

**EFFECTIVENESS OF INDEPENDENT POLICING OVERSIGHT
AUTHORITY MANDATE ON POLICE ACCOUNTABILITY AND
TRANSPARENCY IN NAKURU WEST CONSTITUENCY, NAKURU
COUNTY, KENYA**

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**Thesis Submitted in Partial Fulfillment for the Degree of Master of Science in
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Peace, and Security Studies, School of Humanities and Social Sciences of
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DECLARATION

This document and the research it describes are my original work and have not been presented in any other university for academic work.

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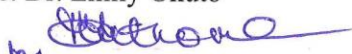
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DEDICATION

I dedicate this thesis report to my children Keshia Gatwiri and Prince Kyle, father Elias Kinyua, sister Doreen Kathoni, brothers Kenneth Kauro and Moses Murimi especially for their support and encouragement.

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I want to thank the Almighty God for good health, strength, and wisdom bestowed on me through this project. I am also grateful to my family members who supported me in writing this project through their prayers and encouragement. Special thanks go to my supervisors, Dr. Emily Okuto and Dr. Raphael Ogutu, for their valuable guidance and academic mentoring while preparing this research thesis.

ABSTRACT

The study's general objective was establishing the effectiveness of Independent Policing Oversight Authority (IPOA) on police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya. Specific objectives were to examine the efficiency of IPOA's complaint handling process on reported cases of police misconduct, to evaluate IPOA strategies and regulations in enhancing police accountability and transparency, to examine the challenges faced by Independent Policing Oversight Authority in enhancing police accountability and transparency. The study was anchored on two theoretical frameworks: the Principal-Agent Theory and the Expectancy Motivation Theory. The study adopted a cross-sectional descriptive research design. Additionally, the study used quantitative and qualitative techniques to collect, analyze, present and discuss findings. The study targeted a population of 133 respondents including IPOA officers, police officers, and victims of police misconducts in Nakuru West Constituency, Nakuru County. A proportionate stratified sampling technique was used to randomly select respondents from the various targeted groups. The structured questionnaires were used to collect quantitative data, while qualitative data was collected using key informant guides through interview sessions. The Data analysis for descriptive and inferential statistics used SPSS version 27. The descriptive statistics the results were generated results through percentages, means and frequencies. The results were presented using frequency tables and charts. Thematic analysis was also done for the qualitative data generated from the key informant interviews. From regression analysis all independent variables had a positive and significant effect on the dependent variable; efficiency of IPOA complaint handling process on reported misconduct ($p = 0.000$) where the level of significance is 0.4290, the challenges of IPOA ($p = 0.000$) where the level of significance was 0.280., IPOA strategies on law and code of conduct ($p = 0.000$) where the level of significance is 0.019, and police accountability and transparency. The findings confirm that IPOA has made a moderate but positive influence on police behavior and accountability. The findings confirm that IPOA has made a moderate but positive influence on police behavior and accountability. Policing of police stations was cited as having resulted in improved police responsiveness ($M = 3.30$), while incentives to top performers have made a moderate improvement in overall performance ($M = 3.46$). The reduction in abuse of power in inquiries ($M = 3.69$) and greater obedience to legislation and the code of conduct (average $M = 3.33$) are the testaments to IPOA's contribution to institutional change. However, there was still dissent about increased policing activity towards special interest groups ($M = 2.36$), low rates of public reporting being a significant barrier ($M = 3.69$), which aligns with the sentiments of key informants against low awareness and suspicion of complaint processes. Lack of connection between the police and the public ($M = 3.65$) also indicates accountability and transparency problems. These results, in conjunction with key informant interviews, highlight the necessity for enhanced public engagement, consistent ethical instruction, and transparent communication to develop IPOA's stake.

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DEFINITION OF TERMS

Accountability: Accountability refers to the obligation of individuals, organizations, or institutions to accept responsibility for their actions, decisions, and policies, and to be answerable to stakeholders for the outcomes of those actions.

Citizen oversight: refers to the involvement of ordinary community members in monitoring, evaluating, and influencing the actions and policies of public institutions, particularly law enforcement agencies.

Effectiveness: it implies being able to achieve the intended purpose that it is designed to achieve.

Independent Policing Oversight Authority: refers to the establishment of organizations or mechanisms that monitor and evaluate the actions and decisions of police forces without being under the direct control of those forces or their associated government entities.

Misconduct: refers to improper, unethical, or illegal behavior by an individual, especially someone in a position of authority or responsibility.

Oversight: The role of supervising and monitoring a subject, giving guidelines on desired behavior. The process also involves the punishment of undesired behavior and recognition and reward for compliance to guidelines.

Police Oversight Body: A police oversight body is an independent organization or agency responsible for monitoring, reviewing, and evaluating the conduct, policies, and practices of law enforcement agencies.

Transparency: refers to the practice of openly sharing information, decisions, and processes in a clear and accessible manner, allowing stakeholders and the public to see how decisions are made and to hold those in power accountable.

ABBREVIATIONS AND ACRONYMS

ATPU: Anti-terrorism Police Unit

CBO: Community Based Organization

CSO: Civil Society Organization

DCI: Directorate of Criminal Investigations

DPP: Director of Public Prosecutions

IAU: Internal Affairs Unit

IG: Inspector General of Police

IMLU: Independent Medico-Legal Unit

IPOA: Independent Policing Oversight Authority

ICD: Independent Complaints Directorate

IPID: Independent Police Investigative Directorate

KNCHR: Kenya National Commission on Human Rights

NCAJ: National Commission on the Administration of Justice

NIS: National Intelligence Service

NPS: National Police Service

NPSC: National Police Service Commission

OCS: Officer Commanding Station

ODPP: Office of the Director of Public Prosecutions

PEV: Post Election Violence

SPSS: Statistical Package for the Social Sciences

SSO: Service Standing Orders

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CHAPTER ONE: INTRODUCTION AND BACKGROUND TO THE STUDY

1.1 Introduction

This chapter provides a brief background to the study, focusing on the Effectiveness of the Independent Policing Oversight Authority in improving police accountability and transparency. It covers the statement of the problem, the purpose of the study, the objectives of the study, research questions, the scope of the study, delimitations, limitations, and finally, the study's assumptions. Theoretical and conceptual frameworks are also discussed.

1.2 Background of Study

Oversight entails bringing and involving citizens in a society to be accountable for their deeds (Miller & Merrick, 2015). According to them, supervision refers to the procedures and frameworks that allow the public to examine and view complaints made against the Police to provide some first solutions to issues about various police misbehaviors and the use of excessive force.

There are major organizational principles adopted by many governments in the world to ensure and guarantee the rights of citizens through effective policing. In recent years, many community groups have advocated for Oversight of police performance (Le Sage, 2005). In Toronto, oversight structures have been implemented using a bottom-up strategy to guarantee that the Police provide effective services (Kwon & Wortley, 2022). One approach is the one in which citizens from outside the police department play a significant part in holding the police department accountable for its daily policies, deeds, and organization. Walker (2010) asserts that Oversight typically offers a dependable and secure way to accomplish a thorough and impartial inquiry procedure. The IPOA received many complaints of police malpractice, which resulted in police misconduct when they were serving the people (Probert et al., 2020). Police transparency and accountability have also

played a significant role due to their exceptional and distinctive abilities while performing their duties. Their use of power can uphold or infringe upon human rights. The need to use their authority with responsibility. According to Tait (2008), human rights declare that every person is equal before the law and entitled to the same level of legal protection. Universal Declaration of Human Rights provides citizens with fundamental human rights, including those guaranteeing equality before the law, non-discrimination, liberty, human dignity, personal safety, equal legal protection, and freedom from harsh, inhumane, and degrading treatment. Clearly, in a democracy, law enforcement must respect each person's fundamental rights, which are often safeguarded by national constitutions.

In the United States, oversight bodies attempted to emerge in various states in different forms as early as the 1940s, but not until the 1970s when many were legalized in multiple states (Bumphus, 1991). They became part of human rights oversight bodies after the citizens realized the Police were being blamed for the killing of innocent people, lack of accountability, racial discrimination between different races when making arrests, and using excessive force (Punch, 2009). According to Siscoe and Tanika (2016), the Black Lives Matter Movement is an example of an oversight body that began due to Police shooting black Americans.

In South Africa, oversight has to be established due to criminal offenses by police officers (Clarke, 2009). A perfect example of Oversight in South Africa was in 1997 when six white police officers were caught on camera unleashing dogs that were helping them patrol black Africans in the streets of Soweto (Clarke, 2009). It led to public scrutiny of police officers due to malpractices committed by the police service. South Africa's Police Oversight Authority has undergone substantial changes, from the Independent Complaints Directorate (ICD) to the Independent Police Investigative Directorate (IPID). The government of South Africa established the Independent

Police Investigative Directorate to handle complaints against the South African Police Service and local police departments. IPID is mandated not to interfere with the constitutional responsibility of the Police Internal Affairs Unit to investigate malpractice committed by another police officer (Civilian Oversight of Policing, 2014).

In Ghana, establishing a police oversight authority had been quite challenging due to existing laws and policies. The 1970 policing statute, based on a 1969 constitution, had been a major stumbling block (Aning, 2006). From that period, a number of coups and attempts at democracy have taken place, with the Police playing a significant part in the ruling council of formed governments. Following those developments since 1993, steps have been made towards comprehensive police reforms. That led to the establishment of The Archer Commission in 1997 to study policing and lead to the establishment of appropriate oversight mechanisms (Aning, 2006). Though Ghana is one of the most successful modern democracies, a lack of political will toward achieving policing oversight has continued to hinder the achieving complete reforms and establishment of an independent police oversight body (Twumheme, 2022). Just 3% of civilians, according to Twum (2022), think that Police are not corrupt.

African Policing Civilian Oversight Forum (APCOF) in 2012 in their book *An Audit of Police Oversight in Africa* provides a comprehensive analysis of police oversight mechanisms across various African countries. It examines the effectiveness of civilian oversight institutions, such as independent police oversight bodies, in promoting police accountability and transparency. The book highlights the challenges faced by these institutions, including inadequate resources, political interference, and weak legal frameworks, which often hinder their ability to hold police forces accountable for human rights abuses and misconduct (African Policing Civilian Oversight Forum, 2012). It also discusses the importance of community involvement and the role of civil society in

strengthening oversight mechanisms. The audit reveals significant disparities in the capacity and effectiveness of oversight bodies across the continent, emphasizing the need for stronger, more independent institutions and reforms to enhance transparency, ensure accountability, and protect citizens' rights (African Policing Civilian Oversight Forum, 2012).

In Kenya, the Oversight is done by the Independent Policing Oversight Authority (IPOA), whose primary function is to keep an eye on the professionalism and overall performance of the police force. It also goes so far as to support the improvement of police efficiency in providing services to the target community. The Independent Policing Oversight Authority Act No. 35 of 2011 was created on May 8, 2009, from the recommendation of the National Task Force on Police Reform Report, which provided the idea of forming an IPOA. The 2007–2008 victims of police misconduct during election and post-election violence was the cause of this. The IPOA's duties include looking into complaints about disciplinary offenses that a member of the Service may have committed, keeping an eye on public safety activities, inspecting police facilities, and monitoring and reviewing. Auditing investigations and actions taken by the Internal Affairs Unit of the Service, assessing different patterns of Police misconduct and the functions of the internal disciplinary process, and presenting information that is appropriate to misconduct cases before a tribunal. In the Post-Election Violence, 1,000 people lost their lives, 3,000 got injuries, and 350,000 were displaced from their homes. Police have been held accountable for the deaths of many young people and even children. It is estimated that over 1,000 extra-judicial killings have taken place, including the case of baby Pendo during the 2017 PEV, the recent death of 13-year-old Yassin Moyo in the balcony of their house, and the recent incident where people were killed and injured by the police examples of misconducts warranting Oversight (Standard Media, 2023).

According to the International Justice Movement (2025), a review of the extent of police misconduct shows that over 500 killings had been conducted by police between 2019 and 2022, with 1 in 3 Kenyans having experienced police harassment or abuse. This clearly indicates that the number of police misconducts related to extra-judicial killings were still significantly high. In Kenya, the National Police Service is categorized into three major components. They include The Directorate of Criminal Investigations, the Administration Police, and The Kenya Police. According to the Kenyan Constitution of 2010, the Police are a legally recognized organization tasked by the government with upholding the law, preventing civil unrest, and defending people's lives and property. The Police are supposed to safeguard fundamental freedoms and human rights at all times and work to the highest standards set forth by their profession and the Constitution. The Police Service roles are usually contained in the Kenya Police Service Act, and they are the protection of life and property, maintenance of law and order, detection of crime, prevention of crime, arresting of lawbreakers, gathering intelligence, and ensuring there is law enforcement of all rules and regulations. It is expected of the Police to carry out their responsibilities in a way that inspires, encourages, and wins the public's trust to serve all civilians in Society (Lundman, 2010). In the study *A Critique of Police Oversight Mechanisms in Kenya with Regard to Extrajudicial Killings*, Njoroge (2018) critically examines the effectiveness of police oversight mechanisms in Kenya, focusing on their role in addressing extrajudicial killings. Njoroge (2018) argues that while these organizations are intended to promote transparency and accountability, they frequently face challenges such as insufficient resources, political interference, and lack of independence, which hinder their ability to effectively investigate and punish extrajudicial killings. The study recommends stronger reforms to strengthen police accountability, transparency, and citizen rights,

as well as a more comprehensive and independent oversight mechanism capable of addressing the structural factors that contribute to such violations (Njoroge, 2018).

The Centre for Human Rights and Policy Studies (CHRIPS) and the African Policing Civilian Oversight Forum (APCOF) conducted a 2014 study titled 'Local Policing Accountability in Kenya: Challenges and Opportunities for Action', which examined the state of local policing and the mechanisms in place to ensure police accountability in Kenya. The report identified various challenges, including the lack of effective civilian oversight, limited community engagement, and inadequate legal frameworks for holding law enforcement accountable (Ayiera, 2014). It highlighted the absence of clear structures for reporting and addressing police misconduct at the local level, which contributes to low levels of transparency and accountability. The study further explored the role of police oversight bodies such as the Independent Policing Oversight Authority (IPOA) and local authorities but points out that these institutions often lack resources, political independence, and public trust (Ayiera, 2014).

