EFFECTIVENESS OF COMMUNITY SECURITY SERVICES PROVIDED BY THE POLICE FORCE IN PREVENTING ARMED ROBBERY IN ARUSHA CITY

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CERTIFICATION

I, the undersigned do certify that I have read and hereby recommend, for acceptance, by the Open University of Tanzania, a dissertation titled; *"Effectiveness of Community Security Services provided by the police force in preventing armed robbery in Arusha city"*. In partial fulfilment of the requirements for the award of degree of Master of International Cooperation and Development of The Open University of Tanzania.

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ACKNOWLEDGEMENTS

ABSTRACT

This study aimed to assess the Effectiveness of Community Security Services provided by the police force in preventing armed robbery in Arusha city. The purpose of the study was to examine how effective the police force is in preventing armed robbery in Arusha City. In addition to disrupting normal life and activities and even causing bodily harm or deaths to innocent people, customers or passers-by, armed robberies have increased instead of decreasing as expected. A qualitative cross-sectional descriptive design was used in the study. The study employed structured questionnaire, in depth interviews, documentary reviews and focus group discussions as strategies for primary and secondary data collection. The major findings are challenges of combating armed robbery basing on the size and quality of security services provided by the police force, sociological challenges, and economic challenges including budgetary constraints, poor technology, poor physical resources and social challenges such as corruption, mistrust and idleness of some community members. The study also found that, Tanzania Police forces faces some problems related to insufficient resources, corruption, negative perception of their role by the public, poor forensic capacity, discriminatory environment of Tanzania`s laws, and poor accountability of the Police Human Resource Department. The study concluded that the security services provided by the Tanzania Police force face a number of challenges, resulting in inefficiency and ineffectiveness in the performance of prescribed tasks, functions and activities of preventing and combating armed robbery. The Government should improve the efficiency of the Tanzania Police.

Keywords: *Effectiveness, community security services, armed robbery, Arusha City*

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

CPTED	Crime Prevention through Environmental Design
DPP	Director of Public Prosecution
EAC	East African Community
EAPCCO	East African Police Chiefs Cooperation Organization
ICT	Information and Communications Technology
IGP	Inspector General of Police
OC-CID	Officer Commanding Criminal Investigation Department
OCD	Officer Commanding District
OSAC	Overseas Security Advisory Council
OUT	Open University of Tanzania
RCIO	Regional Criminal Intelligence Officer
RCO	Regional Crimes Officer
RPC	Regional Police Commander
TPF	Tanzania Police Force

CHAPTER ONE

INTRODUCTION

1.1   Background to the Study

Rooney (1999) defines armed robbery as an act or inaction that violates the law and is punishable. Armed robbery is considered injurious to society or the community as distinguished from torts and breaches of contract. Webster's Dictionary defines armed robbery as an action or an instance of negligence that is deemed injurious to the public welfare or morals or to the interests of the state and that is legally prohibited or a serious wrong doing or sin. In Tanzania armed robbery is defined and punished pursuant to statutes, fines, forfeiture of property, and removal from public office.

According to Michael *et al.,* (2005) armed robbery is one of the main threats to public and individual safety, and is an obstacle for social, political, and economic development worldwide. Worldwide armed robbery is influenced by globalization, technological development, economic hardship, religious beliefs, and need for power. Armed robbery in developed and industrialized countries is considered to be higher than under developed countries.

According to the U.S. Overseas Security Advisory Council (OSAC) in 2014, Crime and Security Report, the U.S. government rates Kenya and Uganda as critical for armed robbery and high terrorism whereby armed robbery and terrorism are cited as concerns in Tanzania (US Security Advisory Council 2014). Robberies and the growing number of attacks against banks, shops, vehicles and carjacking were

committed and involved armed robberies and murders at NMB Mwanga Branch in Kilimanjaro Region (Kilimanjaro Police, 2007). Armed robbery raises the level of poverty whereby armed robbers may kill the breadwinner of the family leading to lots of economic crises in the entire society. However, disparities exist not only from culture to culture but also from time to time, as well as from firm execution to none (Okolo, 2002). In Tanzania for example, since the 1990's, the country has been a victim of repeated armed robberies leading to high victimization of individual citizens and the government. For instance, incidences of bank robberies in Dar es Salaam, Kilimanjaro and Mwanza have cost lives of innocent citizens and police officers. There was an increase in the overall number of criminal incidences reported to police in 2011 (1,029,461) compared to 928,034 incidences reported in 2010.

The results of policing are mainly determined by some key elements in communities on the perception of people, Cordner, (2007) about the role and effectiveness of the police force and argue that for public policing to be effective, police institutions must appreciate the essential opportunities embedded in collaboration with communities for the purpose of promoting the effectiveness of security services. Police organizations should ensure that they support and facilitate philosophical, planned and strategic public policing. Public policing stresses structures and training that would support the community in promoting and ensuring overall security. (Skogan, 2006). In public policing, the issue of location and mission statement are also vital, as they afford the police the chances to control broad goals of public policing, and encourage police to develop practices that allow those goals to be attained (Mastrofski, 2006). Professional community patrol officers who are responsible for

assisting communities to protect their properties and solve problems and improve security in their areas.

Dickson (2007) reasoned that the challenges frustrating the execution of public policing cannot be liable entirely on unhelpful attitude of many police personnel in the country, emphasizing that other factors are also accountable for the inability of the state police to meet the desired goals of community policing in managing security. These can include insufficient support from the members of the public, lack of job satisfaction resulting from lack of good welfare packages, motivations and encouragements, as well as lack of political will on the part of the elite to provide adequate support for the execution of public policing program in the country.

According to the Tanzania Police Force (2013), the rate of armed robbery in Tanzania has increased from the mid-2000. At the national level, each country has put in place mechanisms to fight armed robbery so as to promote peace and security. In Tanzania there are penal laws, establishment of police force units and other security organs promoting security alarms among the people as mechanisms to prevent armed robbery and promote peace and security. Between the mid-1990s and early 2000s, Tanzania experienced rising crime rates and deteriorating public trust in the police, which was widely considered to both corrupt and violent. To address these problems, some new administrative reforms in the Tanzania Police spearheaded a comprehensive review of the force in 2006.

The resulting reform programme lasted between 2006 and 2009, and included measures to improve public perception of the police, legal reforms of the policing

machinery, and the modernisation of police infrastructure and tools. The programme was developed through a process of extensive consultation, involving an expert team of police officers and academics and a number of representative groups from across the Tanzanian society. While creating broad support for police reforms, insufficient funding and unclear monitoring mechanisms diminished the impact of the programme.

According to RPC report in Arusha city, in 2018, there were 1,106-armed robbery cases. This shows that, there is an increase in the number of incidences of armed robbery. This means there have been 437 more incidences compared to the year 2017 when the number was 669 incidences reported. According to the police force report, there were 396-armed robbery cases in 2016. In addition, there were 185-armed robbery cases in 2015. Armed robbery cases related to motorcycle riders, were 189 in 2018 compared to 49 cases in 2017; 47 cases in 2016 and 59 cases in 2015. The police force conducts investigations in all matters pertaining to armed robbery. Other related responsibilities include prevention of armed robbery, investigation and detection of serious armed robbery crimes and collecting information relating to armed robbery. This is done by virtue of Police Force and Auxiliary Act R.E (2002). The Act provides that the functions of Tanzania Police Force shall be the provision of assistance to the Republic when in need, maintenance of law and order, preservation of peace and protection of life, maintenance of harmony among the people in their areas and property. Other functions relate to investigation of crimes, collection of criminal intelligence, prevention and detection of armed robbery

crimes, apprehension of offenders, and enforcement of laws and pertaining regulations.

1.2   Statement of the Problem

Efforts have been made by the government to prevent armed robbery in Tanzania. However, these efforts are held back by inadequate investigation techniques, lack of both forensic capacity and professionalism in handling evidence, inadequate resources, lack of transport and communication facilities, low payment of staff and poor living and working condition (Tanzania police Force (2013). In particular, the incidences of criminal activities in Arusha city are due to insufficient and poor crime prevention and control strategies by law enforcers coupled with improper determination of validity levels for criminal events. (UN, 2008).

Despite the strategy implemented by the Tanzania Government and the Police Force to prevent armed robbery, the prevention of such crimes in Arusha city has remained inadequate (Tanzania police Force (2013). There have been alarming incidences of armed robbery statistics in Arusha City. For instance, in 2018 from January to December there were 1106-armed robbery cases involving 8 cases of firearms, 106 cases of harming people and injuries, 189 cases of stealing motorbikes, 21 cases of stealing vehicles, 39 cases of stealing livestock, 36 cases of bank theft, 36 cases of burning houses, 660 cases of breaking into houses and stealing, and 13 cases were of killing. In 2017, there were 669-armed robbery cases where 1 case was of firearms, 20 cases of harming people and injuries, 49 cases of stealing motorbikes. 57cases of stealing vehicles, 9 cases of stealing livestock, 0 cases of bank theft, 75 cases of

burning houses, 436 cases of breaking into houses and stealing and 22 cases of killing. In 2016, there were 396-armed robbery cases where 8 cases were of firearms, 60 cases of harming people and injuries, 47 cases of stealing motorbikes. 2 cases of stealing vehicles, 28 cases of stealing livestock, 2 cases of bank theft, 35 cases of burning houses, 203 cases of breaking into houses and stealing and 4 cases of killing. In 2015, there were 185-armed robbery cases where 4 cases of were of firearms, 20 cases of harming people and injuries, 59 cases of stealing motorbikes. 4 cases of stealing vehicles, 9 cases of stealing livestock, 1cases of bank theft, 40 cases of burning houses, 23cases of breaking into houses and stealing, and 21cases of killing people. (OCD Arusha, 2019).

