

**EFFICACY OF THE NAIROBI CITY INSPECTORATE OFFICERS IN
COMBATING CRIME IN KIBRA SUB-COUNTY, KENYA**

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**A Thesis submitted in partial fulfillment of the requirements for the Conferment of
a Degree of Master of Arts in Criminology of Masinde Muliro University of Science
and Technology**

NOVEMBER, 2025

DECLARATION AND CERTIFICATION

DECLARATION BY THE STUDENT

This thesis is my original work prepared with no other sources than the indicated sources and support, and has not been presented elsewhere for a degree or any other award.

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DEDICATION

This work is dedicated to my Parents; Francis Mayoya and Mary Mmbone, wife Namenge, our children; Charles Junior, Beryl Shaga and Ariella

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ABSTRACT

Crime poses a major threat to human security, particularly in rapidly urbanizing areas such as Kibra Sub-County, which persistently experience high crime rates, making it one of the city's most insecure zones. Inspectorate Officers are mandated to enforce laws within their jurisdiction, ensure compliance with applicable laws and to offer public safety and security to its citizens and residents. The study aimed to examine the efficacy of the Nairobi City Inspectorate officers in combating crime in Kibra Sub-County, Kenya. The specific objectives were as follows; to assess the effectiveness of the forms of law enforcement techniques applied by Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County, to examine the influence of motivation on the performance of Nairobi City Inspectorate Officers in combating crime and to evaluate the contribution of training of Nairobi City Inspectorate Officers in enhancing their competency to combat crime in Kibra Sub-County. The study was underpinned in the broken windows theory to explain the increase in reported crime rates in Kibra Sub-County and the efficacy of the Nairobi City Inspectorate officers in combating crime in Kibra Sub-County, Kenya. A descriptive survey design was adopted. The target population of this study was made up of 61651 households distributed within the 5 wards and 38 Inspectorate officers distributed across five wards of Kibra. Cluster sampling and simple random sampling techniques were used to determine the sample size of a total of 349 households spread across the 5 wards while census method was used to select of 38 inspectorate officers in Kibra Sub-County. A pilot study was conducted at Kamukunji Sub-County, located in Nairobi County. The study used a questionnaire for households and in-depth interviews for inspectorate officers and key informant interview guides during data collection. Validity of data collection instruments was ascertained using expert review while reliability of the instruments for data collection was ascertained using the internal consistency method where Cronbach's Alpha Coefficient of reliability was computed and established to be 0.841 for the study. Quantitative data was analysed using both descriptive and inferential statistics with the help of the Statistical Package for the Social Sciences (SPSS) version 29.0 for windows. Qualitative data was analyzed thematically using verbatim and presented alongside the quantitative data. Findings of the study revealed that collaboration and information, strict law enforcement, surveillance techniques, sensitization, public participation, equitable distribution of resources and research and development where the law enforcement techniques used in Kibra Sub-County. It was established that law enforcement techniques and crime management had a statistically significant relationship ($r=0.542$; $P<0.05$) Officers motivation and crime management revealed a statistically significant relationship ($r=0.615$; $P<0.05$) and that Nairobi City Inspectorate Officers training and crime management had a statistically significant relationship ($r=0.602$; $P<0.05$). The study concludes that the efficacy of Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County is shaped by their law enforcement techniques, level of motivation, and quality of training. Although officers engage in key interventions, their impact is limited by resource constraints, low morale, and weak community relations. Enhancing officer welfare, skills, and public trust is essential to improving crime control outcomes.

TABLE OF CONTENTS

DECLARATION AND CERTIFICATION.....	ii
DECLARATION BY THE STUDENT	ii
COPYRIGHT	iii
DEDICATION	iv
ACKNOWLEDGMENTS.....	v
ABSTRACT	vi
TABLE OF CONTENTS.....	vii
LIST OF TABLES.....	xiii
LIST OF FIGURES.....	xv
OPERATIONAL DEFINITION OF KEY TERMS.....	xvi
ABBREVIATIONS AND ACRONYMS	xvii
CHAPTER ONE: INTRODUCTION	1
1.1 Background to the Study	1
1.2 Statement of the Problem	6
1.3 Objectives of the study	7
1.3.1 General Objective.....	7
1.3.2 Specific Objectives.....	7
1.4. Research Questions	8
1.5 Justification of the study.....	8
1.5.1 Academic Justification	8

1.5.2 Policy Justification	9
1.6 Scope of Study.....	10
1.7 Limitation of the Study.....	11
1.8 Assumptions of study	11
1.9 Chapter Summary.....	12
CHAPTER TWO: LITERATURE REVIEW	13
2.1 Introduction	13
2.2 Overview of the Efficacy of Law Enforcement Officers in Combating Crime	13
2.2.1 Law Enforcement Techniques Applied by Nairobi City Inspectorate Officers in Combating Crime	16
2.2.2 Law enforcement Officers' Collaboration in crime management.....	20
2.2.3 Surveillance and Patrols Technique in Crime Management	22
2.3 City Inspectorate Officers' motivation for combating crime	25
2.3.1 Individual Factors Influencing Inspectorate Motivation for Combating Crime...25	
2.3.2 Organizational Factors Influencing the City Inspectorate Officers' Motivation ..30	
2.3.3 Social Factors Influencing City Inspectorate Officers' Motivation.....	32
2.4 Contribution of Training of the City Inspectorate officers in Enhancing Competency to Combat Crime	38
2.5 Research gaps	46
2.6 Theoretical Framework	48
2.6.1 Broken Windows Theory	48
2.7 Conceptual Framework	51

2.8 Chapter Summary.....	52
CHAPTER THREE: RESEARCH METHODOLOGY.....	53
3.0 Introduction	53
3.1 Research Design.....	53
3.2 Study Area.....	54
3.3 Target Population	56
3.4 Sampling Technique and Sample Size	56
3.5 Data Collection Instruments/Tools.....	60
3.5.1 Secondary data collection.....	60
3.5.2 Primary Data Collection.....	61
3.5.3 Questionnaires	62
3.5.4 Key Informants Interview (KII) Guide	62
3.5.5 In-depth Interviews.....	63
3.6 Reliability and Validity of Instruments	64
3.6.1 Instrument Reliability	64
3.6.2 Instrument Validity.....	65
3.7 Data Processing and Analysis	66
3.7.1 Analysis and Presentation of Quantitative Data.....	66
3.7.2 Analysis and Presentation of Qualitative Data.....	67
3.8 Ethical Considerations.....	68
3.9 Chapter Summary.....	69

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS, AND

INTERPRETATION.....	70
4.1 Introduction	70
4.2 Response Rate	70
4.2.1 Pre-Analysis Data testing	70
4.3 Demographic Characteristics of Respondents.....	73
4.3.1 Profile of the Residents' sample	73
4.3.1.1 Gender of Respondents	73
4.3.1.2 Age of Respondent	75
4.3.1.4 Nature of Employment	77
4.3.1.5 Marital Status	78
4.3.1.6 Level of education of the respondents.....	79
4.3.2 Profile of the inspectorate officers' sample	81
4.4 Forms of law enforcement Techniques in Crime management.....	82
4.4.1 Law enforcement techniques by City Inspectorate Officers	82
4.4.2 Prevalence of Common forms of crime in Kibra Sub-County	100
4.4.3 City Inspectorate Officers (CIOs) Collaboration and Partnership in Crime Prevention.....	103
4.5 Nairobi City Inspectorate Officers' motivation on crime management in Kibra Sub- County	112
4.5.1 Motivation schemes in place for the Nairobi City Inspectorate officers in crime management.....	113
4.5.2 Welfare needs being addressed to ensure the effectiveness of Nairobi City	

Inspectorate Officers	116
4.5.3 Relationship with community in Kibra Sub-County.....	121
4.6. The Effect of Training the City inspectorate officers on crime management	127
4.6.1 Training Nairobi City inspectorate officers on crime prevention	128
4.6.2 Capacity building and development activities for the inspectorate officers	130
4.6.3 Inferential analysis on influence of training the City inspectorate officers on crime management	133

CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSIONS AND

RECOMMENDATIONS.....138

5.1 Introduction	136
5.2 Summary of the Findings	136
5.2.1 Law enforcement techniques by City Inspectorate Officers	137
5.2.2 Influence of Motivation on the Performance of Nairobi City Inspectorate Officers in Combating Crime in Kibra Sub-County.....	137
5.2.3 The Effect of training the City inspectorate officers on crime management	138
5.3 Conclusions	140
5.3.1 General Conclusion	140
5.3.2 Conclusions on Specific Objectives	140
5.4 Recommendations	142
5.5 Suggestions for Further Research.....	143

REFERENCES.....	146
APPENDICES	168
Appendix I: Letter Of Transmittal.....	168
Appendix Ii: Questionnaire For Residents	169
Appendix Iii: In-Depth Interview Guide For City Inspectorate Officers	174
Appendix Iii: Key Informant Interview Guide For National Government Security Officials	176
Appendix V: Map Of Study Area kibira Constituency / Sub-County	178
Appendix Vi Authorization Letter	179
Appendix Vii: Nacosti Permit	180

LIST OF TABLES

Table 4. 1: Test of Sampling Adequacy	71
Table 4. 2: Shapiro Wilk Test for Normality in data distribution	72
Table 4. 3: Ward residence of Respondents	76
Table 4. 4: Marital Status	79
Table 4. 5: Level of Education	80
Table 4.6: Demographic characteristics of the inspectorate officers.	82
Table 4. 7 Law Enforcement Techniques.....	83
Table 4.8 Reasons for Sharing or non-Sharing of Crime information.....	94
Table 4. 9: Prevalence of Common crimes in Kibra Sub-County.....	100
Table 4.10: CIOs Collaboration and Partnership in Crime Prevention.....	104
Table 4.11: Effect of City Inspectorate Officers' collaboration with both State and Non-state Agencies on crime managemen.....	108
Table 4.12: Pearson Product Moment Correlation Coefficient for Law Enforcement Techniques and Crime Management	111
Table 4.13: Motivation schemes in place for the Nairobi City Inspectorate officers.	113
Table 4.14: How to enhance the welfare of the City Inspectorate Officers.....	117
Table 4.15: Nature of Relationship between City Inspectorate Officers and Residents, a residents' Perspective.....	121
Table 4.16: Nature of Relationship between City Inspectorate Officers and Residents, a City Inspectorate Officer's perspective.....	124
Table 4.17: Pearson Product-Moment Correlation Coefficient for Nairobi City	

Inspectorate Officers' Motivation and Crime Management.....	126
Table 4.18: Training Nairobi City inspectorate officers on crime prevention.....	127
Table 4.19: Skills enhancement programs for the inspectorate officers.....	129
Table 4.20: Capacity building and development activities.....	131
Table 4.21: Pearson Product Moment Correlation Coefficient for Nairobi City	
Inspectorate Officers' Training and Crime Management.....	134

LIST OF FIGURES

Figure 2.1 Conceptual Framework	51
Figure 3.1 The Study area map	55
Figure 4.1 Gender of Respondents	74
Figure 4.2 Age of Respondents.....	75
Figure 4.3: Nature of employment of Respondents.....	77

OPERATIONAL DEFINITION OF KEY TERMS

Combating Crime: This refers to the set of proactive and reactive efforts aimed at reducing, preventing, or addressing criminal activities within the sub-county.

County law: this refers to a law made by Nairobi City County assembly pursuant to article 185 of the county Government Act, 2012

Crime: In this study, crime refers to an act committed that is contrary to Nairobi City County Government Laws and other applicable laws enforced by Nairobi City Inspectorate Officers

Efficacy: In this study, efficacy refers to the ability of the Inspectorate Officers to successfully implement crime prevention. It encompasses how well their law enforcement techniques, levels of motivation, and training translate into tangible outcomes.

Motivation: This refers to the internal and external factors that stimulate City Inspectorate Officers to engage effectively in crime prevention and enforcement activities.

Nairobi City Inspectorate: In this study refers to a department under the Nairobi City County Government responsible for enforcing county laws and regulations (also known as “kanjo”), including issues related to public order, hawking, environmental sanitation, and urban security.

ABBREVIATIONS AND ACRONYMS

APHRC: African Population and Health Research Center

BCJI: the Byrne Criminal Justice Innovation

BJA: Bureau of Justice Assistance

CAPS: Chicago Alternative Policing Strategy

CCP: Comprehensive Communities Program

CCTV: closed-circuit television

CIOs: City Inspectorate Officers

COP: Community Oriented Policing

CPSB: County Public Service Board

CPTED: Crime Prevention through Environmental Design

CBPR- community-based participatory research

DCC: Deputy County Commissioner

DCI: Director City Inspectorate

EFUS: European Forum for Urban Safety

F.B.I: Federal Bureau of Investigations

GIS: Geographic Information Systems

JAG: Justice Assistance Grant Program

KII: Key Informant Interview

KIPPRA: Kenya Institute for Public Policy Research and Analysis

KNICE: Kenya National Integrated Civic Education

LAC: Latin American Cities

MUSCLE: Mayors United on Safety, Crime and Law Enforcement

NACOSTI: National Commission for Science, Technology and Innovation

NCCG: Nairobi City County Government

NCPC: National Crime Prevention Council

NPS: National Police Service

NYC: New York City

PACT: Pulling America's Communities Together

PAR: participatory action research

SAPS: South Africa Police Service

SALWs: Small Arms and Light Weapons

SHSP: Homeland Security Grant Program

SPSS: Statistical Package for Social Sciences

T-CAP: Texas City Action plan

U.S.A: United States of America

UASI: Urban Areas Security Initiative

UN-HABITAT: United Nations Human Settlements Programme

SPSS: Statistical Package for Social Science

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Urban governance plays a critical role in determining the safety and quality of life in rapidly expanding cities. As urbanization intensifies, cities are confronted with challenges such as overcrowding, traffic congestion, informal economic activity, and the management of public spaces, all of which demand effective enforcement of bylaws and public order. Comparative experiences show how local urban leadership can drive crime prevention. For instance, France's establishment of the Mayor's Commission on Security in 1982 and the subsequent development of municipal contracts enabled city leaders to coordinate localized safety initiatives, while the European Forum for Urban Safety (EFUS), founded in 1987, institutionalized city-level collaboration on crime prevention across Europe (Delpeuch & Ross, 2020). These experiences underscore the significance of strong municipal enforcement mechanisms in enhancing urban safety. In the Nairobi context, this responsibility rests with the Nairobi City County Inspectorate Officers, who operationalize county bylaws to manage traffic, regulate informal business activities, prevent environmental offences, and maintain public order. Their effectiveness in combating crime lies in their ability to provide localized enforcement, directly engage with community challenges, and ensure that urban spaces remain secure, orderly, and conducive for economic and social activities.

Globally, since the 1980s, urban leadership has increasingly taken center stage in crime prevention, with numerous cities adopting localized approaches to enhance safety and

order. International conferences in Strasbourg (1986), Barcelona (1987), Montreal (1989), Paris (1991), and Vancouver (1996) brought together stakeholders including mayors, law enforcement officers, community advocates, and researchers to exchange ideas on urban safety. The 1989 Montreal conference produced the Agenda for Safer Cities, while the 1991 Paris meeting led to a seven-point global action plan for community safety (Lopes Heimer et al., 2025). In Europe, France pioneered municipal contracts through the Mayor's Commission on Security, a model later replicated in Belgium, where over 30 municipal crime prevention councils now operate to coordinate localized initiatives (Delpeuch & Ross, 2020; Demazière & Sykes, 2020). The Netherlands also introduced the Major Cities Policy (1996) and the Integral Programme on Safety and Security (1999), targeting unemployment, drug abuse, and youth crime, while initiatives such as the "City Guards" program in Dordrecht demonstrated the value of integrating community members into local enforcement efforts, resulting in a 17% crime reduction in patrolled areas (Kunkeler, 2021).

Elsewhere, New Zealand's Safer Community Councils and Australia's "Safer City" programs underscored the importance of municipal–community partnerships in urban crime prevention. In Canada, Montreal's Little Burgundy project used municipal, resident, and police collaboration to revitalize neighborhoods, while in the United States, mayor-led initiatives such as Mayors United on Safety, Crime and Law Enforcement (MUSCLE) and the Texas City Action Plan (T–CAP) aligned local enforcement with grassroots coalitions, influencing legislation and empowering communities (Prickett & Joy, 2024; National Crime Prevention Council, 1994; Stokes & Gill, 2020).

These global lessons highlight the efficacy of localized governance structures in

addressing urban crime through bylaw enforcement, community participation, and integrated safety programs. In Nairobi, this role is embodied by the City County Inspectorate Officers, who enforce county bylaws on issues such as illegal hawking, traffic violations, environmental offenses, and public order. Much like the municipal councils in Belgium or the City Guards in the Netherlands, Nairobi's Inspectorate Officers act as frontline enforcers of urban governance, directly engaging with the social and economic realities of a rapidly growing city. Their effectiveness in combating crime lies not only in enforcement but also in their capacity to maintain order in public spaces, regulate informal activities, and support a secure environment for residents, paralleling global best practices in urban safety governance.

In Africa, urban safety has also gained increasing momentum, reflecting global trends in local-level crime prevention. The International Forum of Mayors for Safer Cities, convened in Johannesburg in 1998, brought together nearly 60 African mayors to deliberate on strategies for urban safety. This initiative, supported by the UN's Cities Programme, gave rise to pilot projects in Johannesburg, Durban, Dar es Salaam, and Abidjan, demonstrating the potential of city-led frameworks in enhancing community safety (Knowles, 2021). South Africa in particular has made notable strides through community-based crime prevention. The Making South Africa Safe manual (1999) provided municipalities with a framework for crime prevention that emphasized local government responsibility and community partnerships. The South African Police Service (SAPS), mandated under Section 205 of the Constitution, remains the central enforcement body, but its work is complemented by municipal police services introduced in 1994. These services, established in major cities such as Cape Town,

Johannesburg, and Durban, focus on urban-specific challenges. Specialized units, such as Cape Town's Anti-Land Invasion Unit, further illustrate how municipal enforcement mechanisms can be tailored to address pressing urban safety concerns (Dehkordi, 2020).

These experiences underscore the importance of localized governance and municipal enforcement in addressing the unique safety needs of rapidly urbanizing African cities. Nairobi fits squarely within this trajectory, with its City County Inspectorate Officers serving as the functional equivalent of municipal police. By enforcing bylaws on traffic management, informal trade regulation, environmental protection, and public order, the Inspectorate Officers mirror the role of South Africa's municipal enforcement units in tackling city-specific safety issues. Their efficacy lies in their ability to adapt global and regional lessons to Nairobi's context, ensuring that crime prevention is not solely reliant on national policing structures but also embedded in everyday urban governance.

In the Kenyan context, Section 41 of the National Police Service Act establishes the County Policing Authority (CPA), a framework designed to foster collaboration between the National Police Service (NPS), national security agencies, county governments, civil society, and special interest groups in addressing crime at the county level. The NPS itself, Kenya's central law enforcement body, was formally established under the National Police Service Act of 2012, following the recommendations of the National Taskforce on Police Reforms initiated in 2009. The Taskforce's findings, detailed in the Report of the National Taskforce on Police Reforms, laid the foundation for restructuring and modernizing policing in the country (Polo, 2021).

Despite these reforms, Kenya has in recent years experienced worsening insecurity,

particularly in urban centers such as Nairobi. Rising cases of carjacking, bank robberies, homicides involving children, and burglaries have heightened public anxiety, further aggravated by the proliferation of small arms and their misuse by criminal groups. According to Daniel (2020), Nairobi consistently registers the highest crime rates nationally, with more than half of its residents expressing constant concern about their safety. Public opinion surveys reinforce this reality: one Nairobi survey revealed that 75% of respondents feared becoming victims of crime, while 85% feared being killed in a criminal attack (Ngare, 2020).

These fears are not unfounded, as Nairobi residents continue to confront diverse security threats ranging from domestic violence and child abuse to the rise of youth gangs, endemic corruption, and organized criminal activity. The situation is particularly acute in informal settlements such as Kibra, where the African Population and Health Research Center (APHRC) found that more than half of youth are unemployed, with many dropping out of school and engaging in criminal behaviors such as illicit alcohol consumption, robbery, and drug abuse. The same report underscored dire reproductive health challenges, noting that nearly half of girls aged 16–25 were pregnant at any given time, with many pregnancies being unplanned and resulting in unsafe abortions (NCSS, 2020).

These complex and interrelated challenges highlight the limitations of national policing structures and underscore the critical role of county-level enforcement mechanisms. In this regard, the Nairobi City County Inspectorate Officers emerge as vital actors in urban governance, tasked with enforcing county bylaws, maintaining public order, regulating

informal economic activities, and safeguarding public spaces. Their work complements that of the NPS by addressing the daily realities of urban insecurity, particularly in marginalized neighborhoods where crime thrives due to poverty, unemployment, and social dislocation. Given Nairobi's persistently high crime rates and public perceptions of insecurity, it has become imperative to evaluate the efficacy of the Inspectorate Officers in combating crime and contributing to the broader agenda of restoring urban safety.

1.2 Statement of the Problem

Urban centers in developing countries are expected to uphold public order through the effective enforcement of laws, reduction of crime, and management of urban spaces. Kenya, like many other developing nations, continues to grapple with persistent urban management issues such as illegal street vending, unregulated public transport, hawking, and environmental degradation. To address these challenges, the Nairobi City County Government has deployed Inspectorate Officers, commonly referred to as askari kanjo, under the Nairobi City Inspectorate Department. These officers are mandated to enforce county bylaws, ensure compliance, maintain public order, and support grassroots-level crime prevention efforts.

However, the current reality demonstrates a striking disconnect between these responsibilities and the actual outcomes on the ground. Nairobi consistently records the highest crime prevalence in Kenya, with informal settlements such as Kibra Sub-County remaining persistent hotspots (National Crime Mapping Report, 2022). Despite the existence of institutional frameworks and enforcement personnel, crime remains

rampant, with residents continuing to face threats from youth gangs, drug abuse, robberies, and other forms of insecurity. Rapid urbanization has further exacerbated these challenges, contributing to deepening social and economic inequalities. Many residents in informal settlements live in poverty and overcrowded conditions without access to basic services, conditions that create fertile ground for criminal activity.

This disconnect between the mandated role of the Nairobi City Inspectorate Officers and the persistently high crime rates in Nairobi raises critical questions about their effectiveness as agents of urban governance and crime prevention. While existing studies have examined rising crime in Nairobi, the socio-economic challenges in informal settlements, and the role of national police and community policing, little is known about the actual efficacy of the Inspectorate Officers in fulfilling their enforcement role. This gap necessitates focused research to assess whether, and to what extent, the Nairobi City Inspectorate Officers are effectively combating crime in Kibra Sub-County. Addressing this gap is vital for strengthening county-level interventions, improving urban safety, and informing policies that can bridge the divide between institutional mandates and lived realities.

1.3 Objectives of the study

1.3.1 General Objective

The general objective of the study was to examine the efficacy of the Nairobi City Inspectorate officers in combating crime in Kibra Sub-County, Kenya.

1.3.2 Specific Objectives

The study was guided by the following specific objectives;

- i. To assess the effectiveness of the law enforcement techniques applied by Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County.
- ii. To examine the influence of motivation on the performance of Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County.
- iii. To evaluate the contribution of training of Nairobi City Inspectorate Officers in enhancing competency to combat crime in Kibra Sub-County.

1.4. Research Questions

- i. Are the Law enforcement techniques applied to combat crime by City Inspectorate Officers in Kibra Sub-County effective?
- ii. How does motivation influence the performance in of Nairobi City Inspectorate officers combating crime in Kibra Sub-County?
- iii. What is the contribution of training the Nairobi City Inspectorate Officers in enhancing competency in combating crime in Kibra Sub-County?

1.5 Justification of the study

The study highlighted policy and academic justifications as indicated below;

1.5.1 Academic Justification

The role of City Inspectorate departments in urban crime prevention remains under-explored in academic literature, despite their significance in enhancing safety and reducing fear of crime in cities. While studies such as Wachenje (2015) and Bahati (2016) have linked the rise in crime in Nairobi to increasing poverty in informal

settlements, they did not examine the specific efficacy of the Nairobi City Inspectorate in combating crime, particularly in Kibra Sub-County. This presents a critical gap that this study seeks to address.

Given the rapidly evolving nature of crime in urban areas, there is a need for scholarly investigation into alternative enforcement agencies such as the City Inspectorate and their potential to contribute to urban safety. This study thus provides a deeper understanding of the broad dynamics of crime prevention and adds to the body of knowledge on urban policing, informal settlement security, and decentralized law enforcement strategies.

Additionally, the findings have generated relevant knowledge for scholars, administrators, security forces, and the general public, and suggest new areas for future research related to community-level enforcement and localized crime prevention strategies.

1.5.2 Policy Justification

From a policy perspective, this study provides essential information for decision-makers at both the National and County Government levels. Understanding the role and limitations of the Nairobi City Inspectorate in crime prevention enables more informed policy formulation aimed at improving law enforcement efficacy in urban areas.

The findings are particularly useful for promoting collaborative approaches to security, such as strengthening mutual trust between communities and enforcement agencies, increasing citizen participation in security initiatives, and adopting more community-

centered strategies. This can lead to a more sustainable reduction in crime and an enhanced sense of public safety.

Furthermore, the study offers recommendations for the development of policies to improve the training, working conditions, and resource allocation for City Inspectorate Officers (CIOs), which are critical to enhancing their operational effectiveness. It also supports the design of county-level and national security frameworks that prioritize localized enforcement strategies in line with Kenya's devolved governance structure.

