

**REDUCING OVERCROWDING IN PRISONS: PUBLIC PERCEPTIONS ON
COMMUNITY SERVICES: THE CASE OF ILALA MUNICIPALITY,**

DAR ES SALAAM

NANCY JUSTIN MATERU

**A DISSERTATION SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE DEGREE OF MASTER OF SOCIAL WORK**

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

THE OPEN UNIVERSITY OF TANZANIA

2021

CERTIFICATION

The undersigned certifies that she has read and here by recommends for acceptance by the Open University of Tanzania a dissertation titled: ***“Reducing Overcrowding in Prisons: Public Perceptions on Community Services: The Case of Ilala Municipality, Dar –Es-Salaam”***, in Partial fulfillment of the requirements for the degree of Master of Social Work (MSW) of the Open University of Tanzania.

.....

Dr. Zelda Elisifa

(Supervisor)

.....

Date

COPYRIGHT

No part of this thesis/ dissertation may be reproduced, stored in any retrieval system, or transmitted in any form by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission of the author or the Open University of Tanzania in that behalf.

DECLARATION

I, **Nancy Materu**, do hereby declare that this is my own original work and that it has not been presented by anybody else and will not be presented to any other University for a similar or any other degree award.

.....

Signature

.....

Date

DEDICATION

This dissertation is dedicated to the family of Rev. Justin Materu for their moral support and encouragement in the whole period of study.

ACKNOWLEDGEMENT

I wish to express my gratitude first and foremost to the Almighty God for keeping me alive and healthy and helping me to accomplish this research. Without Him, I could not have done it.

Also, despite the fact that, this dissertation results from my own personal efforts, I would like to extend my gratitude to the following persons;

Firstly, I owe much thanks to my supervisor, Dr. Zelda Elisifa who, despite being overwhelmed with other duties, gave me indispensable supervision, assistance and close guidance throughout the time of my research. She encouraged me, gave me critical comments and corrections from time to time.

Furthermore, I wish to express my appreciation to my parents and personal sponsors for financing my tuition fees and research costs and for their continued moral and parental support, all of which have made this research possible.

Lastly, I thank my respondents from various institutions who were ready to provide valuable information to make this research a success. Despite tight schedules at work, the respondents were able to provide their time to either fill in the questionnaires or provide information through oral interviews. To all the respondents I say 'thank you very much'.

ABSTRACT

This study explored the extent to which the community services established by the Tanzanian Ministry of Home Affairs improved the welfare of prisoners in reducing overcrowding in prisons. Specifically, this study aimed to find out the understanding and perception of the public on community services and to explore prisoners' community services outcomes for the welfare of prisoners. The methods of data collection applied in this study included in depth interviews, questionnaires and documentary reviews conducted from prisoners, magistrate and social welfare officers or probation officers. The public responses were based on two important indicators namely: Understanding the perception of community services and outcomes of community services. The findings revealed that, the majority of respondents had knowledge on community services. The findings have also shown that, more than half of respondents had negative answers towards the importance of community service to help offenders. With regard to perceived outcomes of the community services, the findings show that, the majority of respondents said the exercise was not effective. Based on the impact of community service to the community, state, prisoners and prisons, the findings revealed that, more benefits could be acquired if the exercise was well practiced. The findings further show that, the majority of respondents indicated that the community service in the country has not succeeded to reduce overcrowding in prisons. The findings of this study have shown that, there are few resources allocated for this exercise of community services, The study recommends that, the government and the Ministry of Home Affairs in partnership with other partners should work together to make sure more resources are allocated for this exercise.

TABLE OF CONTENTS

CERTIFICATION	ii
COPYRIGHT	iii
DECLARATION.....	iv
DEDICATION.....	v
ACKNOWLEDGEMENT	vi
ABSTRACT	vii
LIST OF TABLES	xiii
LIST OF FIGURES	xiv
LIST OF ABBREVIATIONS	xv
CHAPTER ONE	1
INTRODUCTION.....	1
1.1 Background to the Study	1
1.2 Statement of the Problem	6
1.3 Objectives of the Study	8
1.3.1 General Objective.....	8
1.3.2 Specific Objectives.....	8
1.4 Research Questions	8
1.4.1 Research Questions	8
1.5 Scope of the Study.....	8
1.6 Significance of the Study	9
CHAPTER TWO	10
LITERATURE REVIEW.....	10
2.1 Introduction	10

2.2	Community Service.....	10
2.2.1	Types of Community Services	11
2.2.2	Prisons	12
2.2.3	Prison Overcrowding.....	12
2.3	Theories of Behavior Change to offenders.....	13
2.3.1	Social Learning Theory	13
2.3.2	Social Cognitive Theory.....	14
2.3.3	Pro-Social Modelling	15
2.3.4	Relevance of the Theory to this Study	16
2.4	Review of Overcrowding in Prisons	17
2.4.1	Overview of Overcrowding in Prisons Worldwide.....	17
2.4.2	Tanzanian Experience	18
2.5	Causes of Prisons Overcrowding in Tanzania.....	19
2.6	World’s Efforts to Reduce Overcrowding in Prisons.....	24
2.6.1	Rehabilitation	24
2.6.2	Probation	24
2.6.3	Diversion	24
2.6.4	Community Services	25
2.6.4.1	African Experience.....	29
2.6.4.1.1	The Zimbabwean Experience.....	29
2.6.4.1.2	The Malawian Experience.....	30
2.6.4.1.3	The Tanzanian Experience.....	32
2.7	Challenges Facing Community Services.....	35
2.7.1	Low Level of Needs- Based Strategy.....	35

2.7.2	Inadequacy of Psychological Services	35
2.7.3	Inadequacy of Professionalism among Prison Staff Members.....	36
2.7.4	Inadequate Cooperation between Community Service and Society	36
2.7.5	Poor Security	37
2.8	Empirical Literature Review	37
2.9	Research Gap.....	39
2.10	Conceptual Framework	40
	CHAPTER THREE	43
	RESEARCH METHODOLOGY	43
3.1	Introduction	43
3.2	Research Design	43
3.3	Area of the Study.....	44
3.4	Population of the Study	46
3.4.1	Sample Procedure and Techniques	46
3.4.2	Sampling Design and Procedure	46
3.4.3	Random Sampling	48
3.4.4	Purposive Sampling.....	50
3.4.3	Research Sample Size	51
3.5	Data Collection Methods.....	52
3.5.1	Secondary Data Method	52
3.5.2	Primary Data Method	52
3.5.3	Questionnaire	52
3.5.4	In -Depth-Interviews	53
3.6	Instrument Validity and Reliability.....	54

3.7	Data Processing and Analysis	55
3.8	Limitations of the Study	56
3.9	Ethical Consideration	57
	CHAPTER FOUR.....	58
	RESEARCH FINDINGS AND DISCUSSION.....	58
4.1	Introduction	58
4.2	Respondents' Profile	58
4.2.1	Age of Respondents	58
4.2.2	Sex of Respondents	59
4.2.3	Education Levels of Respondents	59
4.3	Awareness and Perception of Community Services.	60
4.3.1	The Understanding of the Concept.....	60
4.3.2	Perception of the Public toward Community Service	62
4.4	Outcomes of Community Services.....	66
4.4.1	Effectiveness of the Exercise	66
4.4.2	Impact of Community Services to Prisoner, Public, State and Prison	70
	CHAPTER FIVE.....	75
	SUMMARY OF FINDINGS AND DISCUSSION	75
5.1	Introduction	75
5.2	Discussion	75
5.2.1	General Discussion.....	75
5.2.2	Summary of the Findings	76

CHAPTER SIX	78
CONCLUSION AND RECOMENDATION	78
6.1 Conclusions	78
6.2 Recommendations	78
6.2.1 Recommendations for Action.....	78
6.2.2 Areas for Further Research.....	79
REFERENCES.....	80
APPENDICES	89

LIST OF TABLES

Table 3.1: Composition of the Sample Size.....	51
Table 4.1: Age of Respondents	58
Table 4.2: Sex of Respondents.....	59
Table 4.3: Public Perception on the Effectiveness of Community Services Exercise	66

LIST OF FIGURES

Figure 3.1: Dar –es –salaam Region Map..... 45

Figure 4.1: Respondents’ Understanding of the Concept Community Services..... 61

Figure 4.2: Public Perception on Community Services 62

Figure 4.3: Reasons for the Perceived Ineffectiveness of Community Services 68

Figure 4.4: The Perceived Impact on Prisons in Reducing Overcrowding..... 72

LIST OF ABBREVIATIONS

ARVs	Anti Retro Viral
HIV	Human Immunodeficiency Virus
ICPS	International Centre for Prisons Studies
MOHA	Ministry of Home Affairs
PRI	Penal Reform International
TPS	Tanzania Prison Services
UN	United Nation
URT	United Republic of Tanzania

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Stephen (2016) observes that, as population of the world grows fast, communities become more complex, as the result people change their previous behaviours and adapt to new ones in order to march with the changes. Economic hardship and technological advances have turned the world's communities to vulnerability of crimes (Rourke, 2015). Several countries of the world, including those of Africa, are undergoing the problem of myriads of crimes caused by their citizens, both within and outside their national boundaries. According to Stephen (2016), the rate of crimes has negatively affected almost all segments of societies adversely in their social, economic and political arenas.