Irrespective of efforts made by the Tanzania government to combat armed robbery yet the rate of armed robbery has not decreased as expected. Therefore, this study seeks to assess the effectiveness of security services provided by the Police Force in preventing armed robbery in Arusha City.

1.3   Objectives of the Study

1.3.1 General Objective

The general objective of the research was to assess the effectiveness of security services provided by the Police force in preventing armed robbery in Arusha City.

1.3.2 Specific Objectives

The specific objectives of the study were:

i)   To assess the effectiveness of police security services inproviding in preventing armed robbery in Arusha City.

ii) To examine the degree of community satisfaction with the security services provided by the Police Force in preventing armed robbery in Arusha City.

iii) To determine the factors which can enable the Police Force to work more efficiently and effectively in preventing armed robbery in Arusha City.

1.4   Research Questions

1.4.1 Specific Research Questions

The specific questions which the study aimed to get answered were:

i) What security services does the police force provide for preventing armed robbery in Arusha City?

ii) To what extent is the community satisfied with the security services provided by the Police force in preventing armed robbery in Arusha City?

iii) What are the factors which enable **the** Police Force to work smoothly in preventing armed robbery in Arusha City?

1.5   Scope of the Study

This study covered only ten Police stations in ten wards in Arusha city. These were Ungalimited, Sombetini, Darajambili, Kimandolu, Levolosi, Sokon one, Terat, Themi, Kati and Kaloleni where the targeted population was available for interviewing and closed discussions.

1.6   Significance of the Study

The findings from this study were expected to be important to the Government for use to improve the effectiveness of security services as provided from the Police Force especially in preventing armed robbery. The results will provide recommended

new ways to implement strategies for effective and efficient security services for better achievement of sustained development in Arusha city.

The findings of this study are significant in the sense that they are expected to come up with effective solutions useful to improve the capability of the police in combating armed robbery through enhanced capacity of police officers.

The results will also encourage police officers through raised awareness of the challenges facing the police in combating armed robbery and adopt scientific and modern techniques for crime blustering.

The fear of armed robbery will be reduced and hence investors, private and government financial institutions will conduct their businesses in a more peaceful and conducive environment.

The findings also will raise awareness for security stakeholders on ways and alternatives to beef up improvement of security services nationwide.

1.7 Limitations of the Study

The limitations in this study were the inadequate time allocated for its completion, financial constraints and the limited availability of empirical data in the research area resulting in limited access to reference materials to guide the research. Leaving other factors constant, the fact that the whole budget to facilitate the research was expected to come from the researcher's own sources was another serious challenge.

CHAPTER TWO

LITERATURE REVIEW

2.1   Chapter Overview

In Tanzania, literatures relating to combating armed robbery crimes are inadequate. As such the researcher relied on foreign sources, annual police reports and articles to get start up data. This chapter provides highlights of reviewed literature. It provides the definitions of terms, theoretical literature review, empirical literature review, research gap and conceptual framework of the research. In this study various books, newspapers, internet reports, magazines and researches done by other people have been reviewed.

2.2   Definition of Terms

2.2.1 Armed Robbery

Armed robbery is defined by Tanzania Penal Code cap 16 R.E (2002) as any act of a person who steals anything, and at or immediately after the time of stealing is armed with dangerous or offensive weapon or instrument and is liable to imprisonment for a minimum term of thirty years with or without corporal punishment. Therefore, armed robbery is a serious crime that can permanently upset victims, both physically and psychologically.

2.2.2 Effective Security Service

An effective Security Service is a progressive change from a conventional, state centric focus on the usually territorial, military like protection of the state and

individuals from conflicts and physical harm, to a focus on individuals and their various complex and related physical and socio-economic needs (Mgaya, 2013).

2.2.3 Armed Robbery Crime

According to this study, armed robbery is an action to take someone's property through force, threat or use of weapons.

2.3   Literature Review

Most countries in North and South America and those in Southern Asia are the leading nations in rates of armed robbery crimes because of their highly organized criminal groups. The United Kingdom and some of the Western European countries have high rates of armed robbery involving the use of different techniques for the prevention of the crimes. The crimes are prevented through rehabilitation and consolidation of information technology systems, such as CCTV, cameras, advancement in forensic professional and forensic tools. The strictness in the enforcement of the law, sufficient financial bases, adequate technical and material support from government for armed robbery crime prevention.

According to Interpol (2013), the rate of armed robbery crimes in African countries is higher especially in sub-Sahara Africa and especially in countries with political instability. The basic principle of armed robbery prevention is that criminal behaviour is caused by various social conditions such as poor housing, poverty, lack of education, family problems, drug abuse and alcohol addiction Dambazau, (2007). Those who subscribe to this approach believe that armed robbery can be avoided if

the conditions under which crimes are thought to flourish are closely monitored and controlled. On the other hand, organized approaches involve the need for strong law enforcement agencies, engagement of other government agencies and the community to support the efforts of police force.

2.3.1 Theoretical Literature Review

This study has been guided by the Opportunity Theory (Wortley and Maze Rolle, 2011) which employed a number of theories to solve issues related to armed robbery crimes. Armed robbery crime prevention is informed by a number of theoretical approaches. These include the routine activity approach (Cohen and Felson 1979), the rational choice perspective (Cornish and Clarke 1986), and crime pattern theory (Bran Tingham and Brant Ingham 1993), often collectively referred to as the opportunity theory (Wortley and Rolle, 2011). Unlike many traditional criminological approaches, the opportunity theories focus on armed robbery crime and the immediate situation giving rise to opportunities for armed robbery crimes (Wortley and Maze Rolle 2011). The routine activity approach depicts that armed robbery crimes as a spatial-temporal convergence of three necessary components: a motivated offender, a suitable target and the absence of capable armed robbery crime controllers that is those who might prevent armed robbery crime from taking place.

The Crime pattern theory focuses on when and where these convergences occur, incorporating the environment as the backcloth of opportunity. In the event of a convergence, the rational choice perspective outlines an offender decision calculus that draws upon proximal cues (pre -crime variables) to assess the suitability of

available criminal opportunities. Specific localised situational factors, such as provocations, temptations and incentives, so-called situational precipitators (Wortley, 2001), may also impudence an offender's decision-making. Unified around the notion that armed robbery crimes result from the exploitation of criminal opportunity, the primary goal of the opportunity theories is to inform armed robbery crime prevention strategies to prevent or remove opportunities for offending.

Sampson, Eck and Dunham suggest that the controllers themselves could be given incentives to prevent armed robbery crimes by individuals or institutions (Sampson *et al.* 2010). Super controllers aim to influence these decisions by manipulating incentives, for example increasing the rewards for implementing armed robbery crime prevention, effectiveness of security services and increasing penalties for non-compliance.

The theoretical propositions of the opportunity theory highlight the importance of individuals' routine activities and the decision processes involved in the commission of armed robbery crimes. Implemented in the form of armed robbery crime prevention, both the rational choice perspective and routine activities approaches inform practical approaches to armed robbery crime prevention. Moreover, using crime script to identify commonly used tools and resources highlights potential points of security service intervention. Whilst the heterogeneous pool of controlees may be limited in number, the restrictions and obligations contained in control orders indicate the British and Australian governments' beliefs that there are sufficient

shared elements to inform crime prevention strategies applicable to all controlees of armed robbery crimes.

2.3.2 Strength and Weakness of the Theories

The Opportunity theory (Wortley and Maze Rolle 2011) is essential in inspecting routine publically available data concerning the operations of police. It demonstrates individuals arrested, prosecuted, convicted and sentenced for crimes originating from the lower socioeconomic groups, marginal populations or disfavoured political functions. The theory makes sense of many otherwise inexplicable anomalies and lapses of logic concerning more conventional understandings of crime. It helps to develop an understanding of why crimes assume the particular forms and patterns that they do and the challenges those in power to combat crimes face. Police officers in Kenya and Tanzania with vested power to combat crime are less wealthy compared to the status and power they have in the society. Those who commit armed robbery crimes in the East African countries originated from poor families' conditions and marginal social groups and so, for them to become wealthy through armed robbery becomes a status in the society. Opportunity theory is incapable in security equipment to combat crime operations among the societies. Armed robbery crimes across borders cannot be managed without the cooperation of the countries which are neighbours and this failure to combat crimes tends to weaken the opportunity theory. Through the opportunity theory there is a lot done in Tanzania as well as globally to curb armed robbery crimes which still exist within our communities. Crimes are not curbed due to the economic factors that those in power to combat crime are less wealthy compared to their status and the power they have.

2.4   Empirical Literature Review

Human welfare and safety recognize that the security of the state is indivisible from that of its citizens, and the values that underpin human security. People have the right to be protected from armed robbery and other crimes at all costs. The physical safety and survival of humans include conditions such as access to justice and guarantee of individual freedoms, adequate economic empowerment, and access to basic social services such as health and education. (Olonisakin*et al.,* 2009). Research done by Aning in 2006 in developing countries shows the consequences of the general lack of security. The majority of citizens in many developing states have resorted to self-help in security provision by using private, non-state actors to address their security needs. Given the correlation between security and development, it is pertinent to examine the contribution of all the actors to security in a state, particularly in the developing world. Studies done by Stewart (2004) in third world countries show that while various attempts have been made in some countries to improve security provision systems, these have largely been focused on donor-led and driven security sector reforms targeted mainly at state security actors, namely, the police and law enforcement agencies, armed forces and in some cases the judiciary, but largely neglecting the private security sector.

