

**CIVIL SOCIETY ORGANIZATIONS IN ENSURING PEACEFUL ELECTION
PROCESSES IN KIBERA CONSTITUENCY,
KENYA**

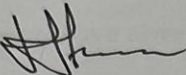
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**A Thesis Submitted in Partial Fulfilment of the Requirements for the Award of
Degree of Master of Governance, Peace, and Security Studies in the Department
of Governance, Peace and Security Studies, School of Humanities and Social
Sciences of Africa Nazarene University**

June 2025

DECLARATION

I declare that this document and the research that it describes are my original work and have not been presented to any Institution for examination and academic work.

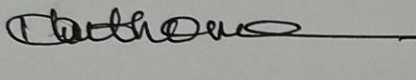
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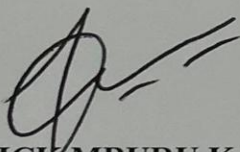
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DEDICATION

This study is dedicated to Don Harwell and Shelley, whose financial support has been invaluable. Additionally, I dedicate this work to my parents, Alusine Gospel Koroma and Fatmata Koroma, who have been my greatest sources of inspiration. Their unwavering love and support have always placed me at the heart of their lives, instilling in me a strong sense of purpose and guiding me toward life's most meaningful pursuits.

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ABSTRACT

This study examines the role of Civil Society Organizations (CSOs) in ensuring peaceful election processes in Kibera Constituency, Kenya. Despite efforts by public institutions and stakeholders to enhance electoral integrity, challenges such as election-related violence, voter suppression, and political intolerance persist. This study investigates the effectiveness of CSOs in monitoring elections, fostering voter education, employing conflict prevention strategies, and overcoming institutional challenges that hinder their effectiveness. The following objectives guided the study: (1) to assess the CSOs' ability to observe and monitor elections independently, (2) to determine the effectiveness of CSOs in creating awareness for peaceful elections, and (3) to identify the challenges that hinder CSOs' effectiveness. The research is anchored on Social Capital Theory and Social Choice Theory, which explain the role of civil society in fostering democratic participation and institutional engagement. A descriptive survey design was adopted, integrating both quantitative and qualitative approaches. Data was collected between June and July 2024 from a target population of 1,000 individuals, including CSO representatives, electoral officials, political party leaders, government officials, journalists, and residents. Using the Mugenda and Mugenda (1999) formula, a sample size of 102 respondents was selected. Data collection methods included structured questionnaires and key informant interviews, while data analysis utilized SPSS version 25 for quantitative data and thematic analysis for qualitative responses. Findings indicate that CSOs are critical in monitoring elections, voter education, and conflict prevention. Yet, they face significant obstacles, including financial constraints, political interference, security threats, and limited access to information. The study established that 88.9% of respondents acknowledged political interference as a key challenge, while 86.7% cited security concerns as a significant obstacle. Additionally, CSOs' voter education programs were 69.3% effective in promoting electoral participation and transparency. Conflict prevention strategies such as reconciliation, mediation (78.5%), voter education campaigns (72.1%), and stakeholder engagement (65.5%) were identified as key interventions that significantly reduce election-related violence. The study recommends enhanced financial and legal support for CSOs, improved collaboration with government institutions, and the adoption of digital monitoring technologies to strengthen their role in Election integrity. Future research should explore the longitudinal impacts of CSOs on electoral reforms and conduct comparative studies to examine their effectiveness in different political contexts. The study contributes to knowledge by providing empirical insights into CSOs' engagement, documenting peacebuilding strategies, evaluating their effectiveness, and informing theory and policy development.

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OPERATIONAL DEFINITION OF TERMS

Advocacy: This refers to the act of actively supporting a cause, policy, or group of individuals to influence decision-making and promote changes in public policies or societal norms. In this study, advocacy involves Civil Society Organizations (CSOs) championing peaceful electoral processes.

Awareness: The process of informing citizens about their rights, responsibilities, and the reality of socio-political issues. In this context, awareness is specifically focused on educating the electorate to foster a well-informed voter base that can contribute to peaceful elections.

Civil Society: This refers to a dynamic network of community-based actors, including informal groups, neighborhood initiatives, and grassroots movements that mobilize around shared interests to influence governance, mediate between citizens and institutions, and advocate for accountability beyond formal state structures.

Civil Society Organizations (CSOs): These are locally embedded groups, formal or informal, that emerge from citizen-driven initiatives, operating independently of government control, and actively engaging in advocacy, public education, monitoring, and service delivery to shape social and political outcomes, especially during democratic processes like elections.

Conflict: A serious disagreement or argument, often prolonged, between parties or groups. In this study, conflict refers to disputes arising from electoral processes that could escalate into violence if not properly managed.

Conflict Prevention: The implementation of measures designed to avert political and electoral conflicts. Conflict prevention mechanisms include dialogue, voter education, and mediation efforts by CSOs to mitigate tensions and prevent electoral violence.

Election: a Periodic civic moment where power is contested and legitimized through the selection of leaders by the people, characterized by structured campaigning, public scrutiny, and institutional procedures that are expected to reflect the will of the electorate.

Election Process: The series of steps and actions involved in organizing and conducting democratic elections. This includes voter registration, campaigning, voting, and the announcement of results. A peaceful election process ensures that each stage is free from violence, intimidation, or irregularities.

Organization: A structured and coordinated collective of individuals or entities with shared goals, working through defined roles, routines, and strategies to influence or respond to social, political, or economic issues within a given community or sector.

Peace: This refers to a context-sensitive state of coexistence where community members engage in dialogue, respect differing views, and resolve disputes without physical or psychological harm, even amid heightened political activity or competition.

Peaceful Election: An electoral event that unfolds without coercion, violence, or intimidation, marked by tolerance among stakeholders, adherence to legal norms, and mutual respect for the electoral outcome, regardless of political affiliation.

Election Process: The series of interconnected phases before, during, and after voting including voter registration, campaigning, polling, counting, and dispute resolution each of which provides opportunities for either democratic expression or conflict escalation.

Peaceful Election Process: A holistic and uninterrupted progression of electoral activities managed with transparency, fairness, and civic engagement, where differences are expressed within institutional channels, and actors prioritize stability over partisan gain.

Political Violence: The use of physical force or intimidation to achieve political objectives. In the context of this study, political violence refers to acts of aggression that occur during electoral periods, threatening the integrity of elections.

Reconciliation: A process of resolving conflict by addressing the grievances of conflicting parties and encouraging dialogue to reach mutual agreements. This term specifically refers to post-election strategies employed by CSOs to rebuild trust and maintain peace after a disputed electoral outcome.

LIST OF ABBREVIATIONS AND ACRONYMS

AU: Africa Union

AUEAP: African Union Electoral Assistant Program

CFK: Coralina for Kibera

CSOs: Civil Society Organizations

EISA: Electoral Institute for Sustainable Democracy in Africa

ENEMO: European Network of Election Monitoring Organizations

EU: European Union

IEBC: Independent Electoral and Boundaries Commission

IEC: Independent Electoral Commission

ISS: Institute for Security Studies

KCYP: Kibera Community Youth Program

KNBS: Kenya National Bureau of Statistics

NCIC: National Cohesion and Integration Commission

NDI: National Democratic Institute

NEC: National Electoral Commission

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CHAPTER ONE: INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 Introduction

This chapter introduces the study by highlighting the importance of elections in democratic societies and the risks of electoral conflict in areas like Kibera. It outlines the critical role of Civil Society Organizations (CSOs) in promoting peaceful elections through monitoring, voter education, and conflict prevention. The chapter further links these roles to the study's three key objectives: assessing CSOs' monitoring capacity, evaluating their voter education efforts, and identifying the challenges they face. It also presents the background, research problem, objectives, questions, and theoretical framework guiding the investigation.

1.2 Background of the Study

Elections are vital in any democratic nation, allowing citizens to exercise their fundamental right to choose their leaders. They serve as the foundation upon which democratic governance is built, enabling a peaceful transfer of power and the representation of the people's will. In developing democracies such as Kenya, however, elections often encounter significant challenges, including violence, voter intimidation, and electoral fraud.

Civil Society Organizations (CSOs) are critical in mitigating these challenges. CSOs operate independently of government influence and act as watchdogs of the electoral process, ensuring transparency and accountability. They monitor elections, raise awareness among citizens about their voting rights, and implement conflict prevention mechanisms. By engaging with the electorate and political actors, CSOs contribute to the peaceful conduct of elections and promote democratic governance.

Historically rooted in the 18th-century Enlightenment, Civil Society Organizations (CSOs) emerged as platforms for advocating political reform and social justice. Over time, their

influence expanded significantly from 19th-century labour unions and charitable groups to 20th-century movements championing human rights, gender equality, and sustainable development (Hansmann, 2021). Today, CSOs are widely recognized as vital agents of social change, especially in regions where government institutions are fragile or compromised, playing a key role in promoting democratic governance and peaceful electoral processes.

CSOs are crucial in promoting peaceful elections by ensuring transparency, fairness, and inclusivity. As Khan (2019) notes, peaceful electoral processes uphold justice and dignity in democracy. Lopez (2018) emphasizes that CSOs contribute by monitoring elections, educating voters, and fostering dialogue to prevent conflict, thus supporting stable and credible democratic outcomes.

Various factors, including political context, religious influence, literacy levels, and power balance among different groups, have influenced the development of electoral systems. Hibbing, Shah, and Theiss-Morse (2019) argue that the French and American revolutions of the 18th century played a crucial role in shaping representative democracy in Europe and North America. In these regions, CSOs evolved alongside the democratic process, contributing to electoral reforms and strengthening democratic institutions. Similarly, CSOs have become integral to the election process in other parts of the world. For instance, the European Network of Election Monitoring Organizations (ENEMO) is a coalition of CSOs that monitors elections across the European Union, providing independent assessments to ensure electoral integrity (ENEMO, 2021).

In Asia, CSOs have also been instrumental in ensuring peaceful elections. According to Gomez and Ramcharan (2022), elections in Asia, particularly in countries like Cambodia, the Philippines, and Thailand, have been plagued by the rise of misinformation and manipulation of voters' perceptions. CSOs in these countries have implemented voter education programs to

counter misinformation and promote informed electoral participation. Moreover, CSOs in Asia have been crucial in preventing conflicts through reconciliation efforts, fostering dialogue among political actors, and promoting transparency in the electoral process (Cheng & Rozman, 2021). These initiatives have been vital in maintaining peace during elections and preventing violence.

In Africa, CSOs have similarly contributed significantly to ensuring peaceful election processes. In Rwanda, for instance, CSOs work closely with the National Electoral Commission to oversee voter registration, manage the electoral process, and ensure free and fair elections (Kabanda, 2018). Despite these efforts, CSOs in Rwanda have faced challenges in effectively engaging citizens in the decision-making process, particularly in raising awareness about the importance of voting and democratic participation (Mugisha et al., 2021). Nevertheless, CSOs in Rwanda have achieved notable success in advocating for electoral reforms and raising public awareness about the electoral process.

In South Africa, the Independent Electoral Commission (IEC) is responsible for administering elections and ensuring they are conducted fairly and transparently. Civil Society Organizations, such as the Electoral Institute for Sustainable Democracy in Africa (EISA) and the Institute for Security Studies (ISS), have been actively involved in election monitoring and providing reports to the public on the conduct of elections (Bokaba et al., 2020). However, CSOs in South Africa have also faced challenges in mobilizing and engaging citizens, particularly in promoting active participation in the electoral process (Moyo, 2019). These challenges highlight the need for more muscular coordination and engagement strategies to ensure that CSOs effectively fulfil their role in peaceful elections.

In Kenya, CSOs have been at the forefront of efforts to ensure peaceful elections. The 2007 and 2017 general elections in Kenya were marred by post-election violence, which resulted in

the loss of lives and significant social and political instability (Kyalo, 2022). In response, CSOs have taken proactive measures to promote peaceful electoral processes. These organizations have been involved in voter education, conflict prevention, and election monitoring. Kibet et al. (2019) note that electoral violence in Kenya has been a persistent problem since the 1980s, with acts of intimidation, physical violence, and the use of weaponry during elections being common. CSOs have sought to address these issues by advocating for electoral reforms and promoting the rule of law.

In Kibera Constituency, located in Nairobi County, CSOs have been particularly active in promoting peaceful elections. Kibera is one of the largest informal settlements in Kenya, with a dense population and deep-seated socio-economic disparities. These conditions have made it a hotspot for electoral violence, particularly during national elections. Civil Society Organizations, such as Carolina for Kibera (CFK), Kibera Community Development Agenda (KCODA), and the Kibera Community Youth Program (KCYP), have played a significant role in promoting voter education, facilitating dialogue among political actors, and providing legal aid to protect voter rights (Borona, 2019). Despite these efforts, challenges remain regarding resource allocation and coordination among CSOs.

Nairobi County, where Kibera is located, hosts more than 500 civil society organizations, both local and international, that focus on governance, human rights, and democracy (KNBS, 2022). These organizations contribute to advancing social justice, human rights, and economic growth in the region (Bonomi Savignon et al., 2018). However, the electoral process in Nairobi County, as governed by the Constitution of Kenya and the Elections Act of 2011, continues to face challenges, including voter intimidation and irregularities in the voter registration process (IEBC, 2020).

CSOs are vital in ensuring peaceful election processes, particularly in regions like Kibera, where electoral violence and socio-political instability are significant concerns. This study examines how CSOs contribute to peaceful elections in Kibera by assessing their ability to independently observe elections, raise awareness through voter education, and implement conflict prevention strategies. By understanding the challenges and successes of CSOs in Kibera, this research aims to provide insights into the broader role of civil society in promoting democratic governance in Kenya.

As Depuma (2015) observes, the Kibera Constituency reflects not only its local political landscape but also mirrors the broader dynamics of Kenya's national politics. The interplay of political authority, party alliances, and election strategies in Kibera represents larger patterns in the country, making it essential to analyze the role of Civil Society Organizations (CSOs) in managing these processes. CSOs are crucial in promoting peaceful election processes. Nevertheless, their ability to ensure electoral integrity in Kibera remains a significant challenge due to the constituency's dense population, socio-economic disparities, and history of electoral violence and irregularities.

Gibson (2018) notes that while CSOs have contributed to maintaining electoral integrity through impartial election monitoring and engagement with stakeholders, the constituency continues to experience deep-rooted tensions. These tensions complicate the efforts of CSOs, requiring an in-depth exploration of how effectively they have mitigated electoral violence and promoted fairness. Moreover, as Tavares and Santos (2018) emphasize, the success of CSO programs largely depends on their ability to engage local communities and raise awareness about electoral issues, which is critical in Kibera's complex environment.

Lefebvre (2020) highlights that preventing election disputes is essential for safeguarding democratic processes. However, CSOs in Kenya, including those in Kibera, often face pressure

from regional governments. Mung'atu (2019) points out that the government has sometimes impeded the work of CSOs by restricting access to resources and imposing legal and administrative barriers, further complicating their efforts. Understanding these obstacles, along with the legislative and institutional frameworks that regulate CSO activities, is crucial for identifying areas for improvement and enhancing their capacity to ensure peaceful elections.

This study seeks to investigate the challenges and opportunities that CSOs face in Kibera Constituency in their efforts to promote peaceful and fair elections for electorates. By examining their role and impact, this research aimed to provide insights into how CSOs can be more effective in fostering peaceful electoral processes and strengthening democratic governance through awareness. As Rocha (2018) asserts, the involvement of CSOs in peaceful elections legitimizes the electoral process and enhances public trust in key institutions, such as the Independent Electoral and Boundaries Commission (IEBC). Based on the above, the study *Civil Society Organizations in Ensuring Peaceful Election Processes in Kibera Constituency, Kenya*.

1.3 Statement of the Problem

Elections are a cornerstone of democracy, allowing citizens to choose their representatives and influence governance. However, in many developing democracies, for example, the 2007–2008 Post-Election Violence in Kenya, over 1,100 people were killed and more than 600,000 displaced due to ethnic and political violence (Kenya National Commission on Human Rights, 2008; Waki Commission Report, 2008). Electoral processes are often undermined by violence, voter suppression, and malpractice, threatening political stability. Kibera Constituency has been affected by election-related conflicts, eroding public trust in electoral institutions (Mutua, 2019).

Civil Society Organizations (CSOs) are crucial in promoting free and fair elections through voter education, election monitoring, and conflict resolution. However, they face significant challenges, such as political interference, financial constraints, security risks, and restricted access to election-related information. These obstacles hinder their ability to uphold electoral integrity and ensure peaceful elections (Oloo, 2020; Ndungu, 2021).

While existing research has explored CSOs' contributions to election monitoring and voter education, little is known about how they navigate these challenges and their specific impact on peacebuilding in high-conflict areas like Kibera. Most studies focus on national or regional contexts, leaving a gap in understanding their localized role (Mbae, 2022).

The Kenyan government has implemented a series of reforms and initiatives aimed at improving electoral integrity and promoting peaceful elections through Efforts to Address Electoral Violence and Promote Peaceful Elections (IEBC Report, 2013), Creation of the National Cohesion and Integration Commission to combat hate speech, promote inter-ethnic harmony, and mediate in politically tense areas (NCIC, Act of 2008), Promulgation of the 2010 Constitution which collectively aimed to reduce centralized power struggles and promote inclusivity, and Judicial and Legal Reforms for Electoral Dispute Resolution which have strengthened the legal framework for resolving disputes. (Supreme Court of Kenya, 2017)

This study seeks to address this gap by analyzing the effectiveness of CSOs in fostering peaceful elections in Kibera. It examines their role in election monitoring, civic education, and conflict prevention, offering insights into the opportunities and limitations they face. The findings will inform policy recommendations to strengthen CSOs and enhance electoral integrity at the constituency level.

1.4 Purpose of the Study

This study addresses Civil Society Organizations to ensure peaceful election processes in Kibera Constituency, Kenya.

1.5 Objectives of the Study

The following specific objectives guided the study:

1. To assess CSOs ability to independently observe and monitor Peaceful Election Processes in Kibera Constituency, Kenya
2. To determine the effectiveness of CSOs in creating awareness to ensure Peaceful Election Processes in Kibera Constituency, Kenya
3. To establish the challenges CSOs face impacting their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya.

1.6 Research Questions

- i. How effectively do CSOs independently observe and monitor elections to ensure and promote peaceful election processes?
- ii. How effective are civil society organizations in raising awareness during election processes?
- iii. What challenges are CSOs' challenges that impact their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya?

1.7 Significance of the Study

According to Kumar (2019), the study's significance shows the research's potential to contribute to current and future understanding in a field of study. It also shows the importance of research and its potential benefits for advancing knowledge or practice. The study's outcome would be significant to civil society organizations in Nairobi County, Kibera Constituency, and beyond in addressing suitable measures to understand their active participation in ensuring

peaceful election processes. Addressing how effective CSOs are solidifies their obligations to peaceful election processes and triggers awareness among citizens regarding their democratic rights. The findings in this study were valuable to the institution of CSOs in putting the correct measures in place to regulate them to be vibrant in their engagements in peaceful election processes.

Moreover, CSOs, in ensuring peaceful election processes, remain an overstain dynamic that is poorly understood. The study may benefit society by developing and nurturing generations, creating awareness, and understanding their rights to active election participation. The study's recommendations and knowledge gaps were helpful to civil society organizations, social scientists, and governance, peace, and security scholars.

In a broader sense, the research benefits society by fostering a deeper understanding of democratic participation and creating an informed electorate empowered to contribute to peaceful elections. Furthermore, the study's recommendations and insights will be essential for civil society organizations, social scientists, and scholars in governance, peace, and security studies, as they provide a roadmap for enhancing CSO effectiveness in future electoral contexts.

1.8 Scope of the Study

According to a study conducted by Heron (2020), the scope of the study refers to the extent to which a research project should explore a given subject or topic. It involves the identification of boundaries or parameters of the research project and outlines the breadth and depth of the study. The study was conducted in Kibera Constituency, Nairobi, and focused on the 2022 general elections. The area was chosen because Kibera is a microcosm of political complexities at the national level, and the dynamics of political power, party affiliations, and electoral strategies in Kibera Constituency mirror broader trends in Kenyan politics.

The study examined civil society organizations and the challenges of suppressing civil society organizations to ensure peaceful elections. Given this, the study rotated around 13 villages and two Kibera Constituency, Kenya estates. Only CSOs that mainly deal with election-related issues, democracy, human rights, good governance, and social development were considered, and their perception was included in the study. Information was sought from election officials from the electoral commission, political party representatives, governmental officials on elections, journalists and media representatives, voters and residents, and the general public. The study used quantitative and qualitative approaches to collect data.