Historically, punishment of wrongdoing is ancient as humanity but this depended on the tribe of offenders since each had its own mechanisms of handling offenders depending on the gravity of the crime committed (Ssebugwawo, 2010). For instance, according to Ssebugwawo (2010), in traditional Africa, the nature of punishments handed out to offenders included fines, admonition, death, compensation, corporal punishment and castigating or chasing one out of the clan or community but not imprisonment.

Today, one of the widely advocated options taken by different countries of the world of dealing with the mass increase of crime rates is the use of prisons in which offenders are kept. As the result, overpopulation in the prisons occurs (Kerston, 2012).

Jails, according to Blom- Cooper (1974), cited in Kerston (2012), are at best described as the core of penal systems, not only in the eyes of the general public, but to penologist as well. Some governments in the developed countries such as United States of America and less developed world such as Tanzania have capitalized on this with the belief that it has a potential of rehabilitating offenders in the final end apart from being an institution for punishing the offenders.

According to Ayade (2010), prison occupancy rates that were gathered from different regions in the world in an ongoing basis from 2000 indicate that prisons in many jurisdictions are over capacity. In Europe, for stance, population stood at the average of 130%, which is official censor in America? it stands at 152.8% over capacity, Bangladesh at 288% overcapacity being highest in south Asia El Salvador 199.2%, Pakistan 249.5%, Bolivia 33%. Kenya prison held an approximate number of 50,000 inmates against the official capacity of 14,000 in 2004 and Uganda housed 18,000 detainees in a prison capacity that was meant for less than 9,000. It is also well documented that India, with a prison population rated to be very low, holds a population of inmates well over 98,500 above its designed capacity as of 2004.

Overcrowding is also an issue in Brazil where the population is almost 15,000 more than the official capacity. Prison population upsurge is prevalent in Russia, which has continued to increase over decades almost equivalent to that England and Wales (Ayade, 2010). Overcrowding is perhaps the single most pressing concern facing African prisons. The statistics of Kenya Official data demonstrates that the vast majority of offenders complete their orders satisfactorily. According to the Kenya Probation Service between 2005 and 2010 314,013 community service orders were

completed of which 304,421 (97%) were completed satisfactorily. In 6,668 cases (2%) the offender absconded and court proceedings were instigated; and in 2,924 cases (1%) the order was partially but not satisfactorily completed. The rate of satisfactory completion was lower for children (under-18s) (75%) although the orders imposed on children represented only 1% of the total number issued in the period 2005–10. With respect to probation orders, the data shows that 86% of cases in 2010 were satisfactorily completed. The completion rate was 80% for children who represented about 16% of the total number of orders for that year (PRI, 2012).

However, the Uganda statistics was the official data about the extent to which offenders comply with alternative sentences is positive. Of the 6,350 people made subject to community service orders in 2008–9, 254 are reported to have absconded which is a rate of 4%. 25 Discussions with stakeholders in October 2011 suggested that the real figure is likely to be much higher. Some estimates were in the region of 15–20%, others higher still but this may, however, refer to partial completion rather than a total failure to comply (PRI, 2012).

Like many of the challenges facing African prisons today, Tanzania is not different as prisons have been at or above capacity nearly since their inception. Given the many challenges facing postcolonial Africa, it is little wonder that prisons have been left off the endless development to-do lists of many postcolonial governments (Jeremy, 2008).

Jeremy (2008) notes that, after independence, a new prisons policy was adopted embracing humane treatment of offenders and justice as its core value. The objective

was rehabilitation of offenders as a contribution to community safety. In practice, this philosophical shift was manifested by:-Introduction of a new legislation, the Prisons Act, 1967 which embodies the spirit of international basic human rights instruments.

First, Establishment of several Open farm Prisons in the rural areas which were designated to be centers of excellence for imparting agricultural skills to inmates and to extend such services to surrounding communities and Second, Establishment of Vocational Training Centers in Mbeya and Morogoro regions for skills-training to inmates. These were linked to the National Vocational Education and Training Authority so that certification of graduates is universally recognized; Expansion of economic projects inside the inherited closed prisons for skills-training for long term prisoners; Establishment of educational programmes of different levels in prisons including adult basic education, general academic subjects and primary school education for school drop-outs at the Young Offenders Prison; and Adoption of a new training curriculum for prisons staff in line with the new approach whereby observance of human rights was emphasized.

With these new developments, prisons conditions began to deteriorate as the Tanzania Prison Service (TPS) was very much enhanced both within and outside the country as of the early 1970s. The Tanzania Prison Service (TPS) is responsible for the custody and care of more than 45,000 inmates while its accommodation capacity is 22,669. This implies that the prisons facilities are overcrowded by more than 100 percent (Alberch, 2006).

Multiple jails and prisons have today caused millions of men, women, boys, and girls to pay their debts to society by being in carcerated (Darissa, 2009). For centuries, state

prisons have attempted to protect the community by punishing and redirecting the civil violator but unfortunately, even with the presence of prisons, recidivism studies show that 40 to 70 percent of released prisoners commit new crimes once they are released (Skoler, 1971 cited in Darissa, 2009). This implies that tough correction, that is to say, locking up prisoners, is not an effective crime control since it seems to be a temporary technical solution to the seemingly infinite problem of crime, hence increasing the overpopulation in the prisons (Skoler, 1971 cited in Darissa, *ibid*).

As the problem of overpopulation or overcrowding in the prisons has become very acute, different proactive interventions have been adopted to assist ex-felons in correcting criminal behavior, among these included: Community support systems propelled through the social work profession, probation, community services and the list goes on. The public elsewhere was considered to protect public safety by ensuring that all convicted serve their sentence of imprisonment in families that are humane cost efficient and appropriately secure. Graffins (2007) observes that the service reduces the potential for future criminal activity by encouraging convicts to participate in a range of program that have been proven to reduce recidivism.

According to Kagaruki (2015), in Tanzania, community Probation and Community Services Department was established in July, 2008 following the changes in the Organization Structure of the Ministry of Home Affairs. These changes upgraded the former National Secretariat of Community Services that was responsible for supervising the implementation of the Community Service Act. Community Service sentence are designed in way that benefits the Community through the work which is done by offenders. Doing unpaid work enables the institution to get free service

instead of employing temporarily workers. Also, members of the Community participate in supervision since the offender is working in the Community. Others include environmental conservation and maintenance as well as keeping family ties since the offender lives in his/her home with his family. In Mainland Tanzania, Community Service Program is currently implemented in 20 Regions namely; Arusha, Coast, Dar es salaam, Dodoma, Geita, Iringa, Kagera, Kilimanjaro, Mara, Morogoro, Mbeya, Mtwara, Mwanza, Shinyanga, Singida, Ruvuma, Tanga, Tabora, Simiyu and Njombe. From July, 2005 up to April, 2013 the Department has managed to supervise a total number of 5,157 offenders under Community Services (MOHA, 2013). One can ask do offenders consider these services beneficial to them? If yes, then, what are the testimonies of the community towards the offender and the services? These are questions that have pushed the current researcher to do this current study.

1.2 Statement of the Problem

The Tanzania prison service is one core functions of government. Its major objectives include safeguarding prisoners under law custody, rehabilitation of prisoners and care for those who come within the prisons care by virtue of official orders made by courts or competent authorities for custody (The prison Act. No 34 of 1967 and code of conduct for prison officers 2003). The main aim of assisting the community services instead of imprisonment to criminal offenders change the behavior and become law abiding citizen (PRI, 2012). The introduction of community services had the objectives which include prevention of prison overcrowding which poses public health hazards, minimizing the control of violence inside the prison, and makes it possible for prison staff and to be off dangerous environment which would make it impossible

to deliver standards of detention requiring adequate light, air, decency and privacy (PRI, 2000). Community service is an alternative to prisons, which are in poor conditions; the buildings are old, poorly ventilated, with inadequate sewage systems. Such conditions are vulnerable for the transmission of communicable diseases. Prisoners often lack space to sleep or sit, hygiene is poor, and food and clothing are inadequate.

