

**FACTORS AFFECTING LOGISTICS OPERATIONS IN KENYA PUBLIC SECURITY  
SYSTEM**

**A CASE STUDY OF THE GENERAL SERVICE UNIT HEADQUARTERS -  
RUARAKA**

**BY**

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## **ABSTRACT**

The main objective of the study was to establish challenges facing logistical operations in Kenya public security system. The major problem that motivated the researcher to undertake this study was the poor service delivery of police services, in which 90% for poor services was blamed on lack of logistics. Highest percentage of logistics in the police service entails an efficient transport system.

The main aim/significance of the study was to aid the Kenya Public Security System (KPS) together with its various units such as the GSU in their continuous improvement of their logistical operations to keep up with the changing times.

The study covered a case study of the General Service Unit (GSU) which acted as a representation of the internal public security organs in Kenya. The major challenges/specific objectives explored by the study were inadequate funds, bureaucratic procedures, information technology, staff training and staff remuneration.

The study used a descriptive research design and the target population was uniformed and non-uniformed employees working at the GSU logistical department based at the GSU headquarters in Nairobi. Out of a target population of 200 employees a sample size of 60 was used. Stratified random sampling technique was used to select the respondents in the target population. The study used primary and secondary sources of data. Study findings were analyzed through the use of qualitative and quantitative techniques and findings presented through the use of tables and charts.

Chapter two of the study covered theoretical and empirical review of logistics while chapter three dealt with the research methodology employed by the researcher. Chapter four concentrated on interpretation of collected data through charts and tables. Chapter five dealt with the summary of findings, conclusion and recommendations.

To achieve effective and efficient logistical operations the study suggested a number of recommendations among them hiring of dynamic managers to offer alternative solutions to core issues such as the cliché of “lack of enough funds” in the department.