

**AN INVESTIGATION INTO THE COMMUNITY  
SATISFACTION ON THE TACKLING OF CRIME BY  
POLICE. A CASE OF RUIRU SUB COUNTY IN  
KIAMBU.**

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**RESEARCH PROJECT REPORT SUBMITTED IN PARTIAL FULFILLMENT FOR THE  
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## ABSTRACT

This study attempted to shed light on citizen satisfaction with police in their tackling of crime in Ruiru Sub County. It specifically aimed to analyze the influence of quality of police contact, police work ratings in terms of collaboration with local community, neighborhood ratings, victimization, and feeling of safety in the neighborhood. The study intended to find out whether the most important predictor of citizen satisfaction with the police was police work ratings. The results of this study will have implications for policing activities intended to increase citizen satisfaction with police. As shown in this study, police rating in terms of collaboration with public has a strong positive effect on increasing satisfaction with police which confirms the utility of main philosophy of community policing. In this respect, gaining public support and involvement is critical for successful police services. This study was an investigation into the Satisfaction of the Community on the Tackling of Crime by the Kenya Police in Ruiru Sub County in Kiambu County. The subjects of the study included the public including ex prisoners. Purposive and Random Sampling was used by the researcher. The target population of 650 was targeted and a representative sample of 180 respondents was selected. Anonymous questionnaires were administered by the researcher in person. Data analysis was done using the Statistical Package for Social Sciences. The study found that the most important predictor of citizen satisfaction with the police was police work ratings. Citizens who rated negatively the job the police are doing in terms of working with people in the neighborhood to solve local problems expressed much less satisfaction with the police. As suggested in the introduction of this study, main focus of policing is to be identifying underlying causes of problems in the community and putting efforts to solve them. Within this purpose, policing relies heavily on citizen involvement to identify and solve community problems. Considering this point, it seems that police departments were unable to engage in community to create an environment in which public supports and involves cooperation with police to overcome the local problems in their neighborhood. Those who felt unsafe expressed less satisfaction with the police. Feeling of safety was a moderate level predictor of citizen satisfaction. In fact, regardless of the policing style, the main purpose of policing is to provide safety to the citizens. As expected, those who felt unsafe thought that they did not get what is expected from a police organization. On the other hand, feeling of safety in many neighborhoods can not be related directly with the real crime rates or safety problems. It might be result of misinformation, media attention on crime and so forth. Community policing provides valuable insights to improve feeling of safety and provide first hand information on local problems. Overall, whether perceived or real, as consistently supported by the current literature and this study, feeling of safety makes a difference in terms of citizen satisfaction with the police. Those who were victimized previously maintained a less satisfaction toward the police. The effect of the victimization was relatively strong in this study. Victimization has many components depending on crime type, police response time and the way the police handle the problem. Although all these factors may change, the overall results of this study, at the end, as expected, being victimized certainly decreased the level of satisfaction with the police. Recommendations were made for the police to enhance collaborations with the community while the members are asked to seek embrace reporting crime to police and practice community policing together with the police. The government also was asked to improve the working conditions for the police to enhance relations between them and the community.