Police accountability and transparency are based on professional skills obtained from paramilitary training, internal policies, and moral codes instilled in them to serve and protect the Society in which they have been posted (Graines, 2007). According to Ransley (2010), the quality of the policing training curriculum has been enhanced to create awareness among the Police about human rights and standards in Society. It was initiated by the United Nations to promote positive standards to support and improve the global standard of goods and services for Society's members, who also happen to be the ultimate consumers of goods and services. Police accountability and transparency should promote professionalism by ensuring They practice honesty, integrity, efficiency, and effectiveness in their duties, thus improving organizational growth and development.

Rotberg (2003) and Wesburd et al. (2010) state that the requirements for international policing should include approaches that entail new and modern technology for Police to enhance better crime-solving methods and communication among different law enforcement agencies due to globalization crimes are done over the internet like cybercrimes, community policing where Police interact with the civilians and strong laws that are punishable for long periods in prisons. Thus, Oversight is a crucial component of law enforcement. Different civilian oversight authorities, for example, the Kenya National Human Rights Commission (KNHRC), Human Rights Watch (HRW), and the Independent Medico-Legal Unit (IMLU) indicate many people lost their lives during the 2017 post-election violence.

1.3 Statement of the Problem

A democratic society must be built on the fundamental tenets of police accountability and openness, guaranteeing that law enforcement organizations fulfill their obligations while preserving public confidence. Several jurisdictions have formed Independent Policing Oversight Authorities (IPOA) to monitor police behavior, investigate complaints, and improve accountability systems. However, despite their existence, gaps persist in addressing the frequency and severity of reported police misconduct and evaluating strategies employed by IPOAs.

According to Lagat (2022), despite the presence of IPOA, there exists a concerning gap in the frequency and severity of reported instances of police misconduct. Many incidents may go unreported or inadequately addressed, leading to a lack of accountability within law enforcement agencies. Understanding the root causes behind underreporting and the severity of misconduct is crucial in devising practical solutions. While IPOA are established with the mandate to enhance police accountability and transparency, the Effectiveness of their strategies remains to be determined.

There is a need to evaluate the methodologies, mechanisms, and resources utilized by IPOA in overseeing police conduct and addressing reported misconduct (Omondi, 2021; Karanja, 2020; Njoroge, 2020). Such evaluation is essential in identifying successful approaches and areas requiring improvement. These problems highlight significant challenges in ensuring police accountability and transparency, which are fundamental for maintaining public trust and confidence in law enforcement institutions. To close these gaps, in-depth investigation and analysis are needed to determine effectiveness of IPOA on police operations in terms of accountability and transparency. This study aims to evaluate the impact of an independent oversight body for policing on police accountability and transparency.

1.4 Purpose of the Study

The purpose of the study was to examine the challenges and opportunities in fostering accountability, transparency, and adherence to human rights within law enforcement. It sought to assess the efficacy of existing procedures, regulations, and organizational frameworks that govern law enforcement agencies. By identifying gaps in police-community relationships, public awareness, and enforcement mechanisms, the study aimed to make concrete recommendations for strengthening governance, citizen trust, and operational integrity. The findings were intended to benefit policymakers, researchers, and law enforcement agencies by promoting evidence-based reforms that ensure equitable and efficient service delivery while respecting human rights and the rule of law.

1.5 Objectives of the Study

1.5.1 General Objective

The general objective of this study was to determine the effectiveness of the Independent Policing Oversight Authority on enhancing police accountability and transparency

1.5.2 Specific Objectives

The specific objectives of this study were;

- i. To examine strategies used by IPOA to accomplish its mandate of enhancing police accountability and transparency
- ii. To examine the efficiency of IPOA's complaints handling mandate to promote police accountability and transparency
- iii. To evaluate challenges that IPOA faces when accomplishing its mandate of improving police accountability and transparency

1.6 Research Hypotheses

Based on the specific objectives, the following null hypotheses were tested.

Hypothesis no. 1

H02: There is no significant relationship between IPOA's strategies and enhancing police accountability and transparency in Nakuru West Constituency, Nakuru County.

Alternative hypothesis developed from the results:

H02: There is a positive and significant relationship between IPOA's strategies and enhancing police accountability and transparency in Nakuru West Constituency, Nakuru

County.

Hypothesis no.2

H01: There is no significant relationship between efficiency of IPOA's complaints handling and promoting police accountability and transparency in Nakuru West Constituency, Nakuru County.

Alternative hypothesis developed from the results:

H01: There is a positive and significant relationship between efficiency of IPOA's complaints handling and promoting police accountability and transparency in Nakuru West Constituency, Nakuru County.

Hypothesis no. 3

H03: There is no significant relationship between challenges of IPOA and improving police accountability and transparency in Nakuru West Constituency, Nakuru County.

Alternative hypothesis developed from the results:

H03: There is a positive and significant relationship between challenges of IPOA and improving police accountability and transparency in Nakuru West Constituency, Nakuru County.

1.7 Significance of the Study

Florence (2009) states that the significance of the study is the section that explains the goal and importance of the research. This section describes the study's contributions to Society and particular community members. In Kenya's security set, the top-down approach has always been

the mode of operation. To enhance the provision of services to citizens, efforts have been made to implement new changes. Community policing, police reforms, and the establishment of autonomous bodies have been among the initiatives. When investigating various malpractices while doing official duties, the IPOA is helpful.

Police professionalism has been questioned and attributed to challenges in those initiatives (Probert et al., 2020). It demands that a study into oversight bodies be carried out to track police performance and enhance the security services that law enforcement offers. The results of this study will help close information gaps and facilitate a review of the procedures, legislation, methodologies, and organizational framework guiding law enforcement. It will benefit researchers to accept various laws and their rights regarding how they should interact with law enforcement when conducting research in multiple sectors. The results of this study could help the government and the Ministry of Interior and Coordination oversee the nation's security apparatus in a manageable manner by guaranteeing that police officers uphold human rights during their work.

The study is significant to academia because it adds to the existing body of knowledge on law enforcement, governance, and community relations. It provides empirical insights into the issues of police accountability, public trust, and human rights adherence, laying the groundwork for future research. Additionally, the findings can help shape scholarly debate about effective oversight systems and whistleblower protections.

1.8 Scope of the Study

According to Nasser (2014), all the topics included in the research project constitute the study's scope. To reach more logical conclusions and provide definitive and satisfactory responses to the study, it clearly outlines the scope of content covered by the research's methods. The study was

retrospective in approach looking at what had already happened in the past. The study focused on the Independent Policing Oversight Authority, focusing on police accountability and transparency. The study was done in Nakuru West Constituency, Nakuru County. It took approximately three months to complete the study. IPOA is an oversight agency mandated by the Kenyan Constitution that is tasked with overseeing the National Police Service. The study targeted IPOA officers, police officers, and victim of police misconducts of Nakuru West Constituency, Nakuru County. Since these were the main stakeholders involved in independent police oversight activities. The study sought to explore the role of IPOA officers who investigate cases of misconduct carried out by police officers on the victim of police misconducts of this area.

1.9 Study Limitations

Limitations are outside forces outside the Researcher's control. As a researcher, your methods and results are constrained by these uncontrollable factors, influences, or flaws (Connelly, 2013). There were several restrictions encountered in this study. First, data availability had issues. For example, some victims underreported, making it challenging to obtain thorough and accurate information about police misbehavior. Furthermore, the study relied on self-reported data which could be biased. Second, getting a representative sample for the survey took longer, especially where some groups or areas were underrepresented. Thirdly, the dynamic nature of law enforcement and oversight mechanisms rendered findings subject to temporal limitations. Lastly, the study's scope necessitated prioritizing certain aspects over others, potentially overlooking nuanced dynamics or alternative perspectives within the broader context of police accountability and transparency.

1.10 Delimitations

According to Simon (2011), delimitations are decisions made by the investigator that must be acknowledged since they outline the parameters the investigator has established for the investigation. The Independent Policing Oversight Authority (IPOA) in Kenya and its effects on police accountability and transparency are the particular subjects of this study. As such, it did not deal with more general structural problems in the National Police Service or other law enforcement organizations. Furthermore, the study's scope was restricted to analyzing IPOA's operations within a particular period and geographic setting, which did not limit its applicability to other nations or historical eras. Furthermore, other potential indicators of police performance or public perceptions were excluded from the research and restricted to quantitative and qualitative data sources relating to reported police misconduct. The study did not cover IPOA and Police accountability and transparency in other regions of Kenya.

1.11 Assumptions of the Study

According to Lewis (1999), assumptions are claims that, although lacking scientific validation, are accepted as correct or taken for granted. The study assumed that a robust legal framework exists to establish the Independent Policing Oversight Authority (IPOA) with clear mandates, powers, and responsibilities for overseeing police conduct. With such legal backing, the Effectiveness of IPOA in enhancing accountability and transparency would be protected. The study assumed that the IPOA has adequate access to relevant information and cooperation from the police department and that there is a level of public trust and support for the IPOA's role in overseeing the Police.

1.12 Theoretical Framework

According to Brinke (2009), a theoretical framework is an arrangement of connected ideas; it is similar to a theory but may need to be more thoroughly developed. Research is guided by a

theoretical framework that establishes what variables to assess and what statistical associations to seek out. This study adopted two theories to evaluate the Effectiveness of IPOA in enhancing police accountability and transparency. Principal-agent theory and Expectancy Motivation Theory guided the research. The Principal-Agent Theory focuses on the role of the IPOA in overseeing the Police; and The Expectancy Motivation Theory focuses on the IPOA's motivation to investigate officers and how it relates to Society.

1.12.1 Principal-Agent Theory

According to the Principal-Agent Theory put forward by Michael Jansen in the 1970s, conflicts of interest may occur when one party (the principal) assigns tasks to another (the agent) because of divergent objectives (Lane & Kivisto, 2008). In the governance framework, the principal (the people or the government) trusts agents (law enforcement) to act on their behalf. Nevertheless, agents might prioritize their interests over the principal's (Maggetti & Papadopoulos, 2018). For example, mechanisms like oversight committees (IPOA) keep an eye on agents' activities to ensure they align with the principal's goals to lessen this. This theory emphasizes the significance of accountability systems in addressing the agency problem and guaranteeing that agents behave in the principal's best interests (Maggetti & Papadopoulos, 2018).

This theory suggests that IPOA acts as a principal overseeing the actions of the agents (police officers) on behalf of the public (principal). IPOA's role involves monitoring and holding the Police accountable for their actions, ensuring they act in the public interest and adhere to legal and ethical standards (IPOA, 2024).

The Independent Policing Oversight Authority's (IPOA) function in accountability and transparency will be studied concerning the Principal-Agent Theory since it offers a framework for comprehending the dynamics between the police force and the IPOA (Lane, 2020). IPOA

assigns supervisory duties to guarantee police accountability on behalf of the general population. Nevertheless, the idea recognizes that IPOA and the Police may have conflicting interests or goals (Maggetti & Papadopoulos, 2018). This theory will allow the study to evaluate the degree to which IPOA's supervision measures effectively handle the agency problem and ensure that police operations are in the public interest.

This theory offers a structured framework for studying the connection between the police force (the agents) and IPOA (the principal), which is one of the significant benefits of using it. Through a precise characterization of the functions, motivations, and possible conflicts of interest among various organizations, the theory enables a systematic investigation of the efficiency of the accountability procedures imposed by IPOA (2019). Using this theory, the research will pinpoint the weaknesses or inefficiencies of the oversight mechanism with this structured study and suggest specific solutions to close those gaps.

Furthermore, the Principal-Agent Theory has a great deal of predictive capacity, which enables academics to foresee and handle possible conflicts of interest or agency issues that might develop in the IPOA-police dynamic (Lane & Kivisto, 2008). Through an analysis of the fundamental incentives and motives that propel both IPOA and law enforcement, academics can discern points of divergence and devise tactics to synchronize the interests of both groups in the direction of augmenting police accountability and transparency (Maggetti & Papadopoulos, 2018). This capacity for prediction improves the theory's usefulness in guiding evidence-based policy choices, and institutional changes meant to fortify supervision systems.

The idea also facilitates comparative analysis by enabling academics to learn from similar oversight bodies functioning in various circumstances. By examining the experiences of similar institutions in other contexts, researchers can identify best practices, lessons learned, and potential

traps to avoid when implementing oversight mechanisms by IPOA (Keyes & Keyes, 2023). The comparative methodology strengthens the study's conclusions, increasing its applicability to practitioners and policymakers who want greater police accountability and openness in Kenya. Some drawbacks of the Principal-Agent Theory include its straightforward description of the relationship between the IPOA and the Police and its emphasis on formal structures rather than cultural nuances, which may make interventions less successful (Aden et al., 2024). Its narrow emphasis may overlook stakeholder dynamics, institutional concerns, and broader societal effects, which limits its Effectiveness in resolving systemic challenges within the National Police Service (Maggetti & Papadopoulos, 2018). Complementary theoretical frameworks are essential to comprehending law enforcement accountability and transparency.

1.12.2 Expectancy Motivation Theory

Victor Vroom developed the Expectancy Motivation Theory and argued that people typically act or behave in particular ways because they are driven to choose some behaviors over others because of the outcomes they anticipate from their chosen conduct. (Victor Vroom 1964). According to Mohd Irfan (2022), people are driven to take particular behaviors because they believe those acts will result in the desired consequences. It implies that expectancy (the conviction that one's efforts will result in performance), instrumentality (the conviction that one's performance will lead to results), and valence (the weight attributed to the results) are the three elements that impact motivation (Keyes & Keyes, 2023).

EMTs could influence how police officers and IPOA personnel behave in the IPOA scenario. Belief in the efficacy of their supervision efforts (expectancy) and the perceived benefits of their acts (valence) may increase the motivation of IPOA officials. Likewise, police officers'

expectations about the possibility that IPOA will find misconduct and their attitude regarding the repercussions of that discovery may also have an impact.

The Theory of Expectancy Motivation was selected because it is significant in comprehending how attitudes regarding performance, effort, and results impact motivation. This theory offers a framework for analyzing police officers' and IPOA officials' motivations for acting in ways that promote accountability and openness in the legal system.

Expectation Motivation Theory (EMT), which considers elements like instrumentality, valence, and expectation, provides a thorough framework for comprehending motivation. A nuanced examination of motivation is made possible by this holistic viewpoint, which takes both cognitive and affective factors into account. Because of its predictive capacity, EMT can predict motivational patterns and subsequent behavior based on people's perceptions about their performance, effort, and results (McMillan et al., 2023).