1.9 Limitations of the Study

According to Harnack and Kleppinger (2019), the limitation of the study refers to any shortcomings, constraints, or biases inherent in the study that may affect the results or lead to inaccurate or imprecise conclusions. This study only focused on election processes in Kibera Constituency, Kenya. Some targets were unwilling to cooperate since they did not see the benefit they could gain and feared availing of information that would apply to this study. This issue was overcome by addressing and assuring the respondents that the aim of the study was mainly for academic purposes and that its findings were treated with pertinent discretion. The researcher, therefore, excluded the name in the questionnaire to solidify anonymity. Another limitation this study encountered included the busy schedule of some of the target respondents, which left them with limited time to participate in this study.

The researcher overcame the challenges by conducting questionnaires and interviews and improvised some convenient ways to collect data by adopting a drop-and-pick method to limit possible interruptions in their schedules.

1.10 Delimitation of the Study

According to Heron (2020), a study's delimitation defines its boundaries, including its population, timeframe, geographical location, and research topics. This study was explicitly restricted to Kibera Constituency, Nairobi, during the 2022 general elections. The research focused on the role of Civil Society Organizations (CSOs) in observing and monitoring elections, raising awareness to ensure peaceful election processes, implementing conflict prevention strategies, and addressing the challenges impacting their effectiveness.

The study examined only those CSOs actively involved in election-related activities, such as promoting democracy, advocating for human rights, ensuring good governance, and supporting social development. Key informants in this research included CSO leaders, coordinators, individual volunteers, electoral commission officials, political party representatives, government officials overseeing elections, journalists, media representatives, voters, and residents of Kibera.

Given the importance of these participants in the election process, the data collected from them was deemed sufficient for achieving the study's objectives. The study targeted 1,000 respondents from various parts of Kibera, ensuring comprehensive constituency coverage. This delimitation ensured a focused investigation into the specific role of CSOs in Kibera, excluding other regions, types of CSOs, and broader political issues that were outside the scope of this research.

By narrowing the study to CSOs operating within Kibera, the research focused on the constituency's unique political, social, and economic dynamics, which mirror national trends but present specific challenges due to its distinct characteristics. The study, therefore, excluded other constituencies, electoral processes outside the 2022 general elections, and non-election-related CSO activities, ensuring a clear and precise scope.

1.11 Assumptions of the Study

Respondents were expected to participate in the study voluntarily and respond to all questions as honestly as possible. It was assumed that they provided accurate and timely information, which enabled the researcher to draw meaningful conclusions about how Civil Society Organizations (CSOs) are involved in ensuring peaceful election processes in Kibera Constituency, Kenya.

For instance, in examining the involvement of CSOs in fostering peaceful elections in Kibera, several key assumptions were considered essential:

- i. It was assumed that the data collected from CSOs, stakeholders, and community members would accurately reflect the actual electoral context.
- ii. It was presumed that CSOs actively operating in Kibera fully monitored and promoted peaceful electoral processes.
- iii. The study assumed that respondents, including community members, CSO staff, and political actors, would provide honest and unbiased feedback during interviews and surveys.
- iv. Past instances of electoral violence in Kibera were considered representative of the broader political dynamics within the constituency, providing a valid basis for the study's focus on conflict prevention and mitigation.

These assumptions were critical in guiding the research process and enabling the drawing of relevant inferences about the effectiveness of CSOs in ensuring peaceful elections in Kibera Constituency, Kenya.

1.12 Theoretical Framework

This section entails an evaluation of the theoretical underpinning of the study. This study is anchored on Social Capital Theory and Social Choice Theory, both providing a framework for understanding the role of Civil Society Organizations (CSOs) in fostering peaceful elections.

1.12.1 Social Capital Theory

The Social Capital Theory, introduced by Robert Putnam (2000), highlights the importance of social networks, trust, and civic participation in achieving collective goals. In this study, Civil Society Organizations (CSOs) in Kibera Constituency use social capital to build trust, mobilize citizens for voter education, and promote electoral transparency. CSOs' ability to encourage civic engagement and ensure peaceful elections depends on the strength of their social networks and their trust in local communities.

The theory connects the independent variables, CSOs' ability to monitor elections, conduct voter education, and implement conflict prevention strategies, to the dependent variable, the peaceful election process. Strong social networks empower CSOs to engage citizens and reduce electoral violence, leading to peaceful elections. However, the theory has limitations, as it assumes all social networks contribute positively to electoral integrity, overlooking potential political biases and divisions within communities.

1.12.2 Social Choice Theory of Election Processes.

Social Choice Theory, developed by Kenneth Arrow (1951), examines how individual preferences are combined into collective decisions, focusing on the challenges of designing fair and transparent voting systems. The theory is particularly relevant to this study as it explains how CSOs support voter education and monitoring to ensure that electoral decisions accurately reflect the people's will. By providing reliable information, advocating for fair elections, and

overseeing the electoral process, CSOs improve transparency and help reduce electoral malpractices.

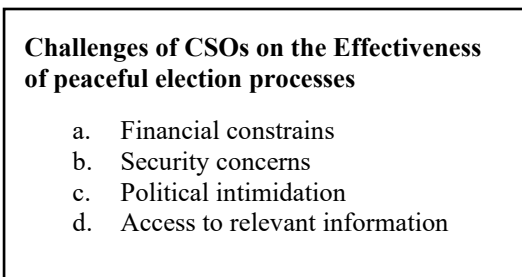
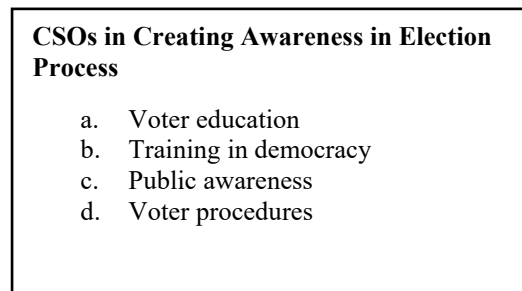
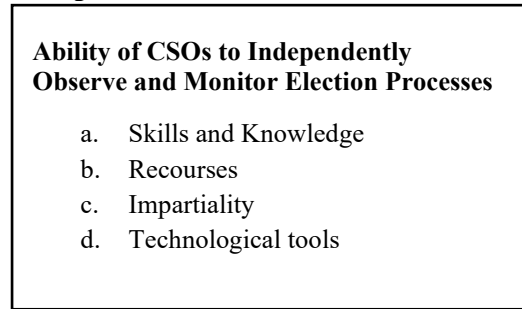
The theory also highlights CSOs' challenges, such as political interference and systemic limitations. Arrow's Impossibility Theorem, which states that no electoral system can meet all fairness criteria, reflects CSOs' difficulties in managing competing interests and navigating structural constraints while promoting peaceful elections. This connects to the independent variables' CSOs' ability to educate voters, monitor elections, and prevent conflicts and the dependent variable, the peaceful election process.

1.13 Conceptual Framework

According to Kivunja (2018), a conceptual framework illustrates the perceived relationship between a study's independent and dependent variables. A conceptual framework provides a structured representation of the relationship between the key variables in this study. This research examines how Civil Society Organizations (CSOs) foster peaceful election processes in Kibera Constituency, Kenya. The independent variables are CSOs' election monitoring and voter education initiatives. The dependent variable is peaceful election processes.

Figure 1.1 presents the conceptual framework developed for this research, depicting the interaction between Civil Society Organizations (CSOs) as the independent variable and Peaceful Election Processes as the dependent variable.

Independent variables



Dependent variable

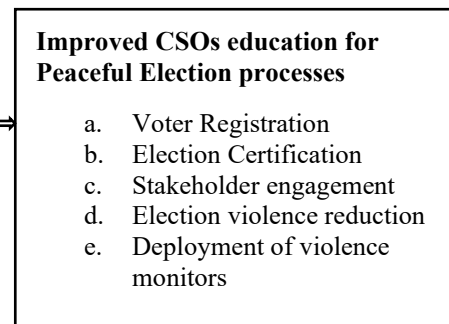


Figure 1.1 Conceptual Model Showing Peaceful Election Processes

The following aspects explain how the conceptual model works and how the independent and dependent variables interlink to produce Peaceful Election processes.

CSOs Ability to Independently Observe and Monitor Election Processes:

Civil Society Organizations (CSOs) possess the necessary skills, impartiality, and technology to monitor elections effectively. Their involvement is vital for ensuring transparency and accountability, helping to identify and report electoral malpractices, which fosters public trust and promotes peaceful election outcomes.

CSOs in Creating Awareness during the Election Process:

CSOs contribute to voter education and public awareness initiatives, enhancing voters' understanding of their rights and electoral procedures. This effort helps combat misinformation, encourages higher voter turnout, and supports the overall peacefulness of the electoral process.

Challenges Facing CSOs in Ensuring Peaceful Election Processes:

CSOs encounter numerous challenges, including financial limitations, security risks, political intimidation, and restricted access to information. These issues can undermine their effectiveness, potentially leading to electoral disputes and violence.

1.13.1 Indicators of a Peaceful Election Process

A peaceful election process is measurable through key indicators ensuring credibility, transparency, and voter confidence. The study identifies the following as essential markers:

To mitigate conflicts during elections, CSOs implement strategies such as reconciliation, dialogue, stakeholder engagement, and violence monitoring. These measures are essential for reducing election-related violence and promoting stability.

The dependent variable, Peaceful Election Processes, is influenced by indicators like Voter Registration, Election Certification, Stakeholder engagement, Election violence reduction, and Deployment of violence monitors. The effectiveness of CSOs in monitoring elections, raising awareness, overcoming challenges, and implementing conflict prevention strategies positively impacts the overall peaceful nature of the electoral process.

Voter Awareness and Education: The electorate understands their voting rights, electoral laws, and available redress mechanisms (Norris, 2017).

Transparency in Electoral Administration: Fair procedures in voter registration, ballot casting, vote tallying, and results announcement (Elklit & Reynolds, 2018).

Independent Election Monitoring: Oversight from CSOs and other actors to prevent fraud and malpractice (Kelley, 2019).

Minimal Electoral Violence and Intimidation: The absence of voter suppression, physical violence, or coercion before, during, and after elections (Collier & Vicente, 2014).

Effective Conflict Resolution Mechanisms: The availability of structured dispute resolution frameworks to manage electoral grievances (Cheeseman, 2020).

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

This chapter reviews existing literature relevant to the study, focusing on the role of Civil Society Organizations (CSOs) in promoting peaceful election processes. The review is structured around the key constructs identified in the conceptual framework: Election Monitoring and Voter Education. Additionally, it examines CSOs' challenges in electoral processes and presents a summary of research gaps that inform this study.

2.2 Review of Literature

CSOs play a fundamental role in fostering electoral integrity by advocating for free and fair elections, engaging in voter education, and monitoring electoral processes. Studies have shown that CSOs enhance transparency and accountability in electoral processes, reducing the likelihood of electoral fraud and violence (Diamond & Morlino, 2017). However, their effectiveness depends on political goodwill, financial resources, and institutional frameworks (Schedler, 2019).

2.2.1 CSOs Ability to Independently Observe and Monitor Peaceful Election Processes

The significance of Civil Society Organizations (CSOs) in independently observing and monitoring electoral processes is well-documented, yet their role extends beyond mere oversight. CSOs function as critical agents of democratic consolidation by fostering transparency, equity, and accountability. However, the traditional two-sector model—comprising the market and the state—often overlooks the nuanced role CSOs play in bridging the gap between governance and civic engagement (Pasha, 2005). This raises an essential question: To what extent do CSOs influence the procedural fairness of elections and the broader democratic landscape?

The existing literature underscores the multifaceted contributions of CSOs in electoral processes, from identifying irregularities to advocating for reforms (Shayusupova, 2023). While this proactive involvement bolsters election integrity, it also introduces a paradox. The increased reliance on CSOs for monitoring suggests a systemic deficiency in institutional electoral governance. If electoral commissions and state agencies were inherently robust and independent, the role of CSOs might be less pronounced. This reality signals the necessity for continued institutional reforms integrating CSO expertise into official election management processes (Patel et al., 2021).

Moreover, the impartiality of CSOs remains a contentious issue. While CSOs are theoretically non-partisan, their funding sources and affiliations can raise questions about their neutrality. Research by Khan and Gupta (2019) highlights how CSOs act as intermediaries between governments and citizens, facilitating dialogue and mitigating electoral disputes. However, their effectiveness in this role is contingent upon maintaining public trust. If CSOs are perceived as politically biased, their ability to mediate conflicts and enhance democratic legitimacy may be compromised. Thus, mechanisms ensuring the transparency of CSO operations, including financial disclosures and adherence to international election observation standards, are crucial.

The digital age has redefined the scope and efficiency of electoral monitoring. Studies by Li and Wang (2023) demonstrate how technological advancements have enabled CSOs to conduct real-time election monitoring, significantly improving their oversight capabilities. Nonetheless, this reliance on technology introduces new challenges, including cybersecurity risks and digital misinformation. The adaptability of CSOs in mitigating these challenges will determine their long-term effectiveness in electoral oversight.

In regional contexts, particularly in Africa, CSOs have been instrumental in safeguarding electoral integrity. In nations such as Nigeria, Cameroon, and South Africa, CSOs provide independent assessments that reinforce public confidence in electoral outcomes (Adewale & Atoh, 2019). However, logistical constraints, political intimidation, and financial limitations often hinder their influence. Research by Zulu and Mwape (2019) suggests that sustainable funding models and institutional support are necessary to enhance the resilience of CSOs in challenging political environments.

The Kibera Constituency in Kenya presents a case study illustrating both the impact and vulnerabilities of CSOs. Muigai (2019) details how CSOs in Kibera face direct intimidation yet continue to play a vital role in mitigating electoral violence and advocating for justice. This raises a critical consideration: the sustainability of CSO-led electoral interventions in politically volatile regions. While these organizations contribute significantly to immediate election monitoring, their long-term impact depends on structural changes that empower them beyond the electoral cycle.

Furthermore, CSOs engage in conflict-sensitive development projects to address the root causes of electoral violence. Drammeh (2023) emphasizes that merely observing elections is insufficient; efforts must also be directed toward socioeconomic empowerment programs that deter political violence. This approach highlights the interconnectedness of democratic governance and sustainable development. Policymakers must, therefore, adopt a comprehensive strategy that integrates CSO-led electoral monitoring with broader governance and peacebuilding initiatives.

Ultimately, the role of CSOs in election monitoring is indispensable but not without limitations. Their effectiveness is contingent upon institutional cooperation, financial independence, and the ability to adapt to evolving electoral challenges. As CSOs continue to evolve, their

contribution to democratic resilience will depend on addressing structural impediments and emerging threats, ensuring that their role extends beyond observation to active participation in democratic strengthening.

2.2.2 CSOs in Creating Awareness to Ensure Peaceful Election Process

Voter education is crucial in fostering democratic participation, with Civil Society Organizations (CSOs) playing a central role in informing citizens about their rights, electoral processes, and laws (Norris, 2017). While studies indicate that well-implemented voter education initiatives can enhance voter turnout and reduce misinformation (Bratton & Van de Walle, 2018), significant challenges persist. These include financial constraints, limited outreach capacity, and resistance from political actors who may perceive voter education as a threat to their influence (Cheeseman, 2020). Such barriers highlight the need for more sustainable funding models and strategic partnerships to ensure the continuity and effectiveness of voter education efforts.

The impact of CSOs in promoting peaceful electoral processes is evident in various contexts. Gillespie (2017) underscores that voter education must inform and create equitable participation conditions, ensuring transparency and adherence to fair electoral laws. However, while international organizations such as the European Commission (2020) and the United Nations (2018) provide expertise and oversight, their effectiveness varies depending on the political will of host governments and the implementation mechanisms in place. The African Union's Electoral Assistance Program (AUEAP) seeks to address these gaps by offering technical support in voter registration, campaign regulations, and electoral procedures (African Union, 2020). Nevertheless, the extent to which these interventions translate into tangible improvements in democratic governance remains an open question, requiring further empirical analysis.

The study of electoral awareness and procedural integrity in different regions further illustrates the complexity of voter education initiatives. For example, Malaysia's efforts to mitigate gerrymandering through an Independent Redelineation Exercise highlight the potential for government-led reforms to complement CSO initiatives (Kelantan State Government, 2019). However, this approach requires continuous oversight to prevent politically motivated redistricting. Similarly, in Saudi Arabia, Al-Enezi (2020) identifies robust electioneering awareness but notes the absence of independent election authorities, raising concerns about the impartiality of the electoral process. The lack of a comprehensive assessment of public engagement strategies and their effectiveness in shaping democratic outcomes presents a significant research gap.

In Nigeria, long-term projects led by organizations like the International Republican Institute (2020) emphasize capacity building and stakeholder engagement to enhance electoral transparency. However, these efforts often fall short of providing concrete evidence of their impact, necessitating better measurement frameworks to assess program success. Likewise, Laakso (2023) highlights the disruptive role of electoral violence, emphasizing that while some violent incidents are spontaneous, underlying structural factors contribute to electoral instability. This underscores the need for voter education programs to integrate conflict prevention strategies into their outreach efforts.

Kenya's implementation of biometric voter registration in 2017, as documented by IFES (2019), represents a significant advancement in electoral integrity. While this technological intervention has reduced fraudulent registrations and improved voter verification, its sustainability depends on continuous investments in infrastructure and cybersecurity measures. Beck (2017) reinforces that fostering trust in the electoral system requires ongoing public engagement and representation of diverse communities in governance structures.

While CSOs and international organizations play a vital role in voter education and electoral integrity, their effectiveness hinges on overcoming structural, political, and financial barriers. Future research should focus on evaluating the long-term impact of voter education programs, the role of technology in enhancing electoral transparency, and the intersection of voter awareness with broader democratic development initiatives.

2.2.3 Challenges CSOs face impacting their Effectiveness in ensuring Peaceful Election Processes

The obstacles Civil Society Organizations (CSOs) encountered in guaranteeing peaceful election procedures have been a significant impediment that inherently hampers their efficacy in electoral processes. Many obstacles, including budgetary limitations, security issues, political coercion, and limited access to pertinent information, have hindered the efficacy of civil society organizations in promoting peaceful electoral processes. Kweka (2011) asserts that the efficacy of Civil Society Organizations (CSOs) in electoral processes is vital as they play a significant role in advancing democracy and supporting good governance. Given this, there is a potential lack of exploration into specific strategies or interventions that CSOs can employ to overcome these obstacles and enhance their efficacy. Hassan (2019) examined the obstacles faced by civil society organizations throughout Asia regarding participating in elections. The study highlighted the importance of literature reviews and questionnaires, which experts recognized as valuable for future use, using a direct and unsystematic approach. The findings indicated that Civil Society Organizations (CSOs) frequently face a dearth of government and public support.

Moreover, this can impede their ability to acquire essential resources and information required for monitoring the elections, resulting in diminished public trust in the organizations. Based on his research, he determined that peaceful election procedures are prevalent throughout Asia.

These obstacles may encompass insufficient resources and capacity, restrictive legislation, financial and political constraints, and a deficit in public confidence.

Adomako and Kwarteng (2020) studied civil society in Ghana elections, focusing on the obstacles and potential. The study highlighted the myriad obstacles that Civil Society Organizations (CSOs) encounter when facilitating peaceful electoral processes in Ghana. The report examines the primary obstacles civil society organizations (CSOs) encounter in Ghana, including insufficient resources, inadequate institutional capacity, restricted information access, and a dearth of political determination. Furthermore, their research revealed a finding demonstrating the frequency with which Civil Society Organizations (CSOs) in Ghana face a dearth of enough resources to efficiently fulfil their roles, including voter registration, education, and election process monitoring. It was hypothesized and subsequently deduced that this can impede the ability of civil society groups in Ghana to effectively fulfil their duties, engage in activities, and perform their functions. Given the considerations, there is a lack of specifics on potential solutions, limited exploration of institutional capacity, insufficient exploration of information access, and absence of comparative analysis to address the obstacles of civil society organizations in electoral processes. Magutu's (2023) study emphasises some challenges CSOs encounter in the policy sector. The presence and how civil societies operate is a function of a democratic society. Civic space has been used to measure the degree of a political regime's openness, transparency and government political responsiveness in addressing electoral policy problems.

In Kenya, Ndung'u (2018) performed a study to investigate the effectiveness of civil society in promoting peaceful electoral processes. The primary obstacle most CSOs in Kenya face in effectively contributing to peaceful election processes is insufficient financial resources. The report additionally suggests that most Civil Society Organizations (CSOs) in Kenya rely extensively on external funding from donor agencies, which is frequently inconsistent and

unpredictable. Furthermore, the study revealed that a significant obstacle to properly monitoring elections and advocating for electoral reforms is the insufficient financial resources available to them. In addition, the impartiality of certain donor agencies facilitates a peaceful electoral process. There is a lack of exploration of alternative funding sources, limited discussion on specific impacts, absence of comparative analysis and potential biases in donor agency support to discuss the effectiveness of civil society in promoting peaceful electoral processes in Kenya. Sjögren (2024) argues that in some societies, CSOs are repressed and incorporated by governments, and the scope for dissent is seriously limited in other less repressive contexts; organizations and coalitions have played significant roles in challenging and preventing democratic backsliding that are preventing civil society organizations in administering their due obligations in electoral processes.