Community services as an alternative to prison was taken up by the judiciary as part of the reforms of the criminal justice in Dar es Salaam. There are different studies and research such as Ayade, (2010) who recommend the community services as another alternative to prisons, considering the services to have reduced overcrowding to the imprisonments and emphasizing having minimal number of prisoners between hardcore criminals and the first offenders-The parliament introduced the law of community services Act (2002) No 6 and it officially started operating in 2004 under The Ministry of Social Welfare and later the implementation and supervision of the said law was put under The Ministry of Home Affairs. The National Community Services Orders Committee was established for management and reinforcement of the community service orders national wide. Community service was enacted by the Parliament of the United Republic of Tanzania in 2004 by G.N.No.36 of 2004. According to Lila (2013), total population in Tanzanians correctional facilities in 2013 at over 35,031 prisoners against the capacity of 29,552. However, no evaluative study has been done on effectiveness of this service, as perceived by members of the public. Therefore; this study aims at exploring the public responses on community services and its implication on reducing overcrowding in prisons in Tanzania.

1.3 Objectives of the Study

1.3.1 General Objective

The overall objective of this study was to explore public perceptions on the contribution of community services in reducing overcrowding in prisons.

1.3.2 Specific Objectives

The following specific objectives were formulated to contribute to meeting the overall objective:

- (i) To explore the perceptions of the public on community services.
- (ii) To look out the outcomes of community services for the welfare of prisoners.

1.4 Research Questions

1.4.1 Research Questions

The following research questions were formulated

- (i) How does the public perceive community services?
- (ii) What are the outcomes of community services to the welfare of prisoners?

1.5 Scope of the Study

The study was on public perception on the role of Community Services in reducing overcrowding in prisons. The study was confined to Ilala district in Dar-es-salaam. Assessment was conducted to a portion of prison officers who at the moment were still working, magistrate court officers, policy staff and community/probation officers. The study did not include the inmates themselves, because a community services is based on community environment.

1.6 Significance of the Study

This study is important to the policy makers, the prisons and other institutions such as NGOs who advocate for prisons rights. The current study has highlighted very important information for understanding the jail services in Tanzania since these services were not well known by the majority of the general public and most researchers.

The Study also has touched a very salient issue with regard to respect of human rights and dignity of criminals and the current study is hoped to fill the gap of literature regarding the issue of reducing overcrowding in prisons public perception on community services.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter is split into five areas namely: theoretical literature, survey of empirical studies, and presentation of conceptual framework and establishment of a research gap.

2.2 Community Service

Community Service Sentence is a type of alternative to imprisonment, which requires the offender who has been convicted to perform unpaid public work within the community for a specified period of time specified in the order (Community Service Act, 2002). Before the sentence is made, the court considers the circumstances, character and antecedents of the offender and asks him/her whether he/she consents to the order. It is one form of supervised non-custodial penalty, which involves an offender working without pay for a certain number of hours. The work must be challenging enough and of benefit to the community. Community service represents a shift from more traditional methods of dealing with crime and offenders to more restorative forms of justice that take into account the interests of society, the victim and offender. Those who commit serious or violent offences should still be imprisoned for the protection of society.

However, minor, petty or non-serious offenders should not be imprisoned except in deserving cases as imprisonment may turn them into potentially dangerous citizens and society may lose otherwise good people (Gidudu, 2012). For the sake of this study

community services shall be understood as services/ alternative to imprisonment that person or offender performs for the benefit of his/her community without paid for specific period of time.

2.2.1 Types of Community Services

Community service can include a wide range of unpaid work provided that it is undertaken for the benefit of the public. It comprises of unpaid public work within a community 'public work' that includes, but not be limited to construction or maintenance of public roads for access; afforestation works, environmental conservation and enhancement works, projects for water conservation, management or distribution and supply; maintenance work in public schools, hospitals and other public social service amenities; work of any nature at a foster home or orphanage, general cleaning and related activities, rendering specialist or professional services in the community and for the benefit of the community, and other manual works as may be approved from time to time' (Tanzania Community Service Act, No.6 of 2002, pg 4).

Offenders that are subject to community service orders may be directed to work either under the direct supervision of the probation/community service department or for another organization, usually called the 'placement' institution. This might be a school, hospital, court or other public body. Part III, of the Tanzania community service regulation, 2004 and amendment act, 2004 states that, 'All organizations or institutions offering community service placements for offenders shall be required to comply with the following basic requirements, namely: (a) to inform the Community Service Officer about the nature of work the organisation or institution proposes to

offer the offender; b) to make available to the Community Service Scheme a supervising officer; c) to apply the same standards of working relationship with offenders as they apply with other members of staff or volunteers; d) to ensure the availability of sufficient work to occupy the offender during agreed working sessions; e) to ensure that all absences and instance of significant misconduct are reported to the Community Service Officer within one working day; f) to ensure that an attendance sheet detailing hours of work undertaken for each session is completed on a daily basis and forwarded to the Community Service Officer on a weekly basis; and g) to adhere to all health and safety regulations”

2.2.2 Prisons

Prison refers to a building in which person are legally kept as a punishment for a crime they have committed. Prisons are often experienced as disempowering environments and, even in contexts where internal monitoring and accountability measures are strong; prisoners do not always view these measures as impartial or independent. In this context, the law is one crucial means that prisoners can gain protection (Livingstone, 2008).

The prisons department and officers are supposed to sensitize the suspects on community service so that they can plead for it and then thereafter if sentenced to it, they serve it without thinking that they are acquitted, forgiven or are serving a lenient sentence. This is done both to promote the sentence and to decongest the prisons.

2.2.3 Prison Overcrowding

Overcrowding is interpreted in the Current Pocket Oxford Dictionary as “fill beyond what is usual or comfortable”. This definition is not far away from our context in the

prison administration. In prison, overcrowding describes the situation when the total number of inmates in prison is beyond the authorized holding capacity. Prison overcrowding is defined as the reference to the occupancy rate and the official capacity of prisons or to the situation where the number of prisoners exceeds the official prison capacity (United Nations, 2013).

Also the term means, a state of affairs where the number of persons confined is higher than the capacity designed for the prison to safely provide for the needs of person (Ayade, 2010). Overcrowding is a critical problem because the nature of rooms, which were built a long time ago, were small places but nowadays the offenders have increased in large numbers to compared with previous years. In this study it should be understood that, prison overcrowding occurred when the demand for space in prisons in a jurisdiction exceeds the capacity for prisoners in the place.

2.3 Theories of Behavior Change to offenders

2.3.1 Social Learning Theory

According to Bandura (1986), almost everything we do is learned, that is to say all behaviour is learned. The theory claims that, almost all phenomena resulting from direct experience probably occur vicariously by observing other people's behaviour and its consequences for them. The capabilities of learning by observation makes people to acquire rules for generating and regulating behavioral patterns without having to form them gradually by tedious trial and error. According to Bandura (1977), there are four component processes to observational learning. These include: attention, retention, motor reproduction and motivation.

- (i) **Attention:** The observer has to be capable of attending to and perceiving accurately the significant features of the modeled behaviour.
- (ii) **Retention:** The observer has to be capable of retaining in memory the observed learning. This is performed via the use of symbols and imagery. It is the advanced capacity for symbolization that enables humans to learn much of their behaviour by observation behaviour. The observer must code the information into long term memory. Images and verbal coding facilitate observational learning.
- (iii) **Motor Reproduction:** Those who learn have to possess necessary skills to transfer learning into action and refine and monitor behaviour on the basis of informative feedback. Where deficits exist, then modeling and practice must first develop the basic sub skills required for complex performances.
- (iv) **Motivation:** People are more likely to adopt modeled behaviour if it results in outcomes they value than if it has unrewarding or punishing effects. Observed consequences also influence modeled conduct. Behaviours that seem to be effective for others are favored over behaviors that are seen to have negative consequences. This theory is the behaviour theory most relevant to the interventions used by the Community Service Officers with clients in the previous years.

2.3.2 Social Cognitive Theory

According to Trotter (1996), this theory explains how people acquire and maintain certain behavioural patterns, while also providing the basis for intervention strategies. Some of the key concepts of Social Cognitive Theory underpin the ‘What Works’

approach and the model of practice proposed by Trotter (Trotter, 1996). Glanz et al. (2002) cited in Kagaruki (2015) explain the concepts of social cognitive theory as stated below:

- (a) Environment provides opportunities and social support to the person.
- (b) Misperception of one's environment can be corrected to promote a healthier outlook.
- (c) Person's knowledge and skill to perform a given behaviour can be learned through
- (d) Modeling positive outcomes of healthy behavior help the person to anticipate outcomes of behaviour change.
- (e) Outcomes of change must have meaning for the person.
- (f) Provide opportunities for self-monitoring, goal-setting, problem solving and self-reward.
- (g) Include credible role models of the targeted behaviour.
- (h) Provide reinforcements and incentives.