By analyzing officials' perceptions of the success of oversight initiatives and expected results, EMTs can provide insights into why they are motivated to maintain accountability and openness within the framework of the Independent Policing Oversight Authority (IPOA). Furthermore, EMTs can be used in educational and organizational contexts to guide motivational tactics consistent with the staff and students' values and beliefs.

EMT's complexity hampers its practical application, especially in contexts with multiple motivational factors (McMillan et al., 2023). It may overlook individual variations in motivation, such as personality traits and cultural influences. Additionally, while helpful in understanding individual motivation, EMT's scope may be limited in addressing broader systemic issues or social influences on behavior, such as institutional barriers to accountability within the National Police Service (Kwon & Wortley, 2022).

1.13 Conceptual Framework

A conceptual framework includes one or more formal theories, additional concepts, and empirical data from the literature. It demonstrates connections between these concepts and how they apply to the research project.

Police accountability and transparency are essential in this study of the roles played by IPOA. This is because of the dysfunction of Kenya's policing system, which can be attributed to various sources. Various methods have been applied to it, some of which citizens lead. The liaison between the Police and the public is expected to be the Kenya National Commission of Human Rights and the Independent Policing Oversight Authority. The study argues that to comprehend policing, it is essential to consider elements like corruption, public mistrust of Police, abuse of human rights, insufficient workforce, improper training, and a lack of funding.

The review of complaints is usually done by an oversight authority to carry out investigations. Afterward, they are assisted by the government, who employ judges to assist in hearings. They, in turn, give judgments that can be used to reduce conflicts. For example, when a police is taken to prison after improper conduct, he or she will serve as a warning to deter other police officers from committing crime. IPOA faces many challenges because they happen daily, leading to mistrust in the public domain. The trust within the police can be brought back by humanitarian organizations that publicize improper events and conduct investigations whenever an incident occurs.

They give reports to the media and act as a watchdog to help reduce human rights violations by Police. The Kenyan government uses several strategies to improve policing. Open forums and *Nyumba Kumi* initiatives have also been used to ensure that Police can socialize with the citizens of a society. In conclusion, the Police and Society should unite to help Society grow. It enhances

the relationships between Police and Society, thus reducing the number of citizens who breach the law. Find below diagram for conceptual framework as shown on figure 1.1.

Independent Variable

Dependent Variable

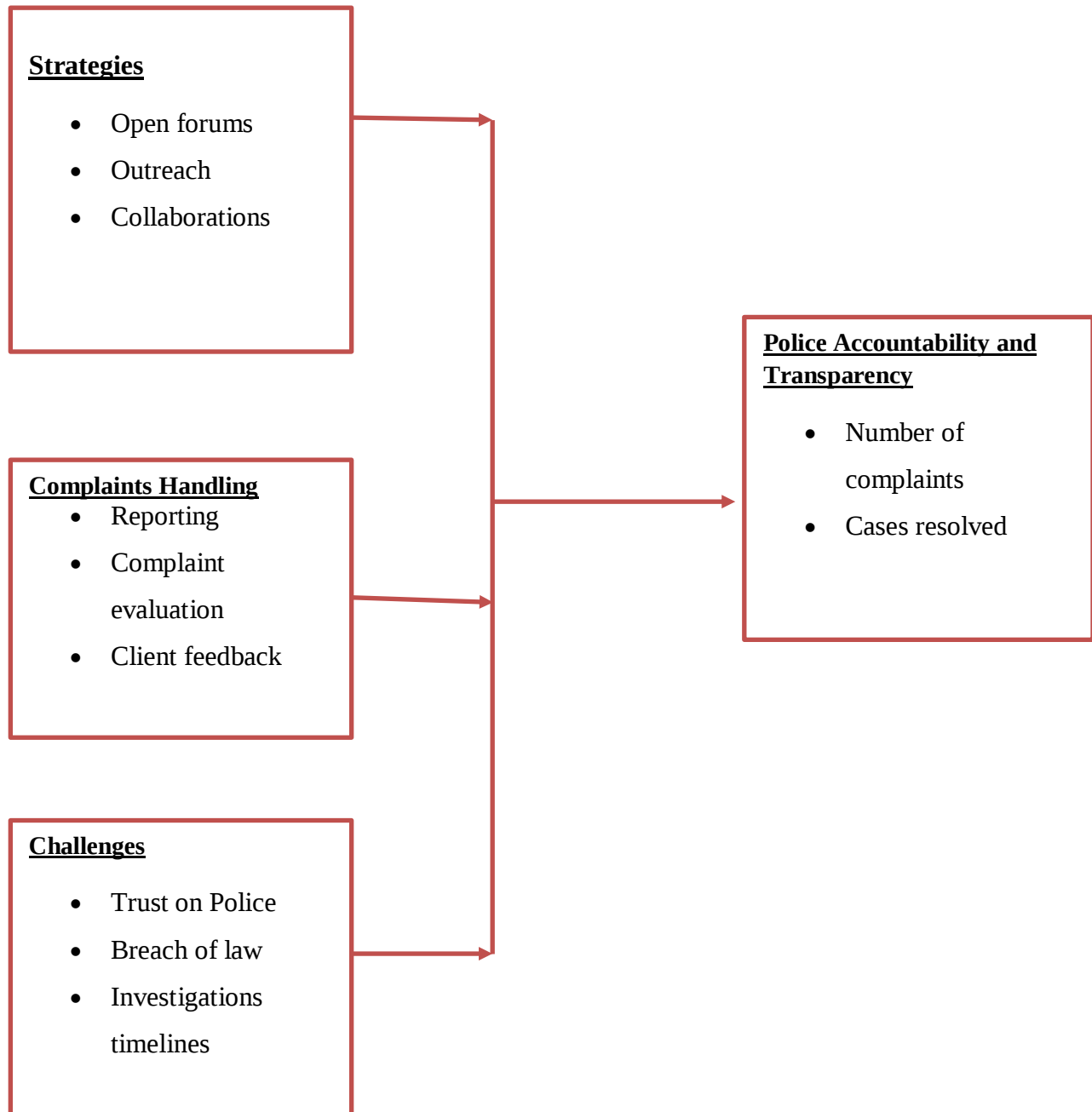


Figure 1.1: Conceptual Framework

Source: Author 2025

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

This chapter reviewed the literature related to IPOA and police accountability and transparency. It aims to help reveal empirical research, views, a literature review, and the knowledge and age gap. It also covered theories that led to the emergence of civilian Oversight.

2.2 Review of literature

2.2.1 Strategies of Independent Police Oversight Authority in Enhancing Police Accountability and Transparency

Police accountability and transparency are usually political and public policy topics. It displays sovereignty, measured by law, order, and governance. The link between governance and policing suggests that policing is a public utility that regulates social issues. According to Neyroud (2004), accountability plays a vital role in service provision. Officials who work for civilian oversight organizations should understand the stipulated rules that every policeman or woman should adhere to. This gives a smooth transition when one is investigating when a complaint has been brought forward. In Kenya, *nyumba kumi* initiatives and open forums have been suggested to be able to identify criminals with the help of citizens.

In the United States of America, many strategies have been put in place to place trust in civilian oversight and police accountability. Complaints have been investigated faster, and reports have been given out to the public to be able to read and make a follow-up on the prosecution process. The professional civilian oversight bodies also encourage citizens to use technology such as smartphones to access the loopholes in the police force (Miller, 2002). The civilian oversight

agencies also ensure that the people who work in the organizations are lawyers, former police officers, and military officers.

In Britain, civilian oversight bodies have been created for Police due to problems occurring due to misconduct and the failure of internal control mechanisms. According to Prenzler (2000), the British government has set up practical lessons to ensure the accountability of their police force. They also ensured that there was a separation between the British Police and the civilian Oversight by facilitating different roles to allow the regulator to focus on the conduct of Police and quality assessment procedures.

In Tanzania, civilian Oversight has been set up using different strategies, one of them being the Ombudsman office to help apprehend police officers. They also have a human rights commission body, which is called the Commission for Human Rights and Good Governance (CHRAGG), which is responsible for investigating police brutality, human rights abuses, and violations against women's rights. According to the African Policing Civilian Oversight Forum (2010), the Commission for Human Rights and Good Governance further aids in educating senior Tanzanian police officers on how to instruct junior officers while performing their jobs.

In Kenya, the central civilian Oversight of police accountability and transparency is done by the IPOA, which has eight board members. Citing chapters 4 and 6, which emphasize the necessity of establishing an oversight body to perform police activities, the aim is to guarantee that the Police carry out their responsibilities while adhering to Kenya's Constitution. There are many skills required of any oversight authority, and it goes to the extent of investigators conversing with communication skills, cultural norms, investigation knowledge, and required procedures. Experience-wise, the least qualified is three years of experience in investigation, data analysis, and evaluation (Nacole, 2012).

Civilian control is crucial everywhere, yet research shows that police misbehavior persists even after establishing a civilian agency (Walker, 2005). Additional research has shown that the rate of officer misconduct remains relatively constant regardless of an oversight system. The research findings indicate that many criticisms and affirmations are based on subjective opinions and viewpoints without a well-defined metric for evaluating civilian structures. It is crucial to recognize the significance of civilian oversight mechanisms like IPOA in enhancing police accountability.

2.2.2 Efficiency of Complaints Handling Mandate of Independent Policing Oversight Authority in Promoting Police Accountability and Transparency

Many governments have implemented a national civilian oversight organization to ensure that police accountability and transparency are up to the task. Most organizations share their goals across their models. They ensure that the complaints are acted upon swiftly, ensure public trust, fair investigation, and transparency, and help to deter police misconduct. According to Miller (2002), civilian Oversight is a procedure wherein individuals not affiliated with the police department play a significant role in holding the police department responsible for its policies, procedures, organization, and activities.

The large volume of complaints against the Police has raised concerns for civilian oversight bodies. Beyond specific complaints that may address police policies and procedures, citizens can hold the Police responsible in various ways. Different types of civilian oversight organizations help to check police performance. They vary from audit to investigation of police officers. We also have organizations like Transparency International, a review-focused agency that tends to identify set goals associated with complaints and investigations about human rights being violated by the authorities and other citizens.

In the United States of America, civilian Oversight on police transparency has caught the eye of the world in that recently, a lot of black Americans have lost their lives by being shot and killed by white police officers. Walker (2001) categorically states that civilian Oversight is a systematic procedure of offering feedback on complaints submitted by people who are not police officials. In America, a perfect example is the Los Angeles Police Department, which has an Internal Department that acts as a civilian oversight. It comprises five civilians who decide if a police officer has improper conduct in his line of duty to be punished. After investigations, the Inspector general reports to the public for integrity purposes (Merrick, 2003).

In Canada, much like the situation in the United States of America. Canada has experienced civilian Oversight in many corruption cases among police officers. According to Campbell (2004), the rise in police corruption cases and misconduct in Canada has not received media coverage. The civilian Oversight on police performance came into existence in Canada in the 1950s when the Caron inquiry investigated Montreal officers over prostitution and gambling claims. The Metropolitan Toronto Police Force Complaints Project Act of 1981 established a civilian monitoring body in official terms. The factors that influence how Canadian law enforcement is handled are a lack of transparency, tense ties between the police and minority communities, as well as the complaints system's consistency in curbing police misconduct (Landau, 2004).

In South Africa, civilian Oversight on police accountability and transparency has been critical, as in the case of the Marikana massacre in 2012, where more than 30 mine workers were shot and killed. According to Prenzler (2011), civilian accountability measures have become common in democratic countries. Civilian Oversight of police performance in South Africa is seen as a means of ensuring career professionalism in how police officers operate. The South African Police previously used their authority to subvert the people's will as the political class used them. They

finally agreed to form the Independent Police Investigative Directorate (IPID), which would act as the civilian oversight body for South African Police.

In Kenya, civilian Oversight of police performance existed after the victim of police misconduct elections of 2007/2008. Extra judicial killings, human rights violations, corruption, and Police soliciting for bribes were the significant tenets of the formation of the Independent Policing Oversight Authority. Its primary function is to ensure the complaint process is fair, that there is justice after the complaints are made, that there is a fair investigation, that there is public trust, and that there is transparency on how the Police are supposed to do their jobs. According to (IPOA, 2020), the IPOA officers are supposed to update complaints every 30 days regarding the status of actions and complaints taken to resolve them.

2.2.3 Challenges of Independent Policing Oversight Authority Mandate in improving Police Accountability and Transparency

According to Porter (2016), for almost 30 years, a primary tactic used by police enforcement has been challenges-oriented policing. It has gone to the context of where Police believe the civilian Oversight is biased because most of the people working in the organizations do not understand and react to the adrenaline of making a decision that may be a life and death situation. Reaves (2011) states that civilians have no particular experience or insight into what usually goes into an officer's mind, what circumstances and instincts follow him, and how things can heat up in a nanosecond. There are also new technological developments that civilian Oversight needs to develop programs to help reduce identified crime incidences.

In the United States of America, there have been several problems. Some articles and journals on civilian Oversight emerge when a local problem involving human rights violations and inadequate

enforcement is the subject of complaints lodged with the local Police and the community. (Walker, 2001). The data shows that in every 12 civilian oversight agencies in the study, the most common problem is force-related at 49 percent, racial abuse comes second at 30 percent, and lastly, 11 percent due to preventive policy efforts. The professionalization trend typically fails to hold police performance accountable despite successes in other domains.

In Northern Ireland, procedural irregularities and criminal wrongdoing among the police force have led to public mistrust in the internal handling of different complaints. This has reduced the level of transparency in the public eye. They formed a police Ombudsman in the year 2000. Its primary function was to take complete receiving complaints and investigate them against the police force. Miller (2002) states that when the Ombudsman feels there is enough evidence against an officer, they will recommend to the Director of Public Prosecution to prosecute the officer in question or recommend to the Police that the officer face disciplinary action.

In Ethiopia, the police force has been growing in concern in different cities and states—the other differences in societal cultures, races, religions, and colors challenge the existing modern order. According to Swol (1999), there have been violent events where Police clash with civilians, and that leads to diminishing trust with the Police. It shows that Police in many different situations are yet to develop ways of integrating with civilians to be legitimate. The minorities believe that the change in policing is still questionable (Skalansky, 2007).