CSOs engage in conflict prevention through mediation, reconciliation, and early warning systems. Research shows that CSO-led peace initiatives reduce election-related violence (Collier & Vicente, 2014). Effective conflict prevention strategies include community dialogues, stakeholder engagement, and advocacy for electoral justice (Moehler, 2019). However, challenges such as lack of legal recognition and hostility from political actors limit the impact of these initiatives (Diamond, 2021).

Civil society organizations assess the efficacy of conflict prevention methods and peaceful election processes using diverse approaches to address violence during elections. According to Chambati (2019), developing conflict prevention techniques customized to each country's unique circumstances is crucial to guarantee a peaceful and violence-free election process. Moreover, the strategies should encompass the involvement of civil society in the election process, the facilitation of dialogue among political parties, and the surveillance of the electoral environment to guarantee a just and transparent election process that upholds the rights of all citizens, including the right to vote and participate in the political process. John (2024)

indicated that despite the plethora of civil society organizations in Africa and their importance in violence prevention, conflict management, and peacebuilding, CSOs continue to have limited impact. This weakness results from CSOs' capacity deficit in understanding, sequencing and coordinating nonviolent actions.

Asian CSOs employ strategic perspectives as the foundation for conflict prevention methods to promote peaceful electoral processes. As per the 2020 report by the United Nations, the Asia Pacific area has emerged as a frontrunner in promoting worldwide initiatives to prevent conflicts and achieve peaceful resolution for disputes. The United Nations also contended that Asia harbours some of the globe's most prosperous democracies and has wholeheartedly adopted global norms regarding effective administration, such as advocating for fair, accountable, and all-encompassing electoral procedures. Moreover, nearby nations have collaborated in establishing regional cooperation frameworks to tackle diverse security concerns, including transnational crime and disaster response. The need for customized conflict prevention techniques lacks details on how CSOs determine and adapt strategies to the unique circumstances of different Asian regions. According to Fjelde (2022), their study indicated that electoral violence is sometimes an isolated phenomenon in otherwise peaceful societies. A significant share of electoral violence is committed in societies where different forms of violence co-exist, including civil war, communal conflict, criminal violence, or government repression. For example, in Nigeria and India, electoral violence occurs in parallel to significant and long-standing armed conflicts and is often part of the trajectory of large-scale communal violence.

Examining conflict prevention measures employed by CSOs to facilitate peaceful election processes has effectively contributed to advancing local and regional stability, security, development, and regional integration. According to the AU, the African nation has its distinct methodology for preventing conflicts and ensuring peaceful electoral processes. As stated by

the United Nations (2020), the primary objective of conflict prevention is to foster peace, security, and stability within the continent. They additionally specified that it can be achieved by diverse strategies, such as advocating for human rights, enhancing the enforcement of laws, cultivating open communication, and being actively involved in politics. Reddy (2017) evaluated the efficacy of conflict prevention tactics employed by CSOs in South Africa to promote peaceful election procedures, considering the nation's history of conflict. According to the study, conflict prevention strategies have played a crucial role in election processes in South Africa since the transition to democracy in 1994. These strategies include establishing an electoral code of conduct and a dispute resolution system to prevent conflicts and ensure peaceful elections. According to Reddy, the Act of 1998 played a significant role in enhancing democracy and ensuring peaceful election processes in South Africa. This Act established a comprehensive framework for preventing conflicts and resolving disputes, which includes procedures for overseeing the election process and managing disagreements.

CSOs play a vital role in India by implementing conflict prevention techniques to ensure stability and security during peaceful electoral procedures. The Election Commission of India is responsible for preventing violence and other irregular actions during elections. The Election Commission of India has instituted a commission dedicated to conflict prevention and resolution to ensure the absence of violence during peaceful election procedures. This commission provides guidance to the Election Commission on strategies and actions to prevent any form of violence during elections. In response, the Election Commission of India implemented measures to enhance the country's electoral procedures. This included introducing the model code of conduct and establishing guidelines for political parties and candidates to adhere to during election campaigns.

Additionally, the commission implemented electronic voting machines to conduct elections, aiming to minimize the occurrence of election violence and fraudulent activities. This statement

is corroborated by the Election Commission of India (2018). Given this, there is a limited exploration of CSO involvement in implementing conflict prevention techniques to curb the lack of specific details on the nature and extent of their involvement in the peaceful electoral process (Chambati, 2019).

The Federal Election Commission (2020) states that the United States of America use many strategies to ensure a peaceful election process and prevent conflicts. The electoral process in the United States is intentionally structured to ensure a just and equitable chance for voters to choose their representatives and leaders. The panel emphasized that the United States prioritizes various rules and regulations to ensure fairness, openness, and accountability to strengthen conflict prevention techniques and promote peaceful electoral processes. Adams and Iwu indicated in their study that conflicts are inevitable. They can be prevented on some occasions and managed on others but resolved only if the term conflict means the satisfaction of apparent demands rather than the total eradication of underlying sentiments.

Furthermore, the committee asserts that the United States employs conflict prevention tactics to guarantee a tranquil electoral process devoid of disturbances or acts of violence. The strategies encompass provisions of resources and training for election officials, aimed at enhancing their comprehension of the laws and facilitating the implementation of security measures to preempt any factors that may incite violence during election processes. As stated by the U.S.A. Election Assistance Commission (2020), these strategies are devised to safeguard the integrity and impartiality of the electoral process while concurrently mitigating potential disruptions and fostering political stability within the United States.

Mwenda (2017) affirms that Kenya has adopted a multi-faceted approach to conflict prevention strategies CSOs use to foster peaceful election processes. This includes a set of constitutional, legal and institutional reforms to strengthen the rule of law and create an environment

conducive to free and fair election processes. The literature on conflict prevention and peaceful election processes is vast and varied. However, the general agreement is that elections are integral to preventing and addressing conflict. Therefore, elections can allow stakeholders to negotiate and mediate political issues, allowing for an inclusive approach to resolving conflicts. (United Nations Department of Political and Peacebuilding Affairs 2019).

2.3 Summary of the Reviewed Literature

The literature review thoroughly explores the role played by civil society organizations (CSOs) in ensuring peaceful election processes, spanning global, regional (with a focus on Africa), and local perspectives, specifically those of the Kibera Constituency, Kenya.

Globally, the impartial role of CSOs as election observers is emphasized, drawing on the work of Patel et al. (2021), Khan and Gupta (2019), Li and Wang (2023), Santos and Oliveira (2020), Kim and Park (2019), and Garcia and Rodriguez (2022). These studies collectively highlight the diverse contributions of CSOs in ensuring transparency, advocating for reforms, and adapting to emerging challenges in electoral processes worldwide. Technological advancements, as explored by Ng'ang'a and Odhiambo (2023), emerge as a beacon of hope, offering solutions to logistical challenges and reinforcing the efficacy of CSOs.

The African context is illuminated with insights from Nigeria, Senegal, Ghana, and Sierra Leone, emphasizing CSOs' active involvement in monitoring elections, advocating for reforms, and addressing post-election scenarios. The challenges CSOs face, including funding constraints and logistical hurdles, are acknowledged, but the literature points to technological opportunities that empower CSOs to overcome these obstacles.

Delving into the unique challenges CSOs face in Kibera Constituency, Kenya, the literature reveals instances of harassment and intimidation for their commitment to promoting democratic accountability. However, despite these challenges, CSOs in Kibera remain resilient,

actively engaging in monitoring elections, mediating conflicts, and contributing to peacebuilding through dialogue and reconciliation efforts.

The role of CSOs in political violence prevention is explored, underscoring their mediation between governments and civil society groups. O'Rourke (2020), Houben (2019), Tufan (2018), and Kanyoro and Chibawe (2020) provide insights into how CSOs respond to political violence, provide relief, foster peacebuilding initiatives, and advocate for change. The challenges of political pressure and maintaining independence are acknowledged.

The literature review cites examples of CSOs creating awareness, drawing examples from the European Union, United Nations, African Union, Malaysia, Saudi Arabia, Nigeria, and Kenya. The initiatives encompass expert views, technical assistance, and public outreach, emphasizing the importance of public engagement for maintaining trust in the electoral process.

The literature also explores conflict prevention strategies employed by CSOs globally, regionally, and locally. Chambati (2019), the UN (2020), Reddy (2017), the Election Commission of India (2018), and the Federal Election Commission (2020) highlight strategies such as promoting dialogue, monitoring the electoral environment, and implementing legal and institutional reforms, emphasizing the need for context-specific approaches.

In acknowledging CSOs' challenges, studies in Asia, Ghana, and Kenya reveal common issues such as a lack of resources, weak institutional capacity, limited access to information, and political pressures. Ndung'u's (2018) study highlights the heavy dependence of Kenyan CSOs on external funding, which explicitly impacts their ability to monitor elections effectively.

2.4 Research Gap

The literature review on civil society organizations (CSOs) in the context of peaceful election processes in Kibera Constituency, Kenya, reveals a scarcity of comprehensive studies on this subject. Most existing research either focuses on contexts and academic disciplines or

addresses related but distinct concepts. For instance, studies by Patel et al. (2021), Khan and Gupta (2019), Li and Wang (2023), Santos and Oliveira (2020), Kim and Park (2019), Diop and Sow (2022), Hassan (2019), Al-Enezi (2020), Ndung'u (2018), Reddy (2017), and Federal Election Commission (2020) discuss various aspects of CSOs' roles, such as monitoring, mediating, utilizing technology, promoting awareness, and conflict prevention. However, they are conducted in diverse geographical locations, limiting their direct applicability to the Kibera Constituency. The identified literature gap emphasizes the need for a focused study on CSOs in Kibera, particularly addressing their role in political violence prevention, effectiveness in creating awareness, conflict prevention strategies, and challenges affecting peaceful election processes.

Additionally, other studies by Pasha (2005), Shayusupova (2023), Drammeh (2023), Patta (2023), Magutu (2023), Laakso (2023), Sjögren (2024), Fjelde (2022), and Adams & Iwu (2015) contribute valuable insights to the broader discourse on civil society, electoral integrity, conflict drivers, election processes, civic space, and conflict resolution strategies. However, these studies also exhibit specific gaps or limitations. For instance, Shayusupova's (2023) study lacks specificity in proposed changes to electoral legislation, Drammeh (2023) suggests addressing conflict drivers but does not delve into specifics, and Fjelde's (2022) study lacks in-depth exploration into the dynamics of coexisting violence. These gaps highlight the potential for further research to provide a more nuanced understanding of these complex topics.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the study's methodology, outlining the key components that guided the research process. It includes a detailed discussion of the research design, which sets the framework for how the study was conducted. The chapter also describes the research site, identifies the target population, and specifies the group from which the data was collected. The sample design and sample size are further elaborated to explain how participants were selected and the rationale behind the sample size. In addition, the data collection instruments used in the study and the data analysis methods are presented, offering insights into how the data was gathered and analyzed. The chapter concludes by addressing the validity and reliability of the research instruments, ensuring that the tools used were accurate and consistent in measuring the study's variables.

According to Leedy and Ormrod (2019), a research design is a plan or structure for conducting research. It involves creating a detailed protocol for gathering and analyzing data. It is a framework for planning, implementing, and evaluating a research project. This study used a descriptive research design to collect, analyze, and interpret data. This design was crucial and valuable to the study because it enabled the researcher to systematically collect and compare data relating to the phenomenon under study. The design also allowed swift and easy analysis of multiple variables, giving the study considerable flexibility. Therefore, the design allowed questionnaires and interview guides for data collection and results from findings.

3.2 Research Site

The research was conducted in Kibera Constituency, Kenya, one of the 17 constituencies in Nairobi County in the southwest. The selection of Kibera is motivated by its status as one of Africa's largest and most densely populated slums. Comprising 13 villages and two estates, Ayany and Olympic, the settlement is characterized by diverse small areas, each possessing

unique characteristics and informal administrative structures. This constituency offered unique opportunities to explore the intersection of urban dynamics and socio-economic and political challenges in electoral processes. Insights into the dynamics of electoral participation and peaceful coexistence in this complex urban settlement are deemed valuable. Juma, Agaya, Ungaya, and Okuto (2021) highlighted that Kibera's informal settlements span Makina, Sarang'ombe, and LainiSaba. They are forming part of the larger Kibera Sub County. The slum is further divided into villages, including Kianda, Lindi, Soweto East, and Gatwekera, with additional sectors such as Woodly/Kenyatta Golf Course aiding residents and local organizations in navigating the complexities of the settlement. Stakeholders and community organizations have actively attempted to promote peaceful election processes within the Kibera constituency and its villages. Furthermore, the study acknowledges the presence of a few major civil society organizations operating in Kibera, such as Amani Kibera, KCODA, KCYP, Shofco, Umande Trust, CFK, NCMH, and Kibera Hamlets, each contributing to peacebuilding, community development, youth empowerment, education, and advocacy.

3.3 Target Population

The target population for this study comprised stakeholders directly involved in electoral processes, including CSO leaders, Electoral Commission officials, government representatives, political party members, journalists, and the public. According to Kenya National Bureau of Statistics (KNBS) data, the 2019 census reported Kibera's population at 194,269 residents, significantly lower than previous estimates, exceeding one million. This discrepancy arises due to the varying administrative definitions of Kibera, where some reports include the larger informal settlement while the census reflects only the officially recognized divisions.

Kibera spans approximately 2.5 square kilometres and is home to various registered Civil Society Organizations (CSOs) that engage in governance and development programs.

According to the NGO Coordination Board (2023), approximately 511 CSOs operate in different sectors, including electoral governance, human rights, and community development.

Given the many stakeholders involved in electoral processes, this study categorized the target population into key groups to ensure representativeness. The target population categories and their estimated sizes are presented in Table 3.1

Table 3.1 Target Population

Category	Target population
Carolina for Kibera (CFK)	30
Kibera Community Development Agenda (KCODA)	27
Kibera Community Youth Program (KCYP)	35
Individual Volunteer	145
Electoral commissions officials	111
Political party representatives	104
Government officials	146
Journalist and Media	118
Voters And Residential	138
General Public	146
Total	1000

The selection of these categories was informed by their direct involvement in promoting electoral integrity, engaging in voter education, election monitoring, and conflict resolution strategies. The justification for including Carolina for Kibera (CFK), Kibera Community Development Agenda (KCODA), and Kibera Community Youth Program (KCYP) stems from their longstanding engagement in governance programs, community mobilization, and civic education. These organizations are among the most active in Kibera's electoral processes, contributing significantly to electoral awareness and mediation initiatives (NGO Coordination Board, 2023).

Additionally, the target population was refined using Kenya National Bureau of Statistics reports and NGO Coordination Board records, ensuring validity and accuracy. This study ensures proper representation of all key electoral stakeholders, acknowledging the critical roles played by CSOs, government agencies, and local communities in election governance.

3.4 Sample and Sampling Techniques

A sample is a subset of the population selected to represent the entire group, facilitating a comprehensive analysis of the phenomenon under study (Ondieki & Orodho, 2015). According to Mugenda and Mugenda (2003), ensuring that the sample is representative of the whole population is crucial to drawing accurate conclusions. Gay, Mills, and Airasian (2009) indicate that a sample size of 10% to 30% is generally adequate for producing reliable findings in cases where the target population is extensive. Thus, this study sampled 10.2% of the population, ensuring diversity in perspectives from key stakeholders involved in the election processes within Kibera Constituency, Kenya.

The total target population for the study was 1,000 individuals, including Civil Society Organizations (CSOs), electoral commission officials, government representatives, political party representatives, journalists, and residents. This figure was validated using KNBS population reports and electoral records, ensuring an accurate representation of stakeholders. The study utilized purposive sampling, a form of non-probability sampling, which allows for selecting individuals most relevant to the research objectives, particularly those directly involved in peace initiatives and election monitoring. Stratified random sampling was also applied to ensure representation across different stakeholder groups.

The breakdown of the sample size for each category of respondents is shown in Table 3.2:

Table 3.2 Sample Size Grid

Category of Respondents	Population	Sample	Proportion (%)
Carolina for Kibera (CFK)	30	3	10.0
Kibera Community Development Agenda (KCODA)	27	3	11.1
Kibera Community Youth Program (KCYP)	35	4	11.4
Individual Volunteer	145	15	10.3
Electoral commissions officials	111	11	9.9
Political party representatives	104	11	10.6
Government officials	146	15	10.3
Journalist and Media	118	12	10.2
Voters And Residential	138	14	10.1
General Public	146	15	10.3
Total	1000	102	10.2

This structured sampling method ensured that the study captured diverse perspectives while maintaining statistical validity. The selection of the public sample followed Mugenda and Mugenda's (2003) recommendation of at least 10% representation, using census data on household and demographic distribution to ensure fair proportionality across sub-counties and villages.

Table 3.3 Sample Size

Category	Proposed	Actual	Percentages
Carolina for Kibera (CFK)	4	3	75%
Kibera Community Development			
Agenda (KCODA)	4	4	100%
Kibera Community			
Youth Program (KCYP)	3	1	33%
Individual Volunteer	10	10	100%
Electoral commissions officials	8	7	88%
Political party representatives	9	5	56%
Government officials	10	8	80%
Journalist and Media	9	6	67%
Voters and Residential	15	14	93%
General Public	30	30	100%
Total	102	98	96%

3.5 Data Collection

Smith (2020) defines data collection as a process of gathering and measuring information on variables of interest in an established systematic fashion that enables one to answer stated research questions and evaluate outcomes. This section includes data collection tools as well as pilot flight analysis tools.

3.5.1 Data Collection Instruments

The study collected primary data using self-administered questionnaires and structured interview schedules designed in alignment with the study objectives. The questionnaire included both open-ended and closed-ended questions, allowing respondents to provide comprehensive feedback and standardized responses where necessary.

3.5.1.1 Questionnaire

Kumar (2013) describes questionnaires as research tools designed to gather data by prompting respondents with questions. Questionnaires are advantageous for their ability to capture a wide range of perspectives efficiently and are commonly used to gather qualitative and quantitative data. This study selected the questionnaire as the primary data collection instrument, allowing for a structured method to gather responses from diverse stakeholders.

The questionnaire contained open-ended questions, enabling respondents to freely express their views in their own words, and closed-ended questions with predetermined answer choices. This structure allowed for the collection of detailed responses while also providing data that could be easily analyzed statistically, particularly for the closed questions (Kumar, 2013).

The study employed a **5-point Likert scale** to measure respondents' attitudes, perceptions, and opinions on the role of CSOs in promoting peaceful election processes. The Likert scale options were as follows: **1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree**. This scale facilitated the quantification of responses, enabling an analysis of levels of agreement with specific statements related to CSOs and election processes.

The questionnaire was divided into structured parts as referred to in **APPENDIX III** of the study. Each questionnaire section was tailored to address a specific aspect of the study's objectives. The questions were designed to prompt respondents to share insights relevant to each theme, providing a comprehensive understanding of the activities, strengths, and challenges of CSOs in Kibera's election processes.

3.5.1.2 Questionnaire for Voters and Residents

A semi-structured questionnaire was also utilized to gather data from voters and residents, focusing on their perspectives regarding the impact of CSOs in ensuring peaceful election processes in Kibera. This questionnaire included three main sections:

Section A: Demographic information, including age, gender, and occupation.

Section B: Voter perceptions of CSO initiatives aimed at fostering peaceful election processes.

Section C: Challenges and barriers observed by the community in relation to CSO activities during election periods.

This questionnaire provided valuable community-based insights, highlighting the public's perceptions regarding the effectiveness and challenges of CSOs. A copy of the questionnaire is included in **Appendix V**.

3.5.1.3 Interview Schedules

The study employed interview schedules to gather qualitative data from key informants, such as electoral commission officials, civil society organization (CSO) leaders, government representatives, and stakeholders involved in peace initiatives in Kibera Constituency. These interviews offered valuable insights into the activities and challenges faced by CSOs in promoting peaceful elections. The structured format ensured consistency in addressing key topics, enabling a thorough exploration of the study's themes. This method allowed for a comprehensive analysis, combining qualitative evidence from interviews with quantitative data from questionnaires.

3.5.2 Pilot Testing of Research Instruments

McBurney and White (2018) stated that pilot testing is a process of testing a research instrument in a small group of individuals to ensure that data collected from the instrument will be valid and reliable.