2.3.3 Pro-Social Modelling

According to Trotter (1996), pro-social modelling is an approach that involves workers identifying and being clear about the values they wish to promote and purposefully encouraging those values through the use of praise and other rewards. It also involves appropriate modelling of the values the worker seeks to promote, and challenging anti-social or pro-criminal expressions and actions. Trotter claims that the pro-social approach (by which he means the use of pro-social modelling and reinforcement) is based on the research about effective practice, which shows it to be

an effective method of working with involuntary client identifies the basic behavioral principles of this approach which include:

- (a) That behaviour is more likely to be maintained or developed if it is rewarded.
- (b) The promise of rewards does not work as well as simply providing the actual reward following an occurrence of the particular behavior.
- (c) Rewards are more effective if they are no greater than they need to be, rewards work best if they are perceived as fair in the circumstances

2.3.4 Relevance of the Theory to this Study

As noted above, the purpose of explaining these theories of behavior change to offenders was to offer an overview of contemporary insights, accumulated research, and conceptual explanations on how offenders may come to community and change behavior through experience of life. This study opted for the above perspectives in this research since, the offender-in-environment perspective concentrates less exclusively on how a crime environment affects the development of the criminal and more on how the developing criminal interacts over time with the totality of their environment (Julie, 2007). A basic tenet of the three perspectives, the person-in-environment framework, observes individual activity within the context of social realities, recognizing how each operates on the other (Ibid). Thus, while acknowledging that criminals are influenced by their environment, therefore they also have the capacity to influence that environment (Julie, 2007).

Through social cognitive theory the offenders may come to community and change behavior through experience of life because the theory explains how people acquire and maintain certain behavioural patterns, providing opportunities for self monitoring,

goals setting and problems solving. Through social learning theory everything we do is learned, even the offenders may come to community learned how to work with others without repeat offences. The offenders when practice crime, almost the problem resulting direct experience probably occur by observing other people behavior and its consequences for them.

2.4 Review of Overcrowding in Prisons

2.4.1 Overview of Overcrowding in Prisons Worldwide

The International Centre for Prison Studies (United Nations, 2010) identify more than 9.8- million people, including sentenced prisoners and pretrial detainees, are held in penal institutions throughout the world. The World Prison Brief prepared by the Centre indicates that the prison population has risen in 71 per cent of the countries surveyed (in 64 per cent of countries in Africa, 83 per cent in the Americas, 76 per cent in Asia, 68 per cent in Europe and 60 per cent in Oceania). Prison population rates, measured as the number of prisoners per 100,000 of the general population, vary considerably among different regions of the world, within regions and among prison facilities within countries.

According to the World Prison Brief, 114 of the 191 countries for which data had been collected had a rate of prison occupancy above 100 per cent (indicating overcrowding). Of those, 16 countries had rates of prison overcrowding above 200 per cent, while 25 countries reported rates between 150 and 200 per cent. Penal Reform International states that, the size of prison populations in Europe on average exceeds official capacity by 30 per cent, while the average prison occupancy rate in the United States of America is 107 per cent.

In Bangladesh, the prison population stands at 288 per cent of official capacity, the highest rate in South Asia. Kenya has the highest rate of prison overcrowding in the world, with prison occupancy at 337 per cent of capacity (United Nations, Ibid). For example, Jimmy (2012) explains the overcrowding of prisons is a problem that undermines the constitutional rights of inmates in South Africa. At official maximum capacity, South Africa's prisons can hold 118,154 prisoners.

However, the prison population in South Africa stood at 164,793 (ICPS: South Africa, 2011). On average prisons are nearly forty percent overcrowded, but overcrowding varies from prison to prison. Despite a new democratic system of government there was a rise in the prisoner population of 104,790 in 1992 to the high of 187,640 in 2004. Between 1992 and the dramatic increase of prisoners by 2004, the overall number of prosecutions decreased by 23 percent and convictions declined by 19 percent (Steinberg, 2002, cited in Jimmy, 2012).

2.4.2 Tanzanian Experience

The situation of prisons, as demonstrated by World Prison Brief data in Tanzania. Who are responsible: Ministry of Home Affairs, Prison Administration and Tanzania Prison Services. Prison population total (Including pre –trial detainees/remand-prisoners) of 35803 at Dec 2019. Prison population rate (per 100,000 of national population) of 59 based on an estimated national population of 61.18 million at Dec.2019 (from UN feagure). Pre trial detainees/ remand prisoners (Percentage of Prison of Population) of 51.0% Dec .2019 (Mhagama, 2019).

In an address to the nation to mark 58 years of the Tz mainland's Independence broadcast live by state –run Tz Broadcasting in Mwanza City. The President Magufuli

said the country's prisons were appallingly congested. He said recently he visited Butimba prison in Mwanza region and found inmates crowded, a situation that was also reflected in other prisons across the country. President Magufuli said current statistics indicated that there were 17,547 prisoners and 18,256 remand prisoners awaiting trials, bringing to 35,803 the total number of inmates in the country's jails. "Some of these prisoners are serving jail terms after they were convicted on minor offenses like stealing chicken, or for lack of defense lawyers, or for failure to pay fines" he said prisoners who will be qualified for the pardon were all prisoners serving a one year jail term and those serving long jail terms but they have only one more year to serve.

"I am not comfortable to lead a nation of prisoners" President Magufuli told his audience of senior government officials, members of development partners, political leaders and retired government leaders (Mhagama, 2019).

2.5 Causes of Prisons Overcrowding in Tanzania

Some individuals think about offenders, and even treat them, as if they are not human. Ideas such as these are harbored by some technocrats in the criminal justice system example-, police officers, crime investigators, prosecutors, magistrates, and even judges (Radzinowicz, 1991). They perceive imprisonment as a way to isolate those members of society accused and found guilty of committing crimes. This notion impacts severely on correctional services as follows:

These complex issues and problems cannot be addressed by a single state agency. However, takes over when there are no other social service or criminal justice options to manage the offender in the community, and punishment and public safety become

the overriding objectives. There are many causes of overcrowdings, which are the result of high level of crime or increasing crime trends. Economics wealth building of prisons is so expensive that it assumes to increase economic resources will at some point contribute to the increased use of imprisonment (Buchane, 2013).

Secondly, provisions of the law regulating bail pending trial or appeal are progressively becoming too restrictive and as a result many people who ought to have been out on bail are kept in remand as against the well-established legal principle that an accused before a Court of Law is entitled to be released on bail pending the determination of his or her case. Under no circumstances should bail be withheld for the purpose of punishing an accused person. Section 15 of the constitution of Tanzania provides for the Right to Liberty, that is no one may be deprived of his or her freedom except in accordance with the law (Buchane, Ibid).

Thirdly, congestion in prisons is also partly caused by delays in hearing of appeals especially at the High Court level for Criminal appeals from the District and Resident Magistrate s Courts. A large number of prisoners, who would otherwise be released from the prisons on acquittal from their conviction, unnecessarily remain in prison for a long time or until they finish serving their sentence before their appeals are heard. In addition, the Prison Administration cannot transfer such convicted appellants to less congested prison until their appeals are heard, thus aggravating the problem (Buchane, Ibid).

Fourthly, are other features, which result in the non-appearance of witnesses when cases are fixed for hearing, unnecessary adjournments while suspects are kept in

remand custody. The penalty for failure to obey a witness summons is so trivial that some potential witnesses for economic or other reasons do not bother to attend court. Their absence leads to adjournments, which in turn cause congestion in prison (Buchane, Ibid).

Delayed investigations have sometimes been due to lack of expert evidence as most of the prosecutions of criminal cases in Tanzania are conducted by the Police Force under the Director of Public Prosecutions. The fundamental requirement in all criminal cases is that prosecution must prove its case beyond all reasonable doubt. Direct evidence (eye-witnesses account and, circumstantial evidence sometimes need to be supplemented with expert evidence in different fields like finger prints, handwriting, ballistics forensic medicine, pathological examination, chemists report, assayers analysis, photographic printers etc. With the exception of the chemist and assayers which fall under the Chief Government Chemist and Government Assayers, respectively, the Police Force is equipped with experts in the remaining above mentioned fields. However, the Police Force has very few experts and cannot cope adequately with the number of cases investigated and requiring their expertise. Since those few expertise have to examine specimen submitted to them from all over Tanzania it sometimes takes several months to obtain their reports and in the meantime cases are adjourned pending the availability of the experts reports and accused persons are kept in remand thus contributing to congestion in prisons (Buchane, Ibid).