1.6 Scope of Study

This study was carried out in Kibra Sub-County and limited to the examination of the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya this was carried out in five wards in Kibra Sub-County. Specifically, to assess the effectiveness of the forms of law enforcement techniques applied by Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County, to examine the influence of motivation on the performance of Nairobi City Inspectorate Officers in combating crime and to evaluate the contribution of training of Nairobi City Inspectorate Officers in enhancing their competency to combat crime in Kibra Sub-County. Kibra Sub-County was selected for this study because it's the crime leading area in Nairobi County as the capital of Kenya. High crime levels are spreading as a result of worsening poverty and ethnic prejudice culminating in violence in the city, making it difficult for the security agencies and City Inspectorate Officers deployed to ensure safety for all citizens in the City. Therefore, the study sought to fill the gap in efficacy, enforcement techniques applied, inspectorate officers' motivation and the specific training provided by the

National government to support the City Inspectorate officers to enhance their effectiveness in combating crime.

1.7 Limitation of the Study

A number of limitations were identified in this study, the researcher has also indicated how he overcame the same.

- i. The first limitation was that the unresponsive and unwilling respondents as they feared for their identity but the researcher assured them of confidentiality and anonymity of all of their responses (See appendix I).
- ii. The terrain of informal part of Kibra Sub County was quite rough especially the slum areas in this case the researcher engaged local persons as guides. Insecurity reasons and concern during data collection in the slum areas of Kibra were addressed through hiring of a police officer to provide required security.
- iii. Suspicion of the use of research findings was expected and, on this case, the researcher explained that the findings will be for academic purposes only.

1.8 Assumptions of study

- i. The researcher assumed that respondents provided sincere answers to questions asked during the study since the researcher had assured them of preserving anonymity and confidentiality.
- ii. Also, the study assumed the similarity of participants' characteristics within the

study. Another assumption in this research was determining the level of representation the sample size was for the target population.

- iii. The researcher believed that this substantive topic of research was related to the sampled participants' experiences. However, the researcher generated legitimate explanations and discussions, conclusions and general results to resolve these assumptions.

1.9 Chapter Summary

The above introduction focused on; background to the study, Statement of the Problem, Objectives of the Study, research questions, scope of study, limitations of the study and assumptions of the study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter presents thematic reviews of Empirical literature with regard to the study objectives: law enforcement techniques applied to combat crime by Nairobi City Inspectorate Officers in Kibra Sub County, the training of Nairobi County Inspectorate Officers on combating crime and influence of motivation of Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County. In addition, the author presents the theoretical framework that was applied in the study. A review of literature allowed the identification of a research gap as well as established a strong background upon which the study was conducted. This literature review focused on published information globally, regionally, and locally.

2.2 Overview of the Efficacy of Law Enforcement Officers in Combating Crime

Crime remains one of the most pressing challenges confronting societies worldwide. Its constantly shifting nature, driven by urbanization, technological progress, and socio-economic inequality, has led to a demand for more adaptive and strategic responses from law enforcement. Criminal activity, whether minor or highly organized, poses threats to public safety, disrupts economic development, and diminishes public confidence in institutions. In light of these evolving threats, many policing agencies are transitioning from conventional enforcement methods toward more innovative, intelligence-based, and community-centered strategies.

City Inspectorate Officers, commonly referred to as municipal or county enforcement officers, are vital in ensuring the enforcement of local laws and regulations within Kenya's devolved governance framework. Established under the authority of county governments following the 2010 Constitution, these officers are responsible for enforcing a wide range of by-laws related to environmental cleanliness, noise control, informal trading, building regulations, and general public order. Although not formally recognized within Kenya's national security structure, they play a key frontline role in addressing minor infractions that, if neglected, can escalate into more serious crimes (KIPPRA, 2023). Their frequent and direct interaction with the public positions them as essential agents in maintaining municipal order and contributing to localized safety efforts.

The role of City Inspectorate Officers is particularly significant when viewed through the lens of environmental criminology and situational crime prevention. Their enforcement work reflects the principles of the "broken windows theory," which posits that visible signs of disorder, such as illegal dumping, graffiti, or unregulated street vending, can signal social neglect and attract more serious criminal behavior. By targeting these minor infractions, inspectorate officers help to restore order, reduce fear of crime, and prevent escalation (KIPPRA, 2023). For example, in Nairobi's central business district and informal settlements, their efforts to remove encroachments and maintain urban cleanliness have improved the perception of safety among residents and deterred petty crimes such as pickpocketing and assault (Nairobi City County, 2022).

Moreover, these officers often work in collaboration with national security organs,

particularly the Kenya Police Service, to provide integrated responses to crime. In areas with limited police coverage such as markets, bus parks, and informal neighborhoods, inspectorate officers serve as the first point of contact in managing public disturbances, enforcing licensing laws, and overseeing crowd control. Such collaboration aligns with broader urban safety strategies that emphasize multi-agency partnerships and community policing models (Standard Media, 2023). Through joint patrols, enforcement operations, and participation in initiatives like Nyumba Kumi, Inspectorate Officers contribute to more coordinated and responsive crime management frameworks, particularly in high-crime zones where the conventional police presence may be stretched thin.

According to Van Dijk (2021), a global analysis using data from the United Nations Survey of Crime Trends and the Operations of Criminal Justice Systems reveals that numerous countries have embraced crime prevention measures aimed at either limiting opportunities for crime or increasing associated risks. These measures include reforms in policing as well as environmental changes in urban areas. Some nations have concentrated on revitalizing underdeveloped neighborhoods, while others have emphasized promoting social cohesion. A major theme across these strategies is the shift toward community-oriented models and the formation of local alliances, particularly with active involvement from municipal governments. This reflects a broader conceptual transition from viewing crime prevention as solely the domain of police to recognizing it as a collective effort focused on community well-being.

In the United States, federal agencies like the FBI, U.S. Secret Service, U.S. Marshals, and others maintain specific mandates and typically handle crimes under federal

jurisdiction. While they occasionally assist in enforcing state laws, most criminal matters fall under the purview of state and local law enforcement bodies. These include county sheriffs, city police departments, and specialized units such as transit, campus, and housing police, each tailored to specific law enforcement needs within their jurisdictions (Leider, 2021).

In Kenya, the National Police Service (NPS) is constitutionally tasked with ensuring law and order, while the County Inspectorate Department plays a complementary role by enforcing county laws and participating in crime prevention. The NPS frequently offers security support to inspectorate officers during operations. Although there have been some achievements in crime control, Kenya still grapples with substantial security issues across both urban and rural areas. Shifting regional and global security conditions present multifaceted threats and opportunities, highlighting the need for a fresh approach to policing (Winter, 2022).

The rising crime rates in peri-urban and rural areas, alongside growing public concerns about insecurity, emphasize the need for reform. Kenyan police leadership increasingly advocates for the overhaul of policing frameworks, drawing from historical experiences, modern research, and an understanding that today's criminal activity is deeply intertwined with complex social dynamics (Simes, 2022).

2.2.1 Law Enforcement Techniques Applied by Nairobi City Inspectorate Officers in Combating Crime

Globally, the persistence of crime, drugs, firearms, and social disorder has compelled municipal leaders to rethink public safety strategies. Swaner (2022) emphasizes that

effective governance requires collaboration between local authorities and diverse stakeholders such as citizens, nonprofits, media, and government agencies. Similarly, Johansson and Mellgren (2021) highlight that successful municipal leadership depends heavily on fostering productive relationships across the governance ecosystem. This global recognition has driven the widespread adoption of community-oriented policing (COP), which prioritizes partnerships between law enforcement and the public with goals of reducing crime and improving quality of life. Diarmaid (2018) observed that whereas communities were previously sidelined in policing, law enforcement agencies are increasingly valuing citizen contributions to crime investigations and solutions. Even as overall crime rates decline, researchers like Dias, Felix, and Hilgers (2020) argue that community collaboration remains central, with training in problem-solving and public relations critical for police officers. Awoyemi (2025) further stresses that regular engagement with stakeholders builds trust, legitimacy, and cooperation, enhancing overall effectiveness.

Historical lessons reinforce these findings. In England and Wales, for example, the 1998 Crime and Disorder Act institutionalized multi-agency Community Safety Partnerships involving police, health, probation, and youth representatives (Shaw, 2003). France similarly integrated prevention, sanction, and reintegration through local security contracts designed to strengthen community responsibility, improve access to justice, and create youth opportunities. Multi-agency collaborations, according to Ho, Ko, and Mazerolle (2022), consistently outperform individual efforts, particularly when supported by rigorous data analysis, monitoring, and evaluation. These collaborative

approaches align with broader social policy goals, such as reducing unemployment, crime, and social exclusion. Additionally, community-based initiatives such as Crime Prevention Through Environmental Design (CPTED) demonstrate tangible results, Flint, Michigan, experienced a 40% reduction in violent crime over five years following the “Clean and Green” initiative (Heinze et al., 2018). Similarly, the Byrne Criminal Justice Innovation (BCJI) program in the United States has piloted participatory planning models that integrate crime data, community design, and stakeholder input, offering replicable frameworks for grassroots-driven prevention (Hipple & Saunders, 2020).

However, community-engaged approaches like Community-Based Participatory Research (CBPR) and Participatory Action Research (PAR) face persistent challenges, including theory-practice gaps (Huffman, 2017), difficulties in engaging diverse stakeholders (Lasker & Weiss, 2003), sustaining participation (Reid, 2000), and academic recognition (Keahey, 2021; Livingston, 2022). Nevertheless, when successful, these models promote shared decision-making and collective efficacy. Daepf et al., (2021) demonstrate that strong collaboration between residents, local organizations, and researchers produces locally tailored solutions. In Pittsburgh, a collective efficacy project reduced crime by 49% through resident-led initiatives and regulatory measures (Fabusuyil, 2018), confirming Sampson and Groves’ (1989) social disorganization theory linking crime to community breakdown.

In Africa, similar dynamics emerge. Wehrman and DeAngelis (2011) argue that COP strategies such as foot patrols, bike patrols, and direct officer-resident interaction strengthen legitimacy and build trust. Mazerolle, Wickes, and McBroom (2010) further

suggest that internships in criminal justice programs could bridge theory and practice, enabling students to support community-based policing initiatives. These strategies emphasize relational trust, inclusivity, and community responsibility, factors essential to sustainable policing in African urban contexts.

Kenya's experience reflects both global trends and local adaptations. Historically, the Nairobi City Council was tasked with urban management and public safety after independence in 1963 (Owuor & Mbatia, 2008). The 2010 Constitution devolved governance to 47 counties, compelling collaboration between county governments and national law enforcement agencies (Lodiaga, 2012). Studies such as the Nairobi Crime Survey Report identify poverty, drug abuse, illicit weapons, and the marginalization of street families as drivers of urban crime (Oketch, 2018). To address these challenges, the Nairobi City County Government established the Inspectorate Service under the Inspectorate Service Act (2017). The Inspectorate is mandated to enforce county laws, manage public spaces, and ensure compliance with local regulations. Inspectorate Officers work alongside the National Police Service to strengthen urban safety, underscoring the integration of global community policing principles into Kenya's devolved governance framework.

Within Nairobi, community-oriented policing is increasingly recognized as essential in addressing complex crime dynamics in neighborhoods such as Kibra. The Inspectorate's role extends beyond enforcement to collaboration with residents, civil society, and state agencies. However, gaps remain in areas such as training, motivation, and community engagement, raising questions about the extent to which global best practices are

effectively localized. Thus, while international models stress multi-agency collaboration, community empowerment, and participatory strategies, the Nairobi context highlights the challenges of resource constraints, socio-economic inequalities, and institutional fragmentation in achieving comparable outcomes.

2.2.2 Law enforcement Officers' Collaboration in crime management

Collaboration between security agencies and communities is increasingly recognized as central to effective crime prevention. Lafree (2006) observes that partnerships enhance citizen trust and improve police effectiveness, particularly in contexts where state legitimacy is fragile. Similarly, the U.S. Department of Justice highlights six outcomes of inter-agency partnerships, including resource mobilization, reduction of duplication, development of comprehensive crime strategies, and the creation of long-term opportunities for safety programs (Rinehart, 2001). Lee and Heeuk (2019) add that genuine community policing requires ongoing consultation between police and citizens to define, prioritize, and solve local problems. This model prioritizes service to the people, decentralization, collaboration, and problem-solving, emphasizing community engagement as essential to crime control.

At the institutional level, inter-agency collaboration broadens the scope of crime prevention. Wilson (2009) underscores that urban security requires agencies to address both serious and minor crimes. The South African example illustrates this: the South African Police Service (SAPS) focuses on major crimes while municipal services address minor infractions such as dumping, graffiti, and noise pollution. Joint efforts between these levels of policing have proven effective in combating crime

comprehensively. Beyond law enforcement, community participation further strengthens prevention efforts. Takagi et al. (2016), in a study in Tokyo, found that resident involvement enhances social ties and civic participation, thereby reducing fear and improving generalized trust.

In African contexts, however, community–police relations remain strained. Jude (2018) attributes mistrust in Nigeria to colonial legacies, which alienated police from communities and weakened collaboration. This alienation continues to undermine efforts to address insecurity. Bowling and Foster (2002) caution that even where collaboration is pursued, it often remains rhetorical due to organizational differences, conflicting priorities, and short-term interests. These impediments highlight the complexity of sustaining effective partnerships.

Capacity-building and training also emerge as critical dimensions of community policing. Ali (2007) found that most officers lack training in forming partnerships and mobilizing communities, while Mastrofski (2006) observed that U.S. police recruits spend less than a week on community policing during training, undermining its adoption. Similarly, the Bureau of Justice Assistance (2008) emphasized that inadequate training among police hampers community engagement. It recommended comprehensive training for both officers and community members, including accurate needs assessments, resource mobilization, and program evaluation. Patterson (2007) reinforced this by arguing that community members should not only understand but also actively participate in crime prevention, as their empowerment is key to sustainable public safety.

The literature underscores a consensus that community engagement, inter-agency collaboration, and officer training are critical to crime prevention. However, significant challenges persist, including institutional mistrust, weak civic participation, inadequate training, and organizational fragmentation. While global and regional studies provide valuable lessons, there remains a gap in examining how these dynamics play out in urban contexts such as Nairobi, particularly regarding the efficacy of county-level inspectorate officers.

2.2.3 Surveillance and Patrols Technique in Crime Management

City Inspectorate Officers in Nairobi routinely engage in foot and vehicle patrols across urban zones, particularly within informal settlements, transit hubs, and central business districts. These patrols provide a visible, preventative presence that deters opportunistic crimes such as pickpocketing, illegal vending, and petty vandalism. Grounded in the broken windows theory and situational crime prevention, the patrols underscore the importance of maintaining order through sustained visibility and enforcement of local bylaws (Wilson & Kelling, 1982). In addition to enforcing municipal regulations, patrol activities communicate to potential offenders that public spaces are actively monitored, thereby increasing perceived risks and discouraging misconduct.

Complementing patrols, Nairobi County has invested heavily in modern surveillance technologies, including the installation of CCTV cameras in strategic public areas. A recent PhD study on Nairobi's CCTV deployment found that, although coverage is still limited and implementation challenges persist, inspectorate operations have benefited from improved intelligence, incident monitoring, and investigative follow-up (Kirui,

2023). These surveillance systems extend the reach of patrol teams by enabling real-time detection of disorder, facilitating rapid deployment to hotspots, and providing post-incident review mechanisms. However, their effectiveness has been constrained by vandalism, limited funding, and insufficient operator training, challenges that inspectorate officers must navigate in their enforcement work (Kirui, 2023).

Patrol deployments and surveillance systems are further supported by community-based initiatives such as the Nyumba Kumi (house cluster) program and local peace committees. These grassroots mechanisms act as informal surveillance systems that complement official patrols. They enhance inspectorate officers' capacity to identify high-risk areas, collect actionable intelligence, and encourage reporting of emerging threats (Mutisya Kioko, 2017). In practice, residents provide timely information that guides inspectorate patrol teams, enabling targeted interventions in crime-prone neighborhoods.

The combination of patrols, CCTV, and grassroots engagement aligns closely with Crime Prevention Through Environmental Design (CPTED), particularly the concept of natural surveillance. By strategically increasing the visibility of enforcement personnel and surveillance infrastructure, the perceived likelihood of detection rises, deterring potential offenders. In Nairobi, inspectorate patrols reinforced by CCTV coverage, serve both corrective and symbolic functions, signaling to residents that public spaces are actively managed and reinforcing a culture of order and accountability (Natural Surveillance, 2025).

To further professionalize and strengthen patrol operations, Nairobi City County has

initiated capacity-building measures. According to City Hall reports, the county has trained over 2,600 inspectorate officers in collaboration with national police training institutions and equipped them with modern communication gear, protective equipment, and mobile patrol vehicles (Omulo, 2022). These efforts aim to modernize patrol functions, enhance rapid response capabilities, and integrate inspectorate officers more effectively into broader urban crime management frameworks.

Despite these advances, patrol and surveillance strategies face significant limitations. Public mistrust of law enforcement institutions in Nairobi has weakened citizen cooperation with inspectorate officers, undermining the legitimacy and effectiveness of patrol interventions (Höglund & Elfversson, 2024). In addition, limited CCTV coverage and weak coordination between inspectorate patrols and police surveillance teams often delay responses to reported incidents.

Emerging research suggests that these challenges could be mitigated through data-informed decision-making and enhanced community engagement. For example, GIS-based crime mapping projects piloted in Nairobi's informal settlements have demonstrated the potential of geospatial tools to identify violence hotspots and perceived unsafe zones, providing data that could guide inspectorate patrol allocation (Friedberg et al., 2020). Integrating such tools into inspectorate units, combined with structured community liaison mechanisms and patrol feedback loops, would refine patrol deployment and improve responsiveness to evolving urban security threats.

2.3 City Inspectorate Officers' motivation for combating crime

Motivation is a critical factor influencing the effectiveness of law enforcement personnel in maintaining order and combating crime. For inspectorate officers, who often work under challenging conditions such as inadequate resources, public mistrust, and rising urban insecurity, motivation directly shapes their level of commitment, job satisfaction, and overall performance. Motivated officers are more likely to engage proactively in patrols, enforce bylaws fairly, and build cooperative relationships with communities, whereas demotivated officers may demonstrate low morale, absenteeism, or even resistance to reform initiatives. Existing studies highlight that factors such as remuneration, career progression, training, recognition, and working conditions play a central role in shaping law enforcement officers' motivation (Risley, 2015; Dijk, 2017). In the Nairobi context, particularly in high-crime areas like Kibra, examining motivation is essential to understanding not only the operational capacity of inspectorate officers but also the broader success of county-level crime prevention strategies.

2.3.1 Individual Factors Influencing Inspectorate Motivation for Combating Crime

Garbarino and Magnavita (2015) emphasize that for an agency to remain responsive to evolving public safety threats, the health and well-being of its officers must be a central concern for local communities. They argue that advanced training combined with initiatives aimed at promoting both physical and mental wellness can significantly enhance officer resilience. Such efforts should also work to eliminate the stigma and break down barriers that often discourage officers from seeking mental health support. A well-rounded officer safety and wellness program should address a range of issues that

are either caused by or contribute to mental health challenges, such as substance abuse, family breakdown, financial pressures, or marital conflict. In evaluating the effectiveness of the Inspectorate, the researcher highlighted the importance of promoting officer wellness as a self-aware, proactive journey toward achieving holistic well-being, physically, mentally, and spiritually. Addressing this within the Inspectorate's mandate is essential to strengthening its capacity to fight crime effectively (National Wellness Institute, 2018).

Kirschman, Kamena, and Fay (2014) found that prioritizing officer safety and wellness through focused programs and a supportive agency culture not only enhances individual officers' well-being but also improves overall morale within the organization. In the context of the City Inspectorate, this means paying special attention to officers who may be dealing with unique personal or work-related challenges that could hinder their effectiveness in addressing crime. The researchers also highlight that the well-being of officers directly influences the quality of policing in communities. Officers who are mentally and physically prepared for the demands of their role are more likely to engage constructively with the public and perform their duties more efficiently, which in turn fosters trust and enhances crime prevention outcomes.

Deci and Ryan (1985) define intrinsic motivation as the internal drive to engage in activities that are inherently enjoyable or satisfying. It is deeply rooted in human nature, manifesting when individuals seek knowledge or pursue goals driven by personal interest rather than external rewards. This type of motivation emerges naturally when people are curious or self-directed, often resulting in improved performance and

personal fulfillment. According to Deci and Ryan (2000), three fundamental psychological needs must be met for intrinsic motivation to flourish: competence, autonomy, and relatedness.

Competence refers to the need to feel effective and capable in one's tasks. When individuals gain mastery and experience in their roles, they are more confident in managing outcomes, which enhances their efficiency and willingness to take on new challenges. Autonomy, the second element, involves having a sense of independence and control over one's actions. It is not about working in isolation but about feeling empowered to make decisions and act freely, which fosters creativity and motivation. As White (1959) noted, the ability to influence one's environment contributes to feelings of satisfaction and joy.

The third need, relatedness, highlights the importance of social connection and meaningful relationships in the workplace. Feeling integrated within a group and maintaining strong, supportive ties with colleagues and leaders reinforces motivation and well-being. When these three psychological needs are fulfilled, individuals are more likely to be motivated from within, display greater initiative, and achieve higher levels of creativity and productivity (Deci & Ryan, 2000).

Pink (2009) mentions two additional key factors that affect intrinsic motivation, these are mastery and purpose. Mastery is linked to commitment, meaning that the goals set are connected to the individual's interest and purpose enables the tasks to feel more meaningful, as well as making individuals to be determined throughout their work.

Extrinsic motivation refers to influencing an individual's behaviour through external rewards such as money, status, fame etcetera (Pink, 2009). The reward does not have to be expressed to money since monetary rewards such as stock options, incentive plans are also considered to be an external motivating factor. Furthermore, the definition of status and fame can sometimes be vague and tends to get interpreted in different ways. For instance, certain employees might work at a job for a longer period and perform well just to be able to obtain an attractive resume (Pink, 2009). Heckhausen (1967) link this behaviour to status, meaning that if an employee persists in a workplace, it is more likely that the individual will reach a qualified position and a more attractive title which most likely leads to a higher salary. Pink (2009) refers to the external reward system; the carrot-on-a-stick approach, which is a traditional theory that is based upon reward and penalties to achieve desired behaviours. The reward is, for example, salaries, pay raise, and promotions, while penalties include fines, loss of job (regular income), and demotion. The main purpose of this approach is to optimize the employees' performance which in turn is supposed to increase the overall performance of the organization. Conclusively, the theories regarding extrinsic motivation are similar where the goal is to elicit the desired behaviour by using external rewards (Skinner, 1938).

One of the most crucial assignments for a manager within an organization is to motivate the employees (Butler & Waldroop, 1999). Lack of motivation is shown by organizations failing to retain their most talented employees (Mintzberg, 1973). Moreover, Butler and Waldroop (1999) state that the mentioned problem is due to employers failing to understand what motivates employees and how an organization

should work to keep their employees satisfied. To solve this problem, the authors developed a process known as job sculpting, which is a process where organizations match employees to tasks and roles by looking at what interests the candidate has. This since research has shown that if a job description is like one's interest, people tend to be more satisfied with their work environment which leads to an increase in productivity within the organization. Furthermore, Maccoby (2010) highlights four tools (see Figure 1) that managers should implement to be able to motivate their employees: reasons, responsibilities, relationships, and rewards. The author means that managers should be able to give their employees meaningful reasons why their work-task is important for the organization. If managers are successful in doing that, employees could become more motivated. The concept of reasons is mentioned in Pink's (2009) research, who relates it to intrinsic motivation and stating that certain tasks constitute a reason which would make employees internally motivated. Secondly, managers should motivate their employees by giving them responsibilities. This makes employees feel like they have a job with purpose and a job that makes a difference and it is likely to increase passion and enthusiasm. Moreover, Maccoby (2010) explains that good relationships with managers can increase work ethic. With a sound relationship, employees will not face any difficulties with communication which enables managers to coach and lead the employees more efficiently. This goes in line with Maslow's (1943) theory which pinpoints relationships (i.e. Social needs) as a significant factor to create motivation among individuals. Relationships among employees are discussed in the research of Deci and Ryan (2000), meaning that it increases intrinsic motivation. The last tool to motivate employees is by using rewards, which is based upon monetary rewards and

appreciation. Maccoby (2010) states that a higher salary and appreciation can motivate employees to perform better.

The societal expectations on law enforcement personnel is that Officers to be bold at all times, if an officer becomes emotional it is labeled as a sign of weakness. In many cases first responders to scenes of crime is law enforcement personnel, this brings them to the initial accident scenes that are accompanied by gruesome details, such could have both short term and longtime effects. Other officers endure low morale and confidence especially when approaching criminal with no knowledge of the weapon they have, officers also are involved in accidents, homicide and vehicle crashes, to enhance the City Inspectorate efficacy the underlying issues raised above ought to be taken to account at all levels (Kuhns, Maguire, & Leach, 2015).

2.3.2 Organizational Factors Influencing the City Inspectorate Officers' Motivation

The Emergence of Community Safety Bureau of Justice Assistance and their partners since the mid-1990s (International Centre for the Prevention of Crime, 1999b; White, 1998). In Canada, the Federation of Canadian Municipalities and local authorities in Cities such as Montreal, Toronto, and Kitchener have worked together to create community safety plans. The federal government, through its National Crime Prevention Centre, has recently put \$27 million (Canadian) into three major funding programs: a community mobilization program, a crime prevention investment fund, and a crime prevention partnership program. These programs stimulate locally based community crime prevention efforts that focus on social development and develop tools and

knowledge about partnership development, needs assessment, plan development, best practices, effective intervention, and evaluation.

According to Dijk (2017) who conducted a study on law enforcement and public health as an emerging field indicated that grant programs in America such as the State Homeland Security Grant Program (SHSP) and the Urban Areas Security Initiative (UASI) work to address gaps in local agencies capabilities for responding to terrorist threats. Other programs such as the Edward Byrne Memorial Justice Assistance Grant Program (JAG) have a broader focus of providing critical funding to support a range of different program areas. Dijk (2017) observed that over the past few fiscal years, law enforcement has seen a steady decline in federal grant funding and most recently, police grant typically have at least a 25% match so the communities in the greatest need due to financial distress do not have the financial ability to accept the grant due to cost implications.