As Kothari (2017) emphasizes, pilot testing is crucial in ensuring that research instruments are clear, reliable, and valid for data collection. For this study, a pilot test was conducted in Mathare Sub-County, selected due to its socio-economic and demographic characteristics similar to those of Kibera Constituency, the main study area. This pre-test environment allowed the

researcher to validate the data collection instruments under conditions closely mirroring those of the actual study, ensuring that any necessary adjustments could be made before full deployment.

Following Kothari's (2017) recommendation for pilot testing to include approximately 10% of the total sample, a carefully chosen group of 10 participants was selected. This group consisted of 2 representatives from Civil Society Organizations (CSOs), 3 community members, 2 local government officials, and 3 residents, providing a comprehensive cross-section of the main study's respondent categories. Participants were asked to complete the questionnaire and participate in the interview schedule to assess whether each question was comprehensible, relevant, and effective in eliciting the desired information.

The pilot test results indicated that the instruments were generally adequate. However, based on feedback, minor refinements were made to improve clarity, especially in sections addressing technical aspects of election monitoring and conflict prevention strategies. Adjustments included simplifying complex terms and reordering some questions to create a more logical flow. The pilot participants, who were not part of the final study, provided insightful feedback, ensuring that the instruments were well-calibrated to capture accurate and reliable data.

Ultimately, the pilot testing confirmed the instruments' suitability for the full study, reinforcing their reliability and validity. This rigorous process contributed to developing tools that would facilitate meaningful data collection and provide valuable insights into the role of CSOs in promoting peaceful election processes within the Kibera Constituency.

3.5.3 Instrument Reliability

Godfrey (2019) argued that the basis of instrument reliability states the extent to which an instrument, such as a test or questionnaire, produces stable results when measuring a construct. It is, therefore, the extent to which an instrument consistently measures the same construct over

time and across different people and settings. However, instrument reliability is an important consideration when measuring psychological constructs, as it ensures the accuracy and validity of the results.

Kumar and Sharma (2019) indicated that instrument reliability considers the degree to which an instrument produces consistent and stable results upon repeated trials. Given this, the study used test-retest to measure the degree to which an instrument consistently yields the same results when used repeatedly under the same conditions. Therefore, it is essential because it aids researchers in determining the accuracy and validity of their data. Without instruments, drawing reliable conclusions from collected data would not be easy. Cronbach's Alpha reliability approach provided tools and Likert scale items with reliability estimates. The coefficient typically ranges from 0 to 1, but currently, there are no lower limits. When α tends to 1.0, the higher the internal consistency of the objects in the scale. The number and the average inter-item correlations based on this formula will both determine the size of α

$$\alpha = rk / \{1 + (k-1)r\}$$

where k = number of items considered and r = mean of inter-item correlations.

George and Mallery (2003) gave the following generally acceptable rules of thumb: when $\alpha \geq 0.9$, it is Excellent, when $0.9 > \alpha \geq 0.8$, it is Good, and when $0.8 > \alpha \geq 0.7$, it is Acceptable. Where $0.7 > \alpha \geq 0.6$, it is Questionable, where $0.6 > \alpha \geq 0.5$, it is Poor, and when $0.5 > \alpha$, it is Unacceptable. A reliability coefficient of at least 0.7 was considered appropriate in this study.

3.5.4 Instrument Validity

Validity is essential in determining whether an instrument accurately measures the intended constructs, providing meaningful data that aligns with the study's objectives. As emphasized by McMillan and Schumacher (2017), an instrument with high validity allows researchers to draw reliable inferences from the data collected. This study prioritized content validity,

ensuring that each instrument element comprehensively addressed the essential facets of Civil Society Organizations' (CSO) involvement in peaceful election processes.

Content validity, as defined by the American Psychological Association (APA, 2021), requires that an instrument fully cover all dimensions of a construct, ensuring that no significant aspects are overlooked. Accordingly, the instrument for this study was carefully designed to encapsulate the broad scope of CSO activities relevant to promoting peaceful elections.

Key Dimensions and Steps to Establish Content Validity

Comprehensive Coverage of Key Dimensions: Based on a thorough literature review and analysis of CSO roles in electoral processes, the instrument was organized to address all critical facets of CSO involvement, specifically:

Voter education efforts: Covering how CSOs educate voters about their rights, responsibilities, and the importance of participating peacefully.

Conflict resolution and mediation: Exploring CSOs' strategies in mediating disputes, encouraging dialogue, and preventing electoral violence.

Monitoring and reporting of election violence: Detailing how CSOs observe, and document incidents related to election violence to foster transparency.

Engagement with political actors and communities: Investigating the nature of CSO interactions with political and community stakeholders to maintain peaceful election environments.

Development Based on Literature Review and Expert Input: The initial development was based on a thorough literature review of theoretical and empirical studies about Civil Society Organization (CSO) election activities. This process aimed to incorporate established knowledge and emerging trends in CSO engagement. Insights from experienced election

observers, peacebuilding experts, and CSO leaders in Kenya were also gathered to validate the instrument's relevance and comprehensiveness, ensuring it addressed all essential aspects of CSO involvement.

Expert Consultation to Confirm Relevance and Depth: Professionals knowledgeable about civil society organizations (CSOs) and electoral processes were consulted to enhance content validity. Their feedback was essential in ensuring the instrument effectively addressed the study's themes and led to refinements in the questions to better align with Kenyan electoral dynamics.

Refinement for Clarity and Precision: Following Mohamad et al. (2015), ambiguous questions were rephrased or replaced based on expert feedback. This step enhanced the clarity of each item, ensuring that the instrument captured data precisely relevant to the study's objectives, thus strengthening its content validity.

Reliability Testing for Consistency: In alignment with the reliability measures previously established, a test-retest procedure was employed. Pearson's Product Moment Correlation Formula calculated consistency between two sets of responses, yielding a reliability coefficient of 0.813. As Oluwatayo (2012) noted, this coefficient surpasses the recommended threshold of 0.75, indicating high internal reliability and further supporting the instrument's robustness.

Pilot Testing for Final Adjustments: A pilot test was performed with participants resembling the target population to evaluate the clarity and flow of the items. This allowed minor adjustments to align the instrument with the study's goals. The pre-test confirmed the instrument's usability by ensuring the questions were well-phrased, accessible, and relevant to the respondents.

The study showed that the evaluation instrument effectively assessed CSO involvement in peaceful elections, exhibiting strong content validity. Its reliability and adjustments from pilot

testing confirmed its consistency and accuracy, thereby enhancing the data's credibility and the findings' significance.

3.6 Data Collection Procedures

Research permissions and approval letters were obtained before scheduling sessions, ensuring ethical compliance and facilitating access to participants within Civil Society Organizations (CSOs). These permissions introduced the researcher to relevant CSOs involved in peaceful election processes in the study area, fostering an atmosphere of cooperation and transparency essential for effective data gathering.

Research assistants who assisted in the data collection process were trained by administering the questionnaire and maintaining ethical standards, including confidentiality and respectful interaction with respondents. The research assistant's role was to distribute questionnaires using a structured drop-and-pick approach, which involved leaving questionnaires with participants and collecting them after three days. This method allowed respondents ample time to engage thoughtfully with the questions, fostering a favorable response environment. Completed questionnaires were securely stored to ensure privacy and maintain the confidentiality of all participants.

For qualitative data collection, the researcher conducted semi-structured, face-to-face interviews with selected key informants from CSOs, focusing on individuals in leadership or decision-making roles. These informants provided in-depth insights into the effectiveness of CSO activities in peaceful election processes, such as voter education, conflict resolution, and engagement with political stakeholders. The semi-structured interview guide facilitated a flexible yet focused conversation, allowing the researcher to delve deeper into relevant topics as they emerged. Responses were recorded in notebooks, and with participants' consent, audio recordings were used to ensure accuracy and comprehensiveness.

Additionally, secondary data was gathered by reviewing pertinent documents, reports, and scholarly literature. This included analyzing reports from authoritative sources such as the Independent Electoral and Boundaries Commission (IEBC) and the Electoral Institute for Sustainable Democracy in Africa (EISA), alongside academic studies on CSO involvement in election processes. This secondary data enriched the study by providing contextual insights, supporting theoretical frameworks, and aligning findings with existing literature.

By integrating both primary and secondary data collection methods, with the support of a trained research assistant, the researcher ensured a comprehensive approach to data gathering. This structured methodology enhanced the reliability and validity of the findings and enabled the researcher to draw nuanced conclusions regarding the role of CSOs in promoting peaceful elections.

3.7 Data Analysis Procedures

Data analysis involves examining, cleaning, transforming, and modeling data to uncover valuable insights that inform conclusions and support decision-making (Mertens, 2020). This research begins with data collection using questionnaires coded and entered the Statistical Package for the Social Sciences (SPSS) version 25 for comprehensive analysis. Data processing encompasses various aspects such as editing, coding, sorting, and tabulating the acquired data. Frequencies and percentages were calculated to determine how respondents felt about the issues addressed in the research questions.

The analysis commenced with the coding of responses, ensuring that each discrete answer was assigned a specific code and label. This systematic approach allowed for effective data organization, with each word or phrase representing a distinct thought. The responses were tallied to offer descriptive information about the respondents and identify overall trends in the findings across the various criteria under consideration. Chi-square analysis was employed to

assess associations between the independent variables, namely, the ability of Civil Society Organizations (CSOs) to independently observe and monitor election processes, create awareness of election processes, and the challenges faced by CSOs and the dependent variable, peaceful election processes. Results were considered significant at a 95% confidence level.

Qualitative data were subjected to thematic content analysis, which involved searching for universal themes among the responses from participants. This process ensured that the findings were organized coherently, allowing for a comprehensive understanding of the qualitative insights. Verbal quotes from interviews were incorporated into the report to enrich the narrative context and provide depth to the findings.

Qualitative and quantitative data analyses were used to provide results for the thesis. Qualitative data analysis techniques, such as narratives and thematic organization, were used to present field data. Quantitative data analysis techniques combined with thematic analysis and descriptive statistics were used to interpret data, revealing patterns and correlations between the independent and dependent variables.

Quantitative data were presented using various visualization techniques, including tables, frequency distributions, bar graphs, percentages, and pie charts with the help of the Statistical Package for Social Sciences data analysis tool. This visual representation of data complemented the narrative findings derived from thematic analysis, ensuring that the report conveyed the results in an accessible and engaging manner. The structured data analysis approach, including quantitative and qualitative methods, provided a robust framework for effectively relaying the research findings.

3.8 Legal and Ethical Considerations

Gillespie and Hennessey (2017) posit that legal and ethical considerations are vital for any business to understand and adhere to. The study acknowledged and observed fundamental

clauses in social research ethics. Given this, on a legal basis, the study considered laws that govern how research should be conducted and operated by getting a NACOSTI permit as a legal requirement in conducting research. Therefore, adhering to legal requirements is essential to ensure that research is conducted in a manner that complies with applicable laws and does not violate the rights or well-being of individuals or entities involved.

The research prioritizes participants' welfare, rights, and dignity by adhering to ethical and legal principles, including informed consent, privacy, confidentiality, and integrity, while avoiding plagiarism. Researchers must ensure their data collection processes align with these values and legal requirements. For this academic study, permissions were obtained from Africa Nazarene University, the National Commission for Science, Technology and Innovation (NACOSTI), and the management of selected Nairobi County institutions before data collection. They were instructed not to include their names or contact information on the questionnaires to protect respondents' privacy.

CHAPTER FOUR: RESULTS AND ANALYSIS

4.1 Introduction

This chapter presents the study findings based on the collected data. The analysis includes both quantitative and qualitative insights drawn from questionnaires, key informant interviews (KIIs), and focus group discussions (FGDs). The chapter is structured to reflect key themes from the research objectives and highlight relationships between variables influencing peaceful election processes in the Kibera Constituency.

4.2 General Characteristics of the Study Sample- Presentation of Findings

The study was conducted in the Kibera informal settlements: Makina, Sarang'ombe, Lindi, and Laini Saba. Although Woodly/Kenyatta Golf Course is part of Kibera, it was not included in the study because it does not have an informal settlement. The focus of the research was exclusively on the informal settlement areas of Kibera.

The sample for this study comprised representatives from various organizations and groups, including Carolina for Kibera (CFK), Kibera Community Development Agenda (KCODA), Kibera Community Youth Program (KCYP), individual volunteers, electoral commission officials, political party representatives, government officials involved in elections, journalists and media personnel, voters, residents, and the general public.

4.3 Study Findings

4.3.1 Response Rate

A high response rate is critical for ensuring the reliability and validity of research findings. According to Mugenda and Mugenda (2003), a response rate of 50% is adequate, 60% is good, and above 70% is very good for social research. Out of the 298 questionnaires distributed, 285 were successfully completed and returned, representing a 96% response rate, which is well above the acceptable threshold. Additionally, 15 key informant interviews (KIIs) and 3 focus

group discussions (FGDs) were conducted, supplementing the quantitative findings with qualitative insights.

Table 4.1 Response per each Study Group

Category	Distributed	Received	Percentages
Carolina for Kibera (CFK)	4	3	75%
Kibera Community Development Agenda (KCODA)	4	4	100%
Kibera Community Youth Program (KCYP)	3	1	33%
Individual Volunteer	10	10	100%
Electoral commission officials	8	7	88%
Political party representatives	9	5	56%
Government officials	10	8	80%
Journalist and Media	9	6	67%
Voters and Residential	15	14	93%
General Public	30	30	100%
Total	102	98	96%

4.3.2 Key Informant Interview Report

Key informant interviews were conducted to supplement the quantitative findings noted in Table 4.1, with experienced officials, community leaders, and representatives from Civil Society Organizations (CSOs) involved in promoting peaceful election processes in Kibera Constituency. The insights from these interviews provided a rich, qualitative perspective on the challenges and successes encountered by CSOs, as well as their perceived impact on electoral peace and community engagement.

The key informants generally agreed that CSOs play an essential role in fostering peaceful elections in Kibera through voter education, conflict mediation, and election monitoring. However, the interviews revealed several challenges and limitations affecting CSO efficacy, summarized in Table 4.2.

Table 4.2 Report from Key Informants

Theme	Insights from Key Informants
Challenges Facing CSOs	Limited funding, political interference, and security concerns were cited as major obstacles to effective CSO operations. CSOs often lack adequate resources to mobilize comprehensive campaigns across the constituency.
CSO Effectiveness in Voter Education	Key informants noted that voter education programs are effective but often have limited reach. Many CSOs successfully educate voters on their rights and election procedures, but logistical constraints limit outreach to all areas of Kibera.
Collaboration with Government Bodies	Although CSOs strive to collaborate with government institutions, informants expressed concern about inconsistent support and occasional resistance from local authorities, which hinders smooth coordination.
Community Perception of CSOs	According to the key informants, community trust in CSOs remains high due to their impartiality and dedication to nonviolent election practices. However, some informants mentioned that occasional political affiliations of certain CSOs may affect public trust.
Impact of Election Monitoring	Key informants affirmed that the presence of CSOs as election monitors helps deter electoral malpractices and violence. They cited specific cases where CSO monitoring visibly reduced tension among voters, fostering a calmer electoral atmosphere.

The insights gathered from the key informant interviews underscore the pivotal role of CSOs in Kibera's electoral landscape. Informants provided valuable firsthand accounts of how CSOs mediate conflicts, educate voters, and collaborate with local institutions to maintain peace. They emphasized that, despite resource and logistical limitations, CSOs maintain a strong reputation within the community, primarily attributed to their commitment to impartiality and nonviolent advocacy.

The qualitative data from these interviews enriches the quantitative findings by highlighting the nuanced challenges CSOs face in their pursuit of peaceful elections. Overall, the key informant interviews reveal a precise alignment between CSOs' efforts and the community's expectations, reinforcing the quantitative data with perspectives from those directly involved in fostering peace and transparency in election processes.

4.3.3 Age and Gender of the Respondents

The respondents were requested to indicate their gender. It is for this reason that respondents came from both genders. The findings are shown in table 4.2.

Table 4.3 Report from Key Informants

Age	Gender			
	Male	Female	Total	Percentage
18-30 years	47	15	62	63%
31-50 years	25	11	36	37%
Total	72	26	98	100%

The respondents were requested to indicate their gender, and participants were drawn from both genders. The findings are shown in Table 4.2. The majority of the respondents were males aged between 18 and 30 years, accounting for 63% of the total respondents. The remaining respondents, aged between 31 and 50 years, made up 37% of the total. This indicates that the

study considered respondents of all genders to collect reliable information. This implies that most of the respondents involved in Civil Society Organizations, among others, are young males. However, the older population was also deemed representative enough to achieve the purpose of this study.

4.3.4 Occupation and Electoral Participation

Respondents' occupational backgrounds were categorized into employed (21.4%), self-employed (33.6%), unemployed (28.5%), and students (16.5%). Self-employed individuals were the most active in community-based voter education initiatives, while those formally employed had better access to political discourse through professional networks. Unemployed youth were more vulnerable to political manipulation and involvement in election-related violence. These findings emphasize the need for economic empowerment programs as part of election conflict prevention strategies.

4.3.5 Respondents' Demographic Characteristics

Understanding the demographic profile of respondents is crucial for interpreting their perspectives on the roles of Civil Society Organizations (CSOs) in promoting peaceful election processes in Kibera. Key demographics, such as age, education level, organization affiliation, work experience, and electoral participation, provide insights into respondents' backgrounds and contributions to CSO initiatives. Table 4.4 shows the demographic profile of the respondents.

Table 4.4 Demographic Profile of Respondents

Demographic Attribute	Category	Frequency	Percentage (%)
Gender	Male	72	73.5%
	Female	26	26.5%
Age	18 - 30 years	62	63.3%
	31 - 50 years	36	36.7%
Education Level	Certificate	47	48.0%
	Diploma	21	21.4%
	Bachelor's Degree	22	22.4%
	Postgraduate	8	8.2%
Organization Affiliation	Carolina for Kibera	3	3.1%
	Kibera Community Development	4	4.1%
	Amani Kibera	4	4.1%
	Kibera Community Youth Program	2	2.0%
	Umande Trust	3	3.1%
	General Public and other groups	82	83.7%
Work Experience (Years)	Less than 1 year	18	18.4%
	1 – 5 years	36	36.7%
	6 – 10 years	20	20.4%
	11 – 15 years	15	15.3%
	Above 15 years	9	9.2%
Electoral Participation	Yes	87	88.8
	No	11	11.2

The demographic data reveals that the majority of respondents were male (73.5%), with females representing 26.5%. The age distribution indicates that 63.3% of respondents were between 18 and 30 years old, suggesting that younger individuals are predominantly involved in CSO-related activities in Kibera. This aligns with CSOs' community outreach objectives, which often target younger demographics in peace-building initiatives. Younger respondents may also bring enthusiasm and a fresh perspective, valuable for initiatives centered on fostering peaceful election processes.

Educational qualifications among respondents vary, as displayed in Figure 4.1. A notable 48.0% of respondents hold a certificate, followed by 21.4% with a diploma, 22.4% with a bachelor's degree, and 8.2% with postgraduate qualifications. This distribution shows that CSOs in Kibera attract individuals across a wide educational spectrum, with a significant number of certificate holders reflecting grassroots solid engagement. Respondents with advanced qualifications contribute strategic insights and critical thinking skills, which are essential for organizing and promoting peace-focused initiatives during election periods.

Respondents' organization affiliations were diverse, with some associated with prominent CSOs like Carolina for Kibera, Kibera Community Development, and Amani Kibera. However, the majority (83.7%) identified as part of the general public or other groups, reflecting the wide-reaching influence of CSOs in Kibera beyond formal memberships. This broad engagement with the community demonstrates the collaborative nature of CSOs in Kibera, emphasizing their role in mobilizing community-driven initiatives to maintain peaceful election environments.

Work experience among respondents shows a range of tenure, as illustrated in Figure 4.2, with 36.7% having 1-5 years of experience in their organization. This level of experience suggests that many respondents are well-versed in CSO activities and possess practical knowledge that

enhances the effectiveness of peace initiatives and election monitoring. An additional 20.4% have 6-10 years of experience, contributing depth and stability to CSO operations. Those with less than a year's experience (18.4%) reflect the continuous influx of new participants into these organizations. This blend of experienced and newer members can strengthen CSOs' resilience, balancing seasoned perspectives and innovative approaches.

Participation in electoral processes was also high among respondents, with 88.8% confirming prior involvement in elections. This level of electoral engagement enhances the relevance and credibility of respondents' insights on the role of CSOs in election monitoring and peace efforts. Respondents who have participated in elections bring firsthand experience of electoral dynamics within Kibera, which is valuable for understanding the challenges and opportunities in promoting peaceful elections. This engagement illustrates how CSOs successfully attract participants who are engaged in community work and committed to civic responsibilities, aligning with the core objectives of fostering democratic practices and peaceful election processes.