A study done by Borzycki (2003) noted that common images of armed robbery crimes often depict banks as targets of armed attacks, although data also indicates that only a fraction of armed robbery victims experience this crime in a bank setting. Of the 7,817 victims of armed robbery recorded in Australia in 2002, 180 (2.3 per cent) were victimized in banks (ABS 2005). In the same year there were 2,190 (28

per cent) victims of armed robbery crimes recorded for streets/footpaths and 3,038

(39 per cent) victims of armed robbery crimes recorded for retail business settings.

2.4.1 Security Services Provided by the Police Force

Security services include protecting life, liberty and persons and their properties, maintaining public safety and social peace adhering to the rule of law as an essential element to human security and the promotion of fundamental rights and freedoms. Therefore, the work of the Police Force is to assure peace and maintain it as it has an impact that can affect human life economically with all pertinent potentials. Having adequate resources to provide long-term security services to civil reform is important, but at the same time, the need for long-term resources must be aligned with a clear vision on the ways the resources are to be utilized and shared by all community members equally for common security and safety. (Kagari, 2003).

Every society needs a strong and effective police force to maintain law and order, to promote peace and harmony and to secure lives and property (Obasanjo, 2005). This was never achieved because the police continued to be involved in various acts of brutality, corruption, perversion of justice, the use of unconventional investigation techniques, responsibility with criminal elements and human rights abuses. The result was that armed robbery crime rates increased with greater intensity, patterns, dimensions and dynamics that overcome the police, thereby questioning the ability of the police to effectively control crime and manage their personnel for effective armed robbery crime prevention in Nigeria.

The African Policing Civilian Oversight Forum (2010) pointed out the role of the police as to: Protect life, liberty and security of the person, maintain public safety and social peace, ensure adherence to the rule of law as an essential element to human security, peace and the promotion of fundamental rights and freedoms. They also argue that, the police should fulfil their duties in accordance with the rule of law.

2.4.2 Community Satisfaction

The relationship between the Police force and the community is very important to the activities of protecting society, community satisfaction and preventing crime (Hinds and Murphy, 2007; Pryce, 2016). Research on satisfaction with police service is not limited to the United States alone; it has taken place in many geopolitical contexts as well. This stream of proportional studies allows researchers and practitioners in security to expand their knowledge about the applicability of research findings in other jurisdictions by modifying the existing knowledge and signifying new and adapted areas for research (Hinds and Murphy, 2007). Pryce (2016) argues that, community satisfaction with the police force is important because, on the one hand, police services are not really subject to the principles of economic production. In other words, any citizen or community member seeking police services cannot choose between competing agencies. However, the services the police force provides must be accepted for what they are, whether satisfactory or not (Cheurprakobkit and Bartsch, 2001). Nonetheless, while businesses may suffer an economic loss if service delivery suffers, the police would not suffer a similar loss. The police may be interested in satisfying their customers' base that is, citizens and community

members. Thus, the police force is an essential part of crime prevention, keeping the community in harmony and maintaining security and peace in general.

The police taskforce is mandated to review the state of preparedness of the police force to combat insecurity by developing measures to promote smooth relationships between the public and the police in relation to preventing crimes (World Bank, 2009). Among the short-term reform initiatives that the taskforce proposed were the adoption of a public relations campaign, aimed at both the police and the public to establish communication channels between them and change the negative perceptions between the public and the police that had long existed (KNCHR; 2008). Some of the long-term measures of police force reforms included the introduction of community policing, improvement of police welfare and salaries, increasing the mobility of police officers to crime scenes and providing adequate housing for all police officers (World Bank, 2009).

2.4.3 Challenges Facing the Tanzania Police Force

The structure and organization of police duties is not consistent with the strategy to be implemented. The nature of the organization's structure used in implementing security strategies is influenced by the environment and its stability and the interdependence of the different units involved. (Koske, 2003). There is consistent failure or inability to address issues of the broad structural design of roles, responsibilities and lines of reporting which if undertaken can minimize constraints in the development and performance of the force. (Johnson and Scholes 2002; Koske, 2003). The force has not a developed and integrated communication plan such as   a standby vehicle for staff to

use in events of emergency crime situations. Communicating with the community concerning issues related to strategic safety and security is frequently delayed until the changes have crystallized (Johnson and Scholes (2002). For instance, victims of armed robbery crimes can delay to the sending of information through the right channels for effective police action and follow up.

One of the reasons why police strategy implementation processes frequently leads to difficulties and complex problems or even failure is the ambiguity in the assignment of responsibilities. In addition, these responsibilities may be diffused through numerous organizational units (Koske, 2003). Tavakoli and Perks (2001) stated that the challenges of police strategy implementation for security issues are also found in sources external to the organization. The macro-environmental forces such as the political-legal forces may hinder favourable legislative actions. Further, political instability may impact negatively on strategy implementation by diminishing political goodwill for resources mobilization for the strategic plan. Civil unrest may destabilize the human reserve competence and cause destruction of infrastructure meant to facilitate the process of institutionalization of safety and security. The macroeconomic system may also impact the strategy implementation especially where economic sanctions and inflation interfere with the market share and hence overall profitability of actions taken. (Tavakoli and Perks, 2001).

The study done by Vernon (2010) to identify factors influencing police workplace motivation shows that, police leadership is recognized as a critical management issue, that the police working environment is volatile as any other part of the service

at global market level. The author argues that, senior police officers must possess the same leadership abilities as their private sector counterparts. The ability of the leader to motivate his or her subordinates is an essential leadership attribute which is the police leaders' responsibility to "unleash and direct" member of staff motivation to reach higher levels of performance.

According to Warwickshire police, Achievement report 2000/2001 the factors for police achievement as community policing, the partnership between the police and the community led criminals to become fearful in committing crime because, the majority of the citizens are involved in the protection and prevention of crime and protecting their lives and properties with partnership with the police force.

Visibility, the Police force and related authority know how to take on board local people for more visible policing which increases public confidence, and deter people from committing crimes and becoming a community nuisance. The Police force can deal speedily and effectively with offenders and works with other agencies to reduce re-offending, by devouring offenders to court quickly and so produce the detailed files needed to lead to successful prosecution within tight time. The Police force often deals with the public in very difficult circumstances, and so the force expects a number of complaints each year.

The study by Arinze (2010) on the evolution of the effect of armed robbery on Nigerian economy describes armed robbery as the offense, which affects the economic processes of a nation. The rise in the number of armed robbery crime

incidents and the boom in private security business all bear clear testimony of the need to approach crime control and prevention as a joint undertaking between the police and the community. Crime prevention approaches have met failures in Nigeria because they neither recognize nor address the economic factors underlying criminal behaviour in general and armed robbery in particular. Instead of aiming at economic rehabilitation of the criminals, the system employs legal violence, which is mainly punitive rather corrective and reformative.

2.4.4 Challenges Facing Police Security Services

The police force continues to hold educational seminars for officers on how more effectively to combat armed robbery crimes and sometimes to take disciplinary actions against officers implicated in colluding with criminals. For instance, in July, 2012 a police officer from an antiriot unit was sentenced to 15 years in prison following his conviction for homicide in the killing of a journalist Duadi Mwangosi when the latter was covering a political rally in Morogoro. The community relationship with police initiatives to improve and enhance peace has been low. Community police receives less standardized training, and police conduct little, if any, awareness campaigns for people on effective ways to assist in ensuring community safety and contributing to the effectiveness of policing units (CRHRP, 2016).

According to Olujinmi (2005), the tasks of armed robbery crime prevention and detection as well as prosecution of offenders cannot be successfully undertaken when there is limited cooperation of the public. Olujinmi argues that 'there is no doubt that the effectiveness of the police is directly proportional to the cooperation and support

given by the community'. Community policing cannot thrive if the public is completely excluded, intimidated, harassed and brutalized by the Police Force. Managing police personnel for effective crime control is impossible if the police force understands little about the role of the public in crime containment and control. This mutual misunderstanding between the police force and the public will goes along with the police force as the latter operates in an atmosphere that is not free from fear and intimidation. The negative attitude of the police force towards the public has challenged and limited the otherwise expected mutual cooperation and free flow of information between the public and the police force.

2.5   Research Gap

The Government of Tanzania has as one of its development goals reducing and eliminating crime in the country. However, the force has failed to ensure and maintain peace as its impact affects human life economically and with all the pertaining potentials. Community police received limited standardized training in crime blustering, and the police have little awareness for the people on ways to assist and work with the community. According to Olujinmi (2005), the tasks of armed robbery crime prevention and detection as well as prosecution of offenders cannot be successfully performed if there is limited cooperation of the public. Olujinmi argues that 'there is no doubt that the effectiveness of the police is directly proportional to the cooperation and support t from the community'. By 2009 according to Interpol (2013) the level of crime in Tanzania was about 61.11%, in the year 2013 the level of crime in the country was about 57.11%. Despite the government efforts on training police officers to undergo special training to combat armed robbery crimes, the rate

of armed robbery crime has not decreased especially in Arusha city as expected. Therefore, crime prevention approach in Arusha has not been successful because it neither recognizes nor addresses the economic factors underlying criminal behaviour in general and armed robbery in particular. Therefore, this study has been conducted to assess the effectiveness of services provided by the police force in preventing armed robbery crimesvx in Arusha City.