According to Risley (2015), inspectorate officers' workloads in major Cities continue to rise while on the other hand some cities budgets have remained the same of have been cut, this can negatively impede on the efficacy of law enforcement officers in crime management. With an increased threat environment, City inspectorate departments have continually been tasked to do more with less. Cost implications coupled with a heightened security environment is simply unsustainable. In an era of deep budget cuts and lack of federal funding, state and local law enforcement does not have the necessary funds, and most recently access to necessary lifesaving equipment. As a result, lack of funding limits the amount of community engagement programs and events that their

local departments can host. Funding directly affects staffing levels by impacting both recruitment and retention. Lack of funding for facilities, community programs, and equipment particularly body cameras was cited as a barrier to officer safety and wellness. Body cameras can play an essential role in understanding the varying perceptions that may surround interactions with community members (Braga, 2017).

The emergence of community safety has been characterized by promising funding structures and collaborative strategies, yet the sustainability of these initiatives is often threatened by financial constraints. While international, national, and local programs underscore the value of partnerships and community mobilization, their impact depends heavily on consistent funding streams, equitable access, and the availability of modern tools that reinforce both public trust and officer wellness.

2.3.3 Social Factors Influencing City Inspectorate Officers' Motivation

According to UN-HABITAT (2013), more women are living in poverty in both developed and developing countries. The number of single mothers has increased and they are likely to face more discrimination in job markets and housing than men. Due in part to systemic racism and discrimination, minority and immigrant populations are more likely to be living in poverty than the majority population. Migration, immigration, and rapid growth are bringing about major changes to the ethnic character of urban populations. There are increases in indigenous populations moving to cities in Australia, New Zealand, North America, and South America. Western European countries have received increasing numbers of immigrants from Eastern European, Mediterranean, and North African countries. Social Exclusion In many countries, the concentration of

poverty and social and economic problems in particular areas has led to talk about social exclusion. In Britain, France, and Germany, for example, increasing income disparity and concentration of poverty have been restricted to certain areas of the country. Families who live in these areas are often the poorest in the country and include many immigrants and minorities. They often live in public housing estates in suburban or urban areas in the worst housing and environmental conditions. People in such areas are excluded from taking part in the employment, health, safety, and prosperity enjoyed by the rest of the population. For these residents, poor health, crime, vandalism, drugs, unsupervised young people, litter, pollution, and lack of services add to the lack of safety and security in their lives.

In the United States, black communities are concentrated in inner cities. These areas experienced huge increases in youth crime, especially violence and youth homicide, in the early 1990s. In some areas, generations of children are also growing up without fathers and the increased imprisonment of women has left many of their children without close parental care. As a result, the network of social controls normally exercised by these people as parents, employees, friends, and neighbors has been reduced. This has major consequences for the future. The proportion of African-American, Asian/ Pacific, Hispanic, and Native American children is expected to increase for the next 20 years.

Poverty in America has also increased outside the big cities, affecting the majority white population in rural areas, especially in the South. Between 1988 and 1997, for example, white juveniles living in poverty increased by 21 percent. In a number of countries, problems for small- and medium-size towns and rural areas are growing. In England and

Wales, some of the highest increases in reported crime in the 1990s have been in rural areas (Hosain, 1995). In the United States, while overall levels of reported crime fell for the past 8 years, there have been increases in crime Community Safety in Cities, Suburbs, and Rural Areas bureau of justice assistance and victimization in some American towns and rural areas such as those close to the Mexican border. Unemployment, Drugs, and Young People While North America is currently experiencing a better economic climate, in other countries changing labor and trade markets, technological developments, and the loss of unskilled jobs have increased the extent and duration of unemployment. This situation has especially affected young people, increasing their vulnerability to drugs, gangs, illness, and crime. More adolescents and young adults are now out of school, job training, or work. For example, in several European countries, youth unemployment rose between 1991 and 1995 from 17% to 22% for young men, and from 20% to 25% for young women (Pfeiffer, 1998). In Australia, full-time employment among teenagers fell from 56 percent in 1966 to 17 percent in 1993 (National Crime Prevention, 1999). In the United States, unemployment is especially high among African-American and Hispanic youth who have few educational skills. In one City, 63 percent did not graduate from high school (Rosenbaum et al., 1998).

Drug and alcohol abuse have become more prevalent among young people. This has been the case in European countries over the past 10 years, especially in areas of high unemployment. No Place to Hide in the United States, a recent study by the National Center on Addiction and Substance Abuse commissioned by the U.S. Conference of

Mayors found that drug use was higher among young teens in mid-size cities and rural areas than in large metropolitan centers. Eighth graders in rural areas were 83 percent more likely to use crack cocaine and 70 percent more likely to have been intoxicated than their peers in large cities. Offending and Victimization In most countries, similar patterns of crime and victimization can be found in areas with many social and economic problems. We know from surveys in a number of countries that a small number of serious or persistent offenders are responsible for the majority of crime, especially serious crime. In many countries surveyed, 6 to 7 percent of young males are responsible for 50 to 70 percent of all crimes and 60 to 85 percent of serious and violent crimes (Loeber and Farrington, 1998). A large overlap exists between victimization and offending. Those who are victimized tend to come from the same backgrounds and areas as those charged with offending, and people are often revictimized. A 1992 British survey found that 4 percent of victims suffer 40 percent of the crimes. In the United States, 50 percent of violent crime takes place in about 3 percent of addresses. Violence against women and children is widespread. In developing countries, it is estimated that between 33 and 50 percent of all women are victims of violence from male partners. In the United States, the number of children who are abused or neglected almost doubled between 1986 and 1993. We know that violence in the family often leads to other problems, including crime and ill health, as children grow up.

Kronsell (2018) notes that growing urbanization, increasing poverty and income disparity in the 21st century presents huge challenges for City Councils and local governments. According to Kronsell (2018), crime causes serious problems for local

government when towns or City centers decay as residents, businesses, and jobs move away, reducing the tax base. Traditionally, crime prevention was regarded as the responsibility of police and prosecutors, with advent of devolution the County Governments in Kenya have a role of combating crime using County law Enforcement departments in collaboration with NPS. The traditional role of police and Prosecutors in spite of increased expenditures, they have not been able to contain the huge increases in crime that have occurred over the past 38 years. Several scholars have pointed out on the fear of crime stating that it has led to fortifying neighborhoods, excluding individuals, and imposing tougher sentences. For instance, Gilbert, Stevenson, Girardet & Stren (2013) concur that these reactions do not deal with the long-term problems of the excluded nor with the spread of crime and insecurity to small cities and rural areas in the United States. In many countries, the public has lost confidence in criminal justice systems. Therefore, an approach is needed that balances good policing and justice with well-planned prevention interventions.

Ingilech & Ivanov (2018) established that populations were expanding and migrating causing towns and Cities and their surrounding rural areas growing rapidly and levels of poverty and disparities between rich and poor are increasing. According to the Ingilech & Ivanov (2018), these developments have already had a significant impact on safety and security in many countries and their effects are likely to continue, Nairobi for instance rural urban migration has led to increase in population especially in the informal settlements of Kibra for instance, the populations have led to an increase in crime rate as a result of unemployment and lack of economic opportunities. Ingilech &

Ivanov (2018) notes that currently, between 45% and 60% of the world's population lives in urban centers. This proportion is expected to climb to 80% by 2022. Grossi (2017) supports these findings and argues that levels of poverty had risen in many Western countries despite increasing overall wealth this is because throughout the world, income disparities between rich and poor families have increased. In developing countries, the poor tend to be concentrated in particular areas and in this case it's the informal settlements of Kibra. In developed countries, conditions in many urban cores have declined while poverty rates in rural areas have increased.

While global and regional scholarship has examined the structural drivers of crime such as urbanization, poverty, unemployment, and social exclusion (Kronsell, 2018; Ingilech & Ivanov, 2018; UN-HABITAT, 2013), and despite growing recognition of the role of county governments in enforcing local laws, there is limited empirical focus on the motivation of inspectorate officers in urban crime management. Existing literature emphasizes resource constraints, public mistrust, and rising workloads (Risley, 2015; Dijk, 2017), but few studies interrogate how factors such as training, working conditions, remuneration, or community support influence the morale and effectiveness of inspectorate officers. In Nairobi, where inspectorate officers are central to maintaining order in high-crime informal settlements like Kibra, this gap is significant. Without understanding the motivational dynamics that drive or hinder their performance, strategies aimed at enhancing county-level crime prevention remain incomplete.

2.4 Contribution of Training of the City Inspectorate officers in Enhancing Competency to Combat Crime

Crime is prevented among the un-educated or semi-illiterate and even the educated but over the years millions of people worldwide who are highly educated including university graduates now roam about the street without jobs. The rate of crime in the world can be attributed to the lack of personnel training and development among the youth, who now seek unconstitutional means of meeting their daily needs and wants. This and other social implication of personnel training on crime prevention in the society are the main focus of this project work (Ransley, 2009).

Historically, efforts to improve policing in the United States of America had focused on improvement in quality of personnel within the police department, what in earlier time was given little thought has become a fairly scientific event by adopting modern systematic techniques in securing police officers (Dantzker, 2019).

According to the British government (2014) recruitment in Britain is handled by the home office where there is a Recruitment Team which is ideally responsible for implementing the National Recruitments Standards. In Botswana, the police department employs the services of professional association of resume writers and career coaches who exclusively market the entire career of the police service. In terms of promotions, the police high potential development scheme provides the opportunity to take an officer to the most senior position in the police 20 service while in Botswana preparing a candidate for promotion gives a candidate a critical inward eye enabling them to recruit the most committed and deserving personnel

According to Byrne (2011) the effect of personnel Training and Development on Crime Prevention in Nigeria is an essential tool in the enhancement of human resources capacity of any organization. Nigeria gained independence in 1960 that is about fifty-four years ago, but the country is still struggling to make both ends meet. The findings revealed that political instability is one of the ways through which crime and anti-social behavior emerged in our society. Nigeria is a county that is blessed with abundant natural resources and human beings. Yet, the country lacks the required strategies to ensure its efficiency and effectiveness in order to provide employment for its citizens that will have reduced high rate of crime in the country. Personnel training as a concept is a process of orienting and educating employees (workers) in the work place. In many cases, this form of training is closely associated with helping to prepare employees on the work they will do.

Sayeh (2016) argued that personnel training involves continuing or remedial education opportunities for long-term employees. In many cases, staff that is devoted to the task of personnel management and training usually develops the training policies and procedures aimed at improving employee performance on their assigned tasks. The issue of personnel training is aimed at reducing the high rate of crime in the country by inculcating good values to them.

According to Kabia (2013), the social environment in Kenya has undergone such great transformations that the Kenya law enforcement agencies have to reconsider the sourcing of recruits and the training curriculum that they have to go through before they are entrusted with the responsibility of providing security to the citizens. Recruitments

must be based on merit as per the laid down academic, character and physical requirements. The process must be free of politicization, favoritism and patronage. In the 1970s personnel standards in American policing were nonexistent, officers were selected entirely on the basis of their political connections, and lack of intelligence; poor health and a criminal record were no barriers to employment. Recruits were handed a badge a baton and a copy of departmental rules and sent on patrol duty. A police academy had been established in 1988 but only lasted a few years. New York police academy in 1913 found out that notes were given and all recruits were automatically passed (Walker, 1977). Police officers could be fired at will there was no job security in some cases almost an entire force was dismissed after elections (Moncarz, & Kay, 2009).

Cole (2012) acknowledges that training has a direct impact on output, healthiness and safety at work and personal development and recommends that all institutions need to train and improve their personnel. Numerous institutions take cognizance of this aspect and place a special emphasis and resources in development and training of their personnel.

According to Cole (2012), specialized training is a learning process concerned with attaining precise knowledge and skills necessary for discharging a given role. Consequently, training is very crucial towards enhancing knowledge, skills and attitudes of criminal investigation officers. Thus, it becomes easier for them to obtain additional knowledge grounded on initial training gained at recruitment and further influence changes in their performance. Effective specialized training delivers the required

knowledge that equips the learner with skills and habits useful at the workplace. According to McGhee et al., (2009) learning is said to have occurred when there was notable behavioral change grounded on the results from experiences. To evaluate if learning has taken place effectively, a person's deeds is compared on schedule before and after training. When training takes place effectively, there should be discernible behavioral change.

Every country aspires to satisfy the standards set by the United Nations for maintenance of law and order. However, most of the security bodies of countries have no training capacity requisite for effective discharge of security obligations and for delivery of peace and security to the people. This can only be achieved through an effective training system which empowers police officers with skills and knowledge to discharge their duties professionally while upholding the rule of law (Wasiamson, 2004). According to Terra (2009), training does not only empower police officers to offer their services professionally but also ensures their retention in the service. Research has shown that greater job satisfaction is noted more amidst trained police officers than their untrained contemporaries (Borgas, 2005).

In reference to models of endorsement, higher education, (alongside training), is presumed to increase tangible abilities that entail routine day-to-day undertakings that characterize policing; notably interaction with civilians, mellowing possibly perilous conditions, and abilities crucial to efficiently unravel delinquencies or to avert their occurrence (Akeh, 2014). Characteristic performance actions that have been observed in studies incorporate: incarcerations, contract, civilian appraisals, and amalgamated

performance measures (Hayeslip 2021). A number of studies have concluded that the higher the police officer's education, the correspondingly higher arrest rates. Nonetheless with the current dispensation of reforms within community policing, greater numbers of incarcerations in cells does not automatically translate into commendable progress. However, Cohen and Chaiken (2013) established those fewer complaints and subsequent disciplinary actions were noted among police officers with higher education. Wilson (2015) proposes a paradoxical link between higher education extending over 24 months and performance of law enforcement personnel. Wilson offers that police officers having college education stretching more than 24 months are inclined to resist authority, shun particular responsibilities and may be unresponsive in perilous conditions as contrasted to their counterparts with lower education. Separately, studies conducted by Smith (2008) and Sherman and Blomberg (2021) repudiate the assertions. Cascio (2017) established that few preventable accidents and less sick offs from work stations was noted among highly educated officers. According to Lester (2019) better performance in police training was witnessed among officers with more education. A constructive correlation between specialized education and competence levels among law enforcement agents has been confirmed by various studies. Krimmel, (2006) in his self-report research established various categories that cops with higher education exhibited higher self-rating compared to their colleagues with average education (Wakefield, 2009). These groupings involved grasp of the law, court preparedness, level of confidence with supervisors the ability to apply worker interactions, level of excellence in discharging assignments, capabilities of formulating solutions to complex situations, level of arrest analysis, fineness of inscribed assignments, levels of eloquence

in speech delivery, self-perception, conciseness of investigative and arrest information quality, and abilities to interrelate.

Training is beneficial to individual officers and to the police service as an institution at large. Training improves the performance of police officers by enhancing their knowledge and practical skills (Benedicta, 2010). Smith and Smith (2007), asserts that institutions registering impressive levels of performance have highly improved on programs that enhance skillfulness of its manpower (Spitzer, 2007). For the impacts of training to increase, the National Police Service needs to constantly monitor their officers' training needs and fulfill them in order to progress their career. To achieve this, the assessment program should be designed and delivered in way that fully captures the areas of needs of the officers and there should also be willingness from the individual police officers to undergo the training process (Blanchard & Thacker, 2007).

Previous studies have revealed that for law enforcement officers to render professional services, the police service as an institution has to put in place a conducive atmosphere at work and that officers with the essential awareness and relevant expertise are brought together in making comparisons over a diversity of talents and abilities they individually possess and put their various skills into practice (Chevalier, 2003). Armstrong, (2012) agrees that empowerment and development of officers should be aimed at identifying and fulfilling their needs so as to create relevance in their work and prepare them for higher responsibilities through promotions.

Achieving Kenya's vision 2030 which predicts a 10% per annum economic growth requires that all institutions stay attuned to empowering officers by way of resourceful

training and advanced curriculums that will facilitate each and every citizen make contributions in service delivery (Walker, 2006). Training should be done in accordance to Recruitment and Training Policy (Rules and Regulations, 2005) which dictates that all sections in the Public Sector should come up with a training strategy tailored to offer guidance on planning, coordinating and managing training anchored on prior shortcomings hampering effective service delivery and requiring training interventions (Mawby, 2008). According to the Ransley (2009), several law enforcement officers dispatched to work stations are devoid of training on skills which would be required in the various capacities where they are expected to serve and has led to National Police Service's dismal performance. Kenya's vision 2030 envisions a country that will be devoid of fright and endangerment and this is only realizable through effective training of detectives within the police service. The Economic Recovery Strategy (2003-2007) specifies the importance of having competent personnel in the Kenya Police Service if the country seeks to achieve growth in the economic sector. The police service strategic plan 2013-2017, emphasizes on training and development and performance management as direct ways of improving effectiveness of police officers. The 2014/2015 financial year performance contract for Kenya Police Service also puts emphasis on the importance of improving performance through an effective training program (Uchida, 2011).

The general performance of employees is normally evaluated in terms of results. Nonetheless, it possible to be discerned by observing change of behavior at the workplace (Armstrong 2000). Amine et.al (2009) stated that the performance of worker's

is often gauged alongside the performance criteria as set by the institution. According to Ahuja (2012). In gauging performance, a variety of parameters are taken into account. These include the use of productivity, competence, efficacy, and value and profitability measures. Profitability refers to consistent aptitude through a given duration to generate profits. It is articulated as a fraction of profit to sales or basically extra proceeds realized over capital invested (Wood & Stangster 2002). Efficiency and effectiveness- efficiency refers to the capability to generate anticipated results through deployment of minimum resources whereas effectiveness on the other hand refers to the capacity of personnel to satisfy sought after goals or target within a specific period. Productivity is conveyed as a proportion of productivity against that of input. It is a degree of how a person or institution transforms its input resources into useful and reliable services. Quality is distinctive in services that can satisfy the required needs (Kotler & Armstrong 2002). It means progressively achieving better services at a gradually more competitive standard.

Existing studies emphasize the importance of training and development in enhancing the performance of law enforcement officers (Cole, 2012; Byrne, 2011; Sayeh, 2016), but little attention has been given to county-level law enforcers such as Nairobi City Inspectorate Officers, whose mandate differs from that of the national police. Most research has focused on structured police institutions in Western contexts (Dantzker, 2019; British Government, 2014) or on broader African policing challenges (Kabia, 2013; Ransley, 2009), leaving a gap in understanding how training specifically shapes the competencies and effectiveness of inspectorate officers working in complex urban environments like Kibra. In particular, there is limited empirical evidence on how

professional development, continuous training, or higher education influence inspectorate officers' ability to enforce county laws, engage communities, and manage localized crime, despite global evidence suggesting such interventions improve law enforcement outcomes (Krimmel, 2006; Cohen & Chaiken, 2013). This highlights the need for context-specific research examining the contribution of training to the performance of Nairobi City Inspectorate Officers in combating crime.

2.5 Research gaps

The review process has yielded numerous national and international studies to assess implementation and challenges facing law enforcement. Nationally and internationally, very few studies are conducted on the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya

Furthermore, there was no evidence that such studies were conducted in Kibra Sub-County. Therefore, the current study attempted to examine the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya

The study identified the following gaps that need to be filled: There is limited research on the effectiveness of the law enforcement techniques used by Nairobi City Inspectorate Officers in managing crime. Much of the available literature focuses on national police services and their approaches to crime prevention, leaving out county-level enforcement agencies that deal with by-laws, market regulations, and public order. In areas such as Kibra, where crime is often tied to informal economic activities and social disorder, little is known about whether the enforcement strategies applied by

inspectorate officers are effective in addressing the specific challenges of urban crime. This gap makes it difficult to understand the true contribution of these officers to crime reduction in Nairobi.

Another important gap relates to the role of motivation in shaping the performance of inspectorate officers. While factors such as resources and training have received much attention, the question of how motivation influences officers' commitment and effectiveness remains underexplored. Inspectorate officers in Nairobi often face low pay, limited recognition, and difficult working conditions, all of which may undermine their morale. Yet, there is a lack of empirical evidence on how factors such as incentives, promotions, and recognition affect their ability to carry out their duties effectively. Without this knowledge, strategies to strengthen their performance remain incomplete.

Finally, training is widely recognized as a critical factor in preparing law enforcement officers for the complex demands of crime management, yet little is known about its impact on inspectorate officers at the county level. Most discussions on training emphasize the national police, overlooking the specialized role that inspectorate officers play in maintaining order in urban settings. In Kibra, where socio-economic challenges intensify crime risks, there is very little evidence on whether the training provided to inspectorate officers equips them with the skills they need for effective crime management, community engagement, and conflict resolution. This lack of understanding limits efforts to strengthen their capacity and effectiveness.

All these factors brought about the need for the study to understand the root cause of the rising crime trend thus assessing efficacy of the Nairobi City Inspectorate in combating

crime in Kibra Sub-County, Kenya

2.6 Theoretical Framework

Various theories have been formulated on effectiveness of law enforcements and crime prevention. This study was reviewed using Broken Windows Theory, and draws its relevance in the study as discussed below.

2.6.1 Broken Windows Theory

The current study was guided by the Broken Windows Theory, developed by Wilson and Kelling (1982), which argues that unchecked disorder encourages further disorder and eventually more serious crimes. The theory emphasizes that maintaining order by addressing low-level offences, such as vandalism, littering, public disturbances, and other “quality of life” infractions, can help prevent escalation into severe criminality. Its tenets revolve around three main principles: (i) addressing minor offences prevents serious crime; (ii) visible policing and community involvement reinforce informal social control; and (iii) physical and social environments shape perceptions of safety. These principles closely align with the study’s objectives on law enforcement techniques, officer motivation, and training.

First, in assessing the effectiveness of law enforcement techniques, the theory’s central tenet that addressing minor offences prevents more serious crime is directly applicable. When Inspectorate Officers enforce municipal by-laws such as those regulating illegal dumping, street vending, and public order, they send a clear signal that the community is monitored and disorder will not be tolerated. Neglecting such offences, by contrast,

creates an impression of lawlessness, encouraging offenders to escalate their activities (Hinkle & Weisburd, 2008). Thus, the effectiveness of the techniques employed by Nairobi City Inspectorate Officers in Kibra Sub-County can be evaluated through the lens of whether they succeed in restoring order and deterring both minor and serious offences.

Second, the influence of motivation on officer performance relates to the theory's emphasis on visible policing and the reinforcement of informal social control. Motivated officers are more proactive in addressing signs of disorder, building trust with community members and encouraging their involvement in crime prevention (Herbert & Brown, 2006). High levels of motivation foster vigilance and responsiveness, which strengthens the collaboration between formal policing and community-based informal controls. In contrast, low motivation among officers allows petty offences to go unchecked, eroding both public confidence and informal regulation of behavior, thereby undermining security. In an area like Kibra, where poverty and social disorder are prevalent, officer motivation is central to ensuring that the principles of broken windows policing are effectively realized.

Third, the contribution of training to officer competency reflects the theory's recognition that perceptions of order are shaped by the social and physical environment. Well-trained officers are better equipped to identify early signs of disorder and apply professional judgment in responding, whether through enforcement or community engagement (Braga & Bond, 2008). Training enhances both the technical and interpersonal skills needed to restore order, ensuring that interventions are not merely

punitive but also supportive of community cohesion. In Kibra, where physical decay and social instability present daily challenges, training empowers Inspectorate Officers to competently address these conditions in ways that both restore order and build community confidence.

In conclusion, the Broken Windows Theory provides a useful framework for examining the study objectives in Kibra Sub-County. By linking effective enforcement of minor offences, officer motivation, and competency through training, the theory highlights the importance of both formal and informal mechanisms in maintaining order. While criticisms of the theory caution against overreliance on punitive measures (Sampson & Raudenbush, 1999; Dunn & Shames, 2020), its core tenets remain relevant in understanding how Inspectorate Officers can reduce disorder and enhance public safety in contexts of social and physical decay. In the case of Kibra, applying these principles underscores the necessity of balancing enforcement with motivation and training to create sustainable crime prevention strategies.