In Africa the challenges still persist, according to Ramonate (2022) in a study to examines the state of police oversight in Lesotho, the study revealed that although Lesotho has established civilian oversight bodies, such as the Independent Police Complaints Authority (IPCA), their effectiveness is limited by various challenges. These included inadequate financial and human resources, lack of political independence, and insufficient legal powers to compel police cooperation (Ramonate,

2022). The study also highlighted the public's limited trust in the police due to a history of human rights violations, including excessive use of force and corruption. Ramonate argues that enhancing police accountability requires strengthening these oversight agencies, improving inter-agency coordination, fostering transparency, and building public confidence through community engagement and robust legal frameworks.

In Kenya, the Police have come under heavy fire for their disproportionate use of force, impunity, and contempt for the rights of citizens and democratic principles. According to the Ransley Task Force study, the most severe and persistent issues affecting Kenya's police service delivery to citizens and deteriorating relations between police officers and civilians are corruption, impunity, a lack of accountability, arrogance, and hostility. Kaheke (2019) evaluated the African Civilian Oversight of Police using experiences from South Africa and Kenya. The study aims to look at whether the organizations have completely tended to the worries about the offenses and conducts of the Police to assess the challenges faced by the monitoring entities and examine the extent to which IPOA and IPID can carry out their mandates fully. There is an office of the Ombudsman which advocates for administrative justice. Its function is to serve the police force and citizens who are facing human rights violations. Auerbach (2004) states that, Police do not reference any filed complaints by civilians on their behaviors for external investigation, yet they handle reporting and investigating their behavior. According to the Kenya Police Service annual reports (2010), there were more than 70,000 crimes committed in the country, and out of these, a total of 4594 criminal activities caused deaths. The study conclusively states that Police are ready to kill criminals instead of arresting suspects.

Probert, Kimari, & Ruteere (2020), in their study to assess the effectiveness of the Independent Policing Oversight Authority (IPOA) in investigating deaths resulting from police actions in

Kenya. The study highlighted the challenges IPOA faces, such as insufficient resources, inadequate legal powers, and political interference, which hinder its ability to effectively investigate and hold police officers accountable (Probert, Kimari, & Ruteere, 2020). Despite these challenges, the study recognizes the role of IPOA in promoting police accountability and transparency by investigating incidents of police violence and making recommendations for reforms. The authors argue that strengthening IPOA's capacity, ensuring its independence, and enhancing inter-agency cooperation are critical to improving police accountability (Probert, Kimari, & Ruteere, 2020).

2.3 Summary of the Literature Review and Knowledge Gap

This section has been tasked to give a clear scope of the summary of empirical review. There are three areas which this project has focused mainly, and it includes the Independent Policing Oversight Authority's function in keeping police officers responsible and transparent, exploring challenges faced by IPOA when executing its functions, and determining the Effectiveness of existing strategies that assist the Independent Policing Oversight Authority when executing its mandate.

Older studies have examined the implications of civilian Oversight. In Australia, Prenzler (1999) examined civilian Oversight of Police in Australia. He researched the vulnerability of policing to corruption and misconduct. In South Korea, Kang (2011) focused on exploring the Development and origin of citizen oversight of Police in South Korea. The studies concentrate mainly on the origin of civilian Oversight, leaving out police accountability and transparency, which are significant components.

Globally, most civilian oversight authorities usually ensure accountability in the way that Police undertake their jobs. In most cases, civilian oversight bodies might only be operational with governmental support. The government is usually held accountable for the work of law enforcement officers by oversight authorities. According to Hansen (2008), civilian oversight agencies must balance ensuring the support of police leadership and maintaining their independence.

Different studies have also been conducted using interpreted concepts from different deduced perspectives, using theories that make arguments that cannot be used in this study. Researchers adopt methodologies that are distinct in terms of the population under study, the sampling strategy, the research tools, and the techniques for data analysis. Cross-sectional and causal research designs have been employed in various investigations. This study adopted a cross-sectional descriptive research design.

CHAPTER THREE: RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter contains information on the methodology employed during the research. This study used a cross-sectional descriptive research design. The chapter is structured into the adopted research design, the target population, sample design and sampling technique, research instruments, data collection, data analysis, and presentation methods. It also entails research ethical considerations, reliability and validity tests that were used in the study.

3.2 Research Design

Kothari (2011) states that research design looks at data collection, evaluates the references made, and determines whether they are economical. The research design refers to the methodology used for data collection, measurement, and analysis (Kothari, 2011). The blueprint specifies all stages of action in the course of research. Cross-sectional descriptive research design was adopted in this study. The Cross-sectional descriptive research design was best suited for this study as it can evaluate the cause effect relationship on the effectiveness of police accountability and transparency (Kothari, 2011). The importance of descriptive research is supported by Mugenda and Mugenda (2014), who state that a descriptive study aims to collect and acquire data that describes existing phenomena based on people's perceptions, attitudes, views, and experiences. The study used both quantitative and qualitative approach. For quantitative method a structured questionnaire was used, while for qualitative method key informant interviews were conducted.

3.3 Research Site

The research site is the geographical location responsible for conducting the research (Orodho & Kombo, 2002). The study was conducted within Nakuru West Constituency, Nakuru County.

Nakuru West Constituency is located in Nakuru County, Kenya's Rift Valley region. Nakuru County is recognized for its various landscapes, which include the Great Rift Valley and excellent agricultural farms. Nakuru West, located in the county's center, combines urban and rural characteristics. The study was location was purposively chosen for convenience since the principal researcher works and resides in the area. Also it was chosen due to presence of IPOA regional offices in the area and high number of cases of police misconduct reported in the area.

3.4 Target Population

Mugenda and Mugenda (2014) state that the target population drawn in the study can be natural or hypothetical in that they can be people or events to which the Researcher generates results. The particular respondents that the researcher will use to address the questions raised on the questionnaire constitute the target population. The study targeted 133 respondents including victims of police misconducts, police officers, and IPOA employees of Nakuru, Nakuru County.

3.5 Study Sample

3.5.1 Sample Size

The proportionate stratified sampling determines how many respondents should be sampled. Because it involves taking random samples from stratified groups, proportionate to the population. A sample is described by Mugenda and Mugenda (2014) as a smaller group drawn from the accessible population. According to Lavrakas (2008), the conclusive sample size is smaller than the designated sample size due to people needing to respond and ineligibility. This study used Yamane's Taro formula to obtain its sample size, as shown below:

$$n = \frac{N}{(1 + N(e)^2)}$$

Where n = sample size

N = population of the study

e = level of significance (5% level of significance)

N = target population = 133

$$\text{Applying the formula, } n = \frac{133}{1 + 133 (0.05)^2}$$

$$n = \frac{133}{1.3325}$$

$$n = 99.81$$

Sample Size = 100

That represented 75.19 % of the total target population. In addition, Cheng (2014) states that in stratified sampling where population within each strata is known, a sample of 75.19% is adequate representation for data collection. That information is clearly shown on Table 3.1 shown below.

Category	Population	Sample Ratio	Sample Size
Police Officers	60	0.7519	45
Victims of Police Misconduct	50	0.7519	38
IPOA Officers	23	0.7519	17
Total	133	0.7519	100

Table 3.1: Sampling Table

The number of police officers is based on the number of officers actively serving in the four police stations and posts in Nakuru West Constituency. While the number of victims of police misconduct reported to IPOA in the year 2024 from Nakuru West Constituency.

3.5.2 Sampling Procedure

Kombo and Tromp (2006) define sampling as the process of choosing several distinct people or items from a population so that the selected group accurately reflects the characteristics of the entire group. Stratified proportionate sampling was used for this study. It includes dividing samples into strata where the sample size of the stratum is usually proportionate to the population size of the stratum. From each stratum the respondents were chosen using simple random sampling. For key informant interviews four key informants were purposively sampled.

3.6 Data Collection Procedures

The questionnaires were administered by the principal researcher and three research assistants to 100 respondents through a drop-and-pick method. Respondents were being given a one hour to fill them out, after which they were collected. The principal researcher also conducted four key informant interviews (2 IPOA senior officers and 2 Police leaders) on basis of purposive sampling using key informant interview (KII) guides.

3.6.1 Data Collection Instruments

Kothari (2011) indicated that data collection materials are used to collect new data. To achieve its objectives, the study adopted a multi-dimensional approach to data collection. It used primary data gathered through qualitative and quantitative techniques. A questionnaire was used to gather quantitative data, and key informant interview guides were used to collect the qualitative data. A structured questionnaire was used. The tools were designed according to three specific objectives

and the conceptual framework model of the study with guidance from the university supervisors. According to Van den Brink and Mellenbergh (1998), a questionnaire is a set of research questions intended to elicit important data from respondents.

3.6.2 Pilot Testing of Research Instruments

Cann, Connolly, Ruuska, MacNeil, Birmingham, Vandervoort, and Callaghan (2008) specify that the pilot study sample size should be 10% of the total sample size. For this study pilot study was done in Eldoret using 10 respondents (4 police officers, 4 victim of police misconducts and 2 IPOA officers). To compute reliability scores, the data generated by the pilot tests are tested using the test-retest method. Piloting testing was done to test the accuracy of instruments used in the research and help respondents understand the problem to realign the instruments for testing validity and reliability. The results helped in improving the questionnaire statements. The pilot test also assisted in removing all the misconceptions and ambiguities leading to credibility and reliability of the instruments. The pilot study yielded content validity index of 0.868 and a Cronbach's Alpha coefficient of 0.891 warranting data collection.

3.6.3 Instruments Reliability

Mugenda and Mugenda (2014) state that reliability of research instruments provides degree measures consistent with several trials. Reliability can be instrumental in monitoring qualitative approaches like conducting face-to-face interviews. Instruments are said to be reliable if they produce the same results over some time. Measures should also be variably accurate. Reliability was achieved through the test and retest method. The Cronbach's Alpha coefficient was used for testing reliability for all items of the questionnaire in pilot study, yielding a coefficient of 0.891 was obtained, which was considered enough to warrant data collection. A Cronbach's Alpha of 0.70 and above is scientifically deemed sufficient to warrant data collection.

3.6.4 Instruments Validity

Validity is used to check on whether a questionnaire is measuring what it assumes to measure. The degree to which the Researcher's and the participant's perceptions and notions have reciprocal significance is known as validity, according to MacMillan and Schumacher (2001). The study yielded content validity index of 0.868, which confirmed content validity of the questionnaire. A content validity index (CVI) of 0.80 and above is deemed sufficient to proceed with a study.

3.6.5 Data Collection Procedure

To ensure the validity of the research instrument and results, the researcher ensured that the research tools were reviewed with advice from academic supervisors and cross-checked other empirical literature. The researcher trained the three research assistants on data collection using the structured questionnaires. The research assistants were trained on assisting in filling, how to distribute and collect the questionnaires. More so they were trained on informed consent and how to recruit the respondents. The key informants' interviews were conducted by the principle investigator.

3.7 Data Analysis

Data analysis used descriptive and inferential statistics. Quantitative data was collected using questionnaires and analyzed by the use of descriptive statistics using SPSS and the results presented through percentages, means and frequencies. The results were used as frequency tables and charts. Thematic analysis was also done for the qualitative data generated from the key informant interviews. Thematic analysis used NVivo software to analysis the key themes which were reported in chapter four.

3.8 Legal and Ethical Consideration

According to Kothari (2011), all professions usually have strict guidelines that govern their professional work. Major ethical issues include informed consent, confidentiality, and honesty. Honesty is achieved by not changing any information given by the respondents to favor them. Confidentiality is treating the information attained as private. To enhance confidentiality the questionnaires remained anonymous during data analysis. Informed consent is by not forcing respondents to answer questions in the questionnaire. The researcher did not coerce any respondent to answer questionnaires in favor of any responses. The Researcher adhered to all research requirements by being honest, not changing respondents' information, and keeping all information attained confidential. The researcher obtained a permit from the National Commission for Science and Innovation (NACOSTI) to proceed with the research.

CHAPTER FOUR: DATA ANALYSIS AND PRESENTATION OF FINDINGS

4.1 Introduction

This chapter covers data analysis, interpretation, and discussion of the findings. The goal of the study was to evaluate the effectiveness of independent policing oversight authority on enhancing police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya with respect to accountability and transparency impacts, challenges and strategies. The findings were presented in tables and charts.

4.2 Response Rate

The sample size comprised of 100 respondents which included the police officers, victim of police misconducts and IPOA officers in Nakuru West Constituency, Nakuru County. Table 4.1 indicates that out of the 100 questionnaires administered, 86 were completed which yielded a response rate of 86 per cent. According to Mugenda and Mugenda (1999), a response rate of 50 per cent is adequate; a response rate of 60 per cent is good and above 70 per cent is excellent. Therefore, a response rate of 86 per cent was sufficient for data analysis.

Table 4. 1: Response Rate

Response rate	Sample size	Percentage %
Returned Questionnaire	86	86
Un-returned questionnaires	14	14
Total	100	100

Source: Primary Data (2024)

Some of the questionnaires were not returned with respondents citing lack of time to fill the questionnaires, few respondents were illiterate leading to reluctance in completing, others did not understand importance of filling and returning the questionnaires and others claimed having lost or misplaced the questionnaires.

4.3 Demographic Characteristics

The section displays the demographic data of the selected respondents. The respondents' demographic data reflects the relevant characteristics of the population, which forms the foundation under which the research attained pertinent data. Data recorded contains gender, age and category of society represented.

4.3.1 Gender of Respondents

This subsection explains two main genders of the respondents involved in the study. It shows how many males and females were respondents in the study. Many of the respondents 53% were male while 47% of the respondents were female. The respondents were asked to specify their gender. The results are shown in Figure 4.1. The results indicate that more males were involved in the study compared to number of female respondents, implying more males work in the police and most victims of police misconduct are male.

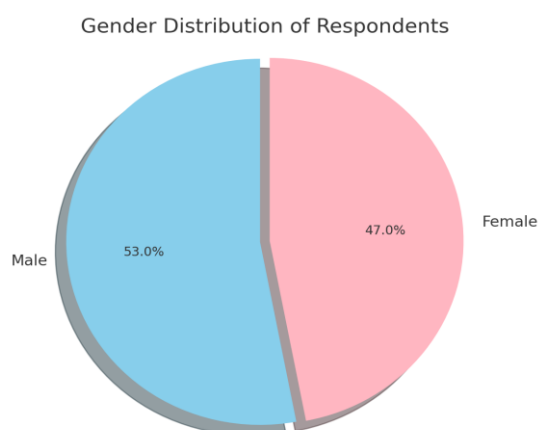


Figure 4.1: Gender of Respondents

Source: Primary Data (2024)

4.3.2 Age of Respondents

Table 4. 2: Age of Respondents

This subsection presents results of age of respondents involved in the study. Due to the nature of the study all respondents involved were 18 years and above.