Fifthly, organs dealing with administration of criminal justice that is investigative organ like the Police and Anti-Corruption Squad, the Director of Public Prosecutions

office dealing with prosecutions, the judiciary dealing with adjudication and the Prisons Department dealing with custodial upkeep of suspects and convicts have such close inter-related duties and responsibility that any financial improvement in budget or in the welfare of personnel and working instruments and environment in one organ cannot bear fruitful results in criminal work without similar improvement in the other organ will directly affect the performance of the other organs. Like-wise any handicaps or problem in the organ will directly affect the performance of the other organs. This is so because each of these organs is completely dependent on the other function-wise (Ibid). Thus disparity in financial capabilities and motivations among the four pillar organs dealing with administration of criminal justice has bogged down and frustrated quick dispensation of justice leading to Congestion in Prisons (Buchane, Ibid).

The reasons for the growth of prison populations worldwide are numerous and vary from region to region and from country to country. A range of social and economic factors and policies, the existence or lack of social support networks and health-care services in the community, crime prevention measures, the development of the criminal justice system, societal perceptions of crime and the role of imprisonment in countering crime all have an impact on the size of those populations. Other factors, such as excessive use of imprisonment, corruption, harsh social policies and growing income inequality can also have a considerable impact on the size of prison populations. In most countries, these factors have a cumulative effect. A multidisciplinary and comprehensive strategy is therefore needed in order to address them effectively (UN, 2010).

Lack of cooperation among criminal justice agencies such as the police, prosecutors and courts, compounded in some cases by poor information exchange, is also a key concern. One of the underlying causes of such challenges is the lack of accurate and up-to-date information on individuals held in penal establishments. Without accurate records, prison authorities have insufficient information concerning the identities of prisoners and are unable to track the case files of those prisoners. In the case of pretrial detainees, the lack of accurate records, including records of the dates of court hearings, can lead to considerable delays. The presence of a complete, accurate and accessible prisoner file system is a prerequisite for effective policymaking and prison management (UN, Ibid).

Overcrowding of prisons is sometimes caused by factors other than sentencing such as natural population growth or failure to construct new prisons for decades. Prison may also become overcrowded as a result of government policy dictating longer prison sentences, as is the case of South Africa. It would therefore be problematic to see the problem as a uniform one across the continent caused by the under utilization of alternative sentencing option (Muntingh, 2005).

A study by Kagambo (1995) about the attitude of prisoners towards the rehabilitation programs in Luzira group of prisons showed that lack of freedom for the inmates to do some activities on their own led them to be more unruly and extremely cunning. Secondly, the sheer monotony and emphasis placed on petty and arbitrary ways of doing things in prison made the whole exercise meaningless and therefore resented by prisoners. Prisoners were particularly irked by not receiving guidelines or explanations as to why psychological isolation within the prison wall was not enough

and why they were subjected to an elaborate scheme of rules designed primarily to simplify the work of their guards. His study further revealed that the majority of the respondents both inmates and prisons officials, felt that the current prison rules and regulations were outdated in relation to the prevailing environment and therefore meaningless and are meant to benefit the government and not them. As result they do little to change the offender and this leads to recidivism.

2.6 World's Efforts to Reduce Overcrowding in Prisons

Different efforts have been deployed to make sure that the overpopulation in prisons is reduced in order to respect the human dignity of prisoners, among those efforts include: community services, probation, diversion and rehabilitation centers.

2.6.1 Rehabilitation

Nxumalo (2000:204) defines the above concept in line with Callison, (1983:5) and Mcshane and Krause, (1993:10), being the use of therapy, education and training for managing offenders with a view to change them to law abiding.

2.6.2 Probation

This refers to the releasing of convicted offenders into the community under a conditional suspended sentence, avoiding incarceration for those showing good behavior under the supervision of a probation officer (Black, 1990).

2.6.3 Diversion

This is temporary suspension of a prosecution where suspects are required to remain law-abiding for specified periods (Champion, 1999). However, this concept extends

its meaning to the official halting or suspension of legal proceedings against a criminal defendant or juvenile after a recorded justice system entry and possible referral to treatment or care programmes administered by a non-justice agency or private agency (Champion, 1999).

2.6.4 Community Services

Community service programmes began in the United States with female traffic offenders in Alameda County, California in 1966, with local initiatives following in several countries throughout the United States (Wright, 1991). One such initiative, advocated and supported in part by Justice Fellowship, secured the funding of the Indiana legislature to create community service programmes as a viable alternative to incarceration in the State (Van Ness, 1986).

Legislators believed the programmes to be an opportunity to address the problem of prison overcrowding in the State. Non-violent offenders who would have otherwise gone to prison were given the opportunity to provide community service or make restitution to their victims in lieu of incarceration. Interest in the original programme flourished to such an extent that the budget for the community service programmes increased from just \$250,000 in 1980 to \$6 million dollars by 1985 (Wright, 1991).

The penalty is most often a supplement to other penalties and mainly given to white-collar criminals, juvenile delinquents, and those who commit non-serious crimes. Offenders are usually required to work for government or private nonprofit agencies cleaning parks, collecting roadside trash, setting up chairs for community events, painting community projects, and helping out at nursing homes. Examples of such

civic programs include a California Department of Forestry and Fire Protection project that uses over 1,500 prison inmates as wild land firefighters and the Washington State Corrections Center for Women program in which inmates are taught how to train, groom, and board dogs that can assist people with disabilities (Wright, Ibid).

The BJS in State Court Organization 1998 (June 2000) labeled community service "an exception to unconstitutional servitude," indirectly referring to the Thirteenth Amendment to the Constitution of United States, which states, in Section 1: "Neither slavery nor involuntary servitude, except as a punishment for crime whereof the party shall have been duly convicted, shall exist within the United States, or any place subject to their jurisdiction." By exempting the involuntary servitude of convicted criminals, the Constitution makes both community service and chain gangs possible. In the United Kingdom, Parliament enacted legislation in the early 1970's giving the courts specific powers to order community service as a sentencing sanction, and not just a condition of probation (Wright, Ibid).

Community service grew as part of the probation scheme and probation officers were delegated sole responsibility of securing support for and organizing community service programmes. As community service programmes garnered public support, some speculated that the reparative element provided the attraction. The ability of community services to deal with recidivism had been well documented in countries like America, Finland, Britain and South Africa because the sentence emphasized minimal contact between the hardcore offenders to perform unpaid work within the community there by paying back to the community, which he wronged. The sentence

also enables the offenders to maintain his family obligations, rights and duties which would not be the case if he went to prison. This family contact and support assist the offender to reform. Imparting of skills in offenders, guidance and counseling and community participation were other factors that were well documented that assist to achieve behavioral/attitude change in the offender which assists him to reform while performing community services (Ssebuggwawo, 2010).

Heitz (2001) explains the legal background to the community service scheme in France. Heitz notes that, in France the sentence was introduced as an alternative to short prison sentences and to facilitate the rehabilitation of juveniles between 16 and 18 years. The sentence was ordered by a Magistrate's Court or Police Court and consists of the offender performing unpaid work for the benefit of the community for a period of 40 to 240 hours.

Heitz (Ibid.) notes that, to date, the law has since been amended to provide for community service as a main sentence, in the case of suspended prison sentences with the obligation of doing community service or as a complementary sentence for certain offences or certain infractions of the law. In France the previous criminal record has no bearing on the award of the sentence. Heitz concludes by noting that the sentence is educative and restorative and if served well by the offender, it has a high rate of reducing recidivism among offenders (Heitz, Ibid).

Where new prisons are essential, their construction should be accompanied by a comprehensive strategy to reduce the number of persons sent to prison in order to achieve a sustainable solution to the continuing growth of the prison population. The

creation or strengthening of essential prison infrastructure can provide an opportunity to improve prison conditions, prison security and observance of the human rights of prisoners.

However, it also requires expansion of the capacity of the prison service (Wright, 1991). Prison services should be available in remote areas so as to ease high congestion in prisons in urban centers, make prisoner transfers more secure and less costly and reduce delays in the justice process. Prisons should ideally be built in the vicinity of police buildings and courts so as to mitigate the challenge of transferring prisoners between police custody, the courts and prisons.

The mobilization of resources for construction and renovation programmes can be challenging for Member States. There is a need to strengthen cooperation between the prison service and those stakeholders who are able to advocate for support and bring more visibility to the challenges facing the prison system. Prison services should consider partnerships with other government agencies, such as ministries of health or education (Wright, *Ibid*).

The establishment or support for the commercialization of prison industries are possible ways of generating funds for the prison service and supporting rehabilitation efforts through skills training, and they might be promoted through private investment, cooperation with the private sector or the adoption of government policies that support such industries (example in the area of procurement). Institutions that monitor detention conditions, safeguard prisoners' rights and prevent exploitation of prison labor could also play a role in mobilizing resources for prisons (Wright, *Ibid*).