2.7 Conceptual Framework

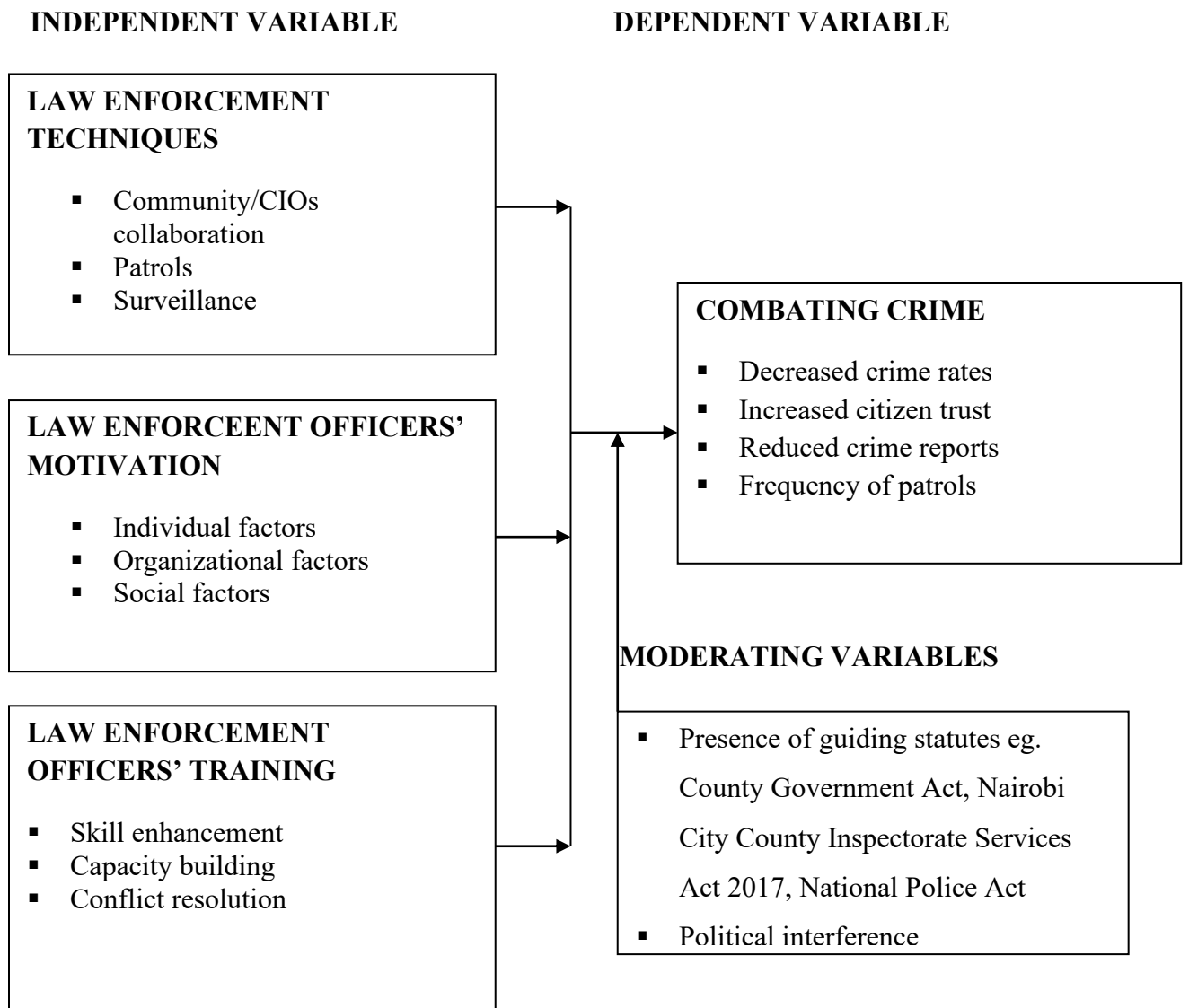


Figure 2.1 Conceptual Framework

Source; Researcher, 2021

The conceptual framework in Figure 2.1 shows the relationship between the dependent and independent variables of the study. Independent variables included: law enforcement techniques which was measured by collaboration and information sharing, proper enactment of law, surveillance, public participation, equitable distribution of resources

and research development; training which was measured by skills enhancement programs, capacity building initiatives and academic qualifications and lastly, employee motivation which was measured by relationship with community and welfare needs addressed. Dependent variable includes crime management while moderating variables included: presence of guiding statutes such as the Nairobi County government Act, Nairobi city inspectorate department Act, Nairobi Metropolitan Services policies. Under this variable, the researcher established that there's a moderating effect of government policies in mitigating crime. Partnership and collaborations would be effective through building trust and confidence between the Nairobi CIOs and community members which would improve crime management. Crime management can be achieved through proper implementation of appropriate law enforcement techniques, training and motivation of the Nairobi CIOs in Kibra Sub-County.

2.8 Chapter Summary

The above literature review focused on law enforcement techniques, City Inspectorate officers' motivation and training of these officers in effort to curb crime in Kibra Sub-County. Finally, the chapter presents a summary of the research gaps, the conceptual and theoretical frameworks that guided this study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter describes the research methodology that was employed to investigate the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya. The chapter focused on the research design, the study area, the target population, the sampling techniques and sample size, instruments of data collection, validity and reliability of instruments, data collection procedures, data analysis and presentation and data management and ethical considerations. The chapter described how the data collected was analyzed in an attempt to answer the research questions and the ethical consideration.

3.1 Research Design

The study adopted a descriptive survey design. As Gray (2009) explains, the purpose of this design is to obtain detailed and factual information that describes an existing phenomenon by examining behaviors, attitudes, values, and characteristics as they occur in their natural setting. Kothari (2004) further emphasizes that a descriptive survey design is suitable for collecting both qualitative and quantitative data, making it appropriate for studies that require an understanding of multiple dimensions of a subject. In this study, the design was instrumental in examining the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County. It enabled the researcher to capture perspectives from a representative sample while generating insights that reflect

the broader population. The use of a questionnaire and an interview guide facilitated the collection of complementary data, quantitative data provided measurable patterns, while qualitative data offered deeper explanations. This combination allowed for a comprehensive analysis of the Inspectorate's performance in crime prevention and control within the sub-county.

3.2 Study Area

The study was carried out in Kibra Sub-County, located in Nairobi County. Kibra Sub-County is situated south-west of Nairobi nearly five kilometers from the City Centre. Kibra Sub-County is one of the seventeen constituencies in the county, which has an approximated population of 178,284 people according to Kenya National Bureau of Statistics census of 2019 and covering an area of 12.1km². It lies within longitude 36⁰ 47'59.99'' East and latitude -1⁰ 18'60.00'' South. The study area is divided into five wards namely; Woodley, Laini Saba, Makina, Sarang'ombe and Lindi. In addition, Kibra Sub County is renowned for being one of the largest slums and densely populated in Africa and therefore, it was selected because of higher crime prevalence rates as indicated by National Crime Report (2019). The topography of the study area is 810m above sea level. The temperature is medium, about 15⁰C, and low rainfall averaging 900mm per annual. Muia (2019) established that slum areas encounter a lot of crime challenges, heterogeneity of the population is also another factor and the accessibility are quite good, the residents represent a range of characteristics and variations as a result of coming from different parts of Kenya due to rural urban migration in search of opportunities. Most Kibra residents live in extreme poverty, earning less than Ksh.100

per day making it difficult for the people to access basic needs such as water, medical care and food. Insecurity greatly contributes to poverty. There are many school dropouts as very few can afford education thus many youths are idling leading to their involvement in crime (Mutisya, 2011). According to UN-Habitat report (2017) indicated that unemployment rates are too high as well as people living with HIV/AIDS. Cases of assault, rape, drug abuse and all other criminal activities are highly reported. Some residents of Kibra are running small businesses to fend for their families, others are casual workers while most of them do not work at all. Figure 3.1 shows the geographical representation and spread of the areas of study showing the various demographics and population densities including the boundaries.

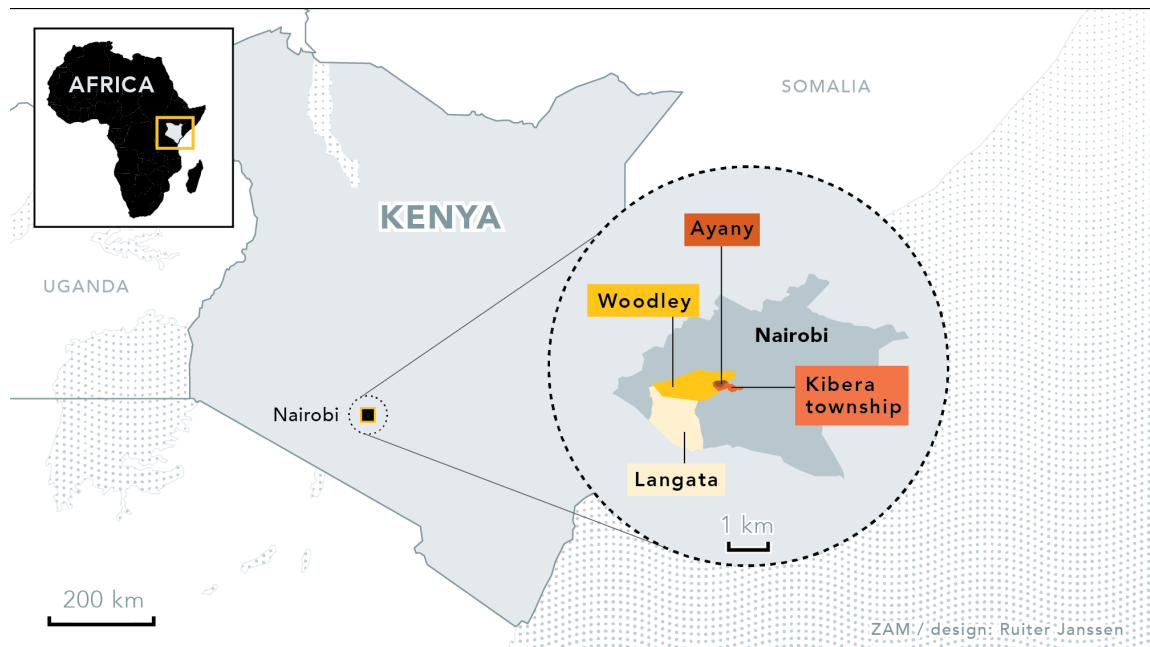


Figure 3.1 The Study area map

Source: County Integrated Development Plan, 2023-2027

3.3 Target Population

According to Kisilu and Tromp (2006), a population refers to a group of people, items, or objects from which samples are drawn for measurement. Similarly, Kothari (2004) defines a population as all elements under consideration in a given field of inquiry. For this study, the target population consisted of 38 City Inspectorate Officers (CIOs) directly engaged in combating crime in Kibra Sub-County, as recorded by the Inspectorate Department. In addition, 61,651 households in Kibra Sub-County were included as primary respondents. Key informants comprised one Sub-County Administrator, one Deputy County Commissioner, one Sub-County Police Commander, and one Director of the City Inspectorate responsible for Kibra Sub-County. The overall study population therefore, totaled 61,693.

Table 3.1: Distribution of Study Population

Respondents	Number population
Nairobi City Inspectorate Officers (Kibra)	38
Deputy County Commissioner	1
NCCG Sub-County Administrator	1
Sub-County Police Commander	1
Director City Inspectorate	1
Households in Kibra-Sub-County	61,651
Total	61,693

Source: Researcher, 2021

3.4 Sampling Technique and Sample Size

According to Mugenda and Mugenda (2003), sampling is the process of selecting a subset of individuals from a population to estimate characteristics of the whole

population. This study adopted both probabilistic and non-probabilistic sampling techniques to ensure representativeness and reliability of the data.

The primary respondents of the study were stratified into two categories based on their roles in combating crime: City Inspectorate Officers (CIOs), who are directly responsible for enforcing county laws, and households, who experience crime and interact with enforcement officers. The first stratum consisted of 38 CIOs, all of whom were included in the study through a census approach due to their manageable number and their direct involvement in combating crime. The second stratum comprised 61,651 households, from which a representative sample was drawn using cluster sampling followed by simple random sampling within each cluster. This ensured that households from diverse administrative areas were proportionately represented.

Yamane's formula (Yamane, 1967) was used to determine the sample size of households as follows;

$$n = \frac{N}{1 + Ne^2}$$

Where ;

n=sample size

N= Population of study

e=0.05 degree of error expected

$k = \text{constant (1)}$

$$n = \frac{61,651}{1 + 61,651(0.0025)} = 397.42$$

A sample of 398 community households was sampled for the study. The apportioning of the households into strata based on wards in Kibra Sub County strata sample was determined using Yamane's (1967) sample allocation formula.

$n_h = (N_h/N) * n$, where n_h is the sample size for stratum h , N_h is the population size for stratum h , N is the total population size, and n is the total sample size. According Clark and Creswell (2018), Yamane's allocation formula provides the most accurate and exact in estimating the number of respondents from each stratum, a simple random sampling is therefore drawn from the strata.

3.4.1: Households Sample Distribution

Ward	Approximate population	Sample size	Sampling technique
Woodley	15,984	$(15,984/61,651 * 398) = 103$	Proportionate and simple random sampling
Sarang'ombe	12,161	$(12,161/61,651 * 398) = 78$	Proportionate and simple random sampling
Makina	9,959	$(9,959/61,651 * 398) = 64$	Proportionate and simple random sampling
Lindi	10,583	$(10,583/61,651 * 398) = 69$	Proportionate and simple random sampling
Laini Saba	12,964	$(12,964/61,651 * 398) = 84$	Proportionate and simple random sampling
Total	61,651	398	

Source: Researcher, 2021

In addition to the primary respondents, purposive sampling was applied to select key informants, namely the Deputy County Commissioner, the Nairobi City County Government Sub-County Administrator, the Sub-County Police Commander, and the Director of the City Inspectorate for Kibra Sub-County. These individuals were deliberately selected because of their leadership roles and the specialized information they hold on crime management. As Creswell and Clark (2018) observe, purposive sampling enhances data validity by ensuring that respondents possess the required characteristics relevant to the research objectives. Consistent with Kothari's (2004) assertion, the adopted sampling approach ensured efficiency, representativeness, flexibility, and reliability.

Table 3.4.2: Summary of Population and Sample

Population	Size	Sample determination	Sampling technique	Sample size
Households	61,651	Yamane	Proportionate random sampling and simple random sampling	398
City Inspectorate Officers	38	100%	Census	38
Deputy county commissioner	1	100%	Purposive	1
Sub-County Administrator	1	100%	Purposive	1
Sub-County Police Commander	1	100%	Purposive	1
Director of the city inspectorate	1	100%	Purposive	1
Total	61,693			440

Source: Researcher, 2021

3.5 Data Collection Instruments/Tools

This study relied heavily on primary data to gather first-hand, context-specific information on the influence of Nairobi City Inspectorate Officers' motivation and law enforcement techniques on crime management in Kibra Sub-County. Primary data was collected through three main tools: semi-structured questionnaires, Key Informant Interviews (KIIs), and In-depth Interviews. These methods were chosen to ensure a comprehensive understanding of the issues from both quantitative and qualitative perspectives.

According to Ruane (2005), quantitative data is concerned with observable and measurable phenomena involving people, events or things and establishing the strength of the relationship between variables, usually by statistical tests. Quantitative data allows for the operationalization and measurement of variables objectively, thus providing explanations that are used to generalize and make predictions. The instruments of data collection were administered to the respondents after they gave their consent to participate. See Appendix III and IV for the interview schedule and questionnaires, respectively. The study employed interviews and questionnaires to collect the data required as shown in the following sub-sections:

3.5.1 Secondary data collection

This study employed secondary data collection to complement the primary data and provide a broader context for analysis. Secondary data refers to information that has

been previously collected, compiled, and published by other researchers, institutions, or organizations for purposes other than the current study. These data sources were instrumental in offering historical, comparative, and policy-related insights relevant to the study objectives.

The researcher reviewed a variety of secondary sources, including government reports, academic journals, policy documents, statistical databases, and publications from civil society organizations.

3.5 2 Primary Data Collection

This study utilized primary data sources to complement existing crime statistics obtained from the City Inspectorate Department and the National Crime Research Centre.

To collect primary data, the study employed structured questionnaires, in-depth interviews and Key Informant Interviews (KIIs). These tools were developed to align with the study objectives and were reviewed for validity and reliability prior to field administration. All necessary procedures for ethical data collection were followed, including obtaining informed consent from all participants. The questionnaires were administered to selected City Inspectorate Officers, while KIIs were conducted with strategically identified stakeholders possessing expert knowledge on crime management. For reference, the KII guide and questionnaire are attached in Appendix III and Appendix IV, respectively.

3.5.3 Questionnaires

Primary data was collected using researcher-assisted questionnaires that contained both structured and semi-structured questions. This was administered to households of Kibra Sub-County. According to Pilot and Beck (2004), semi-structured questions elicit useful qualitative data. The questionnaires were administered to the households and inspectorate officers. Quantitative data was collected by using structured questionnaires containing both open and closed-ended questions with some translated since most of the to ease administration. Standardized questionnaires were administered to ensure validity and reliability of results. The questionnaires were divided into various parts such as the demographic characteristics, biographic data among others. The questionnaires were used because the focus of the research is narrow and also it is faster and with less expenses for collecting data.

3.5.4 Key Informants Interview (KII) Guide

According to Tremblay (1957), key informants are individuals who are especially knowledgeable about the subject under study and can provide detailed, authoritative, and insider perspectives. KIIs allowed the researcher to obtain insights on policies, institutional practices, challenges, and strategies from a leadership perspective. This tool was particularly effective in generating authoritative and policy-level information that could not be accessed through household surveys or general respondents. Key informant interviews were used to collect data from individuals who hold specialized knowledge and occupy strategic positions in crime management within Kibra Sub-County. These included the Sub-County Administrator, the Deputy County Commissioner, the Sub-

County Police Commander, and the Director of City Inspectorate. KIIs allowed the researcher to obtain insights on policies, institutional practices, challenges, and strategies from a leadership perspective. This tool was particularly effective in generating authoritative and policy-level information that could not be accessed through household surveys or general respondents.

3.5.5 In-depth Interviews

In-depth interviews were conducted with all 38 Nairobi City Inspectorate Officers (CIOs) serving within Kibra Sub-County. A census approach was adopted given the manageable number of officers and the need to capture diverse perspectives across different ranks and operational roles within the Inspectorate. This ensured comprehensive representation of the entire officer population in the sub-county.

The method was particularly suited for gathering qualitative data that could not be adequately captured through structured questionnaires. It enabled the researcher to explore complex and sensitive issues such as officer motivation, resource limitations, law enforcement challenges, and the effectiveness of various crime management strategies. In-depth interviews also provided deeper insights into the interpersonal and institutional dynamics that shape the officers' performance.

Interviews were conducted face-to-face using a semi-structured guide aligned with the study objectives. The discussions focused on key themes including perceptions of crime trends in Kibra, collaboration with the community and other security agencies, adequacy of resources, training and capacity-building experiences, and officers' recommendations for strengthening crime management in the sub-county.

3.6 Reliability and Validity of Instruments

This section discusses two key areas namely; validity and reliability

3.6.1 Instrument Reliability

Reliability refers to the repeatability, stability, or consistency of a measuring instrument (Bell, 2014). This has to do with the degree to which the measuring instruments used in the study yield consistent results or data after repeated trials (Remler & Van Ryzin, 2021). The Cronbach's Alpha coefficient was used to ascertain how well the items measured a particular behavior or characteristics of the variables within the tests that were used (Cronbach & Shavelson, 2004). According to Sekaran (2016) and Kothari (2014) Cronbach's alpha has the most utility for multi-item scales at the interval and ratio levels of measurement and provides a unique, quantitative estimate of the internal consistency of a scale. Cronbach's Alpha is a coefficient of reliability (or consistency) and can be expressed as a function of the number of test items and the average inter-correlation among the items.

Cronbach's alpha is computed using the following formula;

$$\alpha = \frac{k \bar{r}}{(1 + [k-1] \bar{r})}$$

Where;

α = Percentage of reliable variance.

K= number of indicators or number of items

\bar{r} = mean inter-indicator correlation

The obtained reliability coefficient for this study was 0.841 which was greater than the 0.70 thresholds used in behavioral research. To enhance the reliability of findings from the interview guides, data from the interview schedule were transcribed by two different people after the pilot study, and the results were duly compared. Findings revealed that the interview schedule was reliable in collecting data for this study.

3.6.2 Instrument Validity

A validity test seeks to determine whether or not the research instrument measures what it purports to measure (Sekaran & Bougie, 2013). There are various types of validity, however, for purposes of the present study, the interest will be to determine the face validity, content validity, and construct validity will be ascertained.

Face validity of the instruments was enhanced by subjecting the instruments to thorough scrutiny by experts from the Department of Criminology and Social Work at Masinde Muliro University of Science and technology.

The experts had enormous experience in instrument design and validation. Content validity seeks to find out if the data collection instrument is a good representation of the content that needs to be measured (Mugenda & Mugenda, 2012). The researcher ensured that all the key domains in the objectives were captured adequately in the questionnaire. With regard to construct validity, the researcher ensured that all the variables in the study were accurately operationalized and validated by experts in the Criminology and Social Work Department at Masinde Muliro University of Science and Technology. The identified experts separately judged the objectivity, clarity, and relevance of the items in the data collection instruments to the research objectives of the study. The feedback that

was received was used in refining the instruments before the actual data collection phase.

3.7 Data Processing and Analysis

According to Zikmund, Babin, Carr and Griffin (2016) data analysis refers to the application of reasoning to understand the data that has been gathered to determine consistent patterns and summarize the relevant details revealed in the investigation. To determine the patterns revealed in the data collected regarding the selected variables, data analysis was guided by the aims and objectives of the study. Study data from the field was sorted and edited to ensure completeness and consistency, classified, and coded according to research questions and objectives for analysis. The study generated two types of data: quantitative data from the closed-ended items of the questionnaires and qualitative data from the open-ended items of the questionnaire and interview schedules.

3.7.1 Analysis and Presentation of Quantitative Data

Quantitative data from the closed-ended items in the questionnaires were analyzed using descriptive and inferential statistics with the help of the Statistical Package for the Social Sciences version 29.0 for Windows. Descriptive statistics such as frequencies, percentages, mean and standard deviation were used to determine the degree of centrality and variation of participants' opinions on rating scales and were presented in the form of tables, graphs, and charts. Inferential statistics in this case Pearson Product Moment Correlation Coefficient was used to determine associations, relationships, and influences between and among variables. All quantitative measures were performed

within a 95% confidence interval.

3.7.2 Analysis and Presentation of Qualitative Data

Qualitative data obtained from in-depth interviews with Nairobi City Inspectorate Officers and key informant interviews was analyzed using thematic analysis. According to Braun and Clarke (2006), thematic analysis is a flexible method that enables the identification, analysis, and interpretation of patterns or themes within qualitative data. This approach was appropriate for the study as it allowed the researcher to capture the experiences, perceptions, and insights of participants in relation to the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County.

The analysis followed a systematic process. First, all interview transcripts were carefully transcribed and repeatedly read to ensure familiarity with the data. Second, initial codes were generated to highlight meaningful segments of information relevant to the study objectives. Third, related codes were collated into potential themes that reflected broader patterns, such as law enforcement techniques, officer motivation, training and capacity, resource adequacy, and collaboration with stakeholders. Fourth, the themes were reviewed, refined, and validated against the data to ensure coherence and consistency. Finally, the themes were clearly defined, interpreted, and linked to the research objectives to provide comprehensive insights into the role of the Inspectorate in combating crime.

This approach not only enabled the researcher to organize and interpret the rich qualitative data but also ensured that the findings captured both explicit and underlying meanings within participants' narratives.

3.8 Ethical Considerations

The study obtained ethical approval from the Masinde Muliro University of Science and Technology Ethics and Review Committee before commencing the study. Authority to carry out this study was obtained from the National Commission for Science, Technology and Innovation (NACOSTI). Clearance to conduct this study was obtained from the Graduate School of Masinde Muliro University of Science and Technology. Permission to conduct this study in Kibra Sub-County was obtained from the Nairobi County authorities before proceeding with the study. The study obtained a written informed consent from the respondents before conducting the study. Data obtained was handled with confidentiality. Therefore, the researcher ensured total conformity with the ethics during and after the study was completed. All this evidence has been attached on the Appendices, the work plan and budget guided the study. Data collection and Entry was done simultaneously. In this study, impartiality was observed to ensure that all participants were treated fairly and equitably, regardless of their rank, gender, or role within the City Inspectorate Department or the community. The researcher refrained from taking sides or influencing responses, especially on sensitive issues related to job motivation and crime management practices. All data collected in the study was handled with strict confidentiality. Physical data, such as completed questionnaires and consent forms, were coded, anonymized, and stored in locked cabinets accessible only to the researcher. Electronic data, including transcripts and datasets, were stored on password-protected computers and backed up on encrypted external drives to prevent unauthorized access. The data will be retained securely for a period of five (5) years after completion of the study to allow for verification if necessary. After this period, both physical and

electronic data will be permanently destroyed, hard copies will be shredded, while digital files will be deleted beyond recovery.

3.9 Chapter Summary

The above research methodology focused on; Introduction, research design, study area, target population, sampling techniques and sample size, data collection, instruments/tools that included; questionnaires, key Informants Interview (KII) Guide, reliability and validity of Instruments, reliability of Instruments, validity of Instruments, data Analysis and Presentation and ethical Considerations.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 Introduction

This chapter presents the data analysis, interpretation, and discussion of the research findings. The chapter examines, categorizes, and tabulates the evidence to address the specific objectives of the study. The rest of the chapter is organized as follows: Response rate, the demographic characteristics of the respondents, thematic subsections in line with the study objectives namely; influence of law enforcement techniques on crime management, assessing the Nairobi City Inspectorate Officers' motivation and evaluating the effect of training of the Nairobi County Inspectorate Officers on crime management in Kibra Sub-County.

4.2 Response Rate

The study targeted 398 households of Kibra and 38 inspectorate officers as the primary respondents. From the respondents, 349 households and 38 inspectorate officers took part in the study as respondents. This gave the study a response rate of 88.76%. Such a response rate was sufficiently adequate for the study in line with the recommendation by Remler and Van Ryzin (2021) that when conducting a research study, getting data from 70% or more of the target sample is adequate for purposes of generalization of findings from the sample to the entire population from which such sample was drawn.

4.2.1 Pre-Analysis Data testing

The Kayser-Meyer-Olkin (KMO) measure of sampling adequacy was used to establish

whether the study sample was adequate. According to Vogt (2005), KMO values between 0.8 and 1 indicate that the sample is adequate while values less than 0.6 indicate that the sample is not adequate and that remedial action should be taken. This study revealed a KMO value of 0.875, which confirmed that the data collected for this study was adequate (Table 4.1).

Table 4. 1: Test of Sampling Adequacy

Kaiser-Meyer-Olkin Measure of Sampling Adequacy	.875
Bartlett's Test of Sphericity	Approx. Chi-Square 25139.475
	Df 1751
	Sig. .001

Source: Field Data, 2021.

Due to the nature of this study, where the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya was investigated, assumed univariate and multivariate normality were analysed. Typically, there are two ways of analyzing normality. First, graphical tests plot data of empirical observations and their distribution in comparison to a theoretical distribution to identify mismatches. Second, numerical tests can be used to derive the skewness and kurtosis statistics. Although graphical tests are more intuitive and potentially easier to interpret and apply, numerical tests are more objective (Johnson & Wichern, 2007) and therefore numerical method was used. Univariate normality was analyzed by merging responses from the study respondents using Shapiro-Wilk D statistic on the total factor scores as distributed across the items

(table 4.2). The statistical procedure determined the extent to which the distribution deviated from the normal distribution. Findings are presented in table 4.2.