Age Group (Years)	Frequency	Percent (%)
18–21	1	1
22–25	9	11
26–30	39	41
31 and above	37	43
Total	86	100

Source: Primary Data (2024)

Respondents between 18-21 were 1%, most of the respondents (43 %,) were aged above 30 years while 41% of the respondents were aged between 26-30 years. On the other hand, 11%) of the respondents were aged between 22-25 years. This means that most of respondents were people who had finished high school and were already established in their careers.

4.3.3 Category of Respondents

Table 4.3: Category of Respondents

The subsection presents the three categories of respondents (IPOA staff, police officers, and victims of police misconduct in Nakuru West Constituency) involved in the study.

Category	Frequency	Percent
IPOA Staff	12	14
Nakuru West Constituency, Nakuru County victim of police misconduct	34	40
Police officer	40	46
Total	86	100

Source: Primary Data (2024)

As per the research findings, 46% of the respondents were police officers, 40% were Nakuru West Constituency, Nakuru County victim of police misconducts and 14% were IPOA staff.

These categories validate research findings because the majority of the respondents formed the main reason for the study.

4.4 Descriptive Statistics

The following descriptive statistics were obtained for each independent variable in this study including efficiency of IPOA complaint handling process and police accountability and transparency, Challenges of IPOA and police accountability and transparency and Strategies of IPOA and police accountability and transparency after the primary data was analyzed using SPSS version 27. Also descriptive statistics for the dependent variable measures of police accountability and transparency are provided.

4.4.1 Descriptive Analysis on Efficiency of Complaints Handling Mandate of Independent Policing Oversight Authority in Promoting Police Accountability and Transparency

Note. SA = Strongly Agree; A = Agree; U = Undecided; D = Disagree; SD = Strongly Disagree; M = Mean; SD = Standard Deviation. The responses were based on a 5-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree). The generated table present results on the efficiency of IPOA complaint handling process on police accountability and transparency.

Table 4.4: Efficiency of IPOA Complaint Handling Process

Item	SAn (%)	An (%)	Un (%)	Dn (%)	SDn (%)	M	SD
Monitoring of police operations has led to better handling of citizens	0 (0.0)	4 (4.7)	45 (52.3)	32 (37.2)	5 (5.8)	2.56	0.68
Inspection of police premises has made the police more responsive	5 (5.8)	33 (38.4)	31 (36.0)	17 (19.8)	0 (0.0)	3.30	0.85
Police personnel handle victims of police misconduct better as a result of monitoring	3 (3.5)	35 (40.7)	35 (40.7)	13 (15.1)	0 (0.0)	3.33	0.77
Performance in the police department has improved due to rewards for exceptional personnel	0 (0.0)	51 (59.3)	24 (27.9)	11 (12.8)	0 (0.0)	3.46	0.71
Police responsiveness to special interest groups has increased accountability	0 (0.0)	1 (1.2)	29 (33.7)	56 (65.1)	0 (0.0)	2.36	0.50
Police investigations on injuries and deaths have improved due to reduced abuse of power	0 (0.0)	59 (68.6)	27 (31.4)	0 (0.0)	0 (0.0)	3.69	0.46

Source: Primary Data (2024)

NB: Strongly Agree (SA), correspond to Agree (A), correspond to Undecided (U), correspond to Disagree (D), and, correspond to Strongly Disagree (SD), average weighted mean= **3.12**

As presented in **Table 4.4**, the statements were developed to determine the efficiency of IPOA complaint handling process on police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya. Out of the 100 sent 86 questionnaires were received back. Most respondents agreed that there was lack of accountability and transparency on the side of the police. As presented in Table 4.4, most respondents agreed Inspection of police premise has made

the police more responsive, Performance in the police department has improved as a result of rewards given to exceptional personnel and Police investigations on injuries and deaths have been enhanced due to reduced abuse of power had great impact on IPOA and police accountability and transparency, Descriptive analysis was applied to identify perceptions on various aspects of monitoring and performance by police.

The item "Police investigations into deaths and injuries have improved as a result of fewer abuses of power" received the highest mean rating ($M = 3.69$, $SD = 0.46$), indicating moderate agreement. This was followed by "Performance within the police organization has improved as a result of incentives for excellent staff" ($M = 3.46$, $SD = 0.71$) and "Police officers treat victims of police abuse more favorably as a result of monitoring" ($M = 3.33$, $SD = 0.77$). The finding tends to agree with what (Selod, 2024) found out that performance within police can improve with incentives.

The lowest mean was found for "Police responsiveness to special interest groups has increased accountability" ($M = 2.36$, $SD = 0.50$), and it suggests general disagreement.

Overall, the findings suggest mixed views on the effectiveness of monitoring and performance incentives in enhancing police accountability and responsiveness, and comparatively low standard deviations suggest moderate agreement among respondents

KII5: "Inspection of police premise IPOA has greatly improved efficiency of police in carrying out their duties compared to previous years before establishment of IPOA body."

KII2: "Even with IPOA working to improve police responsiveness to citizens, the special interest groups are still facing increased abuses by the police. "

4.4.2 Challenges of Independent Policing Oversight Authority Mandate in improving Police Accountability and Transparency

The subsection presented the challenges IPOA face in their work on enhancing police accountability and transparency, especially low levels of reporting of police misconduct, low public awareness on IPOA's mandate, inadequate witness protection and whistleblowers programs and connection between the community and law enforcement.

Table 4.5: Challenges of IPOA

Note. SA = Strongly Agree; A = Agree; U = Undecided; D = Disagree; SD = Strongly Disagree; M = Mean; SD = Standard Deviation. The responses were based on a 5-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree).

Item	SA F(%)	A F(%)	U F(%)	D F(%)	SD F(%)	Mean	Standard Deviation
Low reporting levels of police misconduct by the public has made it hard for IPOA to properly execute its mandate	0 (0.0%)	59 (68.6%)	27 (31.4%)	0 (0.0%)	0 (0.0%)	3.69	0.47
Low public awareness on IPOA's mandate has made it hard to arrest police officers	0 (0.0%)	11 (12.8%)	25 (29.1%)	50 (58.1%)	0 (0.0%)	2.55	0.73
Inadequate protection of witnesses and whistleblowers limits IPOA from executing its mandate	8 (9.3%)	1 (1.2%)	27 (31.4%)	50 (58.1%)	0 (0.0%)	2.62	0.89
The community and law enforcement are not well connected.	9 (10.5%)	39 (45.3%)	37 (43.0%)	1 (1.2%)	0 (0.0%)	3.65	0.70
The Kenya National Police	0 (0.0%)	0 (0.0%)	40 (46.5%)	34 (39.5%)	12 (14.0%)	2.32	0.74

force has had a number of difficulties, including bribery claims.

Source: Primary Data (2024)

NB: Strongly Agree (SA), correspond to Agree (A), correspond to Undecided (U), correspond to Disagree (D), and, correspond to Strongly Disagree (SD), average weighted mean= **2.97**

As presented in **Table 4.5**, the statements were developed to determine the challenges of IPOA on police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya. During the study 100 sent and 86 questionnaires were received back. According to the findings of the study, the community and law enforcement are not well connected and therefore reduced accountability and transparency of the police with a mean of 3.65. The study sought to quantify perceived challenges facing the Independent Policing Oversight Authority (IPOA) in the execution of its mandate. The respondents responded to Likert-scale questions grading factors such as public reporting, awareness, whistleblower protection, community outreach, and corruption of police force.

Results indicated that respondents agreed to some extent that low public reporting of police misconduct is a limitation to the performance of IPOA ($M = 3.69$, $SD = 0.47$). This aligns with findings by Ruteere and Pommerolle (2003), in which they observed that threats of reprisals and lack of trust in the police force discourage the public from reporting instances of police misconduct. Public hesitation to report also resonates with concerns about retaliation and a lack of witness protection that can perpetuate a culture of impunity (Amnesty International, 2016).

Conversely, respondents disagreed or were uncertain as to whether the low public awareness of IPOA's mandate limits its ability to arrest police officers ($M = 2.55$, $SD = 0.73$). This would suggest that while awareness is an issue, it is not considered the most significant hindrance to the effectiveness of IPOA in its operations. This is in contrast to previous research by Transparency International Kenya (2014), which clarified that low public engagement with watchdog institutions is typically linked to low awareness.

For witness and whistleblower protection, respondents somewhat disagreed or were uncertain ($M = 2.62$, $SD = 0.89$). The great variability is suggestive of a lack of consensus, which may indicate differences in personal experience or levels of information among the public. That the absence of adequate protection mechanisms compromises accountability systems is, however, substantiated by international evidence (UNODC, 2015).

Whether the police and community are well connected had a relatively high mean ($M = 3.65$, $SD = 0.70$), which is an indication of agreement that there is a disconnection. Kiai (2014) confirms these findings because he observed that strained police-community relations in Kenya undermine joint policing and accountability.

Finally, participants disagreed with the statement that the Kenya National Police force has been accused of bribery ($M = 2.32$, $SD = 0.74$). This may be a refusal to openly endorse negative perceptions of law enforcers or fear of retaliation. However, this is contrary to numerous reports, including those of the Ethics and Anti-Corruption Commission (EACC, 2022), that have consistently noted bribery and extortion in police services as a major problem.

KII8: *“In this area there are still poor relationships between the police and the community. Police are viewed with fear as there are several incidences of police brutality, forced disappearances and intimidations.”*

4.4.3 Strategies of Independent Police Oversight Authority in Enhancing Police Accountability and Transparency

Note. SA = Strongly Agree; A = Agree; U = Undecided; D = Disagree; SD = Strongly Disagree; M = Mean; SD = Standard Deviation. The responses were based on a 5-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree).

Table 4.6: Strategies of IPOA

Item	SA F(%)	A F(%)	U F(%)	D F(%)	SD F(%)	Mean	Std. Dev.
Citizen participation in awareness meetings has reduced corruption cases	0 (0.0%)	4 (4.7%)	32 (37.2%)	45 (52.3%)	5 (5.8%)	2.41	0.70
Open forums and seminars by IPOA have improved handling of public by police	5 (5.8%)	34 (39.5%)	33 (38.4%)	14 (16.3%)	0 (0.0%)	3.35	0.86
Police adherence to code of conduct has improved since IPOA's formation	9 (10.5%)	39 (45.3%)	35 (40.7%)	3 (3.5%)	0 (0.0%)	3.63	0.76
Number of injuries due to police action has reduced since IPOA	0 (0.0%)	59 (68.6%)	0 (0.0%)	27 (31.4%)	0 (0.0%)	3.37	0.48
Compliance with law and processes has improved since IPOA	0 (0.0%)	29 (33.7%)	1 (1.2%)	56 (65.1%)	0 (0.0%)	2.69	0.73
Police have been more successful in resolving complaints	0 (0.0%)	59 (68.6%)	0 (0.0%)	27 (31.4%)	0 (0.0%)	3.37	0.48

Source: Primary Data (2024)

NB: Strongly Agree (SA), correspond to Agree (A), correspond to Undecided (U), correspond to Disagree (D), and, correspond to Strongly Disagree (SD), average weighted mean= **3.14**

Table 4.6, presents the results of the descriptive statistics done on the responses given to the statements were developed to determine the strategies of IPOA on police accountability and

transparency in Nakuru West Constituency, Nakuru County, Kenya. Out of the 100 sent 86 questionnaires were received back. The study measured community perception of the Independent Policing Oversight Authority's (IPOA) role in shaping police conduct and accountability. The findings show mixed perceptions, with respondents gauging IPOA's performance on key areas of reform such as community relations, police conduct, and harm reduction.

The least scored item was the belief that civic participation in awareness forums has reduced police cases of corruption ($M = 2.41$, $SD = 0.70$), meaning there was general disagreement. The observation can be taken to mean disbelief in the effectiveness of participatory forums to directly curb abuses. Past research (Kagari & Thomas, 2006) has already shown that even though community participation is very important, its potential is constrained by weak enforcement mechanisms and weak follow-up of recommendations from such forums.

Members reported moderate agreement that open forums and seminars that IPOA hosts have improved public treatment by the police along lines of constitutional rights ($M = 3.35$, $SD = 0.86$). The findings show that there is some perception of IPOA efforts in awareness-raising and training. This is consistent with a study by Osse and Hurwitz (2015), which asserts that public outreach venues enhance higher awareness of civil rights as well as accountability of the police.

Stronger consensus was obtained on the fact that police observance of the code of conduct has improved since IPOA's establishment ($M = 3.63$, $SD = 0.76$). This suggests that the presence of IPOA might have contributed to police internal accountability and professionalism. These results complement Mutahi and Ruteere's (2019) findings, which established that Kenyan accountability bodies have been responsible for modest yet substantial behavioral change among security forces.

In terms of whether the number of injuries as a result of police action is fewer, the mean was 3.37 (SD = 0.48), reflecting moderate agreement. It is consistent with the premise that the intervention of IPOA is reducing the use of excessive force. IPOA's yearly reports (IPOA, 2022) have indicated a decline in instances of serious injury and death as a result of police intervention, although causation can be hard to assess.

In terms of compliance with the law and operations procedures, responses were divided (M = 2.69, SD = 0.73). This suggests public trust in following procedures is uncertain, showing that more needs to be done in terms of visibility and transparency of reforms. This is consistent with earlier assessments that IPOA's visibility and public communication still remain in check (Transparency International Kenya, 2016).

Lastly, participants concurred moderately that the police are improving in handling complaints against them as the creation of IPOA (M = 3.37, SD = 0.48). This may be a reflection of some enhancement in internal accountability mechanisms, perhaps because of external pressure from IPOA, as shown in hybrid accountability systems research (Aston, 2020).

KII1: *“Through the initiatives of IPOA, more Kenyans are becoming aware of their constitutional right in relationship to how the police treat them and where they can report cases of misconduct.”*

4.4.4 Measures of Accountability and Transparency

The following descriptive statistics were obtained for each independent variable in this study including Efficiency of IPOA complaint handling process on police accountability and transparency.

Table 4.7: Measures of Accountability and Transparency

Note. SA = Strongly Agree; A = Agree; U = Undecided; D = Disagree; SD = Strongly Disagree; M = Mean; SD = Standard Deviation. The responses were based on a 5-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree).