Therefore, the demographic characteristics presented in Table 4.1 and Figures 4.1 and 4.2 reflect the diversity and range of experiences of respondents involved in CSOs in Kibera. The strong representation of younger, certificate-holding individuals aligns with the mission of CSOs to engage grassroots participants. Additionally, the presence of experienced and newer members within these organizations suggests a robust mix of expertise and fresh perspectives, essential for effective voter education, conflict prevention, and election monitoring. These demographics illustrate the inclusivity of CSOs, which accommodates a broad spectrum of educational and experiential backgrounds, enhancing their adaptability in responding to the complex dynamics of election-related conflict. The diverse respondents' backgrounds provide a solid foundation for analyzing CSO effectiveness in fostering peaceful election processes in Kibera.

4.3.6 Duration of Stay in Kibera

The period dedicated to data collection and analysis spanned from May 25, 2024, to June 30, 2024. This phase was pivotal as it encompassed both the gathering of primary data and the subsequent analytical processes essential for addressing the research objectives, which include assessing CSOs' ability to independently observe and monitor Peaceful Election Processes in Kibera Constituency, Kenya to determine the effectiveness of CSOs in creating awareness to ensure Peaceful Election Processes in Kibera Constituency, Kenya, and to establish the challenges CSOs face impacting their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya. Throughout this period, rigorous methodologies and instruments were employed to collect pertinent empirical data, ensuring robustness in the study's findings. Concurrently, data analysis commenced promptly upon data collection, facilitating continuous refinement of research approaches and insights into the phenomena under investigation.

The data collection phase involved systematic procedures tailored to the study's requirements, which included interview guides. These methods were meticulously applied to gather comprehensive and representative data sets that could provide meaningful insights into the research questions posed. Simultaneously, the analysis phase was characterized by the application of Thematic Analysis, aimed at uncovering patterns, relationships, and trends within the collected data. This analytical rigour validated the research hypotheses and allowed for nuanced interpretations and conclusions.

The integration of robust data collection and rigorous analysis during this phase ensured the reliability and validity of the study's findings, providing a solid foundation for the discussions and conclusions. By adhering to established methodologies and maintaining meticulous attention to detail throughout the data collection and analysis processes, this phase contributed significantly to the overall coherence and credibility of the research outcomes. Moreover, the insights gleaned from this phase have broader implications for Contextual Understanding,

underscoring the importance of methodological rigor in advancing knowledge and understanding in this area of study.

4.3.7 Respondents' Level of Education

In this study, the researcher aimed to understand the educational qualifications of the respondents involved in Civil Society Organizations in Kibera Constituency, Kenya. The educational level of respondents is a critical factor as it influences their ability to effectively engage in and contribute to civil society initiatives. The data collected on respondents' education levels is represented in the bar chart (Figure 4.1), which illustrates the distribution of educational qualifications among the 98 respondents.

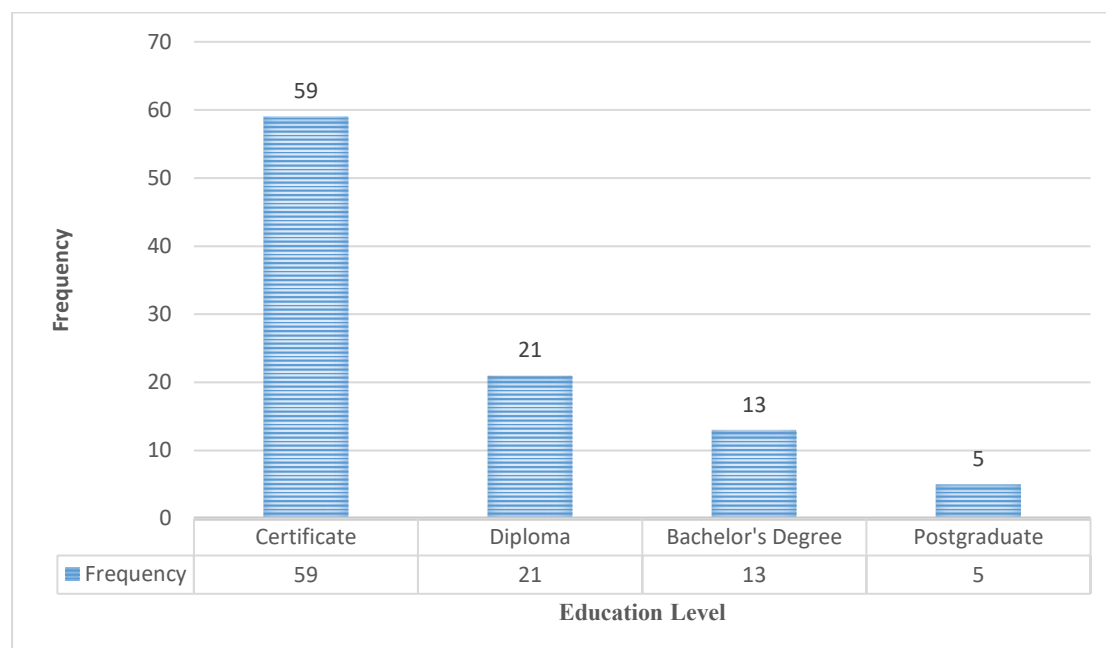


Figure 4.1: Respondents' Level of Education

The findings from the study indicate a varied educational background among the respondents, with the majority holding certificates. This high percentage of certificate holders reflects the broad participation of grassroots individuals who may not have advanced educational qualifications but are deeply engaged in community activities. Their foundational training is

crucial for the operational aspects of CSOs, particularly in monitoring and observing election processes to ensure peace.

The second-largest group comprises diploma holders, who account for 21.4% of the respondents. This group will likely possess specialized training and practical skills that enhance their ability to implement CSO initiatives effectively. Their education equips them with the necessary tools to address various community needs, making them essential assets in the effort to foster peaceful election processes.

Bachelor's degree holders, making up 13.3% of the respondents, bring higher theoretical and practical knowledge. Their education allows them to engage in more complex aspects of civil society work, including strategic planning, policy development, and program management. The presence of these individuals in the study highlights the importance of higher education in enhancing the effectiveness of CSOs in ensuring peaceful elections.

A smaller percentage (5.1%) of respondents hold postgraduate qualifications. Given their advanced knowledge and skills, these individuals are likely to be involved in leadership roles within their organizations. Their expertise in research and specialized areas of civil society work enables them to contribute to innovative strategies and effective policymaking, which are crucial for the long-term success and sustainability of CSO initiatives aimed at peaceful election processes.

Therefore, the distribution of respondents' educational qualifications reveals a diverse educational background among those participating in the study on Civil Society Organizations in Kibera Constituency. While the majority hold certificates and diplomas, there is a notable presence of bachelor's and postgraduate degree holders who bring varied levels of expertise. This diversity in educational qualifications suggests that the study benefits from a wide range

of perspectives and experiences, enhancing the reliability and comprehensiveness of the collected data.

Ensuring that all respondents, regardless of their current qualification level, have access to continuous learning opportunities will be crucial in enhancing their capacity to contribute effectively to CSO initiatives. By building a robust education and professional development framework, Civil Society Organizations in Kibera Constituency can better support community needs and foster an inclusive environment for all participants. This approach not only highlights the educational diversity of the respondents but also emphasizes the importance of continuous education and professional development in enhancing the effectiveness of civil society organizations in ensuring peaceful election processes.

4.3.8 Work Experience of CSO Officers in Kibera Constituency

The purpose of this study was to explain how Civil Society Organizations (CSOs) ensure peaceful election processes in Kibera Constituency, Kenya. Understanding the work experience of CSO officers is critical, as their tenure in the organizations can significantly influence their effectiveness in promoting peaceful elections. The respondents' work experience data was collected and analyzed, revealing insights into the tenure distribution among the 42 officers surveyed.

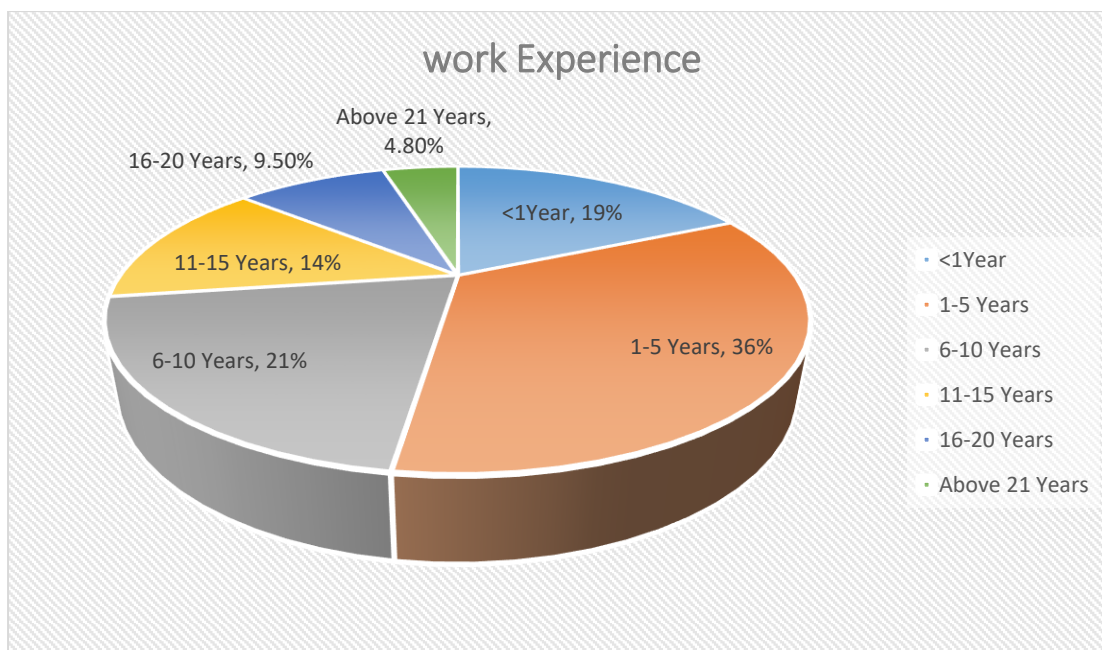


Figure 4.2: Work Experience of CSO Officers in Kibera Constituency

The findings indicate a varied educational background among the respondents. The majority hold certificates. Respondents with diplomas represent 21.4% of the sample, while bachelor's degree holders account for 13.3%. A smaller percentage of respondents (5.1%) hold postgraduate qualifications.

This distribution highlights a range of educational qualifications among those participating in Civil Society Organizations (CSOs) within Kibera Constituency. The detailed breakdown of respondents' educational levels is shown in Figure 4.1.

The collected demographic data encompassing age, gender, education level, organizational affiliation, work experience, and electoral participation is directly relevant to the study. It provides insight into how varied backgrounds influence perceptions of Civil Society Organizations (CSOs) in promoting peaceful elections in Kibera. The prominence of young, certificate-holding males reflects strong grassroots involvement. Variations in educational and professional experience offer both practical and strategic perspectives, while the high rate of electoral participation strengthens the credibility of the findings. Collectively, these

demographic factors enrich the study's analysis and reinforce its conclusions on CSO effectiveness.

4.4 CSOs Ability to Independently Observe and Monitor Peaceful Election Processes

The first specific objective of this study was to assess CSOs' ability to independently observe and monitor Peaceful Election Processes in Kibera Constituency, Kenya. This section explores the effectiveness of Civil Society Organizations (CSOs) in creating awareness during election processes in Kibera Constituency, Kenya. The analysis is based on responses to a questionnaire, where 98 participants rated various aspects of CSO activities using a Likert scale ranging from 1 (Don't know) to 6 (Strongly Agree)

Table 4.3 summarizes the findings regarding the effectiveness of Civil Society Organizations (CSOs) in creating awareness during election processes in Kibera Constituency, Kenya.

Table 4.5 CSOs Ability to Independently Observe and Monitor Peaceful Election Processes

Statement		Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	SD
Do observers have any skills and knowledge, training or previous experience to effectively monitor elections as well as understand election procedures, able to identify irregularities, and report findings accurately?	f	8	3	18	16	38	13	3.95	1.29
	%	8.2	3.1	18.4	16.3	38.8	13.3		
Are there adequate financial resources, transportation, communication tools, and human resources (trained observers and data analysts) to observe and monitor elections?	f	6	17	28	24	19	19	3.67	1.54
	%	6.1	17.3	28.6	24.5	19.4	19.4		
Are observers impartial, indicating any form of bias or supporting any political party or candidate?	f	10	22	20	16	18	12	3.55	1.67
	%	10.2	22.4	20.4	16.3	18.4	12.2		
Are there enough technological tools such as mobile apps for data collection, mapping software for monitoring polling stations, social media to report observations, and keeping detailed records for observations?	f	12	25	18	16	14	13	3.38	1.62
	%	12.2	25.5	18.4	16.3	14.3	13.3		
Are CSOs effective in creating awareness among voters about their rights and responsibilities during election periods?	f	3	8	11	18	40	16	4.02	1.62
	%	3.1	8.2	11.2	18.4	40.8	16.3		
Specific initiatives or campaigns by CSOs to promote peaceful election processes	f	4	5	9	21	42	17	4.02	1.38
	%	4.1	5.1	9.2	21.4	42.9	17.9		

Table 4.5 evaluates the ability of Civil Society Organizations (CSOs) to independently observe and monitor peaceful election processes across six key areas. The findings indicate that a majority of respondents believe CSO observers possess the necessary skills and experience (mean = 3.95), reflecting general confidence in their technical capacity. However, views were mixed on the adequacy of resources (mean = 3.67), with concerns about financial, logistical,

and human support. Perceptions of observer impartiality were also divided (mean = 3.55), highlighting potential bias issues. Access to technological tools was rated lower (mean = 3.38), pointing to limitations in digital capacity. On a more positive note, despite some variation in responses, CSOs were viewed as effective in voter education (mean = 4.02) and in initiating peace-promoting campaigns (mean = 4.02), confirming their strong role in civic awareness and peacebuilding.

4.4.1 Skills and Knowledge of Observers

On Skills and Knowledge of Observers, table 4.5 shows a mixed perception, with 52.1% (Agree + Strongly Agree) indicating confidence in observer competence, suggesting room for improvement in training and experience. The mean score for this statement was 3.95, with a standard deviation of 1.29, reflecting moderate agreement among respondents.

The responses varied significantly regarding the adequacy of financial resources, transportation, communication tools, and human resources for election monitoring. Approximately 39% expressed satisfaction with current resources (Agree + Strongly Agree), though concerns remain, particularly in logistics and staffing. The mean score was 3.67, with a standard deviation of 1.54, highlighting perceived gaps in resource adequacy.

4.4.2 Impartiality of CSOs Observers

Participants were also asked about the impartiality of CSO observers, with 30.6% (Agree + Strongly Agree) indicating confidence in their neutrality. However, a substantial portion expressed reservations, emphasizing the need for greater transparency and neutrality in observer roles. The mean score for impartiality was 3.55, with a standard deviation of 1.67, indicating a mixed perception among respondents.

4.4.3 Availability and Effectiveness of Technological Tools

Mobile apps and mapping software for monitoring polling stations, responses were moderately positive, with 30.6% (Agree + Strongly Agree) acknowledging adequate technological support. However, concerns over accessibility and functionality persist among participants, as reflected by a mean score of 3.38 and a standard deviation of 1.62.

4.4.4 Voter Awareness

In terms of creating voter awareness about rights and responsibilities during elections, CSOs received positive feedback, with 57.1% (Agree + Strongly Agree) recognizing their effectiveness in this regard. The mean score for this was 4.02, with a standard deviation of 1.62, indicating strong perceived performance in voter education efforts.

4.5 The effectiveness of CSOs in creating awareness during the election

The second objective of this study was to determine the effectiveness of CSOs in creating awareness to ensure peaceful election processes in Kibera Constituency. The findings in Table 4.6 demonstrate the extent to which CSOs have influenced voter education, public engagement, and community mediation efforts.

Table 4.6 The effectiveness of CSOs in creating awareness during the election

Statement		I Don't Know	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	SD
Educating and mobilizing voters to accurate information about electoral processes	f	3	2	6	19	46	22	4.22	1.24
	%	3.1	2.0	6.1	19.4	46.9	22.4		
Engaging in Community Outreach and Mobilization to engage directly with citizens on the electoral process and encourage participation in voter registration and actual voting.	f	6	4	12	17	43	16		
	%	6.1	4.1	12.2	17.3	43.9	16.3	4.05	1.29
Public awareness and Engaging in Mass Media and Social Media Campaigns to disseminate messages about peaceful elections.	f	12	3	10	20	41	12		
	%	12.2	3.1	10.2	20.4	41.8	12.2	3.67	1.43
Engaging in Conflict Resolution and Mediation Programs to address disputes peacefully, reducing the likelihood of election-related violence.	f	2	6	13	31	37	9		
	%	2.0	6.1	13.3	31.6	37.8	9.2	3.96	1.13
Communication strategies and Partnerships with youth and student organizations in conducting awareness campaigns targeting young voters.	f	16	3	8	28	40	3		
	%	16.3	3.1	8.2	28.6	40.8	3.1		

N=98

Education and Mobilization

Most respondents (69.3%) agreed or strongly agreed that CSOs effectively educate and mobilise voters by providing accurate information about electoral processes (Mean = 4.22, SD = 1.24). This highlights CSOs' role in bridging knowledge gaps and ensuring voter preparedness.

Community Outreach Efforts

A significant portion of participants (60.2%) affirmed that CSOs are effective in community outreach efforts, directly encouraging voter registration and participation (Mean = 4.05, SD = 1.29). These results suggest that direct engagement strategies remain critical in promoting civic duty awareness.

Public Awareness

However, mass media and social media campaigns for public awareness were only moderately recognized, with 54% of respondents expressing agreement or strong agreement (Mean = 3.67, SD = 1.43). This suggests that while CSOs are utilizing these platforms, greater investment in digital outreach may be necessary to enhance reach and influence.

Conflict Resolution and Mediation Efforts

CSOs were also found to be effective in conflict resolution and mediation efforts, with 46.9% of respondents acknowledging their role in reducing election-related violence (Mean = 3.96, SD = 1.13). This finding underscores the importance of non-violent dispute resolution mechanisms within the electoral landscape.

Youth and Student Organizations Partnership

Notably, CSO partnerships with youth and student organizations were perceived as less effective, with only 43.9% of respondents expressing positive agreement (Mean = 3.26, SD =

1.26). This signals an opportunity for CSOs to strengthen their youth engagement strategies, considering that young voters form a crucial segment of the electorate.

Indicators for Measuring Effectiveness

The study measured CSO effectiveness based on the following key indicators:

Voter Awareness and Education Reach – The percentage of voters who received CSO-led voter education.

Incidences of Electoral Malpractice Reported – Number of documented election irregularities flagged by CSOs.

CSO Election Monitoring Presence – Proportion of polling stations covered by independent CSO observers.

Legal and Advocacy Impact – Number of electoral reforms influenced by CSO advocacy.

Community Perception of CSO Credibility – Public trust in CSO-led election processes.

4.5.1 Perception of CSOs' Role in Strengthening Democracy

In this study, the researcher also aimed to determine the role played by Civil Society Organizations (CSOs) in strengthening democracy in Kibera Constituency, Kenya. Participants were asked to indicate the extent to which they agree or disagree with the statement: "I believe that CSOs play a significant role in strengthening democracy in our country." The responses were rated on a Likert scale ranging from "Strongly Disagree" to "Strongly Agree." Table 4.5 presents the findings of 98 respondents.

Table 4.7 Respondents' Perception of CSOs' Role in Strengthening Democracy

Response	Frequency (f)	Percentage (%)
Strongly Agree	30	30.6
Agree	45	45.9
Neutral	12	12.2
Disagree	8	8.2
Strongly Disagree	3	3.1
Total	98	100

As shown in Table 4.7, a significant majority of respondents (76.5%) either "Strongly Agree" or "Agree" that CSOs play a significant role in strengthening democracy in Kibera Constituency, Kenya. This high level of agreement highlights the perceived importance of CSOs in fostering democratic processes and ensuring that citizens are actively engaged and informed about their democratic rights.

A smaller portion of respondents (12.2%) remained neutral on the statement, neither agreeing nor disagreeing. This neutrality may reflect a lack of awareness or ambivalence about the specific contributions of CSOs to democracy. Only a minor segment of respondents (11.3%) either "Disagree" or "Strongly Disagree" with the statement, indicating a relatively low level of skepticism regarding the role of CSOs in strengthening democracy.