2.6   Conceptual Framework

Conceptual framework has the potential usefulness as a tool to support research and therefore, to support a study to make meaning of ensuing findings (Smyth, 2002). The framework was planned as a starting point for the reflection of the study and its background. The conceptual framework of this study was based on three independent variables and one dependent variable as represented in the diagram below. According to the study, security services provided by the Police Force to victims of armed robbery in Arusha City, need to be effective and conceptualized as being a dependent variable and the effects of security services, Community satisfaction and Challenges facing Police force conceptualized as independent variables. There is a one to one functional relationship between the dependent and independent variables, which indicates that effective security service provided by police force is a result of community satisfaction, working environment of police force and justification of human security within community livelihood.

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┌─────────────────────────────┐                    ┌─────────────────────────────┐
│   INDEPENDENT VARIABLES     │                    │    DEPENDENT VARIABLE       │
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Security services
- Justification of Human security
- Community lives in peace
- Fear and dishonesty

Community satisfaction
- Community involvement
- Capacity building

Effectiveness of security services provided by Police force

Factors which enable Police force to work effectively:
- Working environment
- Working hours
- Communication
- Facilities

Figure 2.1: Conceptual framework for Effective police security services

2.8 Chapter Summary

The literature reviewed establishes reasons for people to commit armed robbery crimes, the services provided to armed robbery crime victims by the Police force, extent of community satisfaction with the services provided by the Police Force, Challenges facing the Police Force in combating armed robberies. The available literature failed to bridge the gaps that exist as to why armed robbery could not be stamped out of society in Arusha City. In this study Opportunity theory serves as the guiding theory on reasons why people commit crime and the causes of many armed robberies. The conceptual framework displays the relationship between the independent variables of the study to the expected result of the dependent variables which is de facto the effectiveness of security services provided by the police force. The different empirical literatures show the outcomes of related studies on the

challenges of combating armed robbery crimes. The gap identified in literature review encouraged the researcher to conduct this study. Consequently, the researcher embarked on assessing the effectiveness of police security services for victims of armed robbery in Arusha City.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1   Chapter Overview

This chapter presents the methodology of the study. The chapter describes the research design, study population, sampling design, data collection techniques and analysis plan. It further presents the ethical issues and due clearance to undertake the study and collect pertinent data, area of the study, relating variables and measurement procedures and expected results of the study. It is in this chapter that the researcher shows how data was analyzed based on the purpose of the study.

3.2   Research Design

This study adopted the qualitative cross-sectional descriptive design to produce valid descriptions of the variables relevant to the decisions/issues under investigation, without necessarily demonstrating that any relationship exists between the variables. The purpose of descriptive research was to provide an accurate snapshot of the chosen aspect of organizational environment and activities. The qualitative cross-sectional descriptive design was appropriate for assessing the effectiveness of security services provided by the police force in preventing armed robbery crimes in Arusha City. The qualitative cross-sectional descriptive design was used in this study because of its greater chance of enabling the making of generalizations that can make the results applicable to the whole of the United Republic of Tanzania.

3.3   Area of the Study

The study was conducted in ten Police Stations found in ten wards in Arusha city.

These were Ungalimited, Sombetini, Darajambili, Kimandolu, Levolosi, Sokon one, Terat, Themi, Kati and Kaloleni wards from where the targeted population was available. The city is bordered by Monduli District in the South and Arumeru District in the North, East, and West. During the 2012 census, the district had a total population of 416,442 being 199,545 males and 216,897 females. This is less than the national average of 95 males/100 females(NBS, 2013). While the average annual population growth for pan territorial Tanzania was 2.7%, the population growth rate in Arusha city was very high, being 3.96% annually. The district of Arusha City has 15 Police stations offering security services to the metropolitan community through varying capacities and capabilities.
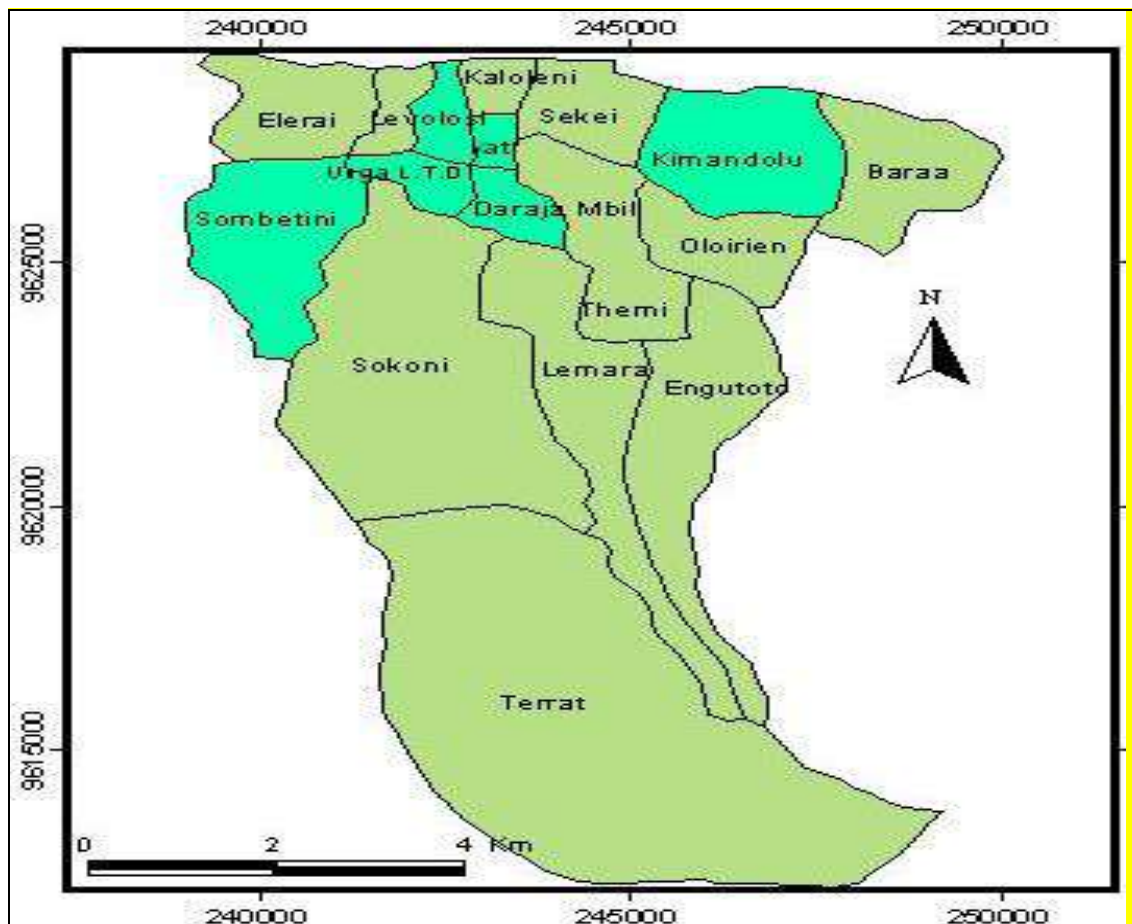
Figure 2. 2: A map of Arusha City
 (Source: Arusha City Council)

3.4   Study Population

The study population of 2,500 people was identified through the number of cases reported in police stations, reports from WEO and innocent community members, magistrates and police officers. This population was used to draw a sample population which was used to address the issues of armed robbery crimes in the city.

3.4.1 Sample Frame

The study targeted the following population; armed robbery crime victims from ten wards, Ward Executive officers (WEO) from ten wards, people from communities in ten selected wards and Magistrates from two different courts. Also, Police officers from ten police stations were involved in the study.

3.5   Sampling Technique

The researcher used simple random sampling and non-simple random sampling approaches to select the respondents, whereby simple random sampling was used to select all community members and non-simple random sampling was used to select all police Officers, WEO and magistrates in order to obtain relevant information for the study objectives. These techniques were used as the best way to obtain the sample which was truly representative of the entire population.

3.5.1 Sample Size

In this study, a sample size was calculated based on Yamane's formula/equation as shown below;

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

Where   n = Sample size

N = Population to be studied

e = Desired precision (5 – 10%)

Sample size (n) = Population size___ _N_____
                              1+ N (e) 2

Where The total number of Police Officers and Victim of armed robbery crime is =

2500

e = 10%

$$n = \frac{2500}{1+ 2500(0.1)^2}$$

$$n = \frac{2500}{1+ 2500(0.01)}$$

$$n = \frac{2500}{1 + 25}$$

$$n = \frac{2500}{26}$$

n = 96.15

n = 96

In order to have 1 respondent representing 25 people the researcher had to add 4 more respondents to make a total of 100 respondents. Therefore, 100 respondents were drawn from community members, community leaders, armed robbery victims reported and Police officers from selected police stations to participate in this study.