2.6.4.1 African Experience

2.6.4.1.1 The Zimbabwean Experience

The history of alternative sentencing in Africa over the last 15 years was influenced by four major thrusts. The first was the success achieved in Zimbabwe in the 1990s with the introduction of community service orders. The second was the Kampala Declaration (UN Economic and Social Council, 1996) on prison and penal reform in 1996 that reflected a shared concern about prison conditions. The third was the Kadoma Declaration on community service orders of 1997, and the fourth was the Ouagadougou Declaration on Accelerating Penal and Prison Reform in 2002.

In November 1997, 96 delegates from 15 African countries gathered in Kadoma, Zimbabwe, for an international conference on community service orders, hosted by PRI and Zimbabwe's National Committee on community service. The conference produced the Kadoma Declaration on community services orders in Africa as well as an accompanying Plan of Action. Amongst other matters the Declaration addressed these overcrowding of prisons requires positive service orders, community service orders are in conformity with African traditions, community services should be implemented and managed in an effective manner (Muntingh, 2005).

By 1997, it was clear that the discourse on alternative sentencing in Africa was firmly focused on community service orders with the expectation that this would reduce prison overcrowding. This was brought about by essentially two developments. First, in 1992, community service orders became available to Zimbabwean courts as a result of close cooperation between the Zimbabwean judiciary and PRI. The Zimbabwean experience demonstrated at the time that alternative solutions to imprisonment were

indeed possible and more importantly, that the prison population could be reduced through the imposition of community service orders (Muntingh, Ibid).

Second based on the success in Zimbabwe, PRI actively promoted community service orders elsewhere as an appropriate strategy to address prison overcrowding. In the subsequent years, PRI engaged in various projects on community service orders in Kenya, Malawi, Uganda, Zambia, Burkina Faso, Congo Brazza Ville the Central African Republic and Mozambique. Prison overcrowding is a serious problem in East Africa. The occupancy rate of prisons in Tanzania is over 145 percent and in Kenya and Uganda it is over 200 percent.

The congestion is caused in large part by the excessive use of pre-trial detention: approximately half of those detained at any one time are awaiting justice. Congestion is also caused by the imposition of short terms of imprisonment. A significant number of people, most of whom are living in poverty, are sentenced to prison for a few weeks or even days for offences such as using abusive language, operating a small business without a valid license, the possession of illicit 'liquor' or simple theft (PRI, 2012).

2.6.4.1.2 The Malawian Experience

Malawi is regarded as one of the countries in Africa that has also succeeded in reducing overcrowding in its prisons and saving government costs since the community service orders programme was introduced. This is despite the relatively high prevalent crime rates as described by Sekhonyane (2005:9). The introduction and implementation of the community orders programme started in 2000 on a pilot basis, as was later the case with Uganda, in the areas of Mzuzu in the North, Lilongwe in

central Malawi and Blantyre and Zomba in the South (Kamya 2003:15). Within six months of its inception, the community service programme was rolled out to the rest of the country and a total of 1500 offenders benefited (Kamya, Ibid: 15) further indicates that by June 2003, different magistrates had issued over 3,150 community service orders, an indication that community service as an alternative to imprisonment was working effectively. In terms of financial saving, just within the first six months of the programme implementation a total of 5.5 million Kwacha (Malawian currency) was saved by the government from potential expenses that would have been spent to maintain offenders in prisons. An additional total of 20,742, 00 Kwacha was saved by June 2002.

The success of the community service programme in Malawi is entirely attributed to the way it has been organized and run. In Malawi, offenders are made to work on permanent projects like building schools and local government buildings, which makes their contribution more tangible and beneficial to the community. This is unlike any other African country; for example Uganda, where in most cases offenders are sentenced by courts to sweep market places or slash school compounds. The effect of such types of punishments is that once the offenders are done with the sentence, it is hard to tell after a while that work was done there. Such work easily fades away, showing almost no impact (Nxumalo, 2000).

In terms of offenders completing their sentences, 80 percent of the offenders in the above-mentioned period successfully completed their work, with only 0.3 percent (9 offenders) repeating their offences. Furthermore, the role played by the mass media, including electronic and print, in terms of creating awareness and sensitizing the

communities, popularized the community service programme. This has effectively contributed to attitude changes among the people, who have fully embraced it as an effective alternative to imprisonment. Radio and television programmes are organised and people participate in giving their views. Such involvement of the communities as stakeholders has contributed greatly to the implementation process, thus making its operation successful and sustainable (Nxumalo, 2000).

2.6.4.1.3 The Tanzanian Experience

In mainland Tanzania, there are different actors in the implementation of non-custodial measures. However, the lead agency or institution is the probation and community services department under Ministry of Home Affairs. The key stakeholders to the implementation of Non-custodial court orders in Tanzania there are two internal stakeholders and external stakeholders. The internal stakeholder are the judiciary the obligation of the judiciary in the implementation of non-custodial sentences does not end up with imposing punishment, but also to supervise community service committees. The fact that a Judge of the High Court Resident Magistrate in charge and District Magistrate in charge in their respective jurisdictions are chairing the National Regional and District Committees respectively is evidence that the court has a special role in the implementation of non-custodial sentences in the country (Shadrack, 2014).

The prisons department has different obligations in implementing Non-Custodial Sentences. Section 52 of the Prison Act, NO.34 of 1967 (RE: 2002) gives legal power to the officer in charge of the prison to recommend inmates who are serving sentences not exceeding 3years to serve under community service program. The

department also provides members to different community services committees at National, Regional and District levels and receives back offenders who have violated conditions of the court orders (Shadrack, Ibid).

The Police force has significant role in the implementation of Non-Custodial Sentences in the country it provides members to the community service committee at National, Regional and District levels, arrests offenders who have violated the conditions of the community service orders and provides relevant information of offenders to probation officers when conducting social investigations. Local Government Authority, the implementations of community service Orders depend largely on the availability of placement Institutions that provide works to offenders. The LGAs have played an important role for providing placements to offenders to execute their punishments in its respective institutions such as Dispensaries, schools, ward, and village offices, Hospitals, City, Municipal and District Councils etc. The LGAs also cooperated with probation officers in the supervision and monitoring of offenders in their provides relevant information to probation when conducting social investigations (Shadrack, 2014).

In mainland Tanzania, on-Custodial Programs (Community and Probation Services) are currently implemented in 17 Regions namely; Arusha, Coast, Dar-es-salaam, Dodoma, Geita, Iringa, Kagera, Kilimanjaro, Mara, Morogoro, Mbeya, Mtwara, Mwanza, Shinyanga, Singida, Ruvuma and Tanga. Nevertheless these regions are not wholly, covered as only 89 over 200 districts are benefiting from the services. Since in July 2005 up to April, 2013 the Department has managed to supervise a total number of 5157 offenders under Non-Custodial programs that is (Community and Probation

services). Among the supervised offenders, a total number of 3,930 offenders have completed their sentences and were successfully re-integrated back into their respective communities while a total number of 1,227 offenders are still serving their sentences (Shadrack, 2014).

In Tanzania main land, there are community service committees at National, Regional and District levels. Members of these committees include criminal justice system such as Police, Prisons, Public Prosecution, Tanganyika law society and the Judiciary. The general function of these committees is to advise the government in their respective areas proper implementation of community service orders in the country. For many offenders, imprisonment is a poor way of encouraging them to desist from crime and of preventing reoffending.

Rather than exposing offenders to the impact of imprisonment, non-custodial sanctions can be served in the community and under supervision, allowing offenders to make different choices, change their lives and repair the harm they have caused or contribute back to society. Offenders may also attend community-based therapeutic services and programmes that may help them to change their behaviour and to address addiction or mental health issues (Shadrack , Ibid).

As opposed to imprisonment, non-custodial sanctions seek to create, wherever possible, relationships between offenders and members of the community. They aim to strengthen rather than sever those relationships. Offenders who have strong connections to their community and who care about the people around them are less likely to reoffend. Those who support a family can continue to do so, including the

possibility to remain gainfully employed or otherwise engaged in their own community (Shadrack, 2014).

2.7 Challenges Facing Community Services

Several challenges have been identified in different areas that hinder the effectiveness of community services as illustrated below:

2.7.1 Low Level of Needs- Based Strategy

According to Ayade (2010), wants for long term strategic plan that recognizes correctional services in jail and communal duty are well documented, to make sure that offenders' welfare and dignity are protected. The reality is that in most areas and Tanzania in particular the correctional environment is not conducive to mental growth and social development of offenders, this situation might add recidivism and make the safety of the community at risk because there is no identification of the needs (educational, psychological) of the offenders (Notshulwana, 2012 ; Webb, 2012).