Table 4. 2: Shapiro Wilk Test for Normality in data distribution

Variables	Shapiro-Wilk		
	Statistic	Df	Sig.
Law Enforcement Techniques	.795	45	.000
City Inspectorate Officers' Motivation	.811	45	.001
City Inspectorate Officers' Training	.826	45	.001

- a. Test statistic is normal
 - b. Test statistic is uniform
- N =349 listwise

Source: Field Data, 2021.

Normality test findings in table 4.2 show significant results, indicating that the quantitative data for this study was normally distributed. This is evident in all the four coefficients being above 0.5 with p values less than 0.05 across all the three independent variables. Such normal distribution made it appropriate to use statistical procedures that assume normality in data distribution such as regression analysis and Pearson Product Moment Correlation Coefficient. According to Remler and Van Ryzin (2021), when interested in measuring relationships between variables, the available data must pass the tests of normality and uniformity.

4.3 Demographic Characteristics of Respondents.

This section presents the background information of the respondents (households). This information assists in examining the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya.

4.3.1 Profile of the Residents' sample

The study examined the demographic characteristics of the respondents (households) and these included gender, age of the respondent, ward of resident in Kibra Sub- County and employment status. These characteristics were important to the study because they provided critical context for understanding how diverse populations experience and perceive crime, as well as the effectiveness of the Nairobi City Inspectorate in addressing it. These factors allowed the study to capture variations in vulnerability, assess differences in crime patterns across locations, and explore how socioeconomic status influences exposure to crime. By considering these diverse demographic aspects, the study was better positioned to evaluate whether crime prevention efforts were inclusive, equitable, and responsive to the specific needs of various groups within Kibra Sub-County.

4.3.1.1 Gender of Respondents

The gender analysis brought about the distribution of the respondents in terms of male or female prevalent in the study. The gender of the respondents was important because the researcher needed to establish the sex that involved in matters of crime management at the ward level.

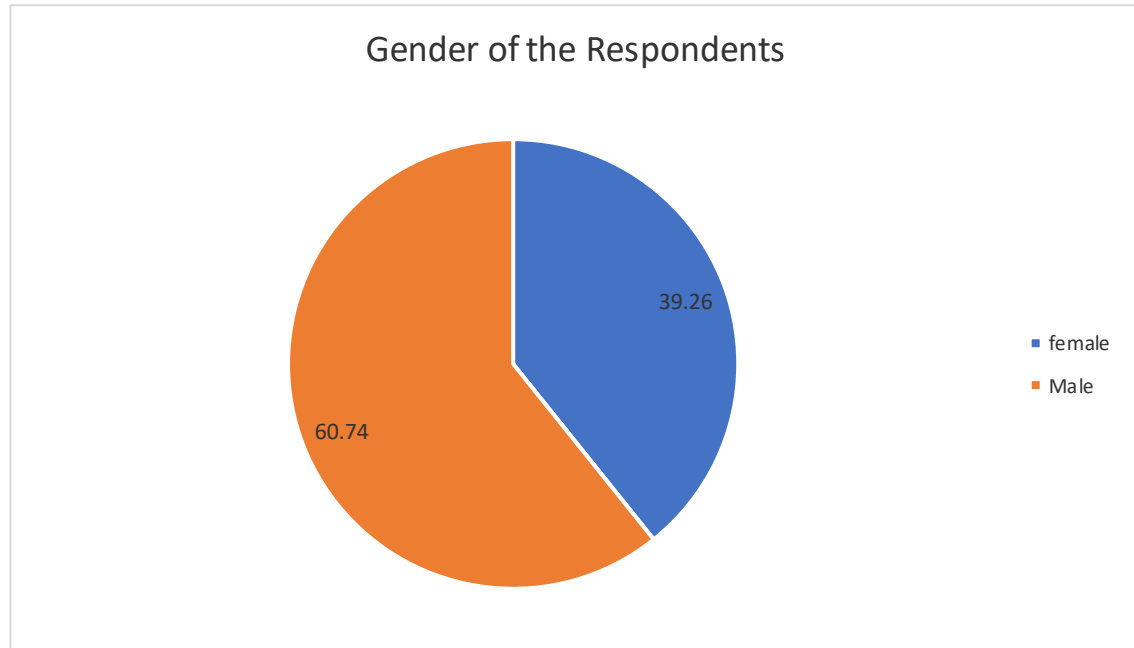


Figure 4.1 Gender of Respondents N= 349

Source: Field data, 2021

From the figure above, there were more male participants in the study than the female participants. The male respondents were 60.74% while female was 39.26% of the total respondents. This implies that the views for both sexes were adequately sought for the study. From the research findings it is clear there is need to fill the disparity gap in terms of gender equity in constituting the various community groups. It was noted that the groups should be all inclusive of men women and the youth with a major focus on women and the youth since they are heavily impacted on by crimes such as rape, robbery, drug abuse, petty thefts and domestic violence. The results are in line with the study conducted by Kimani, (2021) on Solutions to Cattle Rustling from a Gender Perspective, who established that strategies which impact on both men and women are more effective than those that concentrate on only one gender. The possible reason as to

why there were more men than women could be explained as by the fact that the fewer women than men in the study illustrates the male-dominated, patriarchal Kibra society; where men are normally involved in social activities and are more vocal.

4.3.1.2 Age of Respondent

The researcher determined the age of the respondent and the results are as indicated in the figure below.

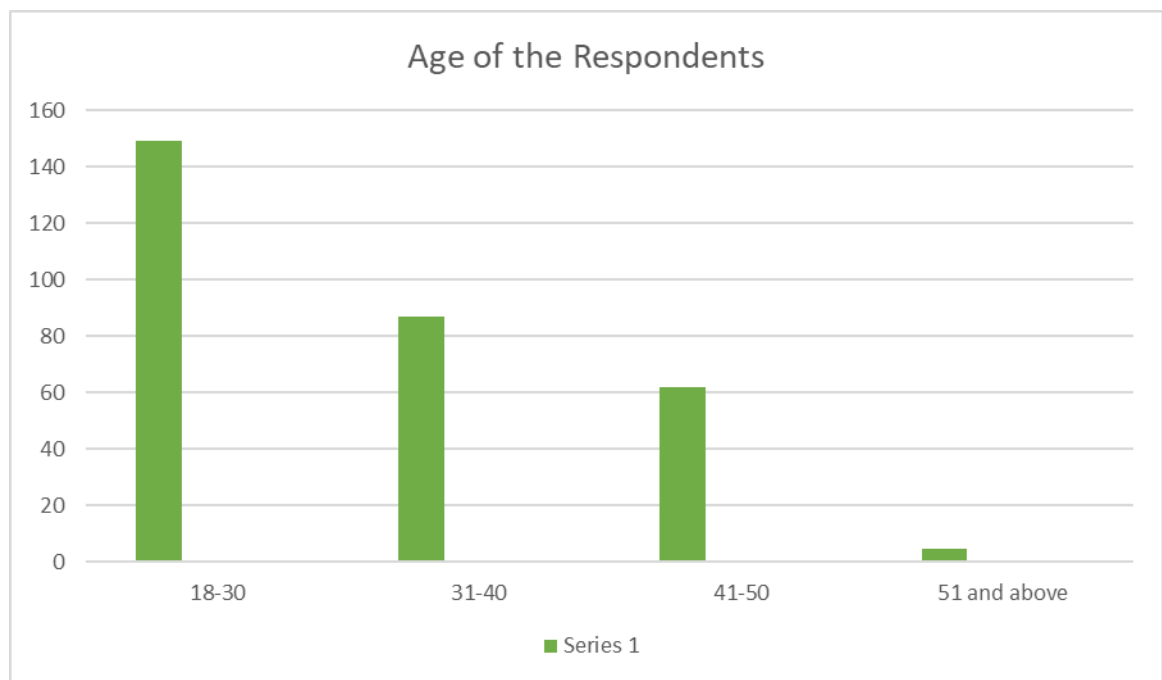


Figure 4.2 Age of Respondents

Source: Field data, 2021

From the Figure above, all the respondents were above 18 years of age. The study findings indicated that 42.69% (149) of the respondents were aged between 18-30 years, 24.93% (87) of the respondents were aged between 31-40 years, 17.77% (62) were aged between 41-50 years and 14.61% (51) were 51 years and above. From this, it was clear

that respondents within the age brackets of between 18-30 years and 31-40 years were more concerned of their security of their wards and were actively engaged in combating crime in Kibra Sub County. From the findings on the questionnaire responses, the study noted that all respondents were able to give an adult account of the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya

4.3.1.3 Ward of Residence

The study further sought to determine the ward of residence of the respondents. The findings are summarized in the table 4.5 below.

Table 4. 3: Ward residence of Respondents.

Ward Residence	Frequency	Valid Percent
Woodley	121	34.67
Makina	69	19.77
Laini Saba	64	18.34
Lindi	59	16.91
Sarang'ombe	36	10.32
Total	349	100

Source: Field data, 2021

All wards in Kibra Sub-County were represented to enable the researcher to draw a conclusion based on the various views from the different wards of respondents. From the table above, the findings indicate that 34.67% of the respondents reside in Woodley, 19.77% live in Makina ward, 18.34% live in Laini Saba Ward, 16.91% reside in Lindi ward and 10.32% of the respondents live in Serang'ombe ward. From the inspectorate department crime records, the researcher found the following were common crimes in all these wards: public nuisance, license violation related offences, littering offences and

liquor offences. These findings affirm the Broken Windows Theory as illustrated by Wilson & Kelling (1982), which argues that presence of these small crimes create an urban environment that promotes disorder and criminal activities thus making the neighborhood insecure for the residents. The disorder leads to law-abiding citizens associating their neighbors with insecurity, and thus these citizens withdraw from informal social controls and regulations. Wilson & Kelling (1982 suggests that if these visible displays of disorder and neglect are reduced, violent crimes might go down too, leading to an overall reduction in crime and an increase in public safety. From the results above, it is evident that the entire Kibra sub-county was adequately represented in the study and this enabled the researcher obtain views and conclusions from the entire sub-county.

4.3.1.4 Nature of Employment

The study additionally sought to determine the employment status of the respondents. The findings are summarized in the figure below.

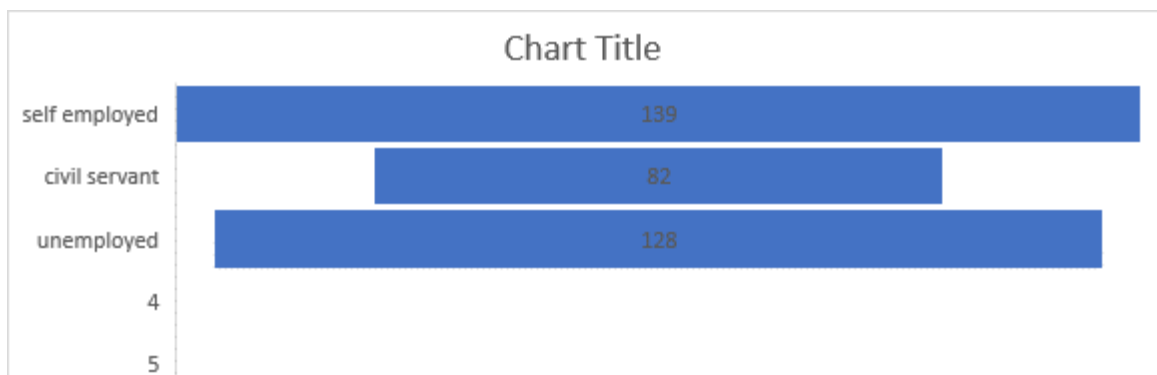


Figure 4.3: Nature of employment of Respondents.
Source: Field data, 2021

From the findings in the figure 4.3 above, majority of the respondents were in gainful employment. It was revealed based on the findings of the study that 39.83% of the respondents were self-employed this largely constitutes the business owners within the Sub-County, 23.5% being civil servants and 36.68% being unemployed. From the statistics above, there is a revelation that a majority of the respondents are self-employed therefore have a firsthand encounter with City Inspectorate officers as they perform enforcement duties within the Sub County and therefore can give a clear account of their operations.

4.3.1.5 Marital Status

The study gathered details on the marital status in a bid to understand the composition of the people in the wards. Crime management requires commitment of both time and resources to attend meetings and partner with security agencies in combating criminal activities. It was likely that the marital status of individuals influenced their participation in crime prevention activities. The researcher expected that participation in crime prevention activities would cut across the status of marriage because the married people had families, homes and businesses to secure. Also, the researcher wanted to know between the married and not married who were more involved in criminal activities.

According to the results, a majority (49%) of the participants that took part in the study were married while 24.36% indicated that they were single. Furthermore, 16.91% indicated that they were separated or divorced while 9.74% were widowed. The results of the study are as illustrated in Table 4.4 below:

Table 4. 4: Marital Status

Status	Frequency	Percentage (%)
Single	85	24.36
Married	171	49.00
Divorced/separated	59	16.91
Widowed	34	9.74
Total	349	100

Source: Field data, 2021

It was clear from the findings that the married and the divorced/separated participated more in crime management activities. The married people might have felt morally responsible for the security of their families and property. This urge may have made them participate more in community policing affairs to ensure safe neighborhoods. Single persons hardly participated in crime prevention activities organized by the NGOs or security agencies. The researcher observed that majority of the single persons were youths who were reportedly been involved in criminal activities. Some were school drops idling in their neighborhoods thus they were the most targeted group by the City inspectorate officers. The study findings support the argument by (Anyango, 2017) that marriage is critical in the determination of responsibility, roles, access and control of resources.

4.3.1.6 Level of education of the respondents

Education level has an impact on how people respond to different opinions. The researcher sought to establish the education level of the respondents where findings are indicated in Table 4.5.

Table 4. 5: Level of Education

Level of education	Frequency (n)	Percent (%)
Primary school level	99	28.37
Secondary school level	146	41.83
University/college	49	14.04
School dropouts	55	15.76
Total	349	100

Source: Field data, 2021

The finding reveals that 28.37% of the respondents had only reached primary school level while 41.83% had gone to secondary school and they were the majority of the respondents. The study further established that 14.04% of the respondents had attained university and college education while 15.76% of the residents were school drop outs. This shows that majority of the respondents were fairly well educated hence they could provide comprehensive information regarding the questionnaire items. The researcher observed that majority of the residents lived in extreme poverty and could therefore not afford proper education for their children. Criminal records as reported by the chiefs and sub-chiefs in the area indicated that majority of the criminals arrested by the City inspectorate officers and the police were youths who had dropped out of school and joined criminal gangs in the area. However, level of education has not deposited any positive impact on crime management since the educated individuals have been found executing robbery and other criminal activities using SALWs. According to Saferworld (2012), the SALWs have traded among the youths and militia men as a means of livelihood. Furthermore, the Government of Kenya has not developed an effective disarmament policy to govern the individuals with arms and weapons. The GOK still has

fewer effective security mechanisms, thus security in most places of the country is inadequate or none existent.

4.3.2 Profile of the inspectorate officers' sample

Table 4.6 presents the demographic characteristics of the sample for inspectorate officers. The gender of the respondents was split as 60.53% comprising of male respondents and 39.47% comprising of female respondents, the findings indicate that a majority of the inspectorate officers (52.63%) were aged between 20 and 30 years; 34.21% were aged between 30 and 45 years; and 13.16% were aged more than 45 years. The similar statistics and rationale were reported for the officers' duration of stay in the Kibra Sub-County. The duration of service in the Kibra inspectorate department varied with equal split of 26.32% reported for officers that had served the inspectorate department for a period of less than 5 years and 39.47% those that had served for a period of between 5 and 10 years, the remainder proportion (34.21%) had served in the inspectorate department for a period of more than 10 years. The findings indicated that the Kibra inspectorate office is comprised of junior inspectorate officers under the command of their base commandants and designate senior officers. This implies that the inspectorate officers have had wide exposure and experiences to the crime management issues within the Kibra Sub-County. From the above findings, it is evident that majority of the respondents were experienced and familiar with enforcement in Kibra Sub-County and were well placed to provide useful insights to the present study.

Table 4.6: Demographic characteristics of the inspectorate officers

Gender	Frequency (38)	Percentage (%)
Male	23	60.53
Female	15	39.47
Age	Frequency (38)	Percentage (%)
20- 30 years	20	52.63
30-45 years	13	34.21
Above 45 years	5	13.16
Duration of stay in Kibra Sub-County	Frequency (38)	Percentage (%)
Less than 6 years	12	31.58
7-10 years	16	42.11
More than 10 years	10	26.32
Duration of service in Kibra Sub-County	Frequency (38)	Percentage (%)
Less than 5 years	10	26.32
5-10 years	15	39.47
More than 10 years	13	34.21

Source: Field data, 2021

4.4 Forms of law enforcement Techniques in Crime management

The first objective of the study sought to investigate the forms of law enforcement techniques used by City Inspectorate Officers in crime management in Kibra Sub County. Findings regarding this objective were presented in the following sub-themes:

4.4.1 Law enforcement techniques by City Inspectorate Officers

Firstly, the study sought to establish the types of law enforcement techniques and their

influence on crime management in Kibra Sub-County. In regard to this, the respondents were asked to give an account of some of the law enforcement techniques that the City inspectorate Officers apply while performing crime prevention duties in Kibra Sub-County. Table 4.7 presents the findings of the study.

Table 4. 6 Law Enforcement Techniques

Law Enforcement Techniques	Frequency	Percent (%)
Training and Public Sensitization	36	94.74
Surveillance	34	89.47
Collaboration and information sharing	33	86.84
Equitable Distribution of Resources to Combat Crime	35	92.11
Proper Enactment of Law-and-Order laws and regulations	29	76.32
Research and Development	17	44.74

Source: Field data, 2021

The findings presented in Table 4.7 indicate a strong preference among respondents for collaborative, participatory, and technology-enhanced approaches to crime management. A majority (86.84%) affirmed that collaboration and information sharing between County Inspectorate Officers (CIOs), security agencies, and community members is among the most effective techniques in crime control. Similarly, 94.74% of respondents emphasized the importance of public sensitization and stakeholder engagement, highlighting the value of community participation in fostering collective responsibility for safety. The use of surveillance measures, such as CCTV installation, increased patrols, and enhanced street lighting, was supported by 89.47% of respondents, underlining the critical role of environmental design and technology in deterring criminal activities. Moreover, 92.11% cited equitable distribution of law enforcement

resources as essential, suggesting that disparities in security infrastructure could influence crime patterns. While 76.32% endorsed strict law enforcement, this lower proportion relative to other techniques indicates that punitive approaches are more effective when complemented by other strategies. Notably, 44.74% acknowledged the role of ongoing research and development, recognizing that rapidly evolving criminal tactics, particularly those influenced by technological advancement, require continuous innovation in enforcement practices. Overall, these findings demonstrate that effective crime prevention is viewed as a multidimensional effort, combining enforcement with community collaboration, resource equity, and adaptive strategies.

With respect to collaboration and information sharing between County Inspectorate Officers (CIOs), security agencies, and community members is among the most effective techniques in crime control. This was echoed by one CIO who stated,

We can't work in isolation. We rely heavily on community tips and coordination with the police to act swiftly and prevent escalation. (CIO 20, 2021)

Another officer emphasized,

Sometimes, it's the local elders or 'boda boda' riders who alert us first, they know what's happening before we do (CIO 3,2021).

These sentiments illustrate that local intelligence from community members is not just supplementary but often foundational to effective crime prevention.

The officers' perspectives reinforce the statistical finding that collaborative mechanisms enhance operational efficiency. Community members serve as crucial informants and partners in early warning systems, while inter-agency coordination ensures a faster,

more unified response. These point to a shift from a top-down enforcement model to a more decentralized, relational approach, where local stakeholders play an active role in co-producing security. Such collaboration also builds trust, enhances accountability, and promotes sustainability in crime control efforts.

A Key Informant Interview (KII) with a senior inspectorate revealed notable insights into the role of law enforcement techniques and community collaboration in crime management. The officer, who had recently been transferred from Kamukunji Sub-County, reported a significant contrast in the level of partnership between County Inspectorate Officers (CIOs) and community stakeholders. He noted:

I have experienced an improvement since I came here as far as criminal activities are concerned. Having been recently transferred from Kamukunji Sub-County where CIOs had a very strong partnership with the community members. I didn't find an existing supportive framework or any form of collaboration in Kibra between CIOs, CBOs and government security agencies with the community members within the sub-county. Following my interventions, crime rate has really reduced. This is because in effort to combat crime in this area we realized that there are certain Law enforcement techniques we employ in our duties that are efficient and friendly to the community members encouraging a strong collaboration between us and the community members. This has been achieved through building a communication channel that encourage members of the public to share any information with the authorities regarding security in their area. The officers at the stations had not gotten involved with the community in curbing criminal activities. I have committed myself to use the skills and knowledge to make crime management successful in Kibra Sub-County (KII in Laini Saba on 17/11/2021).

This testimony highlights the transformative impact of community-oriented policing, the importance of strategic partnerships between enforcement agencies and local organizations, and the value of responsive communication structures in enhancing public safety. The officer's experience demonstrates that shifting from traditional enforcement

to more inclusive and participatory law enforcement strategies can significantly reduce crime and foster community trust. This qualitative data aligns with the broader quantitative findings that emphasized the effectiveness of collaboration, public participation, and community sensitization in crime prevention.

The perspectives underscore the centrality of collaboration and information sharing in effective crime prevention and management. The testimonies illustrate that local intelligence derived from community members is not supplementary but foundational to successful policing in Kibra Sub-County. Officers' emphasis on relying on boda boda riders, elders, and other residents for early warnings aligns with the findings of Skogan (2006), who argued that community-oriented policing fosters trust, enhances intelligence gathering, and creates sustainable mechanisms for crime prevention. Similarly, Goldstein's (1990) problem-oriented policing model highlights the need for law enforcement agencies to move beyond reactive measures and instead develop proactive, collaborative strategies with stakeholders to address underlying causes of crime.

Similarly, CIOs emphasized the importance of public sensitization and stakeholder engagement, highlighting the value of community participation in fostering collective responsibility for safety. As one officer noted,

When the public is involved and aware, they become our eyes and ears on the ground (CIO 29, 2021)

Another CIO added,

Most crimes are prevented not by our presence alone, but because someone in the community spoke up or took action after a sensitization meeting (CIO 33, 2021)

These remarks underscore the central role of public awareness in creating an alert and responsive citizenry. The alignment between statistical data and the officers' views suggests that sensitization campaigns and inclusive engagement strategies are not just formal exercises but practical tools in crime prevention. Public sensitization empowers communities to detect early warning signs, report suspicious activity, and collaborate with authorities. Moreover, it fosters a shared sense of responsibility and dismantles the “us versus them” dynamic often found between law enforcement and civilians. In this way, engagement moves beyond information dissemination to become a participatory mechanism that strengthens trust, resilience, and proactive community policing.

The use of surveillance measures, such as CCTV installation, increased patrols, and enhanced street lighting, was supported by respondents, underlining the critical role of environmental design and technology in deterring criminal activities. A CIO commented,

Areas with proper lighting and cameras tend to have fewer incidents; criminals avoid being seen (CIO 16, 2021).

Another officer affirmed this view, stating,

When we installed floodlights in hotspot zones, the cases of mugging dropped almost immediately (CIO 38, 2021).

A third officer added,

Patrols backed by surveillance help us monitor patterns so we can intervene faster and even prevent crime before it happens (CIO 26, 2021)

These statements reinforce the quantitative findings by illustrating how environmental design and surveillance technologies create a deterrent effect while simultaneously improving the response capacity of law enforcement. The integration of CCTV, lighting, and patrols transforms the physical space into a monitored environment, increasing the perceived risk of apprehension among offenders. Furthermore, these tools provide objective data that can be used for investigation, strategic deployment, and resource allocation. The insights from CIOs suggest that technology is not a standalone solution but a powerful complement to human vigilance and coordinated patrol strategies, contributing to a safer and more secure urban environment.

The Cheruiyot & Wainaina (2020) established that public surveillance systems for instance had a positive significant effect on the control of juvenile gun crime in Mombasa. Also, from the data analysis it's evident that all the law enforcement techniques employed by the CIOs enhanced crime prevention in the area. The findings are in line with a study conducted by Piza, Welsh, Farrington & Thomas (2019) on CCTV surveillance for Crime prevention who reported that CCTV surveillance is associated with a considerable and modest decrease in crime and prevention as it is a deterrent to criminals. The findings affirm Broken Windows Theory of Wilson & Kelling (1982) that repairing or removing the little offences in time saved the community from experiencing the worst thus helping to curb criminal activities as soon as it occurs.

Moreover, 92.11% of respondents cited equitable distribution of law enforcement resources as essential, suggesting that disparities in security infrastructure could influence crime patterns across different neighborhoods. One CIO remarked,

You can't expect the same results from officers working in under-resourced zones. Some areas don't even have enough patrol vehicles or radios to coordinate. That gap puts both the public and officers at risk (CIO 15, 2021).

Another officer explained,

In well-equipped wards, we respond within minutes. But in areas where resources are stretched, response times lag and that's where criminals take advantage (CIO 29, 2021).

A third added,

Communities notice when they're neglected. It affects trust. If they don't see a presence or quick response, they stop reporting crimes altogether (CIO 32, 2021).

These insights illuminate how the unequal distribution of tools, personnel, and infrastructure directly affects the effectiveness of crime prevention and response. The statistical consensus is not simply about fairness; it reflects the operational realities of officers in the field. When some regions are better served than others, it creates vulnerabilities that offenders exploit and residents resent. Additionally, unequal resourcing can hinder morale and performance among officers, widening the trust gap between law enforcement and communities. Therefore, addressing resource equity is not only a matter of logistics but a foundational step toward creating a balanced, responsive, and inclusive public safety system.