Table 3.1: Represent the study sample size

Participant	Total Number
Community members	68
WEO	10
Magistrate	2
Police Officers	20
Total	100

3.6 Variables and Measurement Procedures

3.6.1 Independent Variable

Effects of security service quality: Justification of Human security, Community living in peace, fear and dishonesty. This can be measured through views of Police officers who can assist in giving information on the number and type of training provided and hence determine whether the training provided is adequate in enabling the police to combat armed robberies in the community.

Community satisfaction: This is one of the variables which include community involvement and capacity building among people in the community and their preparedness to participate in combating armed robbery incidences.

Factors contributing to effective police force work: These were working environment**,** working hours**,** Communication and facilities. These factors can be measured through the provision of information constituting continuity of armed robbery and the sources and alternatives to armed robbery crime incidences.

3.6.2 Dependent Variable

Quality security services provided by Police force: This is an observable outcome in the community **indicating** that the people were satisfied with the services provided by the police force in preventing armed robbery.

3.7 Data Collection

Both primary and secondary data was collected for this study. The primary data was collected through questionnaires prepared by the researcher and the secondary data

was collected through documentary reviews. Primary data was the data collected directly by the researcher in the area of study through the interviews with the members of the targeted community. This study collected the primary data from community members and victims of armed robbery. The secondary data was the data the researcher obtained through documentary review, studies done by other people and a range of various other literature.

3.7.1 Questionnaire

A Questionnaire was used to assess the degree of effectiveness of security service provided by Police force in preventing armed robbery. Data was collected by using a structured questionnaire administered to all Police Officers and armed robbery crime victims/community. The researcher visited the Police Stations and obtained a list of Police Officers who were working in the respective stations. Questionnaires were served to two Police Officers who attended the cases of armed robbery crimes on the day of the interview. The researcher met the victims of armed robbery crime in the Police Stations and in their respective residences. The researcher also met the community members from the selected wards and two magistrates in their nearby offices and assured the respondents of a high degree of confidentiality of the information collected.

3.7.2 In-Depth Interviews With Selected Informants

This was a technique for questioning that enabled the interviewer to probe and pursue a topic of interest in depth (IFCR, 2013). A face to face interview was conducted with the WEO, selected Police Officers and Magistrate in the effort to get

detailed information which the researcher for. Also, the choice of this tool was because of its easy control, flexibility and capacity solicit adequate data.

3.7.3 Focus Group Discussion

The researcher organized four focused group discussions involving 34 community members and 34 victims of armed robbery from ten wards with 17 members in each group. The researcher formed small groups as mentioned above so as to get different view from different individuals. This was intended to avoid social and cultural differences which might hinder the release of details of information needed. Discussions were based on the existing opportunities to prevent armed robbery that communities face in relation to social groups, economic positions, security of property and the methods to address the identified problems. With focus group discussion, a lot of data was collected because every individual member had a chance to participate and was open in releasing the needed information.

3.8   Data Processing and Analysis

The data collected through questionnaires was coded and entered into format of Microsoft Excel. The data was then processed through the Statistical Package for Social Sciences (SPSS) version 22. Descriptive statistics were generated with due frequency distribution tables, pie charts, bar charts, and graphs as appropriate based on the outcomes of interest (effectiveness of security services provided by Police force).

3.9   Validity and Reliability of the Research Instruments

3.9.1 Validity

Validity refers to the extent to which the data collection method or methods accurately measure what they were intended to measure or the extent to which research findings are really about what they recognized in the field. (Saunders *et al 2007*). The validity of data involves the reasonableness and correctness of data. Data validity test in this study intended to see if the instrument used such as questionnaires and interview dchrdule measured what it intended to measure. Validity examines whether the research focus is consistent in term of the earlier defined research objectives and statement of the problem and the truthfulness of the research results. (Kothari, 2003). In this study in order to ensure the validity of the data, the triangulation method was used in sampling the population and in effective data collection. This means that different sampling and data collection methods were used.

3.9.2 Reliability

Reliability refers to the extent to which data collection techniques yielded consistent findings (Saunders *et al.* 2007). In this study in order to ensure data reliability, the researcher tried out and pre-tested of the research instruments. The researcher made corrections for mistakes identified in the research tools and removed any ambiguous items and clarified repeated questions and removed any that were not relevant or focused. Reliability test in this study intended to ensure the same answers were obtained from using a valid instrument to measure a variable more than once.

3.9.3 Ethical Considerations

Ethical clearance was ensured in carrying out this study. The relevant letter was obtained from the relevant unit in the Open University of Tanzania. The letter requested permission to conduct the study in Police Stations in Arusha City and targeted communities. There was consent by participants to get involved. All the respondents were assured that the information they released was purely for academic purposes and would be handled in due confidentiality.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1   Overview

This chapter presents the data and its analysis and so develops the findings of the study. The first section presents the demographic characteristics of the participants. The second part focuses on the range of security services provided by the Police Force in controlling armed robbery crimes. The third part focuses on community satisfaction with police efforts for the prevention of armed robbery crimes. The fourth section focuses on the challenges faced by the Police Force in preventing armed robbery crime in Arusha.

4.2   Demographic Characteristics of the Participants

The demographic characteristics of the participants in the study cover sex, age group and level of education. This was analysed to establish due demographic characteristics of the participants for the present study. The findings relating to the participants' demographic characteristics are presented and discussed with the support of relevant tables as follows:

4.2.1 Gender of the Respondents

The table 4.1 below shows that 53% of those who responded to the questionnaire were male while 47% were female. This is an indication that the respondents to the questionnaires given to 68 community members equally represented males and

females. In this study male were more at risk because they often go back home late at night hours whe the would-be robbers are at work.

Table 4.1: Gender of the respondents

		Frequency	**Percent**
	Male	36	53.0
Valid	Female	32	47.0
	Total	68	100.0

Source: Field Data 2019

4.2.2 Age of the Respondents

The table 4.2 below indicates that of the 68 community members who were given the questionnaires 90% were between the ages 35- 54 years, 6% were between the ages 18-34 years and those who were aged 54 years and above were 4%. The rest of the respondents not shown in 4.2 table below was interviewed purposively. This is an indication that most crimes affected the people who are aged 35-54 years and above and probably this is due to the robbers' beliefs that the people of this age category must be wealthy.

4.2.3 Level of Education of the Respondents

Table 4.2 below indicates that 38% of the respondents had attained secondary level of education. Those who had attained degrees/above levels of education constituted 25% of respondents. Up to 19% of the respondents had certificate education level and 12% were of primary education level. Most of the respondents in this study held secondary education level qualifications and were therefore able to give the needed information on issues of armed robbery as it is easy for a learned person to easily identify acts and behaviours of robbers.

Table 4.2: Age and level of education of the respondents

Variable	Frequency	Percentage
Age of the respondent		
18-34years	4	6
35-54 years	61	90
54 and above	3	4
Total	68	100
Education level		
Primary Education	12	18
Secondary Education	26	38
Certificate Education	13	19
Degree/above	17	25
Total	68	100

Source: Field Data 2019

4.3   Current Services Provided By Police Force On Combating Crime

Table 4.3 indicates the level of satisfaction of current services provided by police force in combating crime in the community. The researcher needed to know whether the current services provided by the police force to the community were satisfactory or not. The study found that, 80.9% of the respondents were satisfied with the current services provided by the police force, while 19.1% of the respondents were not satisfied with the current services provided by Police Force. This included victims of armed robbery crime and community members engaged in the study.

Table 4.3: Current services provided by police

		Frequency	Percent
	Yes	55	80.9
Valid	No	13	19.1
	Total	68	100.0

Source: Field Data 2019

4.3.1 Support provided by the Police Force

The results revealed that, 88% of the respondents acknowledged receiving security services from Police Force when faced with armed robbery. However, 12% of the

respondents revealed that they did not get any support from Police force during and after armed robbery actions. The findings signify (figure 4.1) that the feedback from questionnaires showed that 88% of the respondents agreed that they received support from the police force while 12% did not receive support from police force which led to free the robbers from guilty.
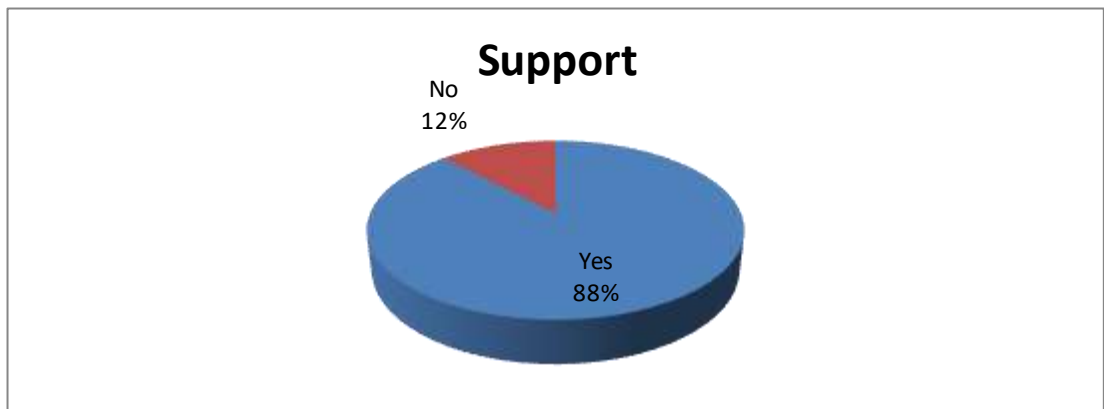
Figure 4.1: Support provided by the Police force
Source: Field Data 2019