2.7.2 Inadequacy of Psychological Services

Psychologically, to keep an offender in community without rehabilitation does not serve any purpose, as they are likely to engage in further predatory acts of violence as a result of "mental abnormality" or "personality disorder" (Comer, 2013). The very big problem the government faces is to employ qualified personnel (for example. accredited facilitators, social workers, psychologists) to effect positive change in prisons, because rehabilitation in the form of psychotherapy requires not only assigning offenders to vocational programmes or sports, but to deal with the traumas,

(Cilliers & Smit, 2007; Ryckman, 2008). Clearly, if the psychological services are available and regular for the inmates, recidivism would not increase at an alarming rate (Gowdy, Travis & Sutton, 2003), in addition to offering psychosocial therapy (i.e., counseling offenders and their family members to reunite), pharmacotherapy is essential as there is an influx of illegal drugs in prisons.

2.7.3 Inadequacy of Professionalism among Prison Staff Members

Shalihu, et al., (2014) emphasize that, community services and rehabilitative process could also be daunted by prison warders who lack professionalism. For example, in their qualitative study conducted among HIV positive inmates in Namibia, Shalihu and his colleagues found that the participants reported prison staff members as contributory factors to the non-adherence to ARVs because they would pass derogatory remarks in the presence of other inmates when they visited the clinic.

2.7.4 Inadequate Cooperation between Community Service and Society

In effective sharing of duties and understanding of the roles of the community services worker may create conflicts between the community and community service worker operating in a harsh environment of offenders who is vulnerable and helpless (Mnguni, 2011). According to Holtzhausen (2012), personality traits expected from community services worker should be that, that embody empathy, non-judgmental attitude, perseverance and confidentiality. However, (Mnguni, 2011) - reports that, in some instances, the community may seem not to understand the friendliness between the community services and offenders, and assume that the worker is acting unprofessionally. As a result of poor working relations, Holtzhausen and Makhabela

(2000) highlight that it becomes easier for the offenders to form coalition against the staff members who promote inhumane treatment, thereby disrupting the rehabilitative process.

2.7.5 Poor Security

An offender in a community must be very well secured since without keeping watch on them may be badly treated by the community. Inadequacy of community service workers and unethical correctional officers sometimes contribute to a large number of offenders to lose their lives or misbehave. Having a big number of community service workers can help offenders to be secured where they are since these personnel will be busy looking after them (Kagaruki, 2015).

2.8 Empirical Literature Review

Many scholars have written on issues related to community services in the world and in Tanzania. Despite a numbers of literatures available on this related topic, few have been written targeting the perception of public on community services as a means of reduction of overcrowding in prisons.

In addition, overcrowding has been associated with higher rates of disciplinary infractions. For example, a study by Megargee (1977) in Zambia reveals that there is a correlation between crowded conditions or lack of personal space and the occurrence of disciplinary violations. He argues that, overcrowding directly affected prisoners' mental and physical health by increasing the level of uncertainty with which they regularly must cope.

For the most part, the problems of deinstitutionalization derive not from the concept itself but from its naive implementation. The array of community-based services necessary to support community care is costly. The political coalition that had forged the deinstitutionalization movement never had any objectives in common other than reducing institutional censuses and so it fell apart.

In addition, in his study on Community Service in Uganda as an Alternative to Imprisonment a Case Study of Masaka and Mukono Districts, Charles (2005), using a qualitative research methods with in-depth interviews, observations, focus group discussions, structured and semi-structured questionnaires methods of data collection, Charles (Ibid) found that the community service programme in Uganda was beneficial and encouraged reconciliation as well as accelerating the reintegration process of the offenders into their communities. This is regardless of the still held perception that community service was a ‘soft’ punishment and hence imprisonment was preferred.

The findings show that, community service alone as an alternative measure could not do much in terms of addressing the issues of a high prison population. Other measures including African traditional ways of addressing community issues was needed to be considered to make a significant difference to the criminal justice system in Uganda.

Ssebugwago (2010) in his study on community service and recidivism in Kampala district found that community service was looked at as a sentence and as an administrative scheme. The study employed a qualitative methodology with aspects of quantitative research and found that most of the institutional framework was nonexistent; there was lack of monitoring and supervision of offenders at all levels

and the guidelines established in the implementation of the scheme were not being followed. No skills were imparted in the offenders and there was thus need to adopt new approaches for the better implementation of the sentence and solve the problem of recidivism. Moreover, Kagaruki (2015) in her study on assessment of the public knowledge on community service sentence as an alternative to imprisonment in study of Dar es Salaam sought to find out the level of understanding/awareness of the public regarding Community Service sentence and suggest the better ways to make the public understand its benefits and participate in the implementation. The researcher collected the data using three methods which included: questionnaire, interview, and Focus Group Discussion (FGD) and found that, 70.7% of the respondents had no knowledge on alternative to imprisonment.

However, he noted that there were various challenges pointed out by the respondents, which hindered the implementation of community services, which included poor awareness on alternative to imprisonment, insufficient staff of Community service offices, poor attitude of the public towards community services and also mindset that offenders should be imprisoned. The author concluded that effective sensitization on Community Service Sentences was needed which could enable the public to have an understanding of what Community Service is as well as other alternative to imprisonment.

2.9 Research Gap

More comprehensive researches on community services towards reduction of overcrowding have been carried out in myriads areas of the country but many studies mostly focus on community services orders as an alternative to imprisonment of

prisoners' life in general such as Kagaruki's (2015) study. There is a paucity of detailed information on how community services strategies deal with and meet the needs of both public that receive them and the prisoners affected by overcrowding in other categories. There is little likelihood of finding a lasting solution to the problems of overcrowding and its implications on the increase of prisoners in general by interventions. Many researches focused on physical needs of prisoners and neglecting societal needs factor as well as other effects of recidivism.

In addition, there is paucity on how public voice their views on the liberation of offenders through community services that will go to the society, thus posing challenges for developing a sustainable solution to the problem. These studies above altogether were unable to evaluate what were the views of the public on vulnerability caused by offenders who get out of prison through community services and to which extent the services support strategies and means to enable the prisoners to get rid of their misery hence failing to inform the development of transformative interventions to the affected communities to establish more community-led (self-help) programmes for supporting prisoners in their localities.

2.10 Conceptual Framework

Conceptual framework is a visual or written product, one that explains either graphically or in narrative form, the main things to be studied, the key factors, concepts or variables and the presumed relationships among them. It used to organize ideas (Miles & Huberman, 1994).

Consistent with the conceptualization of reducing overcrowding in prisons: public perception on community services the literature related to the study, the present study

was directed by the framework in figure 2.1. The conceptual framework of this study groups the variables into three parts namely the background, independent and dependent variables.

Background variables, these are variables associated with level of government, laws , policies, institutions and culture structures that have a profound influence on community services programmes. They create community services environment, determine prisoners' entrance to community services and influence rate of work performed in the community. For instance, the government can formulate infrastructure policy, which is physical capital or technology generation yielding human capital or the existence of local institutions that reinforce social capital. In addition to that, government can determine prisoners' rights, institutions regulating access to common resources and influence policies that affect the returns to different community service strategies. These structures are to be transformed by the community service processes. Independent variables, these form the major aspect of change from jail life to outside jail life. These include community services. Good implementation of community services can help reduce the number of prisoners into jail.

Dependent variables, these are expected outcomes and these include a community service strategy which is reintegration in order to build up offender's ability to take advantage of available opportunities in the community and work in order to improve the services in the communities they are supposed to work in. The reintegration strategies are supposed to achieve certain changes of behaviour in the person through

community work. Community sensitization and awareness are the central elements of reintegration and their successes depend on changes outcomes which include, reduced recidivism, reduced vulnerability toward the offender, social identity recognized, increased community work, improved kin networks, reduced number of overcrowding, more places in jails. For simplicity, the whole process has been summarized in the form of input-outcomes factors relationship, where by input factors Background and independent variables and output factors are sensitization and awareness raising (see Figure 2.1).

Reducing overcrowding in Prisons: Public Perception on Community Services.