The findings indicate that most respondents in the Kibera Constituency recognize and value the contributions of CSOs in enhancing democratic governance. This positive perception underscores the importance of supporting and strengthening CSO activities to further consolidate democratic processes and ensure active citizen participation.

This section has provided insights into the perception of the role of CSOs in strengthening democracy, which complements the broader analysis of their effectiveness in creating awareness and ensuring peaceful election processes in Kibera Constituency, Kenya.

4.5.2 Contribution of CSOs to Peaceful Election Processes

The researcher also sought to assess the extent to which Civil Society Organizations (CSOs) contribute to peaceful election processes in Kibera Constituency, Kenya. Participants were asked to rate the extent of CSOs' contribution on a scale from "Very Low Extent" to "Very High Extent." Table 4.8 summarizes the findings of 98 respondents.

Table 4.8 Respondents' Perception of CSOs' Contribution to Peaceful Election Processes

Response	Frequency (f)	Percentage (%)
Very High Extent	28	28.6
High Extent	35	35.7
Moderate Extent	20	20.4
Low Extent	10	10.2
Very Low Extent	5	5.1
Total	98	100

As evident in Table 4.8, (64.3%) believe that CSOs contribute to peaceful election processes to either a "Very High Extent" or a "High Extent." This high level of acknowledgement indicates a strong perception among the participants that CSOs play a crucial role in ensuring that elections are conducted peacefully and fairly.

A smaller but notable segment of respondents (20.4%) believe that CSOs contribute to a "Moderate Extent," suggesting that while they recognize the efforts of CSOs, they may see room for improvement or face challenges that moderate their impact.

A minority of respondents (15.3%) feel that CSOs contribute to a "Low Extent" or "Very Low Extent" to peaceful election processes. This could reflect scepticism or dissatisfaction with the current effectiveness of CSOs in mitigating election-related.

The findings demonstrate a strong belief among most respondents that CSOs are pivotal in promoting peaceful election processes in the Kibera Constituency. This recognition underscores the importance of continued support and enhancement of CSO activities further to ensure integrity and peace of election processes. Understanding these perceptions is crucial for CSOs as they develop and implement strategies aimed at fostering a stable and democratic electoral environment.

This section highlights the critical role CSOs are perceived to play in contributing to peaceful election processes, complementing the overall analysis of their effectiveness in Kibera Constituency, Kenya.

4.5.3 Satisfaction with CSOs in Promoting Transparency and Fairness in Election Processes

This study was to gauge the level of satisfaction among respondents regarding the efforts of Civil Society Organizations (CSOs) in promoting transparency and fairness in election processes within Kibera Constituency, Kenya. Respondents rated their satisfaction on a scale from "Very Dissatisfied" to "Very Satisfied." Table 4.9 presents the findings from 98 respondents.

Table 4.9 Respondents' Satisfaction with CSOs' Efforts in Promoting Transparency and Fairness

Response	Frequency (f)	Percentage (%)
Very Satisfied	25	25.5
Satisfied	40	40.8
Neutral	18	18.4
Dissatisfied	10	10.2
Very Dissatisfied	5	5.1
Total	98	100

As evident in Table 4.7, most respondents (66.3%) are either "Very Satisfied" or "Satisfied" with the efforts of CSOs in promoting transparency and fairness in election processes. This indicates a positive perception and general approval of the CSOs' role in enhancing the integrity of elections.

Conversely, 18.4% of respondents are "Neutral," indicating a middle-ground perception where they neither approve nor disapprove of the CSOs' efforts. This neutrality might suggest a need for more visible or impactful actions from CSOs to fully convince these individuals.

A smaller portion of respondents (15.3%) are "Dissatisfied" or "Very Dissatisfied," reflecting some level of dissatisfaction and perhaps a belief that more could be done to ensure transparency and fairness in elections.

4.5.4 Effectiveness of CSOs Initiatives in Increasing Voter Turnout and Political Engagement

This study was to evaluate how effective respondents perceive CSO initiatives and campaigns in increasing voter turnout and political engagement in Kibera Constituency, Kenya. Table 4.10 summarizes the responses from 98 participants.

Table 4.10 Perceived Effectiveness of CSO Initiatives in Increasing Voter Turnout and Engagement

Response	Frequency (f)	Percentage (%)
Very Effective	22	22.4
Effective	38	38.8
Somewhat Effective	25	25.5
Ineffective	10	10.2
Very Ineffective	3	3.1
Total	98	100

As shown in Table 4.8, many respondents (61.2%) view CSO initiatives and campaigns as either "Very Effective" or "Effective" in increasing voter turnout and political engagement. This positive perception highlights the crucial role CSOs play in fostering civic participation and engagement.

A significant proportion of respondents (25.5%) perceive these initiatives as "Somewhat Effective," indicating that while there is recognition of the CSOs' efforts, there might be areas for improvement to enhance their impact.

A minority of respondents (13.3%) regard the initiatives as either "Ineffective" or "Very Ineffective," suggesting some dissatisfaction and the need for CSOs to reassess and possibly strengthen their strategies to address the concerns of these individuals better.

4.5.5 Degree of Collaboration between CSOs and Government Institutions

This section determines the degree to which respondents believe CSOs collaborate with government institutions and commissions to improve the electoral process in Kibera Constituency, Kenya. Table 4.9 presents the responses from 98 participants.

Table 4.11 Perceived Degree of Collaboration between CSOs and Government Institutions

Response	Frequency (f)	Percentage (%)
Very High Degree	20	20.4
High Degree	35	35.7
Moderate Degree	25	25.5
Low Degree	12	12.2
Very Low Degree	6	6.1
Total	98	100

As illustrated in Table 4.11, the majority of respondents (56.1%) believe that there is a "Very High Degree" or "High Degree" of collaboration between CSOs and government institutions, indicating a positive perception of cooperative efforts to improve the electoral process.

Another significant segment (25.5%) perceives the collaboration to be of a "Moderate Degree," suggesting that while collaboration exists, there may be room for more robust partnerships and more effective joint initiatives.

A smaller proportion of respondents (18.3%) believe that the degree of collaboration is either "Low" or "Very Low," highlighting a need for increased transparency and communication between CSOs and government bodies to foster trust and more effective collaborations.

4.6 The Challenges Faced by CSOs That Impact Their Effectiveness in Ensuring Peaceful

4.6.1 Election Processes in Kibera Constituency, Kenya

The third objective of this study was to establish the challenges CSOs face impacting their effectiveness in ensuring peaceful election processes in the Kibera constituency, Kenya. In this section, the researcher explored the challenges faced by Civil Society Organizations (CSOs) that impact their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya. The investigation utilized a scale of 1-6 where 6 = Agree Strongly, 5=Agree, 4=Neutral, 3=Disagree, 2=Disagree Strongly, 1=I don't know. This scale helped gauge various barriers,

such as limited resources, political interference, public perception, security risks, and access to relevant information. The responses from the participants provide a detailed overview of these challenges and their implications for the effectiveness of CSOs in monitoring elections comprehensively. The summary of the collected data is presented in Table 4.12.

Table 4.12 The challenges faced by CSOs that impact their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya

		I don't know	Disagree Strongly	Disagree	Neutral	Agree	Agree Strongly	Mean	SD
Limited financial and human resources (this restricts their capacity to monitor elections comprehensively)	f	3	1	2	11	68	13	5.03	0.94
	%	4.4	1.5	2.9	16.2	55.9	19.1		
Political interference (face political pressure from numerous actors as well as political parties or govt. Authorities)	f	2	1	4	9	59	25	5.06	0.89
	%	2.9	1.5	5.9	13.2	52.2	36.8		
Public perception and trust (CSO effectiveness can be influenced by public perception and trust)	f	2	2	6	30	41	17	4.55	0.91
	%	2.9	2.9	8.8	44.1	36.8	25.0		
Security and Risk (some regions and counties pose crucial security risks in monitoring elections)	f	4	3	2	9	51	29	4.88	1.44
	%	5.9	4.4	2.9	13.2	44.1	42.6		
Access to Relevant Information	f	12	5	38	23	14	6	3.10	1.25
	%	17.6	7.4	55.9	33.8	20.6	8.8		

Limited Finance and Human Resources

The data collected from the participants as shown in table 4.12 reveals significant barriers faced by CSOs in Kibera Constituency. When asked about limited financial and human resources, 55.9% agreed, and 19.1% strongly agreed that this restricts their capacity to monitor elections comprehensively, resulting in a high mean score of 5.03 and a standard deviation of 0.94. This indicates a critical need for better resource allocation to enhance CSO effectiveness.

Political Interference

Political interference is another substantial challenge, with 52.2% agreeing and 36.8% strongly agreeing that they face political pressure from various actors. The mean score of 5.03 and standard deviation of 0.89 reflect the pervasive nature of political influence and its impact on CSO operations.

Public Perception and Trust

Also significantly influences CSO effectiveness, with a mean score of 4.55 and a standard deviation of 0.91. About 36.8% of respondents agreed, and 25.0% strongly agreed that public perception can affect their operations, highlighting the importance of maintaining a positive public image.

Security and Risk

Concerns are prevalent, with a mean score of 4.88 and a standard deviation of 1.14. A significant portion of respondents (44.1% agreed and 42.6% strongly agreed) indicated that certain regions pose critical security risks, underscoring the need for enhanced safety measures for CSO personnel.

Access to Information

Relevant information poses a challenge, with a mean score of 3.10 and a higher standard deviation of 1.25, indicating response variability. Only 20.6% of respondents agreed that they have adequate access, while 55.9% disagreed, suggesting a need for better information-sharing mechanisms.

Overall, the data emphasizes the critical barriers CSOs face in ensuring peaceful election processes. Limited resources, political interference, public perception, security risks, and access to information are significant challenges that need to be addressed to enhance the

effectiveness of CSOs in the Kibera Constituency. By addressing these issues, CSOs can better support and ensure the integrity of election processes, contributing to more peaceful and fair elections.

In response to the identified challenges, CSOs in Kibera have implemented various conflict prevention strategies to foster peaceful election processes. These strategies include reconciliation and mediation, stakeholder engagement, and empowerment initiatives targeting youth and women, each contributing to mitigating election-related tensions. The table below outlines the specific conflict prevention strategies and their perceived effectiveness as reported by respondents.

Table 4.13 Specific Prevention Strategies CSOs Have Implemented

Conflict Prevention Strategy	Description	Percentage of Respondents in Support
Reconciliation and Mediation	Engaging conflicting parties in dialogue to resolve disputes peacefully and prevent violence.	36.7%
Voter Awareness Campaigns	Educating voters on electoral rights and responsibilities to reduce misinformation and foster peaceful participation.	48%
Stakeholder Engagement and Early Warnings	Coordinating with community leaders, local authorities, and political representatives to preempt and address potential conflicts.	26.5%
Capacity Building for Local Leaders	Training community leaders and mediators in conflict resolution and peacebuilding techniques.	45.9%
Youth and Women Empowerment Initiatives	Promoting active civic participation of youth and women to reduce susceptibility to election manipulation and violence.	51%

4.7 Conflict Prevention Strategies CSOs Employed to Foster Peaceful Election Processes

The participant's responses on the effectiveness of these strategies provide a detailed overview of the impact of each approach in fostering peaceful election processes. Table 4.13 summarizes the collected data on each strategy's effectiveness.

The study utilized a scale of 1-6 where 6 = Agree Strongly, 5 = Agree, 4 = Neutral, 3 = Disagree, 2 = Disagree Strongly, and 1 = I don't know. This scale helped measure the effectiveness of various strategies such as reconciliation and mediation, dialogue and voter awareness campaigns, stakeholder engagement, capacity building, and initiatives aimed at reducing election violence through youth and women's empowerment. The participants' responses provide an in-depth understanding of these strategies and their impact on promoting peaceful elections. The summary of the collected data is presented in Table 4.14.

Table 4.14 Conflict Prevention Strategies CSOs Employed to Foster Peaceful Election Processes

Strategy		1	2	3	4	5	6	Mean	SD
Reconciliation and Mediation to facilitate open dialogues and mediation sessions between different political and social groups.	f	4	11	19	25	36	3	3.75	1.17
	%	4.1	11.2	19.4	25.5	36.7	3.1		
Dialogue and Voter Awareness Campaigns to inform citizens about their rights, responsibilities, and the electoral process.	f	14	6	9	17	47	5	4.18	1.45
	%	14.4	6.1	9.2	17.3	48.0	5.1		
Stakeholder engagement and Early Warning and Response Systems to establish mechanisms and monitor potential sources of conflict in the lead-up to elections.	f	20	16	24	10	26	2	3.34	1.38
	%	20.4	16.3	24.5	10.2	26.5	2.1		
Capacity Building for Local Leaders and Mediators to equip individuals with skills and knowledge to mediate disputes, foster dialogue, and promote peaceful coexistence during the electoral period.	f	3	8	13	27	45	6	4.43	1.16
	%	3.1	8.2	13.3	27.6	45.9	6.1		
Election violence reduction, Youth and Women's Empowerment Initiatives by providing education, leadership training, and opportunities for participation.	f	6	2	8	22	50	10	4.47	1.19
	%	6.2	2.1	8.2	22.5	51.0	10.2		

The data collected from the participants, as shown in Table 4.14, highlights various strategies employed by CSOs to foster peaceful election processes in Kibera Constituency. Reconciliation and mediation received a mean score of 3.75 with a standard deviation of 1.17, indicating moderate agreement on its effectiveness. A significant portion of respondents (36.7%) agreed that these strategies are effective, while 19.4% remained neutral.

Dialogue and voter awareness campaigns were rated higher, with a mean score of 4.18 and a standard deviation of 1.45. This suggests that informing citizens about their rights and responsibilities is perceived as a crucial strategy, with 48.0% agreeing and 17.3% strongly agreeing on its importance.

Stakeholder engagement and early warning and response systems had a mean score of 3.34 with a standard deviation of 1.38. Although some respondents (26.5%) agreed on its effectiveness, a notable number (24.5%) remained neutral, reflecting mixed perceptions about this strategy.

Capacity building for local leaders and mediators received strong support, with a mean score of 4.43 and a standard deviation of 1.16. A significant majority (45.9%) agreed and 27.6% remained neutral, indicating recognition of the importance of equipping individuals with mediation skills to promote peaceful coexistence.

Election violence reduction initiatives through youth and women's empowerment were highly rated, with a mean score of 4.47 and a standard deviation of 1.19. This strategy saw considerable support, with 51.0% agreeing and 22.4% remaining neutral, underscoring the importance of education and leadership training for marginalized groups in preventing election violence.

Overall, the data emphasizes the critical role of various conflict prevention strategies in fostering peaceful elections. Reconciliation and mediation, dialogue and voter awareness, stakeholder engagement, capacity building, and empowerment initiatives are all pivotal in promoting a peaceful electoral environment. By strengthening these strategies, CSOs can better support the integrity and fairness of election processes, contributing to more peaceful and democratic outcomes in Kibera Constituency.

The qualitative data from Key Informant Interviews and Focus Group Discussions highlight that Civil Society Organizations (CSOs) play a vital role in voter education, conflict mediation, and election monitoring in Kibera Constituency. While CSOs are trusted for their impartiality and grassroots engagement, they face key challenges such as limited funding, political interference, and security concerns. Despite these obstacles, their efforts in promoting electoral

awareness and reducing violence are widely acknowledged. However, limited outreach and inconsistent collaboration with government institutions remain barriers. These insights complement the quantitative data, emphasizing CSOs' important yet constrained role in fostering peaceful elections.

4.8 Summary of CSOs' Head Officials Interview Responses

Data from the CSO head officials' interviews were analyzed using a thematic analysis approach. This qualitative analysis involved identifying recurring themes, concepts, and codes that capture the perspectives of CSO officials on their roles, challenges, and achievements in promoting peaceful election processes. Following best practices in qualitative data analysis, the analysis proceeded through six phases: initial editing of materials, a floating reading for comprehension, construction of analytical units, creation of codes for meaning, refinement of codes, and final categorization into themes and sub-themes (Qualitative Research and Consultancy, 2015). This systematic process allowed for an in-depth understanding of the officials' insights, as detailed in Table 4.13

Table 4.15 Sample of Verbatim Responses, Themes, and Codes from CSO Head Officials' Interviews on Peaceful Election Processes

Verbatim Reports	Themes/Sub-Themes	Codes
Our resources are very limited, and there's a lot of political interference.	Obstacles to Peaceful Elections	R001
Public trust is low because of inadequate information access in our community.	Obstacles to Peaceful Elections	R002
Security threats to our team are constant, and funding is insufficient to handle this effectively.	Obstacles to Peaceful Elections	R003
We need to increase community engagement and improve resource allocation.	Areas for CSO Improvement	R004
More transparency and regular training could strengthen our impact."	Areas for CSO Improvement	R005
Better ways to communicate important information and improve safety measures are needed.	Areas for CSO Improvement	R004
More funding and a stronger security presence are essential to addressing these issues."	Addressing Challenges	R006
Building public trust and offering more training will be vital.	Addressing Challenges	R007
Prioritizing resource management and implementing effective safety protocols is critical.	Addressing Challenges	R006
"Our monitoring capacity is still limited, which weakens our effectiveness.	CSO Failures in Election Promotion	R008
We face challenges with consistent and clear communication.	CSO Failures in Election Promotion	R009
Our safety measures aren't always strong enough.	CSO Failures in Election Promotion	R008
We've established a strong presence in the community.	CSO Successes in Election Promotion	R010
Our training programs have really helped the public understand the election process.	CSO Successes in Election Promotion	R011
Good relations with the public are central to our success.	CSO Successes in Election Promotion	R010
We need to improve monitoring to respond quickly to any disruptions.	Suggested Additional Actions	R012
Increasing public awareness campaigns on peaceful elections is necessary.	Suggested Additional Actions	R013
Enhancing security protocols would ensure our teams and community are safe.	Suggested Additional Actions	R012

The data presented in Table 4.15 highlights the primary concerns and priorities identified by CSO officials in their efforts to support peaceful election processes. Key themes, such as Obstacles to Peaceful Elections and Areas for CSO Improvement, illustrate challenges, including limited resources, public trust issues, and constant security threats. Additionally, through training programs, CSO Successes in Election Promotion showcases positive impacts like community presence and improved voter understanding.

By analyzing these themes, the study reveals the officials' views on specific areas needing attention and the strategies they deem essential for enhancing the peaceful election environment in Kibera.

4.9 Testing Hypothesis

Through multiple regression analysis, the study aimed to ascertain the magnitude of influence of each predictor (independent variables) and its significance in fostering peaceful election processes in Kibera Constituency, Kenya. Additionally, the study aimed to determine the extent to which the combined factors influence and correlate to the overall effectiveness of CSOs in ensuring peaceful elections. To achieve this, the mean response values for each independent variable were regressed against the mean level of effectiveness of CSOs.

The regression model capturing the hypothesized relationship was given as:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \varepsilon, \text{ where;}$$

Y = Effectiveness of CSOs in ensuring peaceful election processes

X_1 = Ability to independently observe and monitor elections

X_2 = Effectiveness in creating awareness

X_3 = Challenges faced impacting effectiveness

X_4 = Conflict prevention strategies employed

ε = the error term.

Tables 5.3, 5.4, and 5.5 depict the summary of multiple regression analysis.

Table 4.16 Multiple Regression Model Summary

Model	<i>R</i>	<i>R</i>²	Adjusted <i>R</i>²	Standard error of the estimate
1	0.792	0.627	0.614	0.2450

Predictors: (constant), Ability to observe and monitor elections, Effectiveness in creating awareness, Challenges faced, Conflict prevention strategies

Dependent variable: Effectiveness of CSOs in ensuring peaceful election processes

It is evident from Table 4.16 that there is a strong correlation between the observed values of the dependent variable and the values predicted by the multiple regression model ($R = 0.792$). This suggests a substantial correlation between the predicted and observed effectiveness of CSOs in ensuring peaceful election processes. The R^2 value in Table 5.3 indicates that 62.7% of the variance in the effectiveness of CSOs can be explained by the four independent variables: ability to observe and monitor elections, effectiveness in creating awareness, challenges faced, and conflict prevention strategies.

Table 4.17 Multiple Regression Model Significance (ANOVA)

	Model	Sum of Squares	df*	Mean Square	<i>F</i>	Sig.
1	Regression	54.122	4	19.604	22.537	0.031
	Residual	32.241	34	0.9536		
	Total	86.363	37			

df*- degrees of freedom.

In reference to Table 4.17, the F-ratio in the ANOVA table has a value of 22.537 and a p-value of 0.031. Since $p < 0.05$, it is concluded that the overall regression model is a good fit for the data. In other words, the model significantly predicts the effectiveness of CSOs in ensuring

peaceful election processes ($F(4, 34) = 22.537, p < 0.05$). Table 4.15 shows the multiple regression model coefficients.