4.4 Community Involvement On Improving Security Services

Figure 4.3 shows that 44% of respondents were very well involved in improving security services among the communities in the study area. This means that only 44% of 68 community members and armed robbery victims involved in the study area were aware of the improved security services. Moreover, the study revealed that the 23% of the respondents were involved in maintaining and supporting the security services through right communication channels such as reporting to local leaders, police stations, giving information through mobile phones and neighbourhood watch were used to improve the security services in the community. The remaining 25%, 6% and 2% of the respondents indicated that they were inadequately involved in the

improvement of security services in the study area due to inadequate facilities to improve the security services.
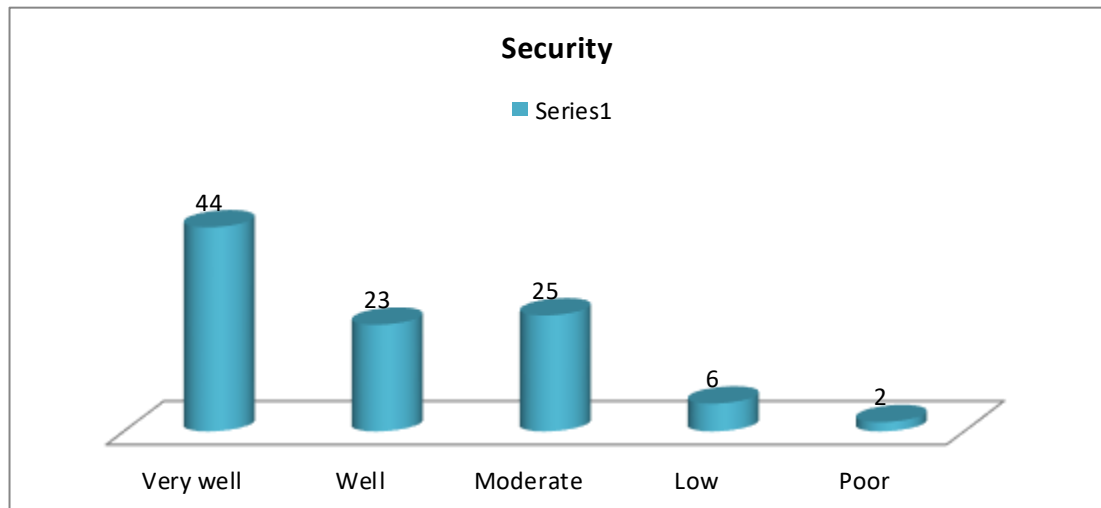
Figure 4.2: Community involvement on improving security services
Source: Field Data 2019

4.4.1 Communication Improves Security Services

The figure below indicates that 44% of the respondents agreed that communication has highly contributed to improved effectiveness of security services in the community. This 44% of the 68 respondents compounded community members and armed robbery victims realized that communication through phone call, mails or even a message were used in reporting crime cases to local leaders and police stations were very well organized. The other respondents, namely 35% agreed that communication contributed well to crime prevention whereby several events were communicated and solved. The 21% of the respondents argued that the communication has moderately contributed to the prevention of crime against individuals. This is an indication that when police officers were trained to combat

crime intensively the security services would be communicated to the clients and community successively (see the figure 4.4 below).
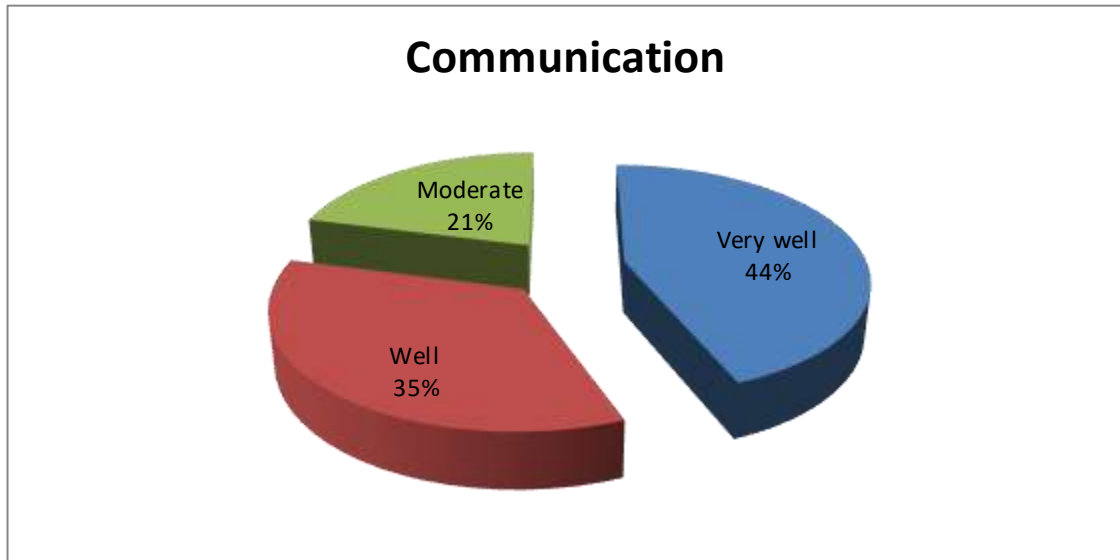
Figure 4.3: Communication improves security services

Source: Field Data 2019

4.4.2 Security Services provided by Police Force

About 48.5% of the respondents noted that security services provided by the police forces have contributed largely for the Police Force to prevent crime. The findings showed that, 41.2% of the respondents noted that security services provided by Police Force include high discipline, commitment and sacrifice among Police officers in order to provide services to the community.

The findings show that, 7.4% of the respondents said that security services provided by Police Force were of moderate effectiveness. This perception is a result of immediate response toward acrime to rationalize the occurrence of armed robbery crime. The respondents acknowledge that, some Police officers take immediate

measures towards armed robbery crime. Otherwise, about 2.9% of the respondents admitted that security services provided by Police Force were of low standard (see table 4.4).

Table 4.4: Security services provided by Police Force

		Frequency	Percent
	Very High	33	48.5
	High	28	41.2
Valid	Moderate	5	7.4
	Low	2	2.9
	Total	68	100.0

Source: Field data (2019)

4.5   Improvement of the Quality of Security Services

The responses in table 4.5 showed that, 50.0% of the respondents argued that the quality of security services is improved and the situations threatened by fears among people have been reduced. Otherwise, 35.3% of the respondents argued that the quality of security services has improved. At the other level, 13.2% of respondents argued that the quality of security services is moderately improved. At least 1.5% of the respondents indicate a negative perspective on the level of improvement of the security services. The perspective is based on the view that the quality of security services provided by police force is still low. However, improvement should be on both police officers and the community. This means that half of the respondents appreciated the improvement in the effectiveness of security services provided by the Police Force in Arusha to minimize the armed robbery crime.

Table 4.5: Improvement of the quality of security services

		Frequency	Percent
	Very Well	34	50.0
	Well	24	35.3
Valid	Moderate	9	13.2
	Low	1	1.5
	Total	68	100.0

Source: Field data (2019)

4.5.1 Trainings Conducted By Police Officers On Combating Crime

Table 4.6 below indicated that 72.1% of the respondents were not involved in trainings conducted by the police officers in the study area while 27.9% of the respondents were involved in the training to combat armed robbery crime. The mode of training was through professional police officers who were responsible to train residents of a particular ward in their respective areas so that they can be able to combat armed robbery crime by themselves. The majority are not involved due to, unwillingness to be trained, weak health , discomfort to work for the community and difficult management of trainees because it is easy to manage a few than many. This shows that the community members are not well trained to combat armed robbery crime and thus Police Force should use alternative methods such as social media and other strategies for community policing to combat crime.

Table 4.6: Trainings conducted by police officers to combat crime

		Frequency	Percent
	Yes	19	27.9
Valid	No	49	72.1
	Total	68	100.0

Source: Field data (2019)

4.6   Source of Information

The study has recognized and noted that the flow of crime information from the community to the Police Force signifies that citizens are satisfied with the services provided by the Police Force. The flow of armed robbery crime information is of high rate, which shows the community appreciation and admission to the Police Force toward the prevention of armed robbery crime. Figure 4.5 shows that, 44% of the respondents obtained such information from Social media, 42% from community, 7% from ward leadership, 4% of the information from Tensceller leaders, while 3% reported that they obtain it from Police Intelligence. Social Media and communities are therefore the dominant sources of information about armed robbery crimes. This is due to the fact that social media is the easiest way to communicate and robbers also use social media to harm the community. It is suggested that, community members should continue using social media to report armed robbery crime and make it possible for the police to combat crime.
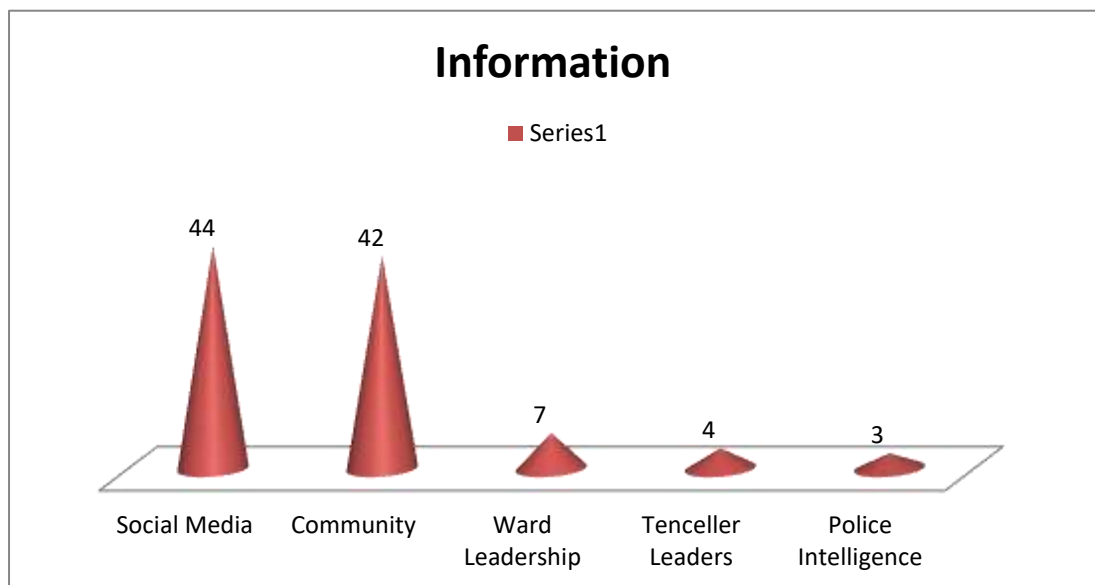
Figure 4.4: Source of information