Item	SA F(%)	A F(%)	U F(%)	D F(%)	SD F(%)	Mean	Std. Dev.
I am always provided with convenient channels to report instances of police wrongdoing	0 (0.0%)	49 (57.0%)	22 (25.6%)	15 (17.4%)	0 (0.0%)	3.40	0.76
There is continuous training in ethical policing, mental health, and cultural competency	0 (0.0%)	11 (12.8%)	25 (29.1%)	50 (58.1%)	0 (0.0%)	2.55	0.73
The public is always informed about the department's dedication to justice and officer accountability	0 (0.0%)	10 (11.6%)	24 (27.9%)	52 (60.5%)	0 (0.0%)	2.51	0.71

Source: Primary Data (2024)

Note. SA = Strongly Agree; A = Agree; U = Undecided; D = Disagree; SD = Strongly Disagree; M = Mean; SD = Standard Deviation. Average weighted mean = **2.82**

As presented in **Table 4.7**, the statements were developed to measure police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya. During the study 100 sent and 86 questionnaires were received back. The survey quantified public opinion about transparency, accountability mechanisms, and ethical policing training within police forces. The items covered reporting mechanisms, officer training, and public information on justice and accountability.

Respondents moderately agreed that available channels for reporting police misconduct exist (M = 3.40, SD = 0.76). This is an encouraging indicator of reporting accessibility, although the presence of a sizable proportion of undecided and disagreeing respondents indicates that there is still some way to go. In the opinion of Goldsmith (2005), access to complaint mechanisms that

are trustworthy and accessible lies at the heart of citizen oversight and enables trust in accountability mechanisms.

However, participants disagreed or were uncertain whether ongoing training is taking place in ethical policing, response to mental health crises, and cultural competency ($M = 2.55$, $SD = 0.73$). This indicates the public is either unconscious of or unconvinced of the extent of such professional development activities. This finding portrays concerns that have been recorded by the Independent Policing Oversight Authority (IPOA, 2021), which portrays shortages in specialized police training that align with evolving societal needs and rights-based focuses.

On public communication of justice and officer accountability, the respondents also showed low agreement ($M = 2.51$, $SD = 0.71$). The majority disagreed that the police always inform the public of their commitment to justice and accountability. This shows a significant transparency shortfall, one that may erode public trust. This sentiment is shared by Osse and Hurwitz (2015), who observed that non-transparent communication strategies in security organizations deter citizens' participation and trust.

Collectively, these findings imply a discrepancy between public aspirations and the perceived conduct of police in communication and training, which may work against the success of policing reforms in Kenya.

KII IV: *'Reporting channels exist but are underused due to lack of trust also, police training on ethics and public communication is irregular and inadequate'.*

4.5 Correlational Analysis

The correlational analysis of the study was undertaken, and the results are displayed in Table 4.8 below.

Table 4.8: Correlational Analysis

Correlations					
Measurement	Pearson Correlation	1			
	Sig. (2-tailed)	.000			
	N	86			
Challenges In Police	Pearson Correlation	.660**	1		
	Sig. (2-tailed)	.000			
	N	86	86		
Strategies of IPOA	Pearson Correlation	.959**	.657**	1	
	Sig. (2-tailed)	.000	.000		
	N	86	86	86	
Measures of Accountability	Pearson Correlation	.320**	.307**	.348**	1
	Sig. (2-tailed)	.003	.004	.001	
	N	86	86	86	86

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

Source: Primary Data, (2024)

The attained results for the correlational relationship between the efficiency of IPOA complaint handling process oversight on police accountability and transparency were $r = 0.178$, $\text{Sig} = 0.000$, and $P \text{ Value} < 0.01$. The attained results indicated that there was a positive correlation between efficiency of IPOA complaint handling process oversight on police accountability and transparency that was found to be statistically significant at 0.000 level of significance. The challenges of IPOA on police accountability and transparency correlational relationship achieved

results that were $r=0.128$, $\text{Sig}=0.000$, $P \text{ Value} < 0.01$. The results indicated statistically significant correlation between challenges of IPOA on police accountability and transparency that was positive in nature. The analysis results between strategies of IPOA on police accountability and transparency indicated that there was a positive relationship with the results $r=0.164$, $\text{Sig}=0.000$, $P \text{ Value} < 0.01$. These results therefore indicated that there was statistically significant relationship between the variables. These results indicated the presence of a statistically significant relationship between the variables at 95% CI.

4.6 Diagnostic Tests

The researcher undertook diagnostic testing to ensure that the data conforms to the classic linear regression assumptions. The researcher tested the data for multicollinearity and normality of residuals. Results of this analysis are discussed below.

4.6.1 Testing for Multicollinearity

According to (Shrestha, 2020), multicollinearity arises when two or more independent variables that are mutually used to estimate a regression model have a robust linear relationship. The researcher tested multicollinearity in the study using the value inflation factors. If the value inflation factor of any variable exceeds 5, this is an indicator of the existence of multicollinearity and therefore the problem should be remedied before any further analysis is undertaken.

Table 4.9: Testing for Multicollinearity

Model	Collinearity Statistics	
	Tolerance	VIF
Challenges of Police	0.79	2.612
Strategies of IPOA	0.558	1.794
Efficiency of IPOA complaint handling process	0.080	2.536

Source: Primary Data, (2024)

As per table 4.9 above, all the Value Inflation Factors were less than 5. As such, it's deduced that there was no multicollinearity in the data and therefore it was fit for analysis.

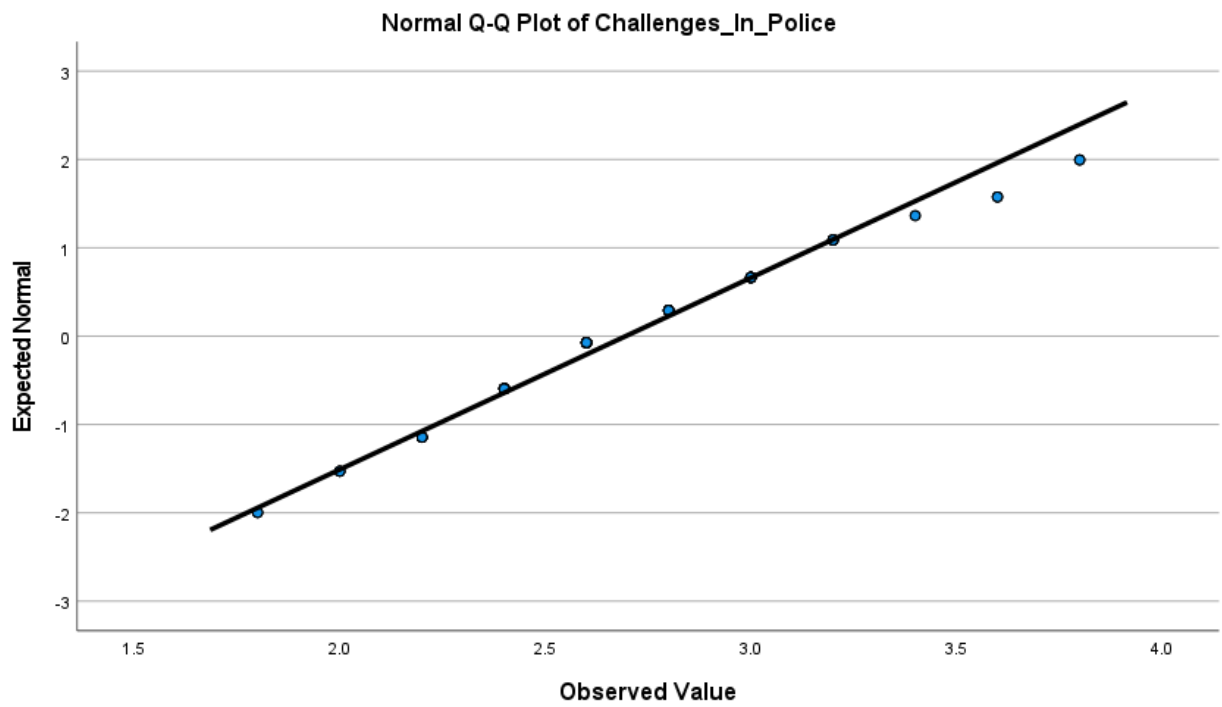
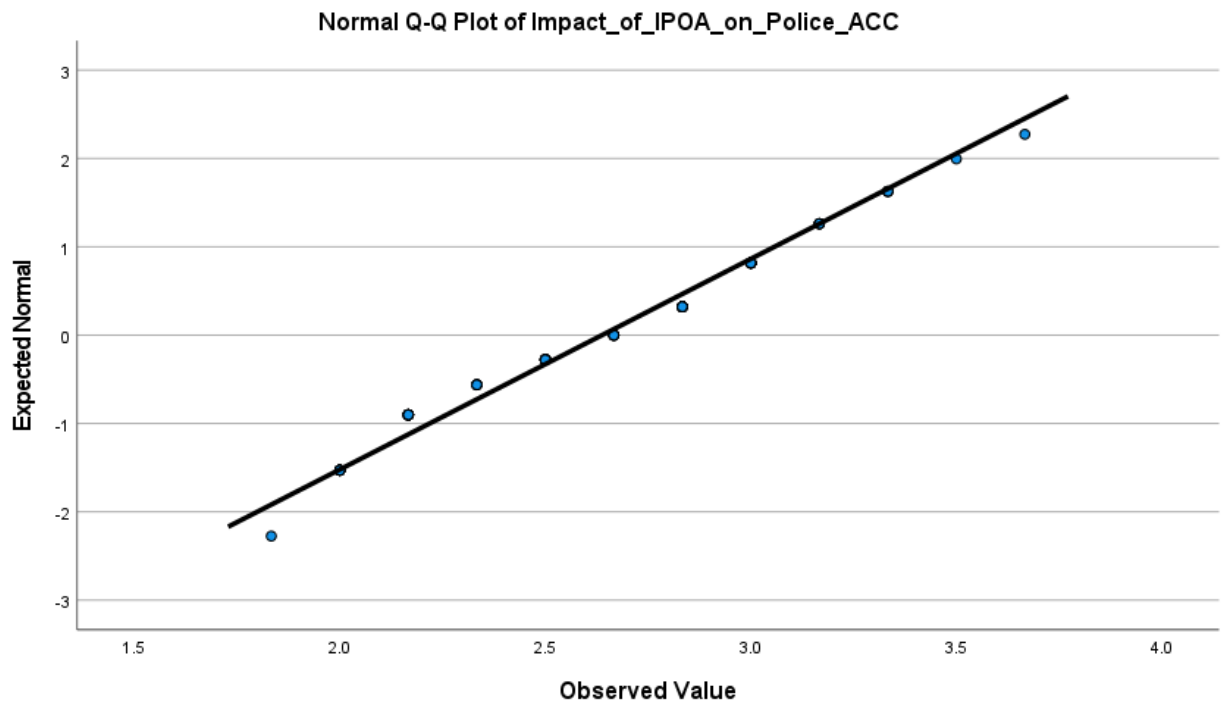
4.6.2 Testing for Normality of Residuals

According to Gauss Markov Theorem, the coefficients of regression analysis to be the best linear unbiased estimators, the residuals must be normally dispersed with a constant variance and a mean of zero. In order to test for normality of residuals, the researcher applied the p-p plot shown in figure 4.2 below. The plot is linear and this implies that the residuals follow a normal distribution, thus the data was sufficient for analysis.

Table 4.10: Testing for Normality of Residuals

	Shapiro-Wilk		
	Statistic	df	Sig.
Measures of Accountability	.877	86	.000
Efficiency of IPOA complaint handling process	.959	86	.008
Challenges in Police	.961	86	.011
Strategies of IPOA	.941	86	.001

Source: Primary Data, (2024)



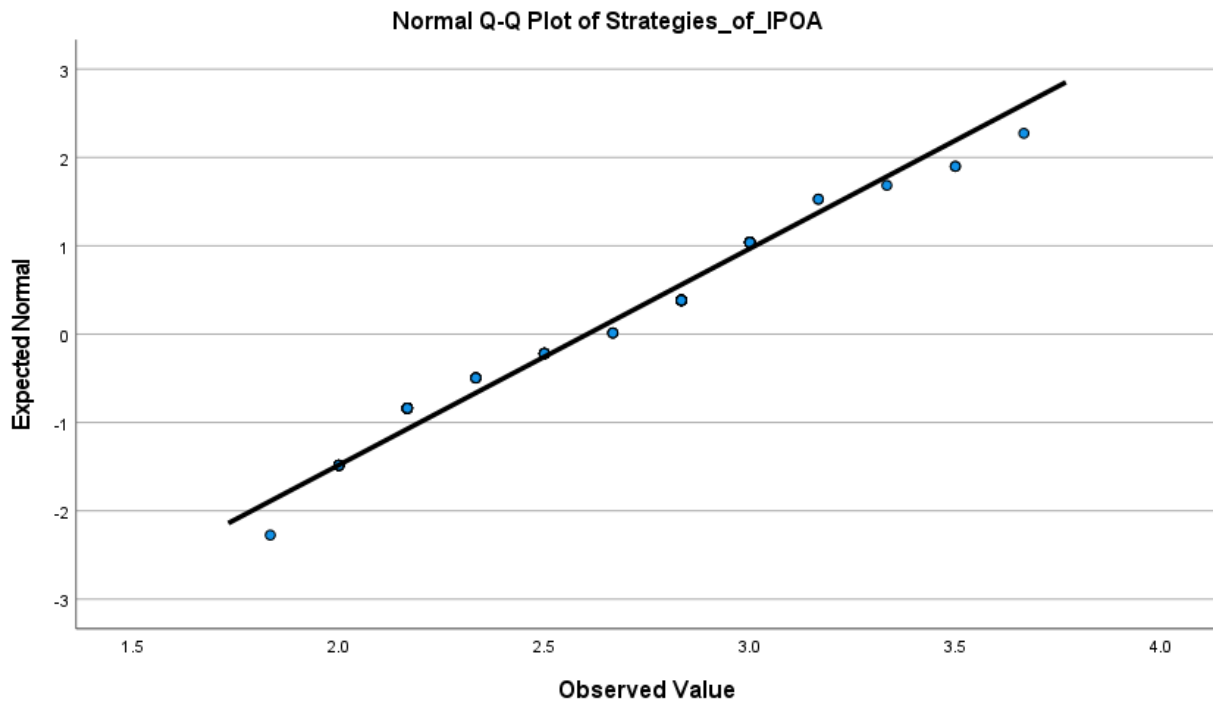


Figure 4.2: Testing for Normality of Residuals

Source: Primary Data, (2024)

According to the P-P plot, the residuals are normally distributed because the plots are almost linear. Therefore, the data was suitable for further analysis.