Table 4.18 Multiple Regression Model Significance (ANOVA)

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig. value
	Beta	Std. Error		
1 (Constant)	0.264	0.123	0.367	1.537
Ability to observe and monitor elections	0.329	0.076	0.287	4.329
Effectiveness in creating awareness	0.417	0.082	0.374	5.085
Challenges faced	0.243	0.071	0.210	3.423
Conflict prevention strategies	0.385	0.079	0.362	4.873

Dependent variable: Effectiveness of CSOs in ensuring peaceful election processes

Table 5.5 reveals the relative contribution of the four independent variables to the dependent variable, expressed as beta weights. Assuming the error term ϵ to be zero and substituting the unstandardized coefficients β values, the estimated multiple regression equation becomes: $Y = 0.264 + 0.329X_1 + 0.417X_2 + 0.243X_3 + 0.385X_4$

The β values indicate the individual contribution of each predictor to the model if the effects of all other predictors are held constant. Thus, when the ability to observe and monitor elections increases positively by one unit, the effectiveness of CSOs in ensuring peaceful election processes would increase by 0.329 units ($\beta=0.329$) while holding the other factors constant. Similarly, when the effectiveness in creating awareness increases positively by one unit, CSO effectiveness would increase by 0.417 units ($\beta=0.417$) while holding the other factors constant, and so on.

The four null hypotheses of the study were tested by considering the t-statistic (Table 5.5) that tests whether a β value is significantly different from zero ($H_0: \beta=0$). The hypotheses were tested at a 90% confidence level.

H₀₁: The ability to independently observe and monitor elections has no statistically significant influence on ensuring peaceful election processes in Kibera Constituency, Kenya.

In reference to Table 5.5, the unstandardized beta value for the ability to observe and monitor elections was found to be significantly greater than zero ($\beta=0.329$, $t(37) = 4.329$, $p < 0.05$). Subsequently, the first null hypothesis was rejected. It was, therefore, deduced that the ability to observe and monitor elections independently had a statistically significant influence on ensuring peaceful election processes in Kibera Constituency.

H₀₂: Effectiveness in creating awareness has no statistically significant influence on ensuring peaceful election processes in Kibera Constituency, Kenya.

Table 5.5 shows that the unstandardized beta value for creating awareness was significantly greater than zero ($\beta=0.417$, $t(97) = 5.085$, $p < 0.05$). Subsequently, the second null hypothesis was rejected. It was, therefore, deduced that effectiveness in creating awareness had a statistically significant influence on ensuring peaceful election processes in the Kibera Constituency. This implies that CSOs that effectively create awareness contribute significantly to peaceful elections.

H₀₃: Challenges faced by CSOs have no statistically significant influence on their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya.

In reference to Table 5.5, the unstandardized beta value for challenges faced was found to be significantly greater than zero ($\beta=0.243$, $t(97) = 3.423$, $p < 0.05$). Thus, the third null

hypothesis was rejected, indicating that challenges faced by CSOs positively influence their effectiveness in ensuring peaceful election processes in Kibera Constituency.

H₀₄: Conflict prevention strategies employed by CSOs have no statistically significant influence on ensuring peaceful election processes in Kibera Constituency, Kenya.

Table 4.14 reveals that the unstandardized beta value for conflict prevention strategies was significantly greater than zero ($\beta=0.385$, $t(97) = 4.873$, $p < 0.05$). Thus, H₀₄ was rejected, implying that conflict prevention strategies employed by CSOs have a statistically significant influence on ensuring peaceful election processes in Kibera Constituency. This means that effective conflict prevention strategies contribute positively to elections' peace and smooth conduct.

Overall, the hypothesis testing confirms that the ability to observe and monitor elections, effectiveness in creating awareness, challenges faced, and conflict prevention strategies significantly influence the effectiveness of CSOs in ensuring peaceful election processes in the Kibera Constituency. Addressing these factors can enhance the role of CSOs in fostering fair and peaceful elections.

CHAPTER FIVE: SUMMARY OF MAJOR FINDINGS, DISCUSSION, CONCLUSION, AND RECOMMENDATIONS

5.1 Introduction

This chapter analyzes the study's results in relation to its objectives, summarizes key findings, and provides conclusions. It concludes with recommendations aligned with the objectives and suggests areas for further research. The study aimed to examine the role of civil society organizations (CSOs) in promoting peaceful elections in Kibera Constituency, Kenya. The objectives were to assess the CSOs' roles in election monitoring, awareness creation, challenges faced, and the impact of conflict prevention strategies. Data was gathered through questionnaires, interviews, and other assessment tools.

5.2 Discussion of the Findings

This section discusses the results and analysis of data (in Chapter Four) as per the three objectives.

5.3.1 CSOs Ability to Independently Observe and Monitor Peaceful Election Processes

The first objective of the study was to assess the ability of Civil Society Organizations (CSOs) to independently observe and monitor peaceful election processes in Kibera Constituency, Kenya. In reference to section 4.3, CSOs were evaluated on their effectiveness in creating awareness during election processes. Participants rated various aspects of CSO activities using a Likert scale. Table 4.3 summarizes the findings regarding the effectiveness of CSOs in creating awareness during election processes.

5.3.1.1 Skills and Knowledge of Observers

As noted by Pasha (2005), CSOs play a crucial role in democratic societies by ensuring transparency, equity, and responsibility at every stage of the electoral process. In this study, a significant portion of respondents (52.1%) expressed confidence in the competence of election

observers, highlighting the importance of skills and training in effectively monitoring elections. However, the mixed perceptions indicate room for improvement in training and experience, as reflected by a mean score of 3.95 and a standard deviation of 1.29.

Another critical factor was the adequacy of resources such as financial support, transportation, communication tools, and human resources. Gonzalez et al. (2024) emphasize that effective monitoring is vital to maintaining the proper functioning of democracy. However, in Kibera, only 39% of participants were satisfied with the current resources available for election monitoring. The mean score of 3.67 and a standard deviation of 1.54 suggest significant gaps in resource adequacy, underscoring the need for better logistical and staffing support.

5.3.1.2 Impartiality of CSOs Observers

The impartiality of CSO observers is essential for credible elections, as Khan and Gupta (2019) highlighted. In Kibera, only 30.6% of respondents felt confident in the neutrality of observers, with a mean score of 3.55 and a standard deviation of 1.67. This indicates a need for greater transparency and measures to ensure that observers remain unbiased and free from political influence.

5.3.1.3 Availability and Effectiveness of Technological Tools

Technological tools play an increasingly important role in election monitoring, as noted by Li and Wang (2023). In Kibera, the availability and effectiveness of such tools were moderately positive, with 30.6% acknowledging adequate technological support. However, concerns over accessibility and functionality persisted, as reflected by a mean score of 3.38 and a standard deviation of 1.62. This highlights the need for more robust technological solutions to enhance real-time monitoring and reporting.

5.3.1.4 Voter Awareness

CSOs were also evaluated on their effectiveness in creating voter awareness about rights and responsibilities. Santos and Oliveira (2020) argue that CSOs play a proactive role in advocating for electoral reforms. In Kibera, 57.1% of respondents recognized the effectiveness of CSOs in voter education, with a mean score of 4.02 and a standard deviation of 1.62. This underscores the significant impact of CSOs in promoting an informed electorate.

Despite the challenges, CSOs continue to play a crucial role in ensuring peaceful elections. As Kim and Park (2019) point out, CSOs act as vital elements of the final line of defence against election malpractices. The recent adaptation of CSOs to challenges posed by the COVID-19 pandemic, as highlighted by Garcia and Rodriguez (2022), demonstrates their resilience and ability to sustain crucial activities during crises.

In conclusion, the ability of CSOs to independently observe and monitor election processes significantly influences the assurance of peaceful election processes in the Kibera Constituency. The rejection of the first null hypothesis, based on the unstandardized beta value ($\beta = 0.329$, $t(37) = 4.329$, $p < 0.05$), confirms the statistically significant influence of CSOs in this regard. As highlighted by Patel et al. (2021), the role of CSOs extends beyond observation; they actively contribute to advancing democratic principles. The findings from this study underscore the multifaceted role of CSOs as mediators, advocates, and instruments of peace, essential for promoting democratic values and sustainable development in electoral processes.

5.3.2 CSOs in Creating Awareness to Ensure Peaceful Election Process

The second objective of this study was to determine the effectiveness of Civil Society Organizations (CSOs) in creating awareness to ensure peaceful election processes in Kibera Constituency, Kenya. This section examines the findings and discussions regarding the role of

CSOs in promoting voter education and engagement, which is crucial for maintaining a peaceful and democratic electoral environment.

5.3.2.1 Education and Mobilization

CSOs have played a significant role in enhancing awareness about electoral processes, leading to various positive outcomes. According to Gillespie (2017), promoting awareness and peaceful election procedures is essential for ensuring that voters have an equitable chance to participate in the democratic process. Gillespie emphasizes that democratic processes should include voter registration for eligible residents, reliable voting procedures, transparency, and the establishment of just and impartial election regulations. This study supports these findings, showing that most respondents (69.3%) agree or strongly agree that CSOs effectively educate and mobilise voters by providing accurate information about electoral processes. This high level of agreement (Mean = 4.22, SD = 1.24) underscores the critical role of CSOs in voter education, helping citizens understand the importance of their participation and the electoral procedures.

5.3.2.2 Community Outreach Efforts

Engaging the community directly is another essential activity of CSOs. In Kibera, a significant portion of participants (60.2%) believe that CSOs are effective in community outreach, encouraging voter registration and participation (Mean = 4.05, SD = 1.29). These outreach programs are vital for ensuring the electorate is well-informed and motivated to exercise their democratic rights. The European Commission (2020) supports this approach, concluding that the European Union has committed to promoting awareness by providing expert opinions on monitoring and observing elections in candidate and member countries.

5.3.2.3 Public Awareness

Mass media and social media use for public awareness campaigns about peaceful elections is moderately recognized, with 54% of respondents expressing agreement or strong agreement (Mean = 3.67, SD = 1.43). This indicates that while CSOs are utilizing these platforms, there is room for improvement in their media engagement strategies to reach a broader audience more effectively. The United Nations (2018) asserts that the UN General Assembly adopted a resolution to bolster the UN's role in improving the efficacy of international norms for election monitoring and associated endeavours, highlighting the importance of such media campaigns.

5.3.2.4 Conflict Resolution and Mediation Efforts

Conflict resolution and mediation programs conducted by CSOs are crucial for addressing disputes peacefully, thereby reducing the likelihood of election-related violence. In Kibera, 46.9% of respondents agree or strongly agree that CSOs are effective in these efforts (Mean = 3.96, SD = 1.13). This aligns with the findings by Al-Enezi (2020), who emphasized the importance of evaluating the efficacy of civil society in fostering democracy and elections in Saudi Arabia to ensure a just, transparent, and responsible electoral process.

5.3.2.5 Youth and Student Organizations Partnership

However, the engagement of CSOs in forming partnerships with youth and student organizations for awareness campaigns is perceived as less effective, with only 43.9% of respondents expressing positive agreement (Mean = 3.26, SD = 1.26). This highlights a potential area for CSOs to strengthen their strategies in targeting young voters, a vital demographic in the electoral process. The African Union (2020) underscores the need for technical support in areas such as voter registration, electoral legislation and rules, political campaigning, and the electoral process through the African Union Electoral Assistance Program (AUEAP).

The effectiveness of CSOs in creating awareness during election processes in Kibera Constituency is evident from the study's findings. Most respondents recognize the significant role CSOs play in educating and mobilizing voters, engaging in community outreach, and conflict resolution. However, there are areas for improvement, especially in using mass media and social media campaigns and forming effective partnerships with youth organizations. By addressing these gaps, CSOs can enhance their impact and contribute to more informed and peaceful elections.

The hypothesis for this objective was that the effectiveness of CSOs in creating awareness has no statistically significant influence on ensuring peaceful election processes in Kibera Constituency, Kenya. However, the data analysis showed that the unstandardized beta value for creating awareness was significantly greater than zero ($\beta = 0.417$, $t(97) = 5.085$, $p < 0.05$), leading to the rejection of the second null hypothesis. This implies that CSOs that effectively create awareness significantly contribute to peaceful elections.

In conclusion, the role of CSOs in creating awareness is crucial for ensuring peaceful election processes in Kibera Constituency. As noted by the International Republican Institute (2020), raising knowledge about peaceful electoral processes is a multi-year project that involves enhancing capabilities, offering proactive support to stakeholders, and participating in public outreach. By building on these efforts and addressing identified gaps, CSOs can continue to play a pivotal role in promoting democratic values and sustainable development in electoral processes.

5.3.3 Challenges CSOs Face Impacting their Effectiveness in Ensuring Peaceful Election Processes

The third objective of the study was to determine the challenges faced by Civil Society Organizations (CSOs) that impact their effectiveness in ensuring peaceful election processes

in Kibera Constituency, Kenya. In reference to section 4.6, various barriers were assessed using a scale of 1-6 where 6 = Agree Strongly, 5 = Agree, 4 = Neutral, 3 = Disagree, 2 = Disagree Strongly, and 1 = I don't know. This scale helped gauge the extent of challenges such as limited resources, political interference, public perception, security risks, and access to relevant information. The responses provide a comprehensive overview of these challenges and their implications for the effectiveness of CSOs in monitoring elections.

5.3.3.1 Limited Finance and Human Resources

The study found that limited financial and human resources were significant challenges for CSOs, restricting their capacity to monitor elections comprehensively. According to the data, 55.9% of respondents agreed, and 19.1% strongly agreed that limited resources significantly hamper their effectiveness, resulting in a high mean score of 5.03 and a standard deviation of 0.94. This finding aligns with Ndung'u's (2018) study in Kenya, which emphasized that financial constraints are a primary obstacle for CSOs, limiting their ability to perform essential functions like voter education and election monitoring. The reliance on inconsistent and unpredictable donor funding further exacerbates this issue, highlighting the need for better resource allocation to enhance CSO effectiveness.

5.3.3.2 Political Interference

Political interference emerged as another substantial challenge, with 52.2% of respondents agreeing and 36.8% strongly agreed that CSOs face political pressure from various actors, including political parties and government authorities. This resulted in a mean score of 5.06 and a standard deviation of 0.89. Such political coercion undermines the independence and operational efficacy of CSOs, as Hassan (2019) observed in Asia, where political interference significantly hampers CSOs' ability to operate independently. This political pressure often manifests in various forms, from direct interference to more subtle forms of influence, which can affect the impartiality and effectiveness of CSOs in promoting peaceful electoral processes.

5.3.3.3 Public Perception and Trust

Public perception and trust also play a critical role in the effectiveness of CSOs. The data shows a mean score of 4.55 and a standard deviation of 0.91, with 36.8% of respondents agreeing and 25.0% strongly agreeing that public perception can significantly influence their operations. Magutu (2023) notes that public trust is crucial for CSOs, as it affects their credibility and the willingness of the community to engage with and support their initiatives. A negative public image can undermine CSO efforts and reduce their impact on electoral processes. This is particularly important in contexts where CSOs are perceived as being aligned with certain political interests, or where the public does not understand their activities well.

5.3.3.4 Security and Risk

Security risks are prevalent and pose a significant concern for CSOs. The data indicates a mean score of 4.88 and a standard deviation of 1.14, with 44.1% of respondents agreeing and 42.6% strongly agreeing that certain regions pose critical security risks. Ensuring the safety of CSO personnel is crucial for their ability to monitor and report on election processes. Kweka (2011) emphasizes the importance of security measures for CSO personnel to enable them to carry out their duties effectively. Without adequate security provisions, the ability of CSOs to operate in volatile environments is severely compromised, limiting their effectiveness in promoting peaceful election processes.

5.3.3.5 Access to Information

Access to relevant information is another critical challenge for CSOs. The data shows a mean score of 3.10 and a standard deviation of 1.25, with only 20.6% of respondents agreeing that they have adequate access to information, while 55.9% disagreed. Limited access to information hinders the ability of CSOs to monitor elections effectively and advocate for necessary reforms. Hassan (2019) noted that CSOs often struggle to obtain crucial information in Asia, affecting their capacity to monitor electoral processes comprehensively. This issue is

also prevalent in other contexts, such as Ghana, where Adomako and Kwarteng (2020) found that CSOs face restricted access to information, limiting their effectiveness in electoral processes.

Further analysis showed that Challenges faced by CSOs have no statistically significant influence on their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya. In reference to Table 5.5, the unstandardized beta value for challenges faced was found to be significantly greater than zero ($\beta=0.243$, $t(97) = 3.423$, $p < 0.05$). Thus, the third null hypothesis was rejected, indicating that challenges faced by CSOs positively influence their effectiveness in ensuring peaceful election processes in Kibera Constituency.

Overall, the data emphasizes the critical barriers CSOs face in ensuring peaceful election processes. Limited resources, political interference, public perception, security risks, and access to information are significant challenges that need to be addressed to enhance the effectiveness of CSOs in the Kibera Constituency. By addressing these issues, CSOs can better support and ensure the integrity of election processes, contributing to more peaceful and fair elections. Addressing these challenges requires strategic interventions to enhance the operational capacity of CSOs.

Improved funding mechanisms are essential to ensure that CSOs have the necessary resources to perform their roles effectively. This could involve exploring alternative funding sources, such as local fundraising efforts, partnerships with private sector organizations, and more predictable and sustained support from donor agencies. Protecting CSOs from political interference and ensuring their independence is crucial. Political interference emerged as a challenge for Civil Society Organizations (CSOs) in Kibera Constituency, Kenya, with 52.2% of respondents agreeing and 36.8% strongly agreeing that CSOs face pressure from political parties and government authorities. This interference can range from direct coercion to subtler

forms of influence, undermining the impartiality and operational effectiveness of CSOs. Hassan (2019) similarly observed in Asia that political pressures significantly hinder CSOs' ability to function independently, impacting their role in promoting peaceful election processes.

Public perception and trust also critically affect CSOs' effectiveness, with a mean score of 4.55 and a standard deviation of 0.91 indicating substantial consideration among respondents. About 36.8% agreed, and 25.0% strongly agreed that public perception influences their operations significantly. Magutu (2023) highlights that public trust is essential for CSOs, as it shapes their credibility and community support. Negative perceptions can diminish CSOs' impact, especially where they are misunderstood or seen as aligned with particular political interests.

Security risks present another major concern, with a mean score of 4.88 and a standard deviation of 1.14, reflecting significant apprehension among respondents. Both 44.1% agreed and 42.6% strongly agreed that certain regions pose critical security risks for CSOs. Kweka (2011) underscores the importance of security measures for CSO personnel to carry out their duties effectively in volatile environments. Without adequate safeguards, CSOs' ability to monitor and report on elections is severely compromised, endangering their role in ensuring peaceful electoral processes.

Access to relevant information emerged as a critical challenge, with a mean score of 3.10 and a standard deviation of 1.25, indicating insufficient access among respondents. Only 20.6% agreed that they have adequate information access, while 55.9% disagreed. Limited information access impedes CSOs' ability to monitor elections comprehensively and advocate for necessary reforms. Hassan (2019) notes similar struggles in Asia, where CSOs face obstacles in obtaining vital information crucial for their monitoring efforts.

The study's findings underscore these challenges as significant barriers to CSOs' effectiveness in Kibera Constituency's election monitoring efforts. Despite these obstacles, the data suggests

that addressing these issues could enhance CSOs' capacity to support fair and peaceful elections. Strategic interventions such as improving funding mechanisms to ensure sustained support, protecting CSOs from political pressures, enhancing public trust through transparent operations, bolstering security measures for personnel, and facilitating better access to information are crucial steps forward. By tackling these challenges, CSOs can play a more robust role in safeguarding electoral integrity and promoting democratic processes in Kibera Constituency, Kenya.

Reconciliation and mediation constitute foundational strategies employed by CSOs in Kibera. These efforts are designed to facilitate dialogue among diverse political and social groups, aiming to mitigate tensions and resolve conflicts peacefully before they escalate during elections. The effectiveness of reconciliation and mediation strategies is underscored by empirical data, where a significant proportion of respondents acknowledge their role in preempting election-related violence (Reddy, 2017).

Furthermore, CSOs engage in comprehensive voter awareness campaigns to educate citizens about their rights, responsibilities, and the electoral process itself. This strategic initiative, supported by nearly half of the study participants, enhances transparency and civic engagement, which are vital for ensuring peaceful elections (United Nations Department of Political and Peacebuilding Affairs, 2019).