Source: Field data (2019)

4.7   Challenges Facing Police Force in Combating Armed Robbery Crime

The study revealed that corruption is one of the serious challenges when combating armed robbery crimes. About 38% of the respondents realized that TPF is among the leading organizations blamed by the society as corrupt. Various departments in the Police force, including Traffic and CID are strongly blamed as corrupt in combating armed robbery crime. This situation discourages the public trust over the police force, and creates boundaries between the community and the Police force, as presented in Table 4.7.

Low Pay is another challenge noted by about 29% of the respondents from the study. These argued that, Tanzania Police officers have low salaries compared to some other Government Servants and this creates the weakness and temptation for the police officers to condone and remain lax over armed robbery crimes. Their current salary scales cannot meet their families 'expenditures including school fees, transport, meals, house rentals, clothes and medical services. This may disappoint the police officers and lead them to decreased commitment and affects their performance to combat crime.

The study revealed that, poor accountability of human resource department within TPF as indicated by 18% of the respondents may another challenge. Police force is blamed as not accountable in its responsibilities, for example, there is no clear program of safety and health to police officers and the system dealing with contingent payment, systematic stress management program, and that the motivation

and performance appraisal system are not well organized to police officers who may led them to engage in armed robbery crime.

The findings also recognize that, 15% of the respondents experienced unfair treatment and discrimination among the community members and armed robbery victims as a strongest challenge that hinder the performance of Tanzania Police Force. Sometimes when community members and armed robbery crime victims report to the police to get support they are treated unfairly and discriminated. The respondents also indicated the feeling that, general treatments including disciplinary actions to police officers who discriminated the armed robbery crime are confidential and therefore depending on the seniority of the police officers, as summarised in table 4.7.

Table 4.7: Challenges facing Police Force to combat armed robbery crime

		Frequency	Percent
	Corruption	26	38
	Low Pay	20	29
Valid	Poor Accountability	12	18
	unfair treatment	10	15
	Total	68	100.0

Source: Field data (2019)

4.7.1 Cases Reported About Armed Robbery Crime

The study investigated the frequency of reports about armed robbery crimes and the places where these incidences occur. Through the discussion, the participants showed that they were aware of places they could report crime incidences. The respondents showed that they did not know the places to go for assistance. It was suggested that the cases of armed robbery crime should be reported to local community leaders,

police stations nearby and incidences about armed robbery crime should be acknowledged. The main causes for armed robbery crime were reported to be poverty, desire, drug abuse, unemployment and moral destruction.

4.7.2 Support Given To Survivors Of Armed Robbery Crime

Police officers have the task to provide counselling, guidance and support to people affected by armed robbery crimes on how to get their rights. They also have the role to encourage witnessing of the cases and best procedures for cases. Police officers, social workers, local government leaders are responsible and involved in offering these services to the community.

4.7.3 Effects of Armed Robbery Crime And Security Services Provided

Armed robbery crimes have sort of effects on the survivors and the community members such as loss of life (death), loss of property, injuries and psychological torture. However security services provided by the Police Force help to bring the situation to harmony. The armed robbery has also effects on the offenders and their families such as sentenced/prison for life, death, injuries and body harm which can disintegrate the community. Armed robbery has effects on the community such as threat and fear while the governmental bodies will lose the labour force, lose revenue and government over expenditure in same way incurred cost on supporting communities faced armed robbery crime.

4.8   Key Informants' Interview

During the interviews in the study one police officer told the researcher that his police station gets training twice over the period of one year. He emphasized more by

telling that they like to get government intervention on the same period twice a year, and mostly they get other facilities and services from volunteered persons including those with different problem under police force and sometimes from criminals (Police Officer, 10 May 2016). Other police officers told the researcher that one day when they wanted to do crime operations in a certain area, they did not have fuel for their vehicles so they asked one business person to offer them 20 litres of fuel for that particular operation. After doing the operation they came out with unbelievable story when they arrested the same person who gave them fuel as a criminal. This is due to low budget from government in combating crime.

It was found that rapid population growth and human resources are also big challenges. Tanzania police force generally has 37,285 police officers and population density of Tanzania is about 44,929,002 people according to 2012 census. According to international standards one police officer is for 450 persons, so there is a shortage of 62,557 police officers in order to meet international policing standards. In Kilimanjaro region according to the 2012 census there are about 1,640,087 people compared to 1579 police officers so there is a shortage of 2065 police officers.

Although all these factors may change the overall results of the findings, at the end, as expected, police victimization certainly decreases the level of community satisfaction with the police force services provision. Although this study confirmed that those who rated police contact positively expressed more community satisfaction with the police, it was not a strong judgement.

4.8.1 Focus Group Discussions

The discussion was carried out successfully and involved 10 WEO, 20 Police Officers and 2 magistrates. Armed robbery was mentioned as a threat to the communities. Most of the interviewees expressed that armed robbery cannot be described by mentioning the survivors' names openly which is an in-community problem. To recognize this situation within the community and through discussion, the WEO from Kati ward declared that;

> *The offenders of armed robbery crime are well known in their societies, however, no one in the same society is able to tell the leaders of households that a certain person is a member or engaging in armed robbery crime issues because she/he is fear of being punished by the mentioned offenders.*

The WEO from Unga-limited ward informed that, armed robbery is hidden in the community by members of the community to avoid punishment from offenders. The **f**actors mentioned as responsible for armed robbery crime incidences are the use of alcohol among the youths, lack of education, lack of employment, lack of awareness of the legal rights and hard living conditions.

One of the police officers opined that;

> *"There is the lack of support from community authorities for even though we complain, no action is taken, rather they let the offender go free because she/he is their family member".*

Discussion with the research participants were able to indicate some services and improvements to be made in the service. These include efforts to improve transport and modern equipment for the police force, creation of job opportunities for the

offenders of armed robbery and provision of training for communities in crime blustering. One of the courts Magistrate commented that,

> *"the Tanzania laws should be changed such as to give a wide range of more and severe punishment to the offenders as the law are still weak at the moment."*

The respondents further noted that, the lack of awareness about where to go first after surviving armed robbery crime incidence especially due to fear of offenders. Furthermore, survivors from these community settings fear to speak openly about the offenders even if they know them because they feel they might be harmed again.

4.8.2 Discussion

The aim of this study was to assess the security services provided by the Police Force, community's satisfaction with the security services and challenges facing the Police Force. The study has investigated the effects of control variables such as effects of feeling of safety, quality of police contact, victimization, and neighbourhood and police work ratings on satisfaction with police. The respondents rated positively the job police force are doing in terms of working with people in the neighbourhood to solve local problems expressed much more community satisfaction with services. Within this purpose, community awareness relies heavily on their involvement to identify and solve community problems on armed robbery crimes. In the cities where the survey was implemented, the police departments had been engaging in combating crime to have an opportunity to effective police officers-community relations. Considering this suggestion, it seems that police departments were able to engage in combating armed robbery crime to create an environment in

which public supports and involves cooperation with police to overcome the local problems related to robbery crime in their livelihood.

The data analysis confirmed the hypothesis that those who feel unsafe express less satisfaction with the police force. However, feelings of safety were a moderate level forecaster of community satisfaction. In fact, regardless of the police force style, the main purpose of police force was and still is to provide safety to the community against armed robbery. As expected, those who feel unsafe think that they do not get their expectation from a police force. On the other hand, feeling of safety in many communities cannot be related directly with the real armed robbery crime rates or safety problems. It might be the result of misinformation, media attention on armed robbery and other challenges as identified above. Community policing provides valuable insights to improve feeling of safety and provide first-hand information on local problems such as armed robbery.

It was argued that those who were victimized previously maintain less satisfaction with the security services provided by police force. Victimization has many components depending on crime type; police force responses time and the way the police force handles the problem. This study suggests that people's perception of their locality affects overall community satisfaction toward security services provided by police force. However, in contrast to expectations, those who expressed positive ratings for their locality expresses less satisfaction with the security services provided by police force. Most of the past researches which found a significant relationship between locality characteristics and community satisfaction had

organized the locality considering the ethnicity, socioeconomic status and crime rates.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Overview

This chapter presents the conclusion and recommendations of the study. The conclusion has been drawn from findings and discussions to address the armed robbery crime problems and ways to tackle them. The conclusion summarizes what has been discussed above; while the recommendation are mainly the suggestions proposed to strengthen the police force basing on the gaps identified in terms of loopholes and enforcement of the laws and policies on armed robbery in Tanzania.