4.7 Inferential Statistics

To calculate the strength between dependent variable and the independent variables the researcher steered several forms of inferential analysis on the study data. To be precise, the researcher conducted a multiple regression analysis, an Analysis of Variance (ANOVA), and evaluated the study's coefficient of determination.

4.7.1 Regression Analysis

The researcher undertook a multivariate ordinary least squares regression analysis to quantify the relationship between the independent variables and the dependent variable. The results of this analysis are shown below.

Table 4.11: Analysis of Variance

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.800	3	.933	4.316	.007 ^b
	Residual	17.729	82	.216		
	Total	20.528	85			

a. Dependent Variable: Measures_of_Accountability

b. Predictors: (Constant), Strategies_of_IPOA, Challenges_In_Police, Efficiency of_IPOA compliant handling process_on_Police_ACC

Source: Primary Data, (2024)

From the ANOVA statistics in Table 4.11 the processed data indicated that the parameters had a significance level of 0.007 ($p < 0.05$) which indicated that the data was ideal for making inferences on the population parameters as the value of significance (p-value) was less than five percent. The F-statistic of 4.316 showed that the overall significance of the plane; its p-value ($p < 0.05$) guaranteed that the statistical significance of the model. The results showed the calculated F-statistic was greater than the F-critical value of 2.3719, an indication the means of the independent variables were significantly different.

The analysis as displayed in the above table shows a mean square change of 93.3%, with F value of 4.316 and P value of 0.007 which means the variance is statistically significant. Therefore, the independent values vary greatly with respect to changes in the dependent variable.

4.7.2 Coefficient of Determination

The coefficient of determination was used to evaluate the descriptive power of variance in the independent variables on variance in the dependent variable. The data analysis yielded a coefficient of determination (R square) of 13.6%, which illustrates an acceptable goodness of fit. This implied that 13.6% of variability in police accountability and transparency in Kenya can be attributed to joint variability offering efficiency of IPOA complaint handling process, challenges faced in police work and strategies applied.

Table 4.12: Coefficient of Determination

Model Summary										
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change	Durbin-Watson
1	.369 ^a	.136	.105	.46498	.136	4.316	3	82	.007	1.400

a. Predictors: (Constant), Strategies_of_IPOA, Challenges_In_Police, Efficiency_of_IPOA compliant handling process_on_Police_ACC

b. Dependent Variable: Measures_of_Accountability

Source: Primary Data, (2024)

Table 4.13: Regression Analysis

	Unstandardized Coefficients		Standardized		
	B	Std. Error	Beta	t	Sig.
(Constant)	1.670	.344		4.849	.000
Efficiency of IPOA complaint handling process	.270	.427	.230	-.632	.429
Challenges in Police	.159	.147	.150	1.088	.280
Strategies of IPOA	.567	.437	.471	1.296	.198

Source: Primary Data, (2024)

The regression analysis table indicates that all independent variables did have a positive and significant effect on the dependent variable. These results can be summarized in the model below:

$$Y = 1.670 + 0.270X_1 + 0.159X_2 + 0.567X_3 \dots\dots\dots(i)$$

Where:

Y= Accountability and Transparency

1.670 = Constant

X₁ = Efficiency of IPOA complaint handling process on Police Accountability

0.270= Coefficient of X₁

X₂= Challenges faced by Police

0.159= Coefficient of X₂

X₃= strategies to increase police accountability

0.576 = Coefficient of X₃

According to the stated regression equation above, the efficiency of IPOA complaint handling process on police accountability was 0.270 in the absence of the effect of all the stated independent variables. The findings further imply that a unit increase in challenges faced by police led to a 0.159 increase police accountability and transparency; a unit increase in strategies to increase police accountability led to a 0.576 increase in police accountability and transparency.

4.7.4 Hypothesis Testing using the Multiple Regression Model

Going by the results indicated in the regression table, it can be seen that the coefficients of all independent variables were positive and statistically significant. The conclusion therefore was to reject the null hypotheses and conclude that the three independent variables had a significant effect on police Accountability and Transparency as discussed below:

***H₀₁:** There is no significant relationship between Efficiency of IPOA complaint handling process and police accountability, and transparency in Kenya.*

The results of regression analysis indicated that the efficiency of IPOA complaint handling process had a positive and significant effect on the Police on Accountability and transparency in Kenya (p

= 0.000) where the level of significance is 0.429. As such, rejected the null hypothesis that efficiency of IPOA complaint handling process had no significant effect on the Police on Accountability and transparency in Kenya. Therefore, alternative hypothesis was adopted:

H₀₁: *There is positive and significant relationship between efficiency of IPOA complaint handling process and police accountability, and transparency in Kenya.*

H₀₂: *There is no significant relationship between challenges faced by IPOA and police accountability, and transparency in Kenya.*

The results of the hypothesis that challenges faced by IPOA had no significant effect on police accountability and transparency in Kenya. Challenges faced by IPOA was found to have a positive and significant effect on police accountability and transparency in Kenya ($p = 0.000$) where the level of significance was 0.280. As such, failed to accept the null hypothesis that challenges faced by IPOA had no significant effect on the on police accountability and transparency in Kenya. Therefore, alternative hypothesis was adopted:

H₀₂: *There is positive and significant relationship between challenges faced by IPOA and police accountability, and transparency in Kenya.*

H₀₃: *There is no significant relationship between IPOA strategies and police accountability, and transparency in Kenya.*

The hypothesis that IPOA strategies had no significant effect on police accountability and transparency in Kenya since the effect of strategies on police accountability and transparency in

Kenya was positive and significant ($p = 0.000$) where the level of significance is 0.019. As such, failed to accept the null hypothesis.

Therefore, alternative hypothesis was adopted:

H03: There is positive and significant relationship between IPOA strategies and police accountability, and transparency in Kenya.

CHAPTER FIVE: DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter covers the research findings and the findings derived from the data analysis. The conclusions are also explored in relation to the literature reviews conducted by other scholars. Finally, the study's findings are provided, along with recommendations for improvement and further research into the efficiency of IPOA complaint handling process oversight on the police accountability and transparency.

5.2 Discussion

This study aimed to evaluate the effectiveness of IPOA oversight on police accountability and transparency in Nakuru West Constituency, Nakuru County, Kenya. This was to be achieved under the guidance of the three null research hypotheses. The following is a summary of the discussion of the main findings as per the specific objectives of this study.

5.2.1 Efficiency of Complaints Handling Mandate of Independent Policing Oversight Authority in Promoting Police Accountability and Transparency

Based on the hypothesis H01: There is no significant relationship between Efficiency of IPOA complaint handling process on Police on Accountability and transparency in Kenya, where ($p = 0.000$) showing a positive significance where the level of significance is 0.429. As such, failed to accept the null hypothesis that there is no significant relationship between Efficiency of IPOA complaint handling process on Police on Accountability and transparency in Kenya, and adopted the alternative hypothesis that there is a significant relationship between IPOA oversight and Police on Accountability and transparency in Kenya adopted by this study.

From the descriptive statistics IPOA oversight was found to contribute positively and significantly to level of police accountability in Kenya. Respondents agreed that the IPOA's initiatives had considerably improved police transparency and accountability in Nakuru West Constituency, Nakuru County. The inspection of police premises was specifically highlighted as making the police more responsive, with a mean score of 3.30. This is consistent with earlier studies, such as one done in Nairobi, where police responsiveness improved by a mean score of 2.68 after oversight inspections (Mwangi, 2020).

Moreover, the study indicates that the performance of the police department has improved due to rewards given to exceptional personnel, scoring a mean of 3.46. This finding is corroborated by research from Mombasa, where reward systems increased police efficiency and morale, achieving a mean score of 2.80 (Kamau, 2019). Both studies suggest that incentive-based performance enhancement is effective in boosting police accountability and service delivery.

The improvement of police investigations into injuries and deaths due to reduced abuse of power, with a mean score of 3.69, demonstrates IPOA's beneficial influence. This conclusion is consistent with a Kisumu study in which oversight reduced occurrences of power abuse, resulting in a mean score of 2.71 (Omondi, 2021). These statistics show that IPOA measures, particularly those involving inspections, rewarding outstanding employees, and minimizing power abuse, make a major contribution to increasing police accountability and transparency.

The average weighted mean of 3.12 in the Nakuru West Constituency, Nakuru County research indicates that IPOA's initiatives are generally effective, as the means for the key impact categories exceed this threshold. When asked about efficiency of IPOA complaint handling process oversight respondent indicated. This study emphasizes the significance of continuing to assist and strengthen

oversight authorities such as IPOA in order to preserve and increase police accountability and transparency in compliant handling, work strategies and regulations.

Despite the overall positive efficiency of IPOA complaint handling process on police transparency and accountability in Nakuru West Constituency, Nakuru County, several sectors got negative comments. Respondents specifically disagreed with the statements that police response to special interest groups has increased accountability and that monitoring of police activities has resulted in better treatment of citizens. These statements had means of 2.36 and 2.57, respectively, lower than the average weighted mean of 3.12.

The result is consistent with the findings of a study in Eldoret, where police response to special interest groups was equally low, with a mean score of 2.40 (Mutai, 2021). Similarly, a study in Thika found a mean score of 2.55 for the impact of monitoring on police handling of civilians (K. Njoroge, 2020). These statistics suggest that while oversight can improve inspections, reduced abuse of power and initiatives of IPOA, challenges remain in ensuring responsiveness to special interest groups and effective citizen handling.

5.2.2 Challenges of Independent Policing Oversight Authority Mandate in improving Police Accountability and Transparency

Based hypothesis H02: There is no significant relationship between challenges faced by IPOA and police accountability and police transparency in Kenya. Contrary to this hypothesis, challenges faced by IPOA was found to have a positive and significant effect on police accountability in Kenya ($p = 0.000$) where the level of significance was 0.280. As such, failed to accept the null hypothesis that challenges faced by IPOA has no significant effect on the police accountability and transparency in Kenya and adopted the alternative.

The study provides some critical insights into the community-police interaction, as well as the challenges that the IPOA faced in enhancing police accountability and transparency. A significant finding is the disconnection between the community and law enforcement, which has led to reduced accountability and transparency (mean score of 3.65). This is consistent with studies in other regions, such as a survey in Kisii that reported a mean score of 3.28 for community-police disconnect impacting police transparency (Ochieng, 2021). This implies a widespread problem across regions, highlighting the need for initiatives to improve community-police relationships.

Respondents also cited low public reporting of police misconduct as a major obstacle, with a mean score of 3.69, slightly more than the average weighted mean of 2.97. This is supported by a study in Machakos, which revealed that poor public reporting hampered effective oversight with a mean score of 2.70 (Mutua, 2019). Both studies underline the need of public participation in reporting misconduct to increase accountability.

Conversely, the study found that respondents disagreed with the statement regarding the Kenya National Police force facing difficulties such as bribery claims, which had the least influence on IPOA's challenges with a mean of 2.32 and a standard deviation of 0.74, against average weighted mean of 2.97. This contrasts with findings from a study in Nairobi, where bribery and corruption were significant issues impacting police accountability, with a mean score of 3.10 (Karanja, 2020). That suggests different factors were at play in Nakuru West Constituency, Nakuru County.

Furthermore, respondents disagreed with the statement that poor public awareness of IPOA's mandate makes it difficult to arrest police officers, posing fewer challenges for IPOA in Nakuru West Constituency, Nakuru County, with a mean score of 2.55 versus the weighted mean of 2.97. This conclusion contrasts with a study conducted in Mombasa, where low public knowledge was

a key difficulty, with a mean score of 2.80 (Abdullah, 2018). The disparities could be attributable to various levels of public education and outreach initiatives by the IPOA in different regions. It emphasizes the importance of specialized public awareness efforts to ensure that the public understands the IPOA's role and the channels for reporting police misconduct.

Overall, the study identifies crucial areas such as community-police interactions and low public reporting of police misconducts, where IPOA can strengthen police accountability and transparency in Nakuru West Constituency, Nakuru County. The disconnections between the community and the police, as well as the low reporting rates of misconduct, are significant challenges that necessitate focused interventions. Improved community engagement, public education on the significance of reporting misconduct, and protection for whistleblowers are essential steps. On the other hand, the reduced impact of bribery claims and public awareness issues in Nakuru West Constituency, Nakuru County. as compared to other regions suggests that context-specific strategies are required to effectively address regional disparities.

5.2.3 Strategies of Independent Police Oversight Authority in Enhancing Police Accountability and Transparency

Based on the hypothesis H03: There is no significant relationship between IPOA strategies and police accountability, and transparency in Kenya. Analysis showed that the effect of IPOA strategies on police accountability and transparency in Kenya, was positive and significant ($p = 0.013$) and a level of significance of 0.05. As such, failed to accept null hypothesis that; IPOA strategies had no significant effect on police accountability and transparency in Kenya. As such, the alternative hypothesis namely there is a significant relationship between IPOA strategies and police accountability and transparency in Kenya adopted by this study.

With an average mean score of 3.63, above the weighted mean of 3.14, respondents agreed that police adherence to the laws and code of conduct has improved since the formation of IPOA. This is one noteworthy finding. This implies that IPOA's initiatives in promoting adherence to regulations have been effective. A study carried out in Nairobi revealed a similar trend, with a mean score of 2.75 indicating a significant improvement in police conduct following the introduction of IPOA (Lagat, 2022). These results suggest that IPOA's regulatory oversight has a wider regional influence.

Additionally, the study found that following the formation of the IPOA, the police have been more successful in settling complaints against them, with an average mean of 3.37. This is congruent with study in Kisumu, where improved complaint resolution was found after the IPOA's formation, with a mean score of 2.70 (Omondi, 2021). These findings underscore the IPOA's role in maintaining accountability through effective complaint resolution systems.

The reduction in injuries caused by police actions since IPOA's start, with a mean score of 3.37, demonstrates the positive impact of oversight. This is consistent with data from a Mombasa study, which found a comparable decrease in police-related injuries, with a mean score of 2.65 (Kamau, 2019). The consistent findings across regions indicate that the IPOA's strategies are effective in promoting safer policing practices (McMillan, Smith, & Benet, 2023).