These concerns resonate with Weisburd and Eck's (2004) observation that unequal allocation of policing resources creates "hot spots" of vulnerability, where crime concentrates due to reduced deterrence and delayed enforcement. The perspectives also reinforce the importance of organizational justice and fairness within security provision. According to Tyler (1990) and his procedural justice framework, perceived fairness in

the distribution of state services enhances legitimacy and compliance. Communities that feel neglected are less likely to cooperate with law enforcement, leading to diminished intelligence sharing and disengagement from collective crime prevention. This is reflected in the officers' accounts that residents stop reporting crimes when they sense that their neighborhoods lack adequate coverage.

While 76.32% of respondents endorsed strict law enforcement as a crime prevention strategy, this relatively lower proportion compared to other approaches suggests that punitive measures alone may be insufficient. One CIO reflected,

Enforcing the law is necessary, but we've learned over time that arrests don't always fix the problem. You arrest one person today, but if the root cause isn't addressed, someone else will take their place tomorrow (CIO 11, 2021).

Another officer stated,

People need to feel the presence of law and order, yes, but it has to go hand in hand with education, outreach, and support programs. Fear-based policing alone just doesn't work anymore (CIO 5, 2021).

These accounts highlight a shift in thinking among enforcement officers, who are increasingly aware of the limitations of purely punitive approaches. While strict enforcement has its place, especially in deterring serious and violent crimes, its effectiveness is enhanced when paired with preventive, rehabilitative, and community-centered strategies. The officers' perspectives reveal that crime prevention must go beyond reactionary tactics and embrace a more holistic framework that addresses underlying social drivers of crime. Thus, the moderate endorsement of strict enforcement reflects a pragmatic understanding that, enforcement must be balanced with

empathy, engagement, and systemic support to achieve long-term safety outcomes.

This aligns with Wilson and Kelling's (1982) Broken Windows Theory, which suggests that while maintaining order is critical, relying solely on enforcement without community engagement and disorder reduction may not sustainably curb crime. Moreover, the moderate endorsement of punitive measures indicates a shift toward a more holistic crime prevention framework. Braga and Bond (2008) have shown that interventions combining physical disorder reduction, social services, and measured law enforcement achieve better outcomes than punitive actions alone. Officers' experiences in Kibra reflect this reality, demonstrating that strict enforcement must be balanced with preventive, rehabilitative, and participatory approaches to address the root causes of crime effectively.

Notably, 44.74% of respondents acknowledged the importance of ongoing research and development in enhancing crime prevention strategies. Although this is the lowest-rated among the measures, the qualitative insights reveal a growing recognition of its value, especially in the context of emerging and complex forms of crime. One CIO observed,

Criminals are not what they used to be. These days, it's cyber fraud, fake documents, even coordinated syndicates. We need to keep learning, otherwise we'll always be one step behind (CIO 2, 2021).

Another officer emphasized,

Training and research help us understand new trends. We've had cases where we only cracked them after consulting with people who study crime patterns, that kind of input is crucial. Innovation isn't just about technology. It's about how we think, how we deploy, and how we work smarter with the limited resources we have (CIO 6, 2021).

These reflections underscore that while research and innovation may not be as

immediately visible as patrols or community engagement, they are critical in ensuring law enforcement stays ahead of increasingly sophisticated criminal tactics. The moderate endorsement may reflect a gap in accessibility or institutional investment in training and knowledge-sharing platforms, rather than a rejection of its importance. The officers' views point to an evolving mindset, one that values adaptability, evidence-based practices, and collaboration with academia and policy experts. As crime evolves, so too must the methods of those tasked with addressing it. Thus, continuous learning and innovation are emerging as strategic pillars in modern crime prevention frameworks.

These findings concur with those of Samoei (2018) who conducted a study on information communication and technology on enhancing security in urban areas, it was established that technology and communication of information was critical to enhancing security in urban areas and in Kenya at large. These findings affirm those of Broken Windows Theory (Wilson & Kelling, 2017) that petty offences had resulted to severe offences which were not addressed in time and this affected the effectiveness of law enforcement techniques employed to combat crime in the region.

The researcher also sought to explore the perceived origins of crime within the current policing environment. Findings revealed that lack of information, poverty, generational shifts, limited community education about law enforcement, and critical emerging issues, such as rapid urbanization and youth unemployment, were identified as the key drivers of crime in Kibra Sub-County. These factors were not only recurrent but also deeply interconnected, contributing to a complex ecosystem of vulnerability.

A resident of Sarang'ombe ward reflected this reality, stating:

This area is faced with extreme poverty, generational shifts, high levels of illiteracy, lack of knowledge about law enforcement and critical emerging issues. If there were strategies to be put in place in order to reduce violent crime then the first focus should be on addressing these causes (O.1 in Sarang’ombe, 19/11/2021).

This perspective resonates with the views expressed by several County Inspectorate Officers (CIOs), who noted that these crime drivers are intersectional in nature. As one officer pointed out,

You can’t look at poverty in isolation, as it links to joblessness, then to crime, and then to mistrust of police. It's all connected (CIO 7, 2021).

The officers emphasized that effective crime prevention cannot rely solely on enforcement but must begin with addressing underlying social and structural issues that fuel criminal behavior. In this context, CIOs advocated for context-sensitive, relational approaches that consider community dynamics, histories, and socio-economic realities. The quote from the Sarang’ombe resident thus underscores a critical insight from the study: crime prevention in Kibra requires a holistic, community-informed strategy that targets root causes rather than symptoms.

These findings align with the sociological perspective on crime, which posits that structural inequalities, social disorganization, and economic deprivation are fundamental contributors to criminal behavior. The CIOs’ acknowledgment that poverty links to unemployment, which in turn fuels mistrust of law enforcement, resonates with Broken Windows Theory, which emphasizes that disorder and neglect create environments conducive to crime. However, the officers’ perspectives extend this theory by highlighting the need for proactive engagement with the social conditions underlying disorder, rather than focusing solely on visible infractions.

Lastly, under the law enforcement techniques, the study sought to identify the reasons as why the public members shared crime information with the CIOs and how this technique influenced crime management in Kibra Sub-County. Table 4.8 below illustrates the results of the analysis.

Table 4.8 Reasons for Sharing or non-Sharing of Crime information

Reasons for Crime Information	Frequency	Valid Percent
Professionalism	131	37.54
Crime Reduction	170	49.13
Victimization	55	15.76
Enhance personal safety and security	102	29.23
Ineffective and inefficient Officers	65	18.62
Corrupt	73	20.92

Source: Field data, 2021

The study established that the majority of respondents (49.13%) were willing to share information with County Inspectorate Officers (CIOs) to support efforts in crime reduction, reflecting a foundational level of community trust in the role of law enforcement. A resident noted,

We report what we see because if we don't, crime grows and we all suffer. It's for our own good (RES 311, 2021).

This was echoed by one CIO who stated,

We rely a lot on community reports because they're our first line of intelligence. When people talk to us, it makes our work ten times easier (CIO 29, 2021).

The study highlights that information sharing is not merely a supportive activity but a foundational component of effective crime prevention. By fostering reciprocal

communication, law enforcement officers can respond more promptly and appropriately, while community members gain a sense of ownership and responsibility in maintaining security. This synergy underscores the need for policing strategies that prioritize engagement, transparency, and mutual accountability, extending beyond traditional enforcement tactics to include community participation as a core crime prevention strategy.

These findings align with the principles of Broken Windows Theory, which suggests that informal social controls such as, community vigilance and reporting, play a key role in maintaining order and deterring crime. When residents actively participate in sharing information, they reinforce informal social control mechanisms that complement formal law enforcement.

Another 37.54% of residents were motivated by a desire to promote professionalism and effectiveness in crime prevention. One respondent remarked,

If the officers know what's going on, they can plan better. We want them to act, not just react (RES 200, 2021).

A CIO confirmed this dynamic, saying,

Community input helps us prioritize areas and deploy efficiently. Without that local feedback, we're just shooting in the dark (CIO1, 2021).

The residents' motivation to contribute reflects an understanding of shared responsibility in crime prevention. By providing actionable information, community members directly influence the planning and effectiveness of law enforcement operations, bridging the gap between observation and intervention. This dynamic illustrates that proactive, informed

citizen participation is not only beneficial but essential for fostering a professional, responsive, and credible policing environment.

The results resonate with existing research on community-oriented policing, which underscores that collaboration between officers and local stakeholders enhances operational efficiency, reduces response times, and fosters public trust.

Further, 29.23% of residents reported that they shared crime information to enhance personal safety and security. A participant from shared,

I give information so they can protect us. I have children and I need to feel safe in my neighborhood (RES 10, 2021).

This was supported by a CIO who observed,

When people feel directly affected, they come forward. Parents, especially, want safer spaces for their children, and that motivates them to talk to us (CIO 3, 2021).

This finding complements earlier insights where residents participated to support professionalism and operational efficiency among officers. It underscores the principle of informal social control in the Broken Windows Theory, which posits that active community involvement in monitoring and reporting minor and major offences strengthens the broader social order. Residents' proactive behavior creates early warning systems that allow officers to respond swiftly, prevent escalation, and reduce opportunities for crime.

However, significant barriers to cooperation were also identified. About 15.76% of respondents were unwilling to share information due to fear of victimization. As one resident expressed,

Some of us have been targeted after reporting crimes. It's risky, and you never know who is watching (RES 60, 2021).

A CIO acknowledged this concern, stating,

Yes, we've heard this fear from the public. That's why we've tried to improve confidentiality, but some still don't trust that we can protect their identity (RES 112, 2021).

This finding highlights a critical limitation in the co-production of security: effective collaboration between law enforcement and the public is not automatic and can be constrained by perceived threats. It resonates with the principles of the Broken Windows Theory, which emphasize that social cohesion and informal social control are essential for maintaining order. When residents fear retaliation, informal social control weakens, reducing the community's capacity to participate in early warning systems and collaborative policing efforts.

Addressing these barriers requires targeted interventions, including strengthened protection for informants, transparent communication about confidentiality measures, and consistent demonstration of police accountability. By mitigating fear, law enforcement can foster a safer environment for community engagement, thereby enhancing the effectiveness of crime prevention initiatives.

In addition, 18.62% cited ineffectiveness and inefficiency as reasons for withholding information. One resident commented,

You report they come late or not at all. What's the point? (RES 118, 2021).

A CIO admitted,

There are days we don't have enough vehicles or staff to follow up immediately. It frustrates even us (CIO 17, 2021).

This reflects a broader challenge documented in policing literature: when law enforcement agencies fail to respond promptly or effectively, public trust diminishes, and citizens become less willing to cooperate. Tyler and Fagan (2008) emphasize that perceptions of fairness, timeliness, and responsiveness in law enforcement, are directly linked to community cooperation and legitimacy. Similarly, Skogan (2006) found that inefficiency in addressing reported crimes contributes to public disillusionment, undermining collective efforts to maintain order.

In the context of Kibra Sub-County, resource constraints such as limited personnel, vehicles, and communication infrastructure exacerbate delays, reinforcing community skepticism. These barriers highlight the importance of strengthening institutional capacity and operational efficiency to sustain public confidence. Without such improvements, even well-intentioned community members may withhold critical intelligence, thereby weakening collaborative crime prevention strategies.

Finally, 20.92% of respondents attributed their reluctance to share information to perceived corruption among officers. A resident lamented,

You report something, and the next thing, the same criminal is back on the street. It feels like officers are working with them (RES 84, 2021).

A CIO, when asked about this perception, responded,

It's unfortunate, but some past incidents have tainted the name of the inspectorate. We're working to rebuild trust, but it takes time (CIO 19,2021).

These narratives reveal a complex interplay between public willingness and institutional credibility. While a significant portion of the community is ready to cooperate for the greater good, persistent concerns about retaliation, inefficiency, and corruption undermine that willingness. The corroborated insights from CIOs affirm both the value and fragility of community-police relations. As such, building confidential reporting channels, investing in operational capacity, and reinforcing anti-corruption efforts are essential steps toward strengthening public confidence and enhancing collaborative crime prevention.

A KII, reported that,

Women talk to other women whose children may be involved in criminal activities to address their challenges. Women interact with their neighbors, understand their challenges and their children better, and are therefore able to intervene in security matters. Thus, victimization of women has reduced (KII in Laini Saba on 17/11/2021).

Also a KII from the local administration reported,

I am involved in coordinating security meetings, resolving problems on security and receiving reports. Once I receive the reports, I escalate matters that are more serious to my seniors for further intervention. I have established different committees on security with the community elders and with the government representatives called the 'National Government Administration Officers' (NGAO) comprised of the chief, assistant chief, assistant county commissioner and Deputy County Commissioner. (KII in Sarang'ombe on 18/11/2021).

The results are in line with those of World Safer (2012), who pointed out that the conduct of any government agency or service provider is very key in their relationship with the community members. He further, established that the public is involved in the

exchange of ideas or information on security issues affecting their area with the authorities. This brings the importance of reporting crime and attending security meetings as well as public forums to share information on the provision of security and crime prevention.

These findings affirm those of broken windows theory of Wilson & Kelling (1982) offences in the community once reported in time protected the society from what could have been a destruction.

4.4.2 Prevalence of Common forms of crime in Kibra Sub-County

To assess the influence of the law enforcement techniques employed by CIOs to manage crime in Kibra Sub-County, the study sought to know the prevalence of common forms of crime in the area. Therefore, the researcher asked the respondents to state the common criminal activities in their localities and asked them how often the crime occurred. The responses were illustrated on the Table 4.9 below:

Table 4. 9: Prevalence of Common crimes in Kibra Sub-County

Common crime	Frequency	Percentage (%)
Liquor offences	140	40.11
Nuisance	201	57.59
License related offences	133	38.11
Littering	165	47.28
Traffic violations	72	20.63

Source: Field data, 2021

The study findings indicate that public nuisance offences were the most frequently reported type of crime, cited by 57.59% of respondents. This suggests that behaviors such as excessive noise, obstruction of public spaces, and disorderly conduct remain a

major concern within the community. A CIO noted,

We get calls almost daily about noise from bars, illegal hawkers blocking walkways, or groups idling and causing chaos. It may not look serious, but it affects people's peace and security (CIO 36, 2021).

A KII respondent from a local community organization added,

Public nuisance might seem minor, but it reflects a breakdown in discipline, and it's where most violent crimes start, small things that spiral out of control (KII,2021).

Closely following were littering offences, reported by 47.28% of respondents. This points to a significant environmental management challenge, reflecting both limited enforcement of sanitation bylaws and low levels of civic responsibility. One CIO remarked,

Dumping of waste in open areas is a constant battle. We fine people, but the behavior keeps coming back. There's a need for stronger awareness and regular clean-ups (CIO 3, 2021).

A KII with an urban planner in the County Government emphasized,

Poor waste management is not just an environmental issue; it's linked to health risks, crime hotspots, and a general feeling of neglect in the area (KII, 2021).

Liquor-related offences were identified by 40.11% of respondents, pointing to ongoing issues with the illegal sale and abuse of alcohol. These offences are often connected to other social problems such as domestic violence, assaults, and disorderly behavior. As one CIO explained,

Unlicensed liquor dens are not just breaking the law, they are breeding grounds for crime. We have arrested people from these places involved in theft, fights, even assault (CIO, 2021).

A KII reported,

The challenge isn't just access to alcohol but the lack of rehabilitation and community support programs for chronic abusers (KII, 2021).

License-related offences, reported by 38.11% of respondents, reveal persistent non-compliance with business regulations, often attributed to informal operations, limited awareness of licensing procedures, or weak enforcement. A CIO stated thus,

Many traders don't renew or apply for licenses, some say they don't know how, others don't see the need because enforcement is inconsistent (CIO 8, 2021).

A KII added,

There's a lack of civic education on licensing. We also need better follow-up systems and digitized processes to make compliance easier (KII, 2021).

Though traffic violations were reported by a smaller proportion of respondents (20.63%), they remain a significant public safety concern, especially in densely populated urban areas. A CIO noted,

We see daily offences, overlapping, riding without helmets, and unroadworthy vehicles. These things put lives at risk, but people dismiss them until accidents happen (CIO18, 2021).

A KII with a matatu route coordinator observed,

Traffic rules are ignored because enforcement is not consistent. There's also a gap in educating both drivers and pedestrians on their roles in road safety (KII, 2021).

The findings reveal that current law enforcement techniques in Kibra are largely reactive, focusing on responding to public nuisance, littering, liquor-related offences, and other visible infractions, rather than addressing their root causes. This approach, while necessary, exposes gaps in preventive strategies, civic education, and regulatory

enforcement. The recurrence of these offences suggests limited community awareness of by-laws, weak institutional coordination, and inadequate enforcement capacity.

These findings align with Daniel (2020), whose study on high crime and socio-economic development in Nairobi reported that public nuisance, illegal liquor trade, and informal sector violations had soared to their highest levels, especially impacting children and adolescents. The current study confirms these patterns in Kibra, where young people are not only exposed to disorderly environments but are increasingly drawn into or victimized by urban-level crimes, such as gang involvement and substance abuse. As both community and inspectorate voices reveal, addressing these offences requires targeted enforcement, civic education, and expanded capacity-building for CIOs, all of which are crucial for enhancing urban safety, well-being, and development.

4.4.3 City Inspectorate Officers (CIOs) Collaboration and Partnership in Crime

Prevention

The researcher wanted to know whether law enforcement techniques applied by the CIOs in crime management in Kibra Sub-County had affected CIOs collaboration and partnership with the community and other security agencies in crime management. Therefore, the study sought to know if the City Inspectorate Officers were doing enough to encourage partnerships and collaboration in crime management in Kibra Sub-County. The responses were rated using a Likert scale on the level of 1 to 5 as illustrated in the Table 4.10 below:

Table 4.10: CIOs Collaboration and Partnership in Crime Prevention

CIOs Collaboration & Partnership in Crime Prevention		Frequency	Percent (%)
Valid	Strongly Disagree ¹	42	12.03
	Disagree ²	46	13.18
	Neutral ³	59	16.91
	Agree ⁴	115	32.95
	Strongly Agree ⁵	89	25.50
Total		349	100

Source: Field data, 2021

The results presented in Table 4.10 reveal mixed perceptions among respondents regarding the efforts of City Inspectorate Officers (CIOs) to foster partnerships and collaboration in combating crime in Kibra Sub-County. A combined 58.45% of respondents expressed positive sentiments, with 32.95% agreeing and 25.5% strongly agreeing that CIOs were actively encouraging collaboration. This suggests that a majority of the community recognizes ongoing efforts by the CIOs to engage stakeholders, including community members, civil society organizations, and other security agencies in joint crime prevention initiatives. Conversely, a notable 25.21% of respondents held negative views, with 13.18% disagreeing and 12.03% strongly disagreeing, indicating a level of dissatisfaction or unawareness of such collaborative efforts. Additionally, 16.91% remained neutral, potentially reflecting limited interaction with CIOs, lack of information, or indifference toward public security initiatives. While the findings suggest general approval and recognition of the CIOs' collaborative approaches, the data also highlights the need for increased visibility, communication, and engagement, especially with segments of the population that remain disengaged or skeptical about current law enforcement-community relations.

These findings resonate with previous studies. For example, Skogan (2006) in his evaluation of community policing in Chicago found that while collaboration between law enforcement and communities improved trust and reduced fear of crime, community awareness and direct participation were uneven across neighborhoods. Similarly, Tankebe (2009), in his work on procedural justice in Ghana, emphasized that law enforcement legitimacy and effectiveness are closely tied to the degree of collaboration and communication between officers and community members.

The findings indicate that community approval of CIOs' collaborative approaches is generally strong, though not universal. The presence of significant neutral and negative perceptions highlights the need for enhanced visibility, consistent communication, and deliberate outreach efforts. Strengthening collaboration with marginalized or skeptical groups could improve inclusivity and reinforce trust in CIO-led crime prevention strategies.

A key informant reported:

Our organization has been partnering with the community to provide solutions to issues of insecurity in this area. For the past five years, we have rescued, reformed and reintegrated over 100 street children and families. Some of the individuals have joined the organization to serve the society. However, from personal experience, despite media portrayal and national level perceptions, community members really appreciate and feel the need for law enforcement (KII in Makini on 18/11/2021).

A KII who is a director of the inspectorate reported that,

“Most residents in this ward have embraced crime as a way of life, so they have adopted the attitude of seeing crime as an insurmountable evil that must be endured and learned to live with. In addition, many victims of crime choose not to include City investigators or security officials because previous experience with

other victims has shown that very little is being done about criminal arrest or criminal prosecution. Even if appropriate steps are taken, the justice process is so long that by the time it is concluded that the victim has already suffered irreparable damage. The general feeling is that organs of state have a fair share of corruption and that people do not get enough justice in the court (KII in Kibra Sub-Couty on 18/11/2021).

Another KI working with National Government Administration had this to say regarding collaboration between city inspectorate and national government security agencies;

There has always been some level of collaboration between police officers and city inspectorate officials. We provide city inspectorate with back up when they go into enforcement duties, especially in areas where their lives would be in danger. This ensures that city inspectorate officials succeed in the enforcement of law and order in their respective areas of operation (National Government Administration official on 19/11/2021).

This finding confirms that in deed collaboration exists between national government officials and city inspectorate officials in crime management.

Senior police officer also had this to say regarding collaboration between the city inspectorate and national government security agencies;

The national police service and city inspectorate officials work closely in a mutual partnership to fight crime in the city. We recognize that we don't have enough police officers to undertake all law enforcement assignments in Nairobi and at the same time, city inspectorate officials are inadequate in numbers to undertake all law enforcement duties in their areas of operation. This calls for a close working relationship as collaborating partners in crime management and not as competing rivals (Senior Police Officer, Kibra Sub-County, 2021).

Similar results were obtained in a study by Gjelsvik (2020) on Police Reforms and Community Policing in Kenya who supports the National Police Service Community Policing Committees model of policing. He established that police need to engage with

the community in partnerships to deal with crime and related problems, which includes working collaboratively with other public and private agencies not only to solve problems, but to reduce the fear of crime, physical and social disorder, and neighborhood decay for this enhance trust between the CIOs and the community has to help in crime prevention.

In reference to Broken Windows Theory as highlighted by Wilson & Kelling (1982), that offences have posed a challenge toward community-police partnerships hence deteriorating security in the area. The findings of this study concur with Wilson &Kelling (1982) that crime rate had increased in this region due to the large gap that existed between the community members and City inspectorate officers and closing this gap brought about an improvement in crime prevention.

Besides, the study sought to assess the effects of City Inspectorate Officers' collaboration with both State and Non-state Agencies in crime management in Kibra Sub-County. The researcher assessed the various ways City Inspectorate Officers collaborated with both State and Non-state Agencies in effort to prevent crime in Kibra Sub-County.

The researcher sought to find out the level of extent to which the respondents agree or disagree with the effect of City Inspectorate Officers' collaboration with both State and Non-state Agencies on crime prevention. The responses were illustrated in the Table 4.11.

Table 4.11: Effect of City Inspectorate Officers’ collaboration with both State and Non-state Agencies on crime management

Statement	Agree		Disagree		Mean score	Std deviation
	Frequency (N)	Percentage (%)	Frequency (N)	Percentage (%)		
Problem solving	30	69	44	31	3.14	0.079
Service orientation	40	84.5	22	15.5	3.42	0.176
Empowerment and accountability	35	95.1	7	4.9	3.92	0.209
Mobilization and sensitization	37	70.4	42	29.6	3.24	0.098

Source: Field data, 2021

The study found that the majority of respondents agreed with the statements that City Inspectorate Officers’ (CIOs) collaboration with both State and Non-State Agencies has positively contributed to crime prevention in Kibra Sub-County. This was demonstrated by high mean scores across several dimensions of collaboration: empowerment and accountability (M = 3.92, SD = 0.209), service orientation (M = 3.42, SD = 0.176), problem solving (M = 3.14, SD = 0.079), and mobilization and sensitization (M = 3.24, SD = 0.098).

These findings indicate that collaboration extends beyond routine enforcement duties, contributing to capacity-building among community members, fostering shared responsibility in crime prevention, and creating channels of accountability between the officers, government agencies, and the local population. The high mean score on empowerment and accountability suggests that residents perceived CIO collaboration as enabling them to play an active role in shaping security outcomes, thereby reinforcing

mutual trust. Similarly, the scores on mobilization and sensitization point to the effectiveness of community-centered approaches such as awareness campaigns, neighborhood watch programs, and educational forums, which not only deter criminal behavior but also increase community resilience.

Moreover, collaboration with non-state actors such as community-based organizations (CBOs), religious institutions, and civil society groups plays a critical role in filling resource and legitimacy gaps that formal law enforcement agencies may face. These partnerships ensure that enforcement strategies are locally relevant, culturally sensitive, and sustainable. The relatively lower but still positive score on problem solving highlights that while CIOs and their partners are making progress in addressing crime-related issues, challenges such as resource constraints, delayed responses, and mistrust in certain areas still need attention.

The research findings are in line with Koki (2009), who observed that crime had significantly reduced among residents of Igbo due to the critical role played by integrated security initiatives, particularly those that relied on collective problem-solving and shared accountability frameworks. Similarly, Bayley and Shearing (2001) argue that policing in contemporary societies has moved toward a model of “plural policing,” where state and non-state actors collaborate to co-produce security, making partnerships essential for effective crime control. In the Kenyan context, Ruteere and Pommerolle (2003) note that collaboration under initiatives such as Nyumba Kumi has improved local intelligence gathering, increased citizen participation, and enhanced trust between communities and enforcement agencies.

Therefore, the study affirms that collaborative frameworks between CIOs, State, and Non-State agencies are central to effective crime prevention in Kibra Sub-County. Such partnerships not only improve operational efficiency but also empower citizens, promote accountability, and encourage community-led security solutions. Strengthening these collaborations by institutionalizing regular communication, joint training, and participatory planning could further enhance their impact on public safety.

