality of response, follow-up actions, integrity, fairness, and transparency. Building trust and confidence among residents is crucial for promoting effective crime reporting behavior and fostering positive

police-community relations. Enhancing communication channels, ensuring timely and appropriate responses, and increasing transparency in operations are essential steps towards achieving these goals

### 5.3 Recommendations

Based on the analysis, it is recommended that law enforcement agencies prioritize improving response times, enhancing the quality of response and follow-up actions, and fostering transparency in operations. Engaging with the community through proactive communication, community policing initiatives, and partnerships with informal support networks can also significantly contribute to building trust and cooperation. Additionally, training programs for law enforcement officers on ethics, fairness, and communication skills can help address residents' concerns and improve overall perceptions of police integrity and professionalism.

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