5.2 Conclusion

This research was about the effectiveness and hence quality of security services provided by police force in preventing armed robbery incidences in Arusha city. In Tanzania combating crimes is vested in the Tanzania police force. Police force and police services are charged to conduct investigations in all matters pertaining to criminal cases, prevention of crimes, detection of serious crime and collection of information regarding crimes. Amending the laws in order to eliminate armed robbery and increase due punishment to a minimum term of thirty years as well as providing specialized training to police officers on how best to combat armed robbery still the rate of armed robbery continues to increase every year. The FGD, interviews, questionnaires, documentary review (crime reports), observation methods were used to collect data for this study.

In this study the Opportunity theories as a guiding theory depicts the reason for people to commit crime and the causes of many crimes. Crimes are not curbed due to the economic factor that those with power to combat crime are poor compared with their status and power they have. This has been revealed in the discussion with the key informants.

Tanzania police force services face a number of challenges, which result in inefficiency and ineffectiveness in performing their prescribed function of preventing and combating crime including armed robbery. This study revealed challenges pertaining to combating armed robbery include inadequate communication, low financial resources which include budget constraints, human resources, inadequate training, mistrust, inadequate technology, inefficiency of motor vehicles, lack of commitment and failure of armed robbery cases.

Society is largely responsible for crime and the solution to crime rests in altering the social, political and economic situation of the society but through mentioned challenges facing police forces and services the goal of altering armed robbery crimes cannot be reached unless the communities of Arusha city and Tanzania at large prioritize their roles inter alia to overcome those challenges.

Combating armed robbery, in Arusha and Tanzania needs cooperation within the police institutions which invite the broad intervention involving the efficacy and adequacy of system processing and procedures regarding the management of post-

crime occurrences including crime scene management, collection and preservation of evidence materials, interviews and interrogation and prosecution.

In the present century when crime is becoming more and more sophisticated the police need new skills in order to meet the challenges of crime. New skills may be transmitted to police officers through training but budgetary constraints however have made it difficult for the police force to put in place the requisite training to transmit the necessary skills to its officers and community particularly when the required training is only available rarely. The police force and services has serious budgetary constraints, and these problems affect the efficiency and effectiveness of the police force in terms of its management, administration and its ability to fulfil its mission in controlling crime.

5.3   Recommendations

In line and in resonance with the findings of the study, it is recommended that the following issues be addressed in order to overcome the challenges facing the police force in combating armed robbery crimes:

i)   The local government leaders should link directly with the survivor's crimes so that they can solve armed robbery problems at immediate grounds and to support change in the perception of society such that armed robbery is no longer a secret to offenders.

ii)   Governments of should improve the ability of the Tanzania Police Force in combating armed robbery crimes by increasing its budget such as can help to

improve salaries and working conditions of police officers, more advanced technology and modern training to reduce corruption within the police force.

iii) Armed robbers live within communities, so through community policing police officers can smoothly collect needed information. Tanzania police force should put more emphasize on community policing. Conducting joint police-community patrols between police officers and organized community security groups will help to curb the problem of scarce police officers in the area to strengthen security measures and improve combating armed robbery crimes.

iv) There should be improved training in police colleges and schools so that police officers can improve their skills and change according to how armed robbers change their tactics in committing crimes. This will remove the common notion that police officers are behind or far from robbers.

v) There is the urgent need to improve on the job training for young police officers more than giving the opportunities of attending such training to senior officers who are not engaged in the day to day handling of robbery crimes. In police training modern techniques in combating crime should be emphasized. For overseas training more young police should be drafted for the are the ones more often involved in field handling of robberies.

5.4   Areas for Further Research

i) The study covered only ten wards of Arusha City. For this reason, the results from this study cannot be taken as conclusive. There is a need, therefore, to

cover more wards in other regions for easy generalization of the findings and recommended actions.

ii)   The further research should be undertaken on impacts of improving on-the-job training for Young Police Officers on the effectiveness and efficiency of the police in handling robberies in Big Cities.

iii)   Further studies should be done on the importance of Community Policing and its impact on prevention and control of armed robbery in Big Cities.

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APPENDICES

APPENDIX I: QUESTIONNAIRES

I am Muhsin Omary Kassim, a student at Open University of Tanzania. I have prepared these questionnaires for the purpose of collecting data on my research study titled: *"Assessment of the effectiveness of security services by the police force in preventing armed robbery crimes in Arusha city".* Your contribution is highly valued in making the study successful. Assurance is given that your personal information will be confidential and undisclosed.

SECTION A: DEMOGRAPHIC CHARACTERISTICS

1. Gender

   Male   ( )   Female ( )

2. Age of respondent

   18-34   ( )   35-54   ( )   54 and above ( )

3. What is the highest level of education you have attained?

   Primary education ( )

   Secondary education ( )

   Certificate/ Diploma ( )

   Degree/ above ( )

4. In which ward do you come from? ....

SECTION B: SERVICES PROVIDED BY THE POLICE FORCE IN PREVENTING ARMED ROBBERY CRIMES

1. Are you satisfied with the current services provided by the Police in the prevention of armed robbery crime?

   YES (   )   NO (   )

2. Do Police Officers provide the needed support after having the report of any sign or possibilities of armed robbery Crime?

      YES (   )   NO   (   )

3. Is the service provided by the police force able to prevent the occurrence of armed robbery crime?

      YES (   )   NO   (   )

4. Are you satisfied with the service you currently receive from the Police on the prevention of armed robbery crime? Why?

……………………………………………………………………………………

……………………………………………………………………………………

……………………………………………………………………………………

5. To what extent do you think the security services provided by the Police force are well communicated?

          Very well (   )

          Well (   )

          Moderate (   )

          Low   ( )

          Poor (   )

6. In your view, to what extent does communication contribute towards improved effectiveness of security services provided by the Police force in prevention of armed robbery in the community?

          Very High (   )

          High (   )

          Moderate (   )

Low ( )

Not at all ( )

I don't know ( )

Not effective ( )

7. To what extent do you think the improvement of security services is well communicated toward prevention of armed robbery crime?

Very well ( )

Well ( )

Moderate ( )

Low ( )

Poor ( )

8. In your view, to what extent does good communication contribute to improved security services in the prevention of armed robbery in the community?

Very High ( )

High ( )

Moderate ( )

Low ( )

Not at all ( )

SECTION C: COMMUNITY'S SATISFACTION WITH THE EFFECTIVENESS OF SECURITY SERVICES IN PREVENTING ARMED ROBBERY

1. In which ways is the community involved in preventing armed robbery crime to improve security services?

……………………………………………………………………………………

……………………………………………………………………………………

…………………………………………

2. How effective IS the capacity of the police to buildin the community improved security services provided by the police toward prevention of armed robbery?

        Very effective (   )

        Effective ( )

        Moderate Effective

        Less effective (   )

3. To what extent do you think the improvement of the effectiveness of security services are well communicated?

        Very well ( )

        Well (   )

        Moderate ( )

        Low   ( )

        Poor ( )

SECTION D: CHALLENGES FACED BY POLICE FORCE IN PROVIDING SECURITY SERVICES

1. Do you get training in armed robbery crime prevention?

    YES (   )   NO (   )

2. Which challenges do you face in your provision of security services to prevent armed robbery

…………………………………………………………………………………

…………………………………………………………………………………

3. Where do you get information about armed robbery crime?

        Social media ( )

        Community ( )

        Ward Leadership ( )

        Tensceller leaders ( )

        Police Intelligence ( )

APPENDIX 2: INTERVIEW GUIDE FOR KEY INFORMANTS

   Title:...………………………………….

   Introduction

I am Muhsin Omary Kassim a student at Open University of Tanzania. I have prepared these questionnaires for the purpose of collecting data on my research study titled: *"Assessment of of the effectiveness of security services provided by police force preventing armed robbery in Arusha city".* Your contribution is highly valued in making the study successful. Assurance is given that your personal information will be confidential and undisclosed. The information given will be utilised for academic purposes only.

1. What do you understand by armed robbery crime? Which forms of armed robbery crime do you know?

2. How many cases have been reported to you? How frequent do they occur?

3. What are the causes of armed robbery ?

4. How do you support the victims of armed robbery ?

5. What type of services does the police offer to the community? Who is involved?

6. Where do armed robbery crime cases report soon after the offence has happened?

7. What actions are taken for the cases?

8. What are the effects that armed robbery crime has on?

    a. The survivors and their families,

    b. The offenders and their families,

    c. The community,

    d. The governmental bodies?

9. What can be done to improve police services on crime prevention within your office?

10. Which improvement could be made?

11. What has to be changed?

12. Do you get training on armed robbery crime prevention?

13. YES ( )   NO ( )

14. Which challenges do you facein your provision of security services to prevent armed robbery

....

....

15. Where do you get information about armed robbery crime?

Social media ( )

    Community ( )

    Ward Leadership ( )

    Tensceller leaders ( )

    Police Intelligence ( )

Thank you for taking time to answer the questions