Findings on descriptive analysis of data on law enforcement techniques and crime management pointed to a general association between the various techniques and crime management in Kibra Sub-County. Consequently, research data on law enforcement techniques and data on crime management were subjected to Pearson Product Moment Correlation Coefficient.

Pearson Product Moment Correlation Coefficient was selected for this investigation because frequency counts and means suggested linearity in the data association between law enforcement techniques and crime management in Kibra Sub-County. From the frequency counts and percentages presented, there were no extreme scores (outliers) and data also suggested that law enforcement techniques and crime management were related pairs. Findings are presented in Table 4.12.

Table 4.12: Pearson Product Moment Correlation Coefficient for Law Enforcement Techniques and Crime Management

		Crime Management	
Crime Management	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	349	
Law Enforcement Techniques	Pearson Correlation	.542**	1
	Sig. (2-tailed)	.001	
	N	349	349

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Field Data, 2021

The findings in Table 4.12 revealed a statistically significant and moderate positive correlation between law enforcement techniques and crime management ($r = 0.542$; $p < 0.05$), based on Guilford’s Rule of Thumb. According to this guideline, a correlation coefficient between 0.40 and 0.70 indicates a moderate relationship. This means that improvements in law enforcement techniques, such as community engagement, surveillance, equitable resource distribution, and public sensitization, are moderately associated with enhanced crime management outcomes in Kibra Sub-County. The statistical significance of this correlation confirms that law enforcement strategies are an important contributing factor in the efforts to control and reduce crime within the area.

Findings from this study were compared with findings from empirical studies on the relationship between law enforcement and crime management. According to the Nairobi Crime Survey Report the main causes of crime in the City are: Poverty, drugs, greed, illicit weapons, and proliferation of street families, lack of street lights, laziness and madness. All forms of crime are related to social status. As economic and social

conditions change, so does the size and type of crime (Oketch.2018). Therefore, in effort to prevent crime in Nairobi City, the Nairobi Inspectorate Service Act (2017) established the Inspectorate Service and was mandated to curb criminality by enforcing the County laws and other related laws within the powers of Nairobi. The NCCG operates under various laws namely; Cities and Urban Areas Act, The County Governments Act and other Acts. Nairobi City County is responsible for providing a range of services to local residents. Inspectorate services conducted by the City Inspectorate include: Enforcement and Compliance with Nairobi County Government Laws, enforcement of appropriate permits, protection of public amenities, enforcement of obstructions and any other duties that may be assigned. These activities are important in ensuring that crime is reduced if not eliminated in Nairobi City. This included services previously provided by the City Council and those removed from national government (Constitution of Kenya, 2010). Therefore, in order to effectively control the surge of criminality in Nairobi County, the Nairobi Inspectorate department deployed Inspectorate officers in all Sub-Counties in Nairobi, who are supposed to partner with both National Police service and other stakeholders to ensure safety of Nairobi residents.

4.5 Nairobi City Inspectorate Officers' motivation on crime management in Kibra Sub-County

The second objective of the study was to evaluate the influence of Nairobi City Inspectorate Officers' motivation on crime management in Kibra Sub-County. Findings of this objective were presented in the following sub-themes:

4.5.1 Motivation schemes in place for the Nairobi City Inspectorate officers in crime management

Here, the researcher asked the respondents to identify if they had some motivation schemes in place at their work setting. The results are presented in the table 4.13 below:

Table 4.13: Motivation schemes in place for the Nairobi City Inspectorate officers

Motivation schemes	Frequency	Percent (%)
Allowances	18	47.36
Job promotions	20	52.63
Provision of Insurance covers	10	26.32
Salary increment	15	39.47
Recommendation letters	25	65.79

Source: Field data, 2021

The findings reveal that City Inspectorate Officers (CIOs) in Kibra Sub-County receive varying forms of motivation, with 65.79% of respondents indicating that recommendation letters were the most common. Other incentives included job promotions (52.63%), allowances (47.36%), salary increments (39.47%), and insurance covers (26.32%). Despite these efforts, the dominant perception was that CIOs remain largely ineffective in combating crime, suggesting that current reward systems may be insufficient or misaligned with their actual needs.

CIOs expressed dissatisfaction with token forms of recognition. One officer noted,

We appreciate recommendation letters, but what we really need are allowances, better equipment, and training opportunities that help us perform better (CIO 8, 2021).

Another shared,

A letter is good, but when you go home with nothing extra in your pocket, it doesn't make a difference. We would prefer a risk allowance or

transport stipend (CIO13, 2021).

A third stated,

We are always on the ground, what we need is health insurance, promotions based on merit, and better working tools, not just appreciation on paper (CIO 18, 2021).

These insights reflect Atchison's (2003) caution that predictable and symbolic rewards risk being perceived as entitlements, ultimately failing to motivate. The data indicates a clear need for more tangible, performance-based, and practical incentives, such as transport facilitation, risk allowances, regular promotions, and medical coverage, to boost morale and effectiveness among officers tasked with maintaining urban security under often difficult and resource-constrained conditions.

Furthermore, the study noted that some motivation schemes were performance-based, implying that only a segment of officers who meet certain performance benchmarks receive tangible rewards. This system, while meritocratic in intent, may inadvertently demotivate other officers, especially if the criteria for evaluation are perceived as unclear or inequitable. These findings point to a need for the re-evaluation of the motivation strategies employed within the inspectorate department to ensure they are diverse, meaningful, performance-sensitive, and capable of inspiring long-term commitment and excellence in combating crime.

Besides, a senior inspectorate officer reported that,

As a person in charge of inspectorate department in this area, I have received suicidal cases committed by the officers. Due to low pay and tough working conditions, many officers go through depression as they cannot sufficiently provide for their families. This is because of insufficient funds allocated by the County government. Our role in crime management has been overlooked giving more credit to the police officers who are armed with safety gears. This has affected the performance of the inspectorate officers as they do

not the morale to work hard. (KII in Laini Saba on 17/11/2021).

The researcher established that the inspectorate officers' motivation was low and this affected their performance in crime management in Kibra Sub-County. These findings concur with Bhatti and Samina (2011) who established that stress has a high impact on employees' commitment and productivity. They indicated that stress directly affected employee's productivity and job satisfaction resulted to reduced employee's commitment. Therefore, the difference between failure and success of the organization can be brought by the capacity to manage workplace stress.

The director of city inspectorate had this to say about motivation of city inspectorate officials in crime management;

Nairobi City County management has put in place all mechanisms to ensure that law enforcement officials, like all other employees, are adequately motivated to conduct their duties. Their medical covers are paid for on time, they get their salaries and allowances, they receive annual salary increments, all leaves and other payments as may be necessary. All this is done to ensure that city inspectorate officers are well motivated to undertake their duties as expected" (KI, Kibra Sub-County, 22/11/2021).

This finding implies that efforts have been put in place by the county government of Nairobi to support and motivate city inspectorate officers in their crime management duties. Pink (2009) refers to the external reward system; the carrot-on-a-stick approach, which is a traditional theory that is based upon reward and penalties to achieve desired behaviours. The reward is, for example, salaries, pay raise, and promotions, while penalties include fines, loss of job (regular income), and demotion. The main purpose of

this approach is to optimize the employees' performance which in turn is supposed to increase the overall performance of the organization. Conclusively, the theories regarding extrinsic motivation are similar where the goal is to elicit the desired behaviour by using external rewards (Skinner, 1938).

One of the most crucial assignments for a manager within an organization is to motivate the employees. Lack of motivation is shown by organizations failing to retain their most talented employees (Mintzberg, 1973). Moreover, Butler and Waldroop (1999) state that the mentioned problem is due to employers failing to understand what motivates employees and how an organization should work to keep their employees satisfied. Furthermore, Maccoby (2010) highlights four tools that managers should implement to be able to motivate their employees: reasons, responsibilities, relationships, and rewards. The author means that managers should be able to give their employees meaningful reasons why their work-task is important for the organization.

4.5.2 Welfare needs being addressed to ensure the effectiveness of Nairobi City Inspectorate Officers

The researcher wanted to know the views of the respondents on how to enhance the welfare of the Nairobi City Inspectorate on crime management in Kibra Sub-County.

The responses were illustrated on table 4.14 below:

Table 4.14: How to enhance the welfare of the City Inspectorate Officers

Statement	Frequency (n)	Valid Percent (%)
Pay raise	32	84.21
Provision of safety equipment	31	81.58
Deploy more officers	35	92.11
Extraneous allowances should be provided	37	97.37
Communication gadgets	23	60.53
Provision of patrol vehicles	29	76.32

Source: Field data, 2021

The study findings reveal a strong consensus among respondents regarding the need to improve the working conditions of City Inspectorate Officers (CIOs) in Kibra Sub-County to enhance their effectiveness in crime management. A significant 97.37% of respondents advocated for the provision of extraneous allowances, indicating that current compensation does not adequately reflect the risks and responsibilities associated with their duties. Similarly, 84.21% emphasized the need for increased pay, further underscoring dissatisfaction with the existing remuneration structure.

In terms of operational resources, 81.58% called for safety equipment, 76.32% recommended patrol vehicles, and 60.53% identified the need for communication gadgets. These suggestions expose systemic logistical gaps that likely hinder the officers' capacity to carry out their roles efficiently. Additionally, 92.11% cited staff shortages as a major impediment to effective crime management.

These concerns were echoed in the voices of CIOs themselves. One officer lamented,

Sometimes we go out with no radios, no vests, and no backup. How are we supposed to keep people safe when we're not safe ourselves? (CIO 26, 2021).

Another stated,

We are very few, and without enough boots on the ground, crime prevention becomes a guessing game. We're overwhelmed. Proper pay, protective gear, and working vehicles would change everything. Right now, we're operating on empty (CIO 6, 2021).

The researcher's field observations further confirmed these deficiencies, noting the absence of basic protective gear and functional communication tools. This lack of logistical support not only exposes officers to personal danger, but also impairs rapid response and coordination, ultimately reducing the overall effectiveness of law enforcement in Kibra.

In light of these findings, it is evident that resource constraints, financial, human, and logistical, significantly hinder the performance of City Inspectorate Officers in Kibra. Addressing these gaps through increased investment, improved welfare provisions, and enhanced logistical support is therefore essential for strengthening crime prevention efforts in the area.

A KII reported,

I'm the head of the Inspectorate department and for the last three years I have worked here, I have received many cases of officers attacked and killed by the citizens they tried to arrest. The officers are not allowed to carry guns with them. The patrol vehicles are only two which cannot serve adequately in this area. Most of the senior officers opt to use their personal means in order to respond quickly in times of emergency. We are still pushing for pay raise and hardship allowances for the officers at County level. The working conditions are not favorable as we risk out our lives to safe the citizens. (KII in Sarang'ombe on 18/11/2021).

The study also established that most City Inspectorate Officers were paid very low despite working day and night to ensure community safety. In addition, majority were family men and women and this limited time with their families and could also not meet

all their basic needs, a KII reported;

The county government has not provided the Inspectorate department with adequate funds to facilitate crime prevention activities in the area. Some of the inspectorate officers are in fear of the community members since in the past, some citizens having been found partnering with the criminals or covering up some crimes. Many cases have been reported of City Inspectorate officers attacked and killed by the criminals they tried to arrest or during their patrols. (KII in Sarang'ombe on 19/11/2021).

These findings affirm the Broken Windows Theory of Wilson & Kelling (1982), who argue that presence of these small crimes create an urban environment that promotes disorder and criminal activities thus making the neighborhood insecure for the residents. The disorder leads to law-abiding citizens associating their neighbors with insecurity, and thus these citizens withdraw from informal social controls and regulations. Wilson & Kelling (1982) suggests that if these visible displays of disorder and neglect are reduced, violent crimes might go down too, leading to an overall reduction in crime and an increase in public safety. Therefore, the study established that provision of communication gadgets, safety equipment, allowances and patrol vehicles to the City Inspectorate Officers will enhance their effectiveness in crime management. This will also reduce the chances of small crime occurring that may lead to serious crimes such as attacks by the criminals.

Besides, the study sought to find out the challenges that both the City Inspectorate Officers (CIOs) and community members faced in building strong partnerships necessary for addressing welfare needs in crime prevention efforts. The findings established that lack of information, inadequate funding, and low levels of trust were the

main barriers. A CIO noted,

Many times, we only hear about an incident after it has already escalated. The community is hesitant to report, maybe because they don't trust we will act, or they fear retaliation (CIO 19, 2021).

Similarly, a community member observed,

We rarely see the officers engaging with us unless something bad has already happened. There's a big gap in how we relate (RES 115, 2021).

Another CIO pointed out the challenge of limited operational resources, stating,

We want to hold barazas, do patrols together with locals, but without funds, even transport becomes a problem. How can we build trust if we are hardly visible or reachable? (CIO 21, 2021).

These assertions underline the urgent need for improved communication, community policing forums, and logistical support, all essential for strengthening collaborative crime prevention efforts in Kibra Sub-County. A KII also corroborated this finding when he asserted that;

The government has not provided the public with the right information on the roles as well as funds to facilitate community policing activities in the area. Community members are in fear of the officers since in the past. Some inspectorate officers have been found partnering with the criminals or covering up some crimes. (KII in Laini Saba on 17/11/2021).

The findings highlight that effective crime prevention partnerships require more than reforms on paper. They demand consistent communication, resource support, and demonstrable integrity from enforcement officers. Without these, collaborative frameworks risk being undermined by skepticism, fear, and logistical inefficiencies, particularly in urban informal settlements such as Kibra.

This is in contrary to a study conducted by Polo (2021) on the effect of the implementation of strategic reforms on National Police Service performance in Usain Gishu County. The study established that the implementation of police reforms that included house allowance and merging of police officers to live with the public had not improved the police relationship with the public and their overall welfare.

4.5.3 Relationship with community in Kibra Sub-County

The study also sought to examine the perceived relationship between the City Inspectorate Officers and the residents in Kibra Sub-County. The researcher asked both the residents and the inspectorate officers to give their opinion on their relationships towards each other. The responses on residents' view of the nature of relationship between the officers and the residents were illustrated on the table 4.15 below:

Table 4.15: Nature of Relationship between City Inspectorate Officers and Residents, a residents' Perspective

Statement	Frequency	Percent (%)
Very friendly	21	6.02
Fairy friendly	36	10.32
Friendly	49	14.04
Fairy unfriendly	173	49.57
Very unfriendly	70	20.06
Total	349	100.0

Source: Field data, 2021

The findings, as presented in Table 4.16, reveal that the relationship between City Inspectorate Officers (CIOs) and the residents of Kibra is largely perceived as strained, unapproachable, and marked by mutual suspicion. A combined 69.63% of respondents

rated this relationship as either “fairly unfriendly” (49.57%) or “very unfriendly” (20.06%), highlighting a prevailing disconnect between law enforcement and the communities they serve. Several residents attributed this tension to the perceived authoritarian approach of CIOs, lack of public engagement, and an absence of consistent communication. A resident from Laini Saba stated,

They come to enforce rules, not to understand our problems. Most of the time, they appear aggressive, not approachable (RES 104, 2021).

This sentiment was echoed by a youth leader in Sarang’ombe, who observed,

There is a wall between us and them. We don’t feel safe going to them unless we’re in trouble and even then, you’re not sure they’ll help without harassing you (RES60, 2021).

These sentiments reflect a deficit in trust and legitimacy, which are central tenets of effective community policing. Residents are more likely to cooperate with law enforcement when officers demonstrate fairness, transparency, and respect in their interactions. The perception that CIOs are largely punitive rather than service-oriented undermines this dynamic, leading to reluctance in community collaboration and information sharing.

The findings also resonate with Skogan’s (2009) argument that poor police-community relations often stem from heavy-handed enforcement practices and a lack of participatory engagement, which breed fear rather than partnership. In Kibra, this antagonistic relationship creates a vicious cycle: the more residents feel harassed or ignored, the less they engage with CIOs, which in turn reduces the effectiveness of crime prevention efforts.

Ultimately, the strained relationship between CIOs and residents points to the urgent need for relationship-building strategies that move beyond enforcement toward dialogue, inclusivity, and responsiveness. Without deliberate efforts to rebuild trust, the sustainability of collaborative crime management initiatives in Kibra remains uncertain.

Only a small fraction 6.02% and 10.32% respectively, described the relationship as “very friendly” or “friendly,” indicating that positive interactions remain isolated and are not widely experienced or institutionalized. A few respondents did acknowledge individual CIOs who demonstrated a commitment to listening and resolving issues. As reported,

There’s one officer who checks in on youth groups and talks to us like human beings, not suspects (RES 72, 2021).

However, such cases were seen as exceptions rather than the norm. Another lamented,

Trust takes time to build, but if we don’t see these officers unless they’re making arrests or demolishing stalls, how can we work together (RES 80, 2021).

Residents viewed the lack of a collaborative framework, poor visibility of CIOs outside enforcement operations, and minimal participation in public forums as key barriers to relationship-building. These insights suggest that community policing in Kibra cannot succeed without deliberate efforts to foster mutual respect, promote two-way communication, and involve residents in crime prevention strategies. For many, improving this relationship is not just about reducing crime, but about restoring dignity, accountability, and shared ownership of safety within the community.

4.16: Nature of Relationship between City Inspectorate Officers and Residents, a City Inspectorate Officer's perspective

Statement	Frequency	Percent (%)
Very friendly	8	21.1
Fairly friendly	10	26.3
Friendly	11	28.9
Fairly unfriendly	5	13.2
Very unfriendly	4	10.5
Total	38	100

Source: Field data, 2021

Unlike the residents' perception, the findings presented in Table 4.16 indicate that 76.3% of the inspectorate officers interviewed perceived their relationship with the residents as friendly, while 23.7% disagreed. According to the officers, the improved relationship was evidenced by the residents' willingness to report crimes, their increasing cooperation during operations, and greater openness in day-to-day engagements. One officer remarked,

Nowadays, people even approach us voluntarily to give us tips. That was not the case before (CIO 20, 2021).

However, despite this optimism from the officers' side, they acknowledged that further civic education is necessary to enhance mutual understanding and trust, suggesting that friendliness alone does not guarantee sustained collaboration.

This contrast in perception between the CIOs and residents reflects a deeper disconnect, what officers perceive as friendliness may, from the residents' viewpoint, be cautious compliance or obligation rather than genuine trust. As Mwangi (2012) observed in his

study on the need for a national community-based policing policy, such disconnects stem from several factors: firstly, fear among residents often inhibits them from sharing crucial information with law enforcement due to fear of retaliation or intimidation. Secondly, limited interaction outside enforcement contexts leaves officers unaware of the lived realities and needs of the community. Thirdly, aggressive or coercive tactics by law enforcement continue to reinforce fear, thereby hindering the formation of a constructive partnership. These persistent gaps in perception and experience ultimately undermine effective crime management efforts in Kibra Sub-County and highlight the need for deliberate, sustained trust-building initiatives that go beyond occasional collaboration.

Findings on descriptive analysis of data on Nairobi City Inspectorate officer's motivation and crime management pointed to a general association. Consequently, research data on Nairobi City Inspectorate Officers motivation and data on crime management were subjected to Pearson Product Moment Correlation Coefficient.

Pearson Product Moment Correlation Coefficient was selected for this investigation because frequency counts and means suggested linearity in the data association between motivation of city inspectorate officers and crime management in Kibra Sub-County. From the frequency counts and percentages presented, there were no extreme scores (outliers) and data also suggested that motivation of Nairobi City Inspectorate officers' and crime management were related pairs. Findings are presented in Table 4.17.

Table 4.17: Pearson Product-Moment Correlation Coefficient for Nairobi City Inspectorate Officers' Motivation and Crime Management

		City Inspectorate Officers' Motivation	Crime Management
City Inspectorate	Pearson Correlation	1	
	Officers' Motivation Sig. (2-tailed)		
	N	349	
Crime Management	Pearson Correlation	.615**	1
	Sig. (2-tailed)	.001	
	N	349	349

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Field Data, 2021

Findings in Table 4.18 revealed a statistically significant positive correlation between the motivation of Nairobi City Inspectorate Officers and effective crime management in Kibra Sub-County ($r = 0.615$; $p < 0.05$). According to Guildford's Rule of Thumb, a correlation coefficient between 0.60 and 0.79 indicates a moderate to strong relationship, suggesting that higher levels of officer motivation are associated with improved outcomes in crime prevention and control. This implies that when inspectorate officers feel adequately motivated, through mechanisms such as fair compensation, recognition, and access to resources, they are more likely to demonstrate commitment, efficiency, and responsiveness in executing their duties. The significance of this relationship highlights the critical role that strategies, particularly motivational incentives, play in shaping law enforcement effectiveness within urban informal settlements like Kibra.

Findings from this study were compared with findings from empirical studies on the relationship between law enforcement officers' motivation and crime management. A survey by the United States National Wellness Institute (2018) revealed that a comprehensive Officer Safety and wellness programs can include treatment for an array of challenges that can stem from or lead to mental health issues, e.g., substance abuse, divorce, financial stress, or family disorders, in ensuring efficacy of the Inspectorate the researcher was keen to correlate how to encourage officer entails helping officers to engage in a self-aware, self-directed process of achieving full physical, mental, and spiritual potential, this ought to be addressed by the Inspectorate to enhance efficacy in combating crime.

In yet another study, Kirschman, Kamena, & Fay (2014) established that focus on officer safety and wellness through targeted programming and agency culture will improve individual well-being as well as agency morale as a whole, the target should be on Inspectorate Officers facing particular problems at work and home that may impact the efficacy in combating crime. Furthermore, officer safety and wellness have an impact on how officers' police the communities that they serve and protect. At all levels of law enforcement, from rank and file to leadership, officers who are equipped to handle the physical and mental demands of policing will build more positive interactions with the community and be more productive in the execution of their duties.

4.6. The Effect of Training the City inspectorate officers on crime management

The third objective of the study was to evaluate the effect of training on City Inspectorate Officers' crime management in Kibra Sub-County. Under this objective, the

findings were presented in the following sub-themes:

4.6.1 Training Nairobi City inspectorate officers on crime prevention

The researcher asked whether the City inspectorate officers underwent any training to acquire the knowledge, skills and attitudes necessary for crime management. Table 4.18 below shows the detailed information.

Table 4.18: Training Nairobi City inspectorate officers on crime prevention

	Frequency	Valid Percent
No	21	55.26
Yes	17	44.74
Total	38	100.0

Source: Field data, 2021

Respondents were asked to indicate whether Nairobi City Inspectorate Officers (CIOs) had undergone training in crime prevention. The findings revealed that 44.74% believed the officers had received some form of training, while 55.26% stated that they had not. This points to a notable training gap among CIOs in Kibra Sub-County. The fact that over half of the respondents perceived a lack of training suggests a significant portion of the workforce may be ill-equipped with the necessary competencies for effective crime prevention. As one CIO explained,

Most of us learn on the job. There's no structured training that prepares you for the actual challenges in the field (CIO 21, 2021).

Another officer noted,

We only get orientation when deployed, but not proper crime prevention training. It's like we are expected to figure it out ourselves (CIO 27, 2021).

These statements underscore the need for structured and continuous capacity-building. Given the complex nature of urban crime, the absence of adequate training may compromise the officers' ability to respond effectively and ethically. Strengthening training programs is therefore essential to building a skilled, knowledgeable, and community-oriented enforcement team.

In addition, the researcher further asked those who said yes to identify the subjects they had trained on. Table 4.19 presents a multiple-response analysis to indicate the specific skills enhancement programs the city inspectorate officers had trained in.

Table 4.19: Skills enhancement programs for the inspectorate officers

Subject	Frequency	Percentage (%)
Crime intelligence and analysis	11	64.71
Crime Assessment and reporting	5	29.41
County by-laws enforcement	15	88.24
Crime investigation	13	76.47

Source: Field data, 2021

The study findings revealed that a significant proportion of the Nairobi City Inspectorate Officers had undergone training in key areas relevant to crime management. Specifically, 88.24% of respondents had received training in county by-laws enforcement, 76.47% in crime investigation, 64.71% in crime intelligence and analysis, and 29.41% in crime assessment and reporting. These results suggest that while most officers are equipped with essential interpersonal and investigative skills, there remains a critical gap in analytical and reporting competencies, which are vital for structured

crime data interpretation and proper documentation. The findings therefore, imply that although the training framework has made strides in preparing officers for direct engagement and investigative tasks, it has not sufficiently emphasized the back-end processes that ensure accountability, transparency, and evidence-based decision-making. Addressing this training imbalance would enhance the capacity of CIOs not only to interact with communities effectively but also to contribute systematically to intelligence gathering and institutional crime management. One officer remarked,

We've been trained on how to deal with people and conduct basic investigations, but when it comes to analyzing crime trends or writing detailed reports, most of us are not well-prepared (CIO 10, 2021).

Another echoed this concern, saying,

We need more targeted training, especially on documentation and using crime data. It's not enough to arrest we have to explain why and how (CIO 16, 2021).

These insights reinforce Taket & Edmans' (2003) assertion that effective training improves both internal efficiency and community relations, ultimately strengthening public trust and the outcomes of policing interventions. Thus, while CIOs in Kibra Sub-County demonstrate strong interpersonal and investigative skills, there is an urgent need for structured and continuous capacity-building programs in crime analysis, documentation, and reporting to ensure sustainable improvements in crime management.