With a mean score of 3.35, respondents also concurred that IPOA's open forums and seminars have enhanced police handling of the public regarding constitutional rights. This is greater than the weighted mean of 3.14 and is consistent with a study conducted in Eldoret, where public seminars improved police officers' knowledge of and respect to constitutional rights, reflected by the mean score of 2.72 (Mutai, 2021). These educational initiatives appear to play a crucial role in

enhancing police-public interactions and raising awareness of legal rights (Brandariz & Mouhanna, 2024).

The study did identify some areas where IPOA has not been as effective, though. With an average mean of 2.69, which is less than the weighted mean of 3.14, respondents did not agree with the assertion that compliance with laws, codes of conduct, and operating procedures has increased since IPOA's establishment. This result is in contrast to a study conducted in Nairobi, where compliance improvement received a mean score of 2.65, which is greater. (Karanja, 2020). The observed disparity implies that there exist regional variations in the effectiveness of IPOA's regulatory influence, underscoring the need for focused strategies to improve compliance in Nakuru West Constituency, Nakuru County.

Additionally, with a mean score of 2.41, this was similarly below the average weighted mean of 3.14, respondents felt that participation in awareness meetings has minimized cases resulting from police misconduct. This is in contrast to results from a research conducted in Machakos, where a mean score of 2.68 indicated a correlation between lower numbers of corruption cases and more citizen participation in awareness campaigns (Mutua, 2019). The need for more comprehensive public participation programs is highlighted by the reduced effectiveness in Nakuru West Constituency, Nakuru County, which may be the result of inadequate outreach or engagement attempts by IPOA. Addressing these issues requires tailored strategies that consider regional differences and enhance community engagement (Keyes & Keyes, 2023). This comparative analysis highlights the importance of continuous evaluation and adaptation of oversight mechanisms to ensure comprehensive improvement in police accountability and transparency across Kenya.

5.3 Conclusions

The study presented a comprehensive analysis of IPOA's impact on police operations. The findings indicate that IPOA has made significant strides in enhancing police accountability and transparency in several key areas, yet challenges remain in fully realizing its mandate.

The literature review emphasized the need of independent oversight agencies like the IPOA in promoting ethical conduct and accountability within police forces in the criminal justice systems. According to studies conducted in several parts of Kenya, such oversight can improve police behavior, complaint resolution, and public trust (Omondi, 2021); (Ochieng, 2021); (Keyes & Keyes, 2023). The results of this study are consistent with prior findings, suggesting that IPOA's initiatives have had a positive impact on police adherence to codes of conduct, complaint resolution, and the reduction of injuries caused by police actions (Twumheme, 2022; (K. Njoroge, 2020); Lagat, 2022) The mean scores of 3.69 in these areas, which exceed the weighted mean of 3.12, demonstrate the effectiveness of IPOA's strategies in Nakuru West Constituency, Nakuru County.

The study highlights one of IPOA's main achievements as an improvement in police handling of the public in terms of constitutional rights. Through open forums and seminars, IPOA has successfully promoted awareness among police officers and the general public, developing a better understanding and respect for legal rights. This has been crucial to improving police-public interactions and increasing overall transparency in the criminal justice system.

However, the study additionally highlighted areas where IPOA has had a minimal impact. Despite its efforts, compliance with laws, codes of conduct, and operational processes has not significantly improved, with a mean score of 2.35, which is lower than the weighted mean of 2.97. This shows

that stronger measures are required to enforce compliance and address systemic issues within the police force. Furthermore, the study found that citizen participation in awareness meeting did not significantly reduce corruption cases, as evidenced by a mean score of 2.41. This underlines the need for more effective engagement strategies to encourage the public to report misconduct and participate in oversight activities.

The disparities between Nakuru West Constituency, Nakuru County's findings and those from other locations indicate regional variations in the effectiveness of IPOA initiatives. This emphasizes the need of using context-specific approaches to address unique local challenges. Improving community-police relationships, raising public awareness of the IPOA's mandate, and safeguarding whistleblowers are all key steps toward achieving comprehensive reforms in police accountability and transparency.

In summation, while IPOA has made significant progress in several areas, more work is needed to achieve its full potential in improving police accountability and transparency in Nakuru West Constituency, Nakuru County. Continued efforts to address the stated challenges, together with tailored regional strategies, are required for the IPOA to effectively fulfill its mandate. By encouraging better community engagement, improving compliance measures, and enhancing public participation, IPOA can build on its successes and strengthen the police force's integrity and trustworthiness in Nakuru West Constituency, Nakuru County and in the country.

5.4 Recommendations

From the comprehensive analysis of this study, the following recommendations were made:

- I. To address the disconnection between the community and law enforcement identified in the study, IPOA should initiate programs to develop stronger relationships between police

officers and the communities they serve. Regular community meetings, involvement in local events, and collaborative problem-solving sessions can build trust and encourage public cooperation in reporting misconduct, ultimately improving police responsiveness and accountability.

- II. The study highlights the need for better public awareness of IPOA's mandate. To address this, IPOA should intensify its public education campaigns, using diverse media platforms like social media (tweeter, Facebook), radio stations, television and community workshops to inform citizens about their rights in the constitution and the procedures for lodging complaints with IPOA. Enhanced public understanding of their rights and participation in the criminal justice system are crucial for effective police oversight.
- III. Despite some progress, compliance with laws and codes of conduct remains a challenge. IPOA should strengthen its enforcement mechanisms, including regular audits, unannounced inspections, and more severe penalties for violations of the law. The use of technology, such as body cameras, can give reliable evidence to improve oversight activities and deter misconduct within the National Police Service.
- IV. The IPOA should implement robust whistleblower protection policies, such as anonymous reporting mechanisms, legal protections, and support services. Ensuring the safety and support of those who report police misconduct will improve the IPOA's capacity to identify and address issues within the police service effectively.

By implementing these recommendations, IPOA can strengthen police accountability and transparency in Nakuru West Constituency, Nakuru County and the entire country, building on its successes and addressing the identified gaps.

5.5 Areas of Further Studies

Future research could explore the effectiveness of IPOA's interventions across different regions in Kenya. A comparative study could provide insights into regional differences, helping tailor strategies for improving police accountability and transparency.

Investigating the long-term efficiency of IPOA complaint handling process's public education and awareness campaigns would be valuable. This could include assessing changes in public knowledge, attitudes toward police accountability, and reporting behaviors over time. Such studies could inform the development of more effective outreach programs.

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APPENDICES

APPENDIX I: INFORMED CONSENT FORM

Informed consent is the voluntary agreement regarding people that will participate in the research project after they are fully informed. Respondents will be enlightened about their consent and their consent will be upheld throughout the research study. This informed consent explains the rights of respondents to participate or withdraw during the process.

Purpose: Dear respondent, my name is Judith Kawira Kinyua. The main reason for this questionnaire is to help me in completing my research project *Evaluation of Effectiveness of Independent Policing Oversight Authority Mandate on Transparency and Accountability of Police in Nakuru West Constituency, Nakuru County, Kenya*. This is part of the requirement from Nazarene University for the award of the Master's degree.

Duration: The questionnaire will take approximately 20 minutes

Confidentiality: The information obtained in this research study will be treated with utmost anonymity, confidentiality and will be used for academic purposes and to inform stakeholders on issues regarding police accountability and transparency.

Risk and benefits: There are no risks involved in taking this questionnaire or neither benefits attached to the participation.

Concerns: Feel free to consult or seek clarification. For any clarifications, please contact **0725528510** for assistance.

Withdrawal: This is a voluntary process and anyone is allowed to decline participation.

The participant understood the content of the questionnaire and hereby voluntarily gave consent to participate in the questionnaire. Thank you for your time.

Participant signature..... Date.....

APPENDIX II: QUESTIONNAIRE

Section A: Socio-Demographic Factors

Please use a tick [✓] within the space provided to respond to the following information.

1.) Male []

Female []

2.) Age

18-21 []

22-25 []

26-30 []

30-above []

3.) What category do you represent in the society?

IPOA staff []

Nakuru West Constituency, Nakuru County victim of police misconduct []

Police officer []

Section B: Efficiency of Complaints Handling Mandate of Independent Policing Oversight Authority in Promoting Police Accountability and Transparency

Indicate your level of agreement with the following statement about efficiency of IPOA complaint handling process and police accountability and transparency by putting a tick [√] to the level you require. Use a scale of 5 to 1, where; 5 correspond to Strongly Agree (SA), 4 correspond to Agree (A), 3 correspond to Undecided (U), 2 correspond to Disagree (D), and, 1 correspond to Strongly Disagree (SD)

No.	Statement	Level of agreement with statement				
		SA	A	U	D	SD
1	Monitoring of police operations have led to better handling of citizens					
2	Inspection of police premise has made the police more responsive					
3	Police investigations on injuries and deaths have been enhanced due to reduced abuse of power					
4	Police personnel now handle victim of police misconducts better as a result of monitoring their operations.					
5	Performance in the police department has improved as a result of rewards given to exceptional personnel.					
6	Police responsiveness to special interest groups, such as women and children, has increased as a result of inspections of police facilities.					

Section C: Challenges of Independent Policing Oversight Authority Mandate in improving Police Accountability and Transparency

Indicate your level of agreement with the following statement about challenges of IPOA and police accountability and transparency by putting a tick [√] to the level you require. Use a scale of 5 to 1, where; 5 correspond to Strongly Agree (SA), 4 correspond to Agree (A), 3 correspond to Undecided (U), 2 correspond to Disagree (D), and, 1 correspond to Strongly Disagree (SD)

No.	Statement	Level of agreement with statement				
		SA	A	U	D	SD
1	Low reporting levels of police misconduct by the public has made it hard for IPOA to properly execute its mandate					
2	Low public awareness on IPOA's mandate has made it hard to arrest police officers					
3	Inadequate protection of witnesses and whistleblowers limits IPOA from executing its mandate					
4	The community and law enforcement are not well connected.					
5	The Kenya National Police force has had a number of difficulties, including bribery claims.					

Section D: Strategies of Independent Police Oversight Authority in Enhancing Police Accountability and Transparency

Indicate your level of agreement with the following statement about strategies of IPOA and police accountability and transparency by putting a tick [√] to the level you require. Use a scale of 5 to 1, where; 5 correspond to Strongly Agree (SA), 4 correspond to Agree (A), 3 correspond to Undecided (U), 2 correspond to Disagree (D), and, 1 correspond to Strongly Disagree (SD)

No.	Statement	Level of agreement with statement				
		SA	A	U	D	SD
1	Citizen participation in awareness meetings have limited cases arising from corruption by police have reduced					
2	Open forums and seminars by IPOA have improved handling of public by police on constitutional rights					
3	Police adherence to code of conduct and laws have been improved since the formation of IPOA					
4	Number of injuries arising out of police actions have reduced since the inception of IPOA					
5	Since the establishment of IPOA, compliance with laws, codes of conduct, and operational processes has improved.					
6	Since the start of IPOA, the police have been more successful in resolving complaints against them.					

Section E: Measures of Accountability and Transparency

Indicate your level of agreement with the following statement about strategies of IPOA and police accountability and transparency by putting a tick [✓] to the level you require. Use a scale of 5 to 1, where; 5 correspond to Strongly Agree (SA), 4 correspond to Agree (A), 3 correspond to Undecided (U), 2 correspond to Disagree (D), and, 1 correspond to Strongly Disagree (SD)

No.	Statement	Level of agreement with statement				
		SA	A	U	D	SD
1	I am always provided with convenient channels to report instances of police wrongdoing					
2	There is continuous training given in ethical policing, mental health crisis intervention, and cultural competency.					
3	The public is always informed about the department's dedication to justice and holds officers responsible for their acts.					

APPENDIX III: KEY INFORMANT INTERVIEW

Section A: Socio-Demographic Factors

Please use a tick [✓] within the space provided to respond to the following information.

1.) Gender

Male []

Female []

2.) Age (years)

18-30 []

31-43 []

44-56 []

56-above []

3) What category do you represent in the society?

IPOA staff []

Nakuru West Constituency, Nakuru County West victim of police misconduct
[]

Police officer []

Section B: IPOA on Police Accountability and Transparency

A) What is the effect on NPS of the monitoring functions stated in question 1?

B) How, in your opinion, does IPOA perform its monitoring duties?

C) Do you believe the monitoring features have been effective? Describe

D) What is the effect on NPS of the complaint receiving functions described above?

- E) Do you believe the complaint mechanisms have been effective? Describe
- F) What is the effect on NPS of the complaint receiving functions described above?
- G) In what manner, in your opinion, does IPOA perform its complaint reception functions?
- H) Do you believe the functions of the investigation have been successful? Describe
- I) How, in your opinion, does IPOA perform its investigative duties?
- J) What is the working relationship between the members of public and police?
- K) How often do you lodge complaints against the police with IPOA?
- L) How often do you receive feedback from IPOA and Police on complaints raised?
- M) How does IPOA role improve the working conditions with the Police?

APPENDIX IV: MAP OF NAKURU WEST CONSTITUENCY, NAKURU COUNTY

Source: Google Maps, 2024

<https://www.google.com/maps/@-0.312254,36.0715617,11.83z?entry=ttu>

APPENDIX V: NACOSTI PERMIT

 REPUBLIC OF KENYA	
Ref No: 385077	Date of Issue: 21/June/2024
RESEARCH LICENSE	
	
This is to Certify that Ms. JUDITH KAWIRA KINYUA of Africa Nazarene University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Nakuru on the topic: AN EVALUATION OF THE EFFECTIVENESS OF INDEPENDENT POLICING OVERSIGHT AUTHORITY IN NAKURU WEST CONSTITUENCY for the period ending : 21/June/2025.	
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APPENDIX VI: NAZARENE LETTER



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Tel: 020 252 7170/1 – 5
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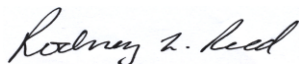
28th May 2024

RE: TO WHOM IT MAY CONCERN

Judith Kawira Kinyua (**17M03EMGP029**) is a bonafide student at Africa Nazarene University. She has finished her course work and has defended her thesis proposal entitled: -

“An Evaluation of the Effectiveness of Independent Policing Oversight Authority in Nakuru West Constituency, Nakuru County”

Any assistance accorded to her to facilitate data collection and finish her thesis is highly welcomed.



Prof. Rodney Reed
Deputy Vice Chancellor, Academic & Student Affairs