

**DETERMINANTS OF QUALITY SERVICE DELIVERY IN THE KENYA POLICE
SERVICE: A CASE STUDY OF NAROK COUNTY**

BY

**LINAH MUTHONI KAGOKO
BACSM/2013/42844**

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ABSTRACT

The Kenya police service in Kenya is one of the country's national security organ charged with maintaining law and the preservation of peace in order to create an enabling environment to enhance economic growth. However, the research came in the limelight due to increased incidents of professional errors in its day to day service delivery. The study was to identify determinants of quality service delivery in the Kenya police service using the case study of Kenya Police Service in Narok County. The purpose of the study was to obtain a better understanding of the extent to which the Kenya Police Service would provide quality service to members of the public. The objectives of the study were; to establish whether the support received by police officers from the community affects service delivery, to determine whether the training of the forces had an effect on the service delivery of the police force and to examine whether the working conditions of the police officers had an effect on the service delivery. The study used descriptive design and a mixed approach which was a combination of quantitative and qualitative methods of analyzing data. Questionnaires were used as the main data collection instrument. Tables and charts were also used in the presentation of data. Descriptive statistics such as mean, frequency and percentage were to be used in the analyzing of data. The study established that the factors under study had a role to play in enhancing service delivery among police officers. Specifically, the study found that there was need to involve the community in the process of policing so that they can assist in making the process more effective. It was also noted that the training was important in enhancing skills among the respondents and would helps in enhancing service delivery. It was also noted that work environment played great role in enhancing the service delivery among the police service. It was therefore concluded that among the discussed factors police officers identified that community involvement and working conditions affected service delivery. The study also found out that conducive working condition motivates police officers to perform their duties better and enhanced service deliver.