4.6.2 Capacity building and development activities for the inspectorate officers

Here, the study wanted to examine the effect of capacity building of inspectorate officers on crime management in Kibra Sub-County. Therefore, the researcher asked the respondents what capacity building and development activities they had engaged in. The

responses were rated using a Likert scale on the level of 1 to 5 as illustrated in Table 4.20

Table 4.20: Capacity building and development activities

Activity	Frequency	Percent (%)
Mentorship and advisory services	27	71.05
Provision of material support	35	92.11
Policing training initiatives	30	78.95
Security related capacity building activities	25	65.78
Leadership development	20	52.63
Investigations development	10	26.32
Vocational development	15	39.47
Total	38	100.0

Source: Field data, 2021

From the analysis, it emerged that Nairobi City Inspectorate Officers (CIOs) in Kibra Sub-County have benefited from a variety of capacity-building and professional development initiatives. A significant majority (92.11%) indicated that they had received material support, such as uniforms, batons, boots, and protective gear, which they acknowledged as fundamental to their day-to-day operations. Additionally, 78.95% of the officers had undergone some form of policing training, and 71.05% reported having access to mentorship and advisory services, particularly from senior officers and external trainers during workshops. Further, 65.78% had participated in security-related activities like joint patrols and stakeholder security forums. More than half (52.63%) noted that they had taken part in leadership development programs, while others had benefited from vocational development (39.47%) and investigations development

(26.32%). These findings suggest that while a good number of officers have had opportunities to grow in their roles, participation in more technical or specialized areas remains limited, highlighting potential skill gaps in key areas like forensic investigation, intelligence analysis, and community engagement.

Despite the relatively positive statistics, the officers voiced strong sentiments regarding the depth, consistency, and practical utility of these initiatives. One officer lamented,

The trainings we receive are too few and far apart. We are often given theory, but what we need is real-life simulation and fieldwork to know how to handle crime scenes properly (CIO 18, 2021).

Another noted,

The mentorship helps, but most of us are left on our own to figure things out in tough situations. There should be follow-up or refresher courses to sharpen our skills (CIO 35, 2021).

Some officers also expressed concern over unequal access to these opportunities. For instance, one stated,

Unless you are in good books with the bosses, you may never be selected for training or leadership courses. This demoralizes those of us who are committed but overlooked (CIO 19, 2021).

Another echoed this by saying,

I've worked here for over five years but have never been taken for investigation training. We are expected to perform but lack the right tools and skills (CIO 16, 2021).

These perspectives underscore the need to make training programs more inclusive, practical, and needs-based. Officers called for greater investment in forensic skills, digital crime handling, and crisis negotiation, especially considering the evolving nature

of crime in densely populated informal settlements like Kibra. Moreover, the findings resonate with Omumbo (2020), who observed that law enforcement personnel in urban centers like Mombasa often grapple with inadequate training and resourcing, which significantly hampers their ability to prevent and respond to complex crimes. Similarly, the Kibra-based CIOs, while committed and willing, are constrained by the quality and frequency of developmental interventions they receive.

Although there are commendable efforts by the Nairobi City County Government and other stakeholders to build the capacities of inspectorate officers, the study reveals a pressing need to broaden access to these initiatives, tailor them to actual field challenges, and introduce mechanisms for continuous learning and evaluation. Without these improvements, the effectiveness of CIOs in crime management will remain constrained, and their morale despite material support, will continue to fluctuate.

4.6.3 Inferential analysis on influence of training the City inspectorate officers on crime management

Findings on descriptive analysis of data on Nairobi City Inspectorate officer's training and crime management pointed to a general association. As a result of this association, research data on Nairobi City Inspectorate Officers training and data on crime management were subjected to Pearson Product Moment Correlation Coefficient with a view to determine whether the two variables were related.

Pearson Product Moment Correlation Coefficient was selected for this investigation because frequency counts and means suggested linearity in the data association between training of city inspectorate officers and crime management in Kibra Sub-County. From

the frequency counts and percentages presented, there were no extreme scores (outliers) and data also suggested that training of Nairobi City Inspectorate officers' and crime management were related pairs. Findings are presented in Table 4.21.

Table 4.21: Pearson Product Moment Correlation Coefficient for Nairobi City Inspectorate Officers' Training and Crime Management

		City Inspectorate Officers' Training	Crime Management
City Inspectorate	Pearson Correlation	1	
Officers' Training	Sig. (2-tailed)		
	N	349	
Crime Management	Pearson Correlation	.602**	1
	Sig. (2-tailed)	.005	
	N	349	349

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Field Data, 2021

The findings in Table 4.24 revealed a statistically significant and moderately strong positive correlation ($r = 0.602$, $p < 0.05$) between the training of Nairobi City Inspectorate Officers and effective crime management in Kibra Sub-County. According to Guildford's Rule of Thumb, this correlation falls within the "moderate" to "substantial" range, suggesting that as officers receive more or better-quality training, their ability to manage and prevent crime improves meaningfully. This implies that training is not only essential but also influential in enhancing the competencies and preparedness of inspectorate officers to respond to security challenges in the sub-county.

The statistically significant result further confirms that this relationship is unlikely to have occurred by chance, highlighting the need for sustained investment in officer training as a strategic approach to crime control.

Findings from this study were compared with findings from empirical studies on the relationship between officer training and crime management. For instance, a study by Byrne (2011) on the effect of personnel Training and Development on Crime Prevention in Nigeria, revealed that training was an essential tool in the enhancement of human resources capacity of any organization.

Ransley (2009) established that the rate of crime in the world can be attributed to the lack of personnel training and development among the youth, who now seek unconstitutional means of meeting their daily needs and wants. This and other social implication of personnel training on crime prevention in the society are the main focus of this project work

Historically, efforts to improve policing in the United States of America had focused on improvement in quality of personnel within the police department, what in earlier time was given little thought has become a fairly scientific event by adopting modern systematic techniques in securing police officers (Dantzker, 2019).

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of major findings of the study, conclusions and recommendations on the efficacy of the Nairobi City Inspectorate Officer in combating crime in Kibra Sub-County, Kenya. From this overall objective, this study aimed at examining forms of law enforcement techniques applied to combat crime by Nairobi City Inspectorate Officers, examining Nairobi City Inspectorate Officers' motivation on combating crime and assessing the effect of training of the Nairobi City Inspectorate Officers in combating crime in Kibra Sub-County.

5.2 Summary of the Findings

This study was conducted on the premise that Nairobi City Inspectorate officials were effective in combating crime in Kibra Sub-County, Kenya. The study reviewed both theoretical and empirical literature on law enforcement and crime management. From the review of related literature, a conceptual framework was constructed to conceptualize the relationship between city inspectorate law enforcement and crime management. Guided by the conceptual framework together with objectives of the study, the research used a questionnaire for primary respondents (residents of Kibra Sub-County) and an interview schedule for key informants (city inspectorate officers) to collect data. In summary, the following are the findings of the study;

5.2.1 Law enforcement techniques by City Inspectorate Officers

The first objective of the study was to establish the types of law enforcement techniques and their influence on crime management in Kibra Sub-County.

Findings on descriptive analysis of law enforcement techniques revealed that 86.84% of the respondents were of the view that collaboration and information sharing with the CIOs was the most viable technique in crime management, 76.32% indicated that strict law enforcement technique aided in fighting crime, 89.47% of the respondents supported use of surveillance techniques in crime management and these included installation of CCTV cameras at high risk crime areas, increasing both foot and motorized patrols and addition of street lighting while 94.74% reported that sensitization, public participation to the residents and all security stakeholders was very effective in combating crime, 92.11% responded equitable distribution of resources as law enforcement technique and lastly, 44.74% of the respondents said that more research and development due to the radical changes in criminality exacerbated by advanced technology had been employed.

Findings of the study on correlation analysis between law enforcement techniques and crime management revealed a statistically significant relationship ($r=0.542$; $P<0.05$). This showed that law enforcement was an important factor in the management of crime in Kibra Sub-County.

5.2.2 Influence of Motivation on the Performance of Nairobi City Inspectorate Officers in Combating Crime in Kibra Sub-County

The second objective of the study was to evaluate the influence of Nairobi City Inspectorate Officers' motivation on crime management in Kibra Sub-County.

The findings indicated that City Inspectorate Officers in Kibra Sub-County were motivated through various approaches. According to the results, 84.21% of the respondents acknowledged receiving recommendation letters as a form of motivation, 65.79% had received promotions, 57.89% had benefited from allowances, 47.37% had received salary increments, and 31.58% had been granted insurance covers. Despite these figures, qualitative responses revealed that many officers felt the motivational strategies were either inadequate or inconsistently applied. Several officers highlighted that while recommendation letters were common, they had little impact on improving morale due to their routine nature. There was a strong preference for monetary incentives such as allowances and salary adjustments, as well as opportunities for career advancement. Overall, the responses suggested that while motivational structures exist, their effectiveness is limited, and more comprehensive, performance-based, and inclusive motivational strategies are needed to enhance officer morale and performance in crime management.

Findings from the correlation between Nairobi City Inspectorate Officers' motivation and crime management revealed a statistically significant relationship ($r=0.615$; $P<0.05$). This showed that the motivation of city inspectorate officers was an important factor in the management of crime in Kibra Sub-County.

5.2.3 The Effect of training the City inspectorate officers on crime management

The third objective of the study was to evaluate the effect of training on City Inspectorate Officers' crime management in Kibra Sub-County.

The study revealed that a majority (55.26%) of respondents believed that Nairobi City Inspectorate Officers had not undergone formal training in crime prevention, indicating a significant training gap. Among those trained, the most common areas were human psychology (88.24%), crime investigation (76.47%), and crime intelligence and analysis (64.71%), with fewer trained in crime assessment and reporting (29.41%). Capacity-building efforts included material support (92.11%), policing training (78.95%), and mentorship programs (71.05%). However, technical training areas like investigations development (26.32%) and vocational skills (39.47%) remained limited. Officers expressed concerns about the irregularity, theoretical nature, and inequitable access to training opportunities. Qualitative feedback from officers reinforced this concern, highlighting that most of them learn on the job and only undergo basic orientation, which does not adequately prepare them for the complex realities of urban crime. Officers expressed a pressing need for structured, continuous training programs tailored to field challenges. The absence of proper training was perceived as a barrier to effective, ethical, and proactive policing, thus emphasizing the importance of strengthening capacity-building initiatives to enhance the professionalism and effectiveness of the inspectorate officers. The Pearson correlation analysis showed a statistically significant and moderately strong positive relationship ($r = 0.602$, $p < 0.05$) between training and crime management effectiveness, confirming that increased and improved training enhances officers' capabilities in managing crime. The findings underscore the need for more inclusive, practical, and continuous training programs to strengthen officer preparedness and effectiveness in crime control.

5.3 Conclusions

This study sought to examine the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya. From the findings, the following conclusions are made;

5.3.1 General Conclusion

In light of the findings of the study on all three objectives, a general conclusion is made that the Nairobi City Inspectorate is moderately effective in combating crime in Kibra Sub-County, Kenya. While Nairobi City Inspectorate Officers in Kibra Sub-County demonstrate potential and partial efficiency, particularly where they are trained, motivated, and engaged with the community, their overall impact is undermined by resource constraints, lack of structured training, and weak community relations. Therefore, they are not fully effective and require significant institutional and operational support to reach optimal performance levels.

5.3.2 Conclusions on Specific Objectives

From the findings of the study on the first objective which sought to establish the types of law enforcement techniques and their influence on crime management in Kibra Sub-County, it is concluded that collaboration and information sharing with the CIOs, strict law enforcement technique, use of surveillance techniques, sensitization, public participation, equitable distribution of resources, more research and development due to the radical changes in criminality exacerbated by advanced technology have been some of the law enforcement techniques employed by Nairobi City Inspectorate Officers in crime management in Kibra Sub-County. The findings underscore the critical role that

structured, community-informed, and technology-integrated law enforcement strategies play in improving public safety. Therefore, reinforcing these techniques, especially through increased collaboration, public engagement, and surveillance, is key to enhancing crime control efforts in Kibra Sub-County.

Based on the findings of the study with regard to the second objective, it is concluded that Nairobi City Inspectorate Officers' motivation significantly improved crime management efforts in Kibra Sub-County. The findings on this objective underscore the critical role that motivation, both intrinsic and extrinsic, plays in effective law enforcement. Investing in meaningful, performance-linked, and sustainable motivation strategies for the City Inspectorate Officers is essential in enhancing their morale, productivity, and ultimately, the success of crime management efforts in Kibra Sub-County.

The third objective of the study was to evaluate the effect of training on City Inspectorate Officers' crime management in Kibra Sub-County. In light of the findings of the study on this objective, a conclusion is made that Nairobi City Inspectorate Officers training had a significant effect on crime management in Kibra Sub-County. Therefore, the study concludes that training remains a vital component in enhancing the effectiveness of City Inspectorate Officers, and its absence leaves significant room for inefficiencies in crime management. A structured, adequately resourced, and needs-based training strategy, aligned with the evolving dynamics of urban crime, is necessary to ensure that law enforcement personnel are well-equipped to respond to the security challenges in Kibra Sub-County.

5.4 Recommendations

From the foregoing findings, various recommendations were derived. The study recommends the following in accordance to the research objectives:

- i. Under the first objective, policies designed to reduce crime such as; effective urban planning, design and governance; community-based approaches, in which communities take ownership of the various initiatives. Secondly, the study also recommends Crime Prevention through Environmental Design (CPTED) approach crime management in Kibra Sub-County. Crime Prevention through Environmental Design (CPTED) focuses on the spatial setting of crime and links crime prevention to changes in physical design. It addresses several issues such as land-use juxtapositions, street layouts, building and site design, transportation system planning and infrastructure improvements especially street and open space lighting, facility and landscape maintenance, as well as activity and space scheduling. The study also recommended the use of surveillance, the use of contractors for information, monitoring systems to share information, the effective use of door-to-door communications, improved response, and the recruitment of local administrators and immediate response to crime within Kibra Sub-County. The study recommends closer and structured collaboration between the national and county governments for example through the operationalization of the mooted County Policing Authorities on matters of security, including sharing resources and information and also proper implementation of community policing initiatives.
- ii. Under the second objective, the study make recommends the improvement of the welfare of city inspectorate officers since it was found to improve their

performance. This can take the form of welfare support, salary review, improved terms and conditions of work, provision of adequate tools and equipment for work and guaranteeing the officers security of tenure.

- iii. Under the third objective, the study recommends training programmes for city inspectorate officers to equip them with modern and better skills to combat crime. In addition, recruit, train and deploy more CIOs to meet the demand. It was apparent that the current Inspectorate service is inadequate in offering sufficient service to all the Nairobians especially in slum areas. There is therefore a need to step up the recruitment and training processes within the service with the aim of meeting the security demands of not only the slum areas but also the entire country.

5.5 Suggestions for Further Research

The present study examined the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya. Arising from the findings of the study, the following suggestions are made for further research;

- i. The researcher suggests that future studies explore the influence of emerging technologies such as smart surveillance systems, digital communication tools, and crime data analytics on the operational capacity and effectiveness of city inspectorate officers in managing crime within urban settings.
- ii. Further research is recommended to examine the unique law enforcement needs and security concerns of residents in Kibra Sub-County, with the aim of identifying the root causes of the strained and often adversarial relationship

between City Inspectorate Officers and the local community. Such a study should explore factors such as community perceptions of Inspectorate conduct, the responsiveness of officers to local crime issues, and the role of cultural, economic, and social dynamics in shaping these interactions.

- iii. It is also necessary to conduct a focused study on the overlapping mandates between the national and county governments in crime management, particularly in urban settings like Nairobi. This research should examine areas of jurisdictional conflict or duplication between the National Police Service and County Inspectorate Officers, assess how these overlaps affect service delivery, and explore mechanisms for coordination and clarity in roles.

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APPENDICES

APPENDIX I: LETTER OF TRANSMITAL

Dear respondents,

My name is Alvin Omuga Mayoya a student undertaking Master of Arts in Criminology at Masinde Muliro University of Science and Technology. I would greatly appreciate your time in voluntary filling of this questionnaire. This questionnaire is designed to collect information about the efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya

The information you give will be treated with utmost confidentiality. Information given will be used solely for the purposes of my study. Your personal experiences, encounters and opinions will be of importance to enable the researcher unearth efficacy of the Nairobi City Inspectorate in combating crime in Kibra Sub-County, Kenya.

Please tick where appropriate and give necessary answers to various open-ended questions provided.

Thank you for your cooperation!

APPENDIX II: QUESTIONNAIRE FOR RESIDENTS

INSTRUCTIONS: Please tick with (x) in the brackets where applicable

SECTION A: Respondent's Biographic Data

This section seeks the biographic information on the respondents, respondents are asked questions then they indicate their responses in the provided space or mark with a cross (x) in the brackets that correspond with the response on alternatives given.

1. What is your gender?

a) Female()

b) Male()

2. What is your age?

3 what is your ward of residence in Kibra Sub County?

a) Woodley ward () b). Makina ward () c). Laini Saba ward () d). Lindi ward ()

e) Sarang'ombe ward ()

4. What is your employment status?

a) Self-employed ()

b) Civil servant ()

c) Unemployed ()

5. Do you think that the City Inspectorate Officers in Kibra are effective in combating crime?

a) Yes ()

b) No ()

6. Do you think that the Kibra City Inspectorate Officers are adequately trained in combating crime?

a) Strongly disagree () b) Disagree () Neutral () Agree () Strongly Agree ()

7. Do you see any need for Kibra sub county City Inspectorate Officers to increase the training in crime prevention so as to be more effective?

a) Strongly disagree () b) Disagree () c). Neutral () d). Agree () Strongly Agree ()

8. Do you think that City Inspectorate Officers welfare needs are addressed to ensure effective crime management in Kibra Sub County?

a) Strongly disagree () b) Disagree () c). Neutral () d). Agree () e) Strongly Agree ()

9. What are some of the law enforcement techniques you have seen the City Inspectorate Officers use in their crime prevention duties in Kibra Sub County?

.....

10. Have you ever collaborated with City Inspectorate Officers in sharing crime related information in Kibra sub County?

Yes () No ()

11. Do you think the Nairobi County Inspectorate Officers are doing enough to encourage partnerships and collaboration in combating crime in Kibra Sub County?

a) Strongly disagree () b) disagree () neutral () agree strongly agree ()

12. Do you think that the City Inspectorate Officers are adequately trained in combating crime?

a) Strongly disagree () b) Disagree () Neutral () Agree () Strongly Agree ()

13. What are some of the key areas that you recommend the City Inspectorate Officers to consider in order to counter crime effectively in Kibra Sub County

.....1

4. What is your general experience with the City Inspectorate Officers in Kibra Sub County?

.....

15. Given the experience with the City Inspectorate Officers are you willing to give crime information for their action?

Give your reasons?

.....

17. In your opinion, when did crime rate start increasing in Kibra Sub-County?

Give the years:

100 years ago..... Yes [] No []

50 years ago..... Yes [] No []

10 years ago..... Yes [] No []

OthersSpecify.....

11. a) which collaboration strategies do you use frequently to aid in crime prevention?

i) Traditional policing (swift response, criminal investigations and foot patrol)

Yes [] No []

ii) Partnership with the groups)

Yes [] No []

b) What are some of the ways that you collaborate with the community in fighting crime?

.....

11. Do community member participate effectively in crime prevention?

Yes [] No []

12. Are the Nairobi City Inspectorate officers effective in matters concerned with crime prevention?

Yes [] No []

13. What challenges do Nairobi City inspectorate officers face?

.....

If yes, mention which practices have effect on crime management

.....

15. Do criminal activities affect development of Kibra Sub-County?

Yes [] No []

i. If yes, comment?

Thank you for taking your time to fill this questionnaire

Alvin Omuga Mayoya,

M.A in Criminology Student –Masinde Muliro University of Science and Technology

APPENDIX III: IN-DEPTH INTERVIEW GUIDE FOR CITY INSPECTORATE OFFICERS

SECTION A: BIO DATA

1. Name:

2. Gender:

3. Organization:

4. Position:

SECTION B: QUESTIONS

1. What are some of the Law enforcement techniques that are employed by your organization in their duties in your duties?
2. How often do you collaborate with national government security agencies in combating crime?
3. Please comment on your level of training in relation to crime management roles that you undertake
4. Do you feel adequately motivated to undertake crime management roles?
5. Do you think that enough is being done to facilitate collaborations and partnership between National government security agencies and City Inspectorate Officers?
6. Do you receive sufficient support and approval from the community in the fight

against crime in Kibra Sub-County?

7. Give suggestions on how City Inspectorate Officers in Kibra can improve their crime management capabilities?

APPENDIX III: KEY INFORMANT INTERVIEW GUIDE FOR NATIONAL GOVERNMENT SECURITY OFFICIALS

SECTION A: BIO DATA

1. Name:

2. Gender:

3. Organization:

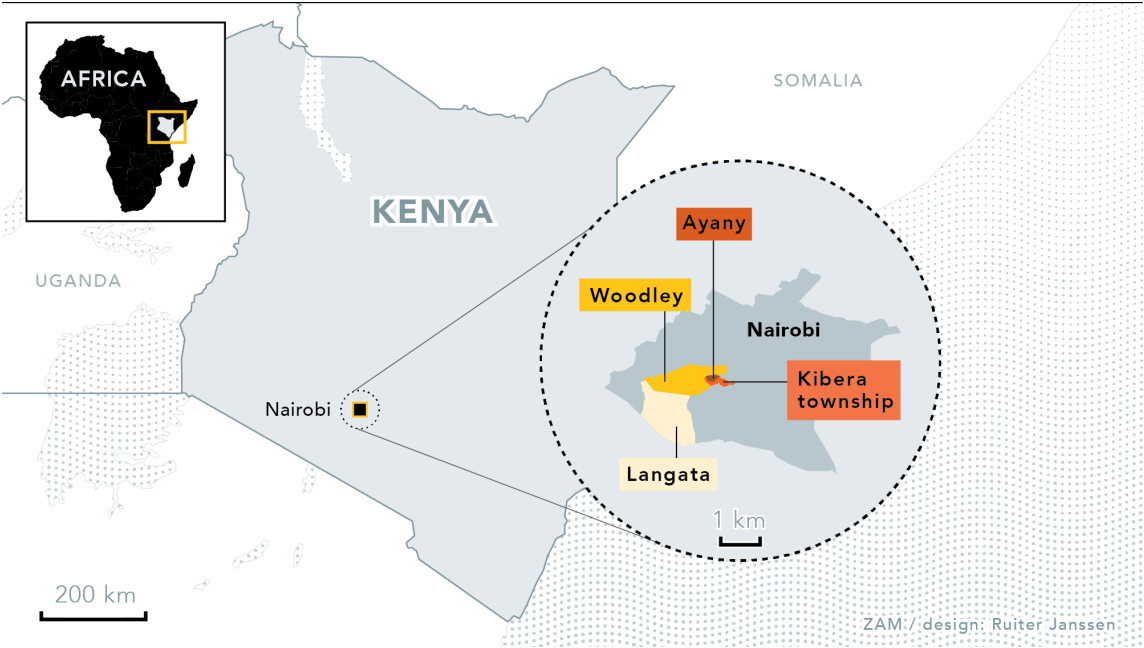
4. Position:

SECTION B: QUESTIONS

1. Do you think that the Nairobi City Inspectorate Officers have been effective in combating crime in Kibra sub-County?
2. What are some of the Law enforcement techniques that are employed by city inspectorate officials in their duties in your duties?
3. How often do city inspectorate officials collaborate with national government security agencies in combating crime?
4. Would you opine that city inspectorate officials as adequately trained to undertake crime management roles?
5. Do you perceive city inspectorate officials as sufficiently motivated to undertake crime management roles?

6. Do you think that enough is being done to facilitate collaborations and partnership between National government security agencies and City Inspectorate Officers?
7. Does the community approve or give Inspectorate officers support in combating crime?
8. Give suggestions on how City Inspectorate Officers in Kibra can improve their crime management capabilities?

APPENDIX V: MAP OF STUDY AREA KIBRA CONSTITUENCY / SUB-COUNTY



APPENDIX VI AUTHORIZATION LETTER



MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

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P.O Box 190
Kakamega – 50100
Kenya

Directorate of Postgraduate Studies

Ref: MMU/COR: 509099

Date: 28th November, 2019

Alvin Omuga Mayoya,
CCJ/LG/02/14
P.O. Box 190-50100
KAKAMEGA

Dear Mr. Mayoya,

RE: APPROVAL OF PROPOSAL

I am pleased to inform you that the Directorate of Postgraduate Studies Board has considered and approved your Masters proposal entitled: *'The Effectiveness of Nairobi City Inspectorate in Combating Crime in Kibra Sub-County, Kenya'* and appointed the following as supervisors:

1. Prof. Crispinous Itoyo - SDMHA, MMUST
2. Dr. Erick Onyango - SASS, MMUST

You are required to submit through your supervisor(s) progress reports every three months to the Director of Postgraduate Studies. Such reports should be copied to the following: Chairman, School of Arts and Social Sciences Graduate Studies Committee and Chairman, Department of Criminology and Social Work and Graduate Studies Committee. Kindly adhere to research ethics consideration in conducting research.


It is the policy and regulations of the University that you observe a deadline of two years from the date of registration to complete your Master's thesis. Do not hesitate to consult this office in case of any problem encountered in the course of your work.


We wish you the best in your research and hope the study will make original contribution to knowledge.

Yours Sincerely,

Dr. Consolata Ngala
DEPUTY DIRECTOR, DIRECTORATE OF POSTGRADUATE STUDIES


APPENDIX VII: NACOSTI PERMIT


REPUBLIC OF KENYA


NATIONAL COMMISSION FOR
SCIENCE, TECHNOLOGY & INNOVATION

Ref No: **846771** Date of Issue: **20/April/2021**


RESEARCH LICENSE




This is to Certify that Mr.. Alvin OMUGA mayoya of Masinde Muliro University of Science and Technology, has been licensed to conduct research in Nairobi on the topic: THE EFFECTIVENESS OF NAIROBI CITY INSPECTORATE IN COMBATING CRIME IN KIBRA SUB-COUNTY, KENYA for the period ending : 20/April/2022.

License No: **NACOSTI/P/21/10033**

846771
Applicant Identification Number


Director General
NATIONAL COMMISSION FOR
SCIENCE, TECHNOLOGY &
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