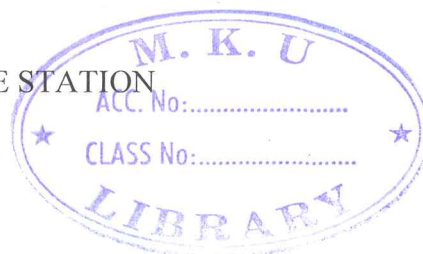


THE ROLE OF COMMUNICATION IN ENHANCING PERFORMANCE IN KENYA POLICE
SERVICE

A CASE STUDY OF CENTRAL POLICE STATION



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ABSTRACT

To enhanced effective communication in police service, the security firms have to stand against all economic odds and deliver in terms of excellent performance that supersedes the expectations of its stakeholders to meet the set standards. To appropriately facilitate this it is in order for officers to assess economic hindrances. The purpose of this study is to identify the role of effective communication in enhancing performance in an organization.

This research explains whether communication is essential in improving organizational objectives. To achieve this both theoretical and conceptual framed work was researched and discussed and variables analyzed.

More specifically the study focused on the Kenya police officers attached to the central police station, who were the respondents. The study had a target population of 50; of which the sample size was 20 accounting for 60% of the target population.

This study employed descriptive survey design. This design was preferred because the questions raised in the study required collecting data through administration of questionnaires and interviewing the respondents. This involved measurement, classification, comparison and interpretation of data while the survey method was suitable as it was used in gathering data from a relatively large number of cases at a particular time.

The study found that there is need for effective communication which has been lacking in Kenya police service, it also indicated that majority of officers did not understand the aspect of communication. There is laxity in hierarchy of channels of communication in the station and other security firms, hence causing communication breakdown between the officers.

The study recommends that there was need for a comprehensive study to be carried out to find out why a big proportion of respondents were uncertain with various aspects of communication. It also recommends that there is need to enhance the work environment, encourage participatory leadership, introduce motivational sessions, and introduce more non-monetary benefits in the police service in order to improve communication and overall productivity in an organization.