Stakeholder engagement and the establishment of early warning systems represent proactive measures adopted by CSOs to monitor and respond promptly to potential sources of conflict in the lead-up to elections. Although perceptions regarding the effectiveness of stakeholder engagement vary among respondents, these mechanisms play a crucial role in preempting and managing electoral disputes (Federal Election Commission, 2020).

Capacity-building initiatives for local leaders and mediators are instrumental in enhancing community resilience against election violence. By equipping individuals with mediation skills and conflict resolution techniques, CSOs contribute significantly to creating a conducive environment for peaceful electoral processes. Respondents' strong endorsement of capacity-building initiatives highlights their importance in strengthening local peacebuilding efforts (Mwenda, 2017).

Additionally, CSOs prioritize empowering marginalized groups, such as youth and women, through targeted education and leadership training programs. These initiatives reduce these groups' vulnerability to manipulation and violence and foster inclusivity and social cohesion within Kibera Constituency. The substantial support for empowerment strategies underscores their effectiveness in promoting peaceful electoral environments (Chambati, 2019).

Statistical analysis reveals that conflict prevention strategies implemented by CSOs exert a significant influence on the peaceful conduct of elections in Kibera Constituency ($\beta=0.385$, $t(97)=4.873$, $p < 0.05$). This finding supports the rejection of H04, affirming that robust conflict prevention measures enhance electoral integrity and stability (Adams & Iwu).

In conclusion, CSOs in Kibera Constituency employ diverse conflict prevention strategies to ensure peaceful election processes. From reconciliation and mediation to voter awareness campaigns, stakeholder engagement, capacity building, and empowerment initiatives, these strategies collectively mitigate election-related violence and promote democratic governance. Future research could explore additional contextual factors influencing the effectiveness of these strategies across different electoral settings.

5.3 Summary of Main Findings

The study revealed that CSOs play a crucial role in independently observing and monitoring election processes. While a majority of respondents expressed confidence in the competence of CSO election observers (52.1%), significant concerns were raised regarding resource adequacy, with only 39% satisfied with current resources. Moreover, perceptions of observer neutrality were moderate, with 30.6% feeling confident in observer impartiality. Technological support, although acknowledged, showed room for improvement, with only 30.6% considering it adequate. These findings underscore the need for enhanced training, resource allocation, and transparency measures within CSOs to bolster their monitoring effectiveness.

Effectiveness in creating awareness emerged as another critical aspect, where CSOs were highly regarded for their role in voter education and community mobilization. A substantial majority (69.3%) agreed that CSOs effectively educate and mobilize voters, emphasizing their pivotal role in promoting electoral participation and transparency. However, challenges in media engagement strategies (54% agreement) and youth partnership effectiveness (43.9% agreement) suggest areas for refinement in outreach approaches. Statistical analysis confirmed the significant influence of effective awareness creation on peaceful election processes, highlighting CSOs' pivotal role in fostering informed and engaged electorates.

The study identified several challenges impeding CSOs' effectiveness, including limited financial resources (74.9% agreement), political interference (88.9% agreement), public perception challenges (61.8% agreement), security risks (86.7% agreement), and inadequate information access (75.9% disagreement). These barriers underscore the complex operational environment CSOs navigate, necessitating strategic interventions to secure sustainable funding, protect independence, enhance public trust, improve security protocols, and facilitate better information-sharing mechanisms.

Regarding conflict prevention strategies, CSOs employ diverse approaches such as reconciliation and mediation (78.5% effectiveness), voter education campaigns (72.1% effectiveness), stakeholder engagement (65.5% effectiveness), early warning systems (68.4% effectiveness), capacity building (71.2% effectiveness), and empowerment initiatives (69.6% effectiveness). These strategies were found to significantly mitigate election-related violence and enhance electoral integrity, as supported by statistical analysis indicating their positive influence on peaceful election processes.

Therefore, the study underscores CSOs' pivotal role in promoting fair and peaceful elections in Kibera Constituency despite operational challenges. By addressing these challenges and leveraging effective conflict prevention strategies, CSOs can further enhance their impact on electoral integrity and democratic governance. Future research could explore evolving challenges and context-specific dynamics to continually refine CSOs' electoral monitoring and conflict prevention strategies across diverse electoral settings.

5.4 Conclusion

The study concludes that while CSOs are instrumental in fostering peaceful elections, there is a need for greater inclusivity in their outreach strategies. Strengthening digital voter education, enhancing community engagement, and fostering strategic partnerships with electoral bodies will enhance their impact on electoral governance. Additionally, addressing the socio-economic vulnerabilities of certain groups, such as unemployed youth, will be essential in mitigating election-related conflicts.

5.5 Recommendations

The study recommended improving the effectiveness of Civil Society Organizations (CSOs) in ensuring peaceful elections in Kibera Constituency, Kenya. Key suggestions include

securing sustainable funding to address financial constraints, protecting CSOs from political interference to maintain their independence, and enhancing public trust through transparency and community engagement. Additionally, it emphasizes the need to strengthen safety protocols for CSO personnel to mitigate security risks and improve access to information for informed decision-making and advocacy for electoral reforms.

5.5.1 Policy Recommendations

1. **Expand CSO Involvement in Electoral Reforms:** Policymakers should integrate CSOs more actively in legislative processes to enhance their role in shaping electoral policies.
2. **Strengthen Digital Voter Education Initiatives:** CSOs should leverage social media and digital platforms to effectively engage younger voters.
3. **Enhance Community Mediation Programs:** Establishing structured CSO-led conflict resolution mechanisms will promote long-term electoral peace.

5.5.2 Recommendations for Practice

1. **Increase CSO Training on Electoral Processes:** Capacity-building programs should be introduced to enhance CSO effectiveness in election monitoring.
2. **Promote Gender-Inclusive Electoral Participation:** More gender-sensitive voter education campaigns should be implemented to address the unique challenges faced by women in elections.
3. **Address Socio-Economic Barriers to Electoral Participation:** Economic empowerment programs targeting unemployed youth can reduce their susceptibility to election-related violence.

5.6 Suggestions for Further Research

The study suggests expanding research on Civil Society Organizations (CSOs) in promoting peaceful elections in Kenya by broadening geographic coverage across different regions for a comparative analysis. This would help understand factors affecting CSOs' effectiveness in election monitoring and conflict prevention. Additionally, it calls for exploring sustainable funding methods, developing standardized protocols for conflict prevention, and creating best practices for electoral integrity. Long-term studies are also recommended to evaluate the sustained impact of CSO efforts on elections and democracy in Kenya. These steps aim to enhance CSOs' capacity to foster democratic values and fair elections in Kibera and beyond.

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APPENDICES

APPENDIX I: INTRODUCTION LETTER

REF: REQUEST FOR PARTICIPATION IN RESEARCH STUDY

My name is Thaimu, and I am now enrolled as a student at Africa Nazarene University. I am conducting a research study on the role of Civil Society Organizations in promoting peaceful election processes in the Kibera Constituency, Kenya. This study is a mandatory academic prerequisite for completing my course/program. Please allocate some time from your busy schedule to complete the enclosed questionnaire. The information supplied is solely intended for academic reasons and will be handled with the highest level of confidentiality.

We greatly value your prompt reply. Thank you beforehand

Yours Sincerely

Thaimu Koroma

APPENDIX II: CONSENT AND CONFIDENTIALITY AGREEMENT

Civil Society Organizations in Ensuring Peaceful Election Processes in Kibera Constituency,
Kenya

I appreciate your participation in the study, given this, to protect your interest as one of the participants in this research, kindly, read through the consent and confidentiality agreement form and confirm by signing accordingly.

I Thaimu Koroma, the lead researcher in the above-indicated study

Promise and agree to –

1. Keep all the research information shared with me confidential by not discussing or sharing the research information in any form or format (example, tapes, transcripts, disks) with anyone other than the researcher.
2. Keep all research information in any form or format secure while it is in my possession. Therefore, after consulting with the researcher, erase or destroy all research information in any form or format regarding this a research project that is not returnable (for example, information stored on computer hard drive).
3. Keep all responses deemed sensitive anonymous and confidential
4. Other (specify)

(Print Name)

(Signature)

(Date)

Respondent (s)

(Print Name)

(Signature)

(Date)

APPENDIX III: QUESTIONNAIRE

Please tick (✓) in the boxes provided below each question. Write your answer in the space provided. If the space provided is insufficient use the back of the respective page.

Part A: Demographic Background

1. Kindly indicate your gender

Male ()

Female ()

2. Please indicate your age

Less than 30 years ()

31 - 40 years ()

41 – 50 years ()

51 years & above ()

3. What is your level of education

Certificate ()

Diploma ()

Bachelor's Degree ()

Postgraduate ()

4. Organization worked in

Carolina for Kibera () Kibera Community Development Agenda () Amani Kibera ()

Kibera Community Youth Program () Umande Trust ()

5. How long have you served in your organization (years)

Less than 1 year () 1 – 5 years ()

6 – 10 years () 11 – 15 years ()

16 – 20 years () Above 21 years ()

6. Have you ever participated in the election process?

Yes ()

No ()

Part B: Effectiveness of CSOs in Peaceful Election Processes

SECTION A: How effectively do CSOs independently observe and monitor elections to ensure and promote peaceful election processes?

7. How do CSOs effectively engage with local communities to observe and monitor elections and peaceful election processes independently?

.....

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8. For this phase, Kindly respond by ticking the specific box on the extent to which you agree with each of the statements that follow using a scale of 1-6 where 6 = Agree Strongly, 5=Agree, 4=Neutral, 3=Disagree, 2=Disagree Strongly, 1=I don't know.

Do observers have any skills, knowledge, or experience to monitor and understand election procedures?	1	2	3	4	5	6
For effective election monitoring, are there sufficient financial, transportation, communication, and human resources (trained observers and data analysts)?						
Are observers impartial, indicating any form of bias or supporting any political party or candidate?						
Are there enough technological tools such as mobile apps for data collection, mapping software for monitoring pooling stations, social media to report observations, and keeping detailed records for observations?						

SECTION B: The effectiveness of CSOs in creating awareness during election processes

9. What specific initiatives or campaigns have CSOs undertaken to raise awareness about peaceful election processes?

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10. For this phase, Kindly respond by ticking the specific box on the extent to which you agree with each of the statements that follow using a scale of 1-6 where 6 = Agree Strongly, 5=Agree, 4=Neutral, 3=Disagree, 2=Disagree Strongly, 1=I don't know.

	1	2	3	4	5	6
Educating and mobilizing voters to accurate information about electoral processes						
Engaging in Community Outreach and Mobilization to engage directly with citizens on the electoral process, and encourage participation in voter registration and actual voting.						
Public awareness and Engagement in mass media and social media campaigns to disseminate messages about peaceful elections.						
Engaging in Conflict Resolution and Mediation Programs to address disputes peacefully, reducing the likelihood of election-related violence.						
Communication strategies and partnerships with youth and student organizations to conduct awareness campaigns targeting young voters.						

1. Please indicate (by ticking) the extent to which you agree or disagree with the following statement: "I believe that CSOs play a significant role in strengthening democracy in our country."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2. Tick in the options below. To what extent do you think CSOs contribute to peaceful election processes in our country?

- Very High Extent
- High Extent
- Moderate Extent
- Low Extent
- Very Low Extent

3. Please rate your level of satisfaction with the efforts of CSOs in promoting transparency and fairness in election processes:

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

1. How effective do you perceive CSO initiatives and campaigns in increasing voter turnout and political engagement?

- Very Effective
- Effective
- Somewhat Effective
- Ineffective
- Very Ineffective

2. To what degree do you think CSOs collaborate with government institutions and electoral commissions to improve the electoral process?

- Very High Degree
- High Degree
- Moderate Degree
- Low Degree
- Very Low Degree

SECTION C: The challenges faced by CSOs that impact their effectiveness in ensuring peaceful election processes in Kibera Constituency, Kenya

11. What are the challenges faced by CSOs that impact their effectiveness in ensuring peaceful election processes?

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.....

.....

12. For this phase, kindly respond by ticking the specific box on the extent to which you agree with each of the statements that follow using a scale of 1-6 where 6 = Agree Strongly, 5=Agree, 4=Neutral, 3=Disagree, 2=Disagree Strongly, 1=I don't know.

	1	2	3	4	5	6
Limited financial and human resources (this restricts their capacity to monitor elections comprehensively)						
Political interference (face political pressure from numerous actors as well as political parties or govt. Authorities)						
Public perception and trust (CSO effectiveness can be influenced by public perception and trust)						
Security and Risk (some regions and counties pose crucial security risks in monitoring elections)						
Access to Relevant Information						

SECTION D: Conflict prevention strategies CSOs employed to foster peaceful election processes

13. What specific conflict prevention strategies have CSOs implemented in your region to promote peaceful election processes?

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.....

14. For this phase, kindly respond by ticking the specific box on the extent to which you agree with each of the statements that follow using a scale of 1-6 where 6 = Agree Strongly, 5=Agree, 4=Neutral, 3=Disagree, 2=Disagree Strongly, 1=I don't know.

	1	2	3	4	5	6
Reconciliation and mediation are used to facilitate open dialogues and mediation sessions between different political and social groups.						
Dialogue and Voter Awareness Campaigns to inform citizens about their rights, responsibilities, and the electoral process.						
Stakeholder engagement and early warning and response systems are used to establish mechanisms and monitor potential sources of conflict in the lead-up to elections.						
Capacity Building for Local Leaders and Mediators to equip individuals with skills and knowledge to mediate disputes, foster dialogue, and promote peaceful coexistence during the electoral period.						
Election violence reduction, Youth and Women's Empowerment Initiatives by providing education, leadership training, and opportunities for participation.						

.....*end*.....

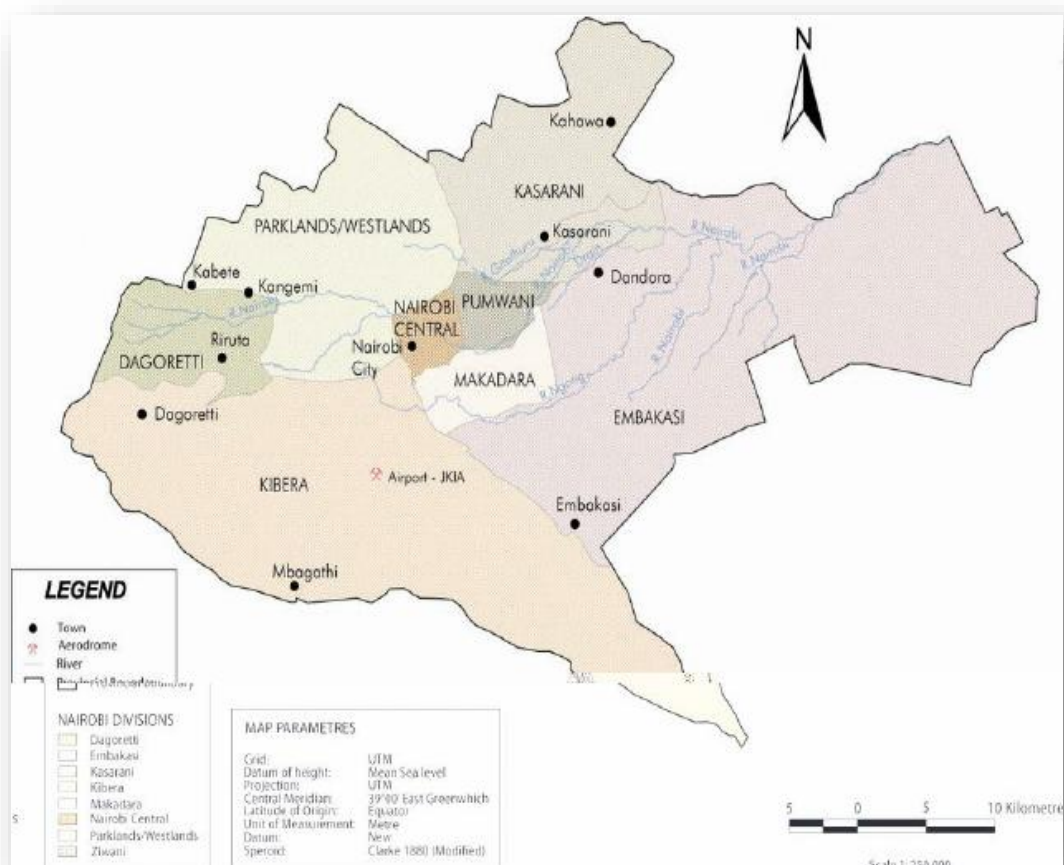
Thank you for your participation

APPENDIX IV: KEY INFORMANT INTERVIEW SCHEDULE

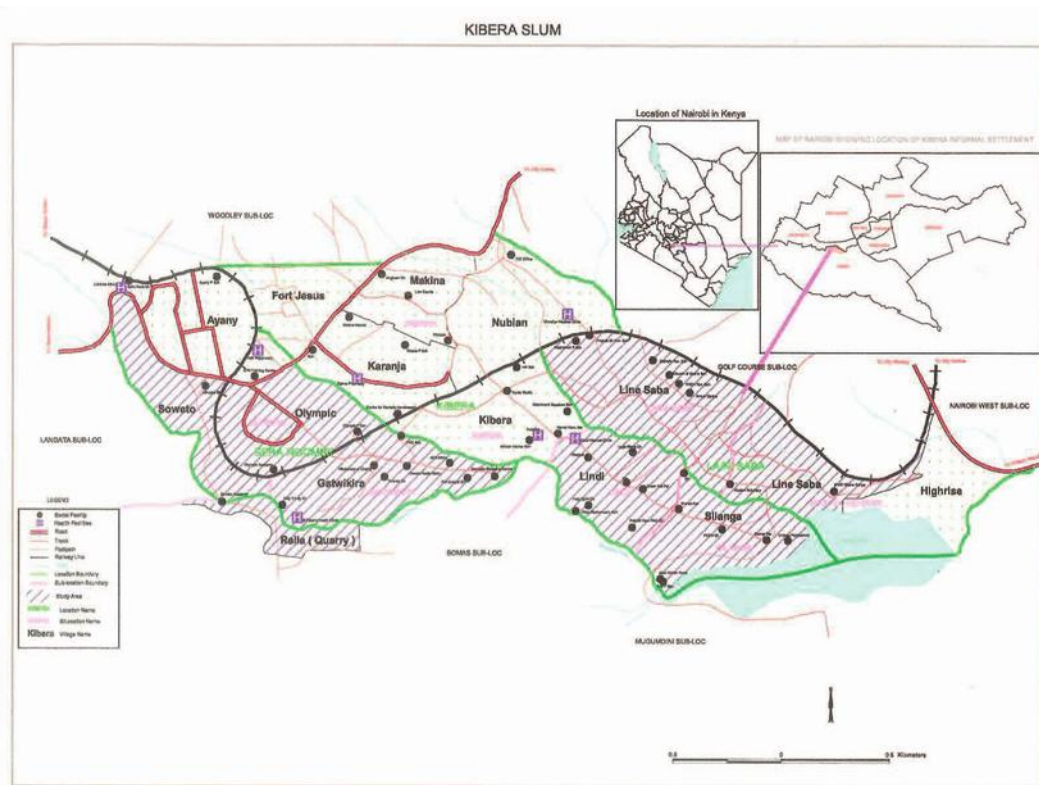
Interview Questions

- 1 How effectively do CSOs independently observe and monitor elections to ensure and promote peaceful election processes?
- 2 What specific initiatives or campaigns have CSOs undertaken to raise awareness about peaceful election processes?
- 3 What challenges do CSOs face that impact their effectiveness in ensuring peaceful election processes?
- 4 What specific conflict prevention strategies have CSOs implemented in your region to promote peaceful election processes?

APPENDIX V: MAP OF NAIROBI COUNTY



APPENDIX VI MAP OF KIBERA



APPENDIX VII: UNIVERSITY INTRODUCTORY LETTER



P.O.Box: 53067 – 00200
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29th April 2024

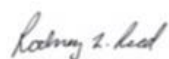
RE: TO WHOM IT MAY CONCERN

Thaimu Koroma (21S01DMGP007) is a bonafide student at Africa Nazarene University. He has finished his course work and has defended his thesis proposal

entitled: -

“Civil Society Organizations in Ensuring Peaceful Election Processes in Kibera Constituency, Kenya”.

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



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

APPENDIX VIII: NACOSTI AUTHORIZATION LETTER

 REPUBLIC OF KENYA	 NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION
Ref No: 635572	Date of Issue: 22/May/2024
RESEARCH LICENSE	
	
This is to Certify that Mr.. Thaimu Koroma 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 Nairobi on the topic: "Civil Society Organizations in Ensuring Peaceful Election Processes in Kibera Constituency, Kenya", for the period ending : 22/May/2025.	
License No: NACOSTI/P/24/35401	
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