Independent variables

Background

Dependent variables

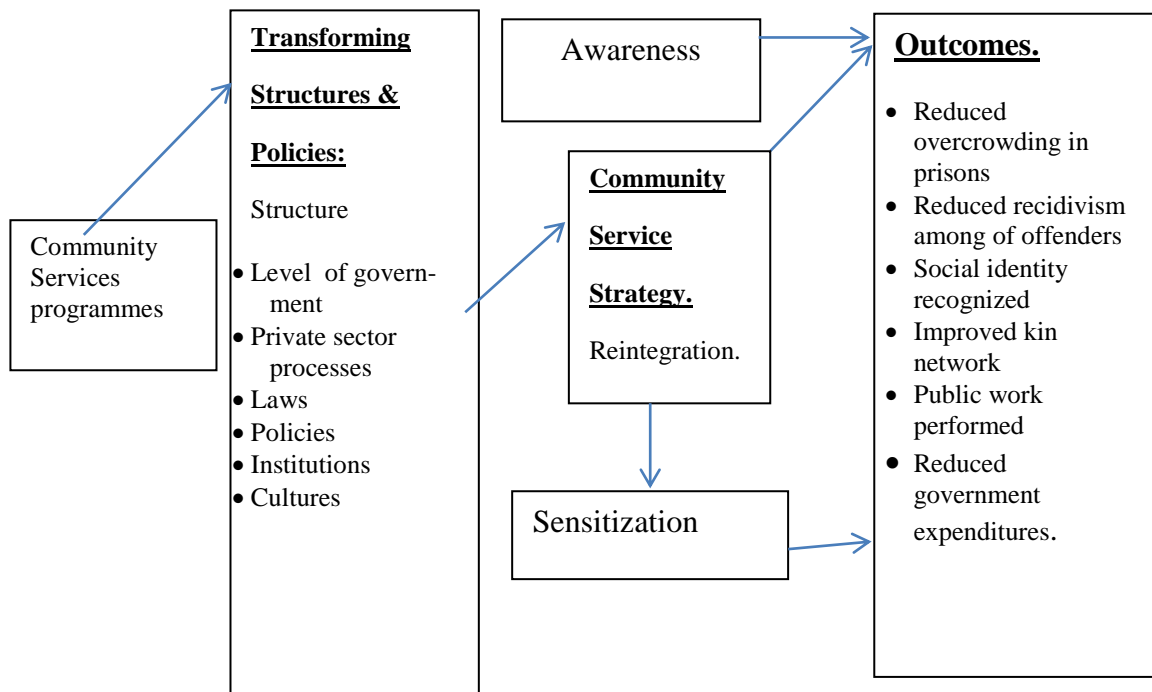


Figure 2.1: Conceptual Framework

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

Research methodology is a way to systematically solve the research problem. It may also be understood as a science of studying how research is done scientifically (Kothari, 2004). Research methodology can also be understood as a system of models, procedures and techniques used to find the result of a research problem. This chapter involves the following sections: research design, study area, sample and sample size, sampling techniques and procedure, sampling design, population of the study, research methods of data collection, reliability and validity issues and methods of data analysis.

3.2 Research Design

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure (Kothari, 2004:31). Therefore, research design is a framework within which the study is conducted as well as approach and strategies used. Due to its nature, the researcher of this study used cross sectional study design.

This study employed the cross section study design for the purpose of enhancing flexibility in data collection and analysis. In social science research, a cross-sectional study (also known as a cross-sectional analysis, transversal study, prevalence study) is a type of observational study that involves the analysis of data collected from a population, or a representative subset, at one specific point in time that is, cross sectional population based study (Bland, 2001).

On one hand, the study used cross-sectional research design based on the following reasons: The information collected through questionnaires was not repetitive in nature as it was carried out once at a particular point in time and relevant information was obtained from the respondents. Based on the information provided, it was then classified as having or not having the attribute of interest to the researcher.

In addition to that, this research design was used since it facilitated the researcher to examine a section of the population for a specific area since the entire population was selected, and from these individuals a conclusion was drawn. The researcher also used this design since it also helped to assess practices, attitudes, knowledge and beliefs of a population in relation to the problem under investigation. The researcher was also interested in this design since the outcomes from this design not only gave an indication of the magnitude of the problem in a particular population at a particular point in time, but also provided a basis for designing appropriate public community services educational, campaigns and awareness programs.

3.3 Area of the Study

Area of the study refers to the geographical location covered by the study which is usually stated in terms of the country, state, education, political or administrative zone local government area (Osundu, 2004). This study was conducted in Dar es Salaam region because Dar-es-salaam was among the six pilot regions where community services was introduced in 2003. In addition Dar-es-salaam is the city where the crime rate is higher to compared to other regions. Dar-es-salaam has a total 1800 offenders under community services, which is higher than all other 24 regions implementing community sentence in Tanzania.

Dar es Salaam is administratively divided into five districts namely: Kinondoni, Temeke, Ilala, Kigamboni and Ubungo. The city is located at 6°48' South, 39°17' East (-6.8000, 39.2833), on a natural harbor on the eastern coast of Africa, with sandy beaches in some areas (URT, 2014). This current study was conducted in Dar-es-salaam which its geographical coordinates in decimal degrees (WGS84) is Latitude: 6.833 and Longitude: 39.267 while geographical coordinates in degrees minutes seconds (WGS84) is Latitude: -6 50' 00" and Longitude: 39 16' 00" and 273 km² surface area with 1,200,000 population (URT , 2017).



Figure 3.1: Dar –es –salaam Region Map

Source: Dar-es –salaam Region Map Demographic Data (2014)

Multiple reasons prompted the researcher to opt this district including the following:

First, familiarity of the research area to the researcher provides a possibility for securing cooperation in data collection. This makes Ilala district a too good choice to

turn down. Secondly the area is the centre for people with diverse geographical nature in the country and levels of educational as per experiences. Further the area is dominated with crimes, which lead to overcrowding in prisons, and ex-prison individuals hence motivated the researcher to opt for study under the question. Finally, the researcher opted for the district since there are two big prisons in the district; namely, Ukonga and Segerea.

3.4 Population of the Study

According to Nachmias (2008), population is the aggregate of cases that conform to some designated set of specifications. On the other hand, Babbie (2011) defines the concept as an entire group of individuals, events or objects that have a common observable characteristic. This refers to all elements that meet certain criteria for inclusion in a given universe. The population of this study comprised of different members of staff from the Ministry of Home Affairs, (social welfare officers/probation officer) and community members.

The above categories of people were targeted because they were the ones that were better placed to provide their experiences and opinions on the question of community services in the district and its implications on reducing overcrowding in the prisons. The target population of this study was 360. It comprised of 200 community members and 160 officers from the Ministry of Home Affairs.

3.4.1 Sample Procedure and Techniques

3.4.2 Sampling Design and Procedure

Sampling design is a specific plan for obtaining a sample from a given population, which is usually determined before data are collected (Kothari, 2004). This study was

based on the research questions that were addressed and nature of different respondents, whose information was extracted from, therefore used both Probability (simple random) sampling for quantitative data and non-probability (purposive) sampling for qualitative data. Quantitative data was collected through questionnaires that got short and precise answers from respondents. The responses obtained was compared (similarities and differences of variables), summarized (presented precisely and shortly), statistically analysed (explained in numbers), tabulated and displayed diagrammatically (explained through tables).

Therefore, participants involved in filling questionnaires were randomly selected from the population of the community and each participant had an equal chance of being selected since they all shared the needed characteristics. Moreover, simple random sampling was selected for this study because is an appropriate strategy for generalizing the selected sample to a large population. Besides, simple random sampling increases the likelihood of the collected data to represent the whole population of interest (Chaudhuri et al., 1999). Again, the researcher decided to use simple random sampling because bias can be avoided when the elements of the entire targeted population are given equal opportunity of selected (Manku, et al., 1999).

On the other hand, purposeful sampling was used to obtain qualitative data for this study. Bernard (2002) describes purposeful sampling as a deliberate choice of an informant because of the qualities possessed by the informant. Moreover, purposeful sampling does not require guiding theories or a definite number of informants but the researcher simply chooses the people with the knowledge and experience on the problem who are willing to provide the required information. Therefore, in order to

obtain qualitative data the study used purposive sampling to select respondents through Interviews were also selected purposively from the community members and staff of Home Affairs.

3.4.3 Random Sampling

Stratified random sampling: If a population from which a sample is to be drawn does not constitute a homogeneous group, stratified sampling technique is generally applied in order to obtain a representative sample. Under stratified sampling the population is divided into several sub-populations that are individually more homogeneous than the total population (the different sub-populations are called 'strata') and then we select items from each stratum to constitute a sample. Since each stratum is more homogeneous than the total population, we are able to get more precise estimates for each stratum and by estimating more accurately each of the component parts; we get a better estimate of the whole. In brief, stratified sampling results in more reliable and detailed information (Kothari, 2004).

For the purpose of this study, a probability sampling named stratified random sampling was used. The technique was used based on the following reasons:

The researcher divided the population into distinct small groups in accordance with some very salient characteristics that distinguished them, namely, sex and socio-economic status.

Secondly, the researcher wanted to get independent data and results for different strata so as to make sure that there is a sufficient sample size in everyone. This technique was used to select the following respondents: 80 community members and 20 staff members of the Ministry of Home Affairs.

The process of selection was as follows:

The researcher first defined who were the sampling units supposed to be included as sample. The researcher made sure that the units are well and clearly defined in terms of their unique characteristics.

The researcher in the second phase drew up a sampling frame, id-est a list of all the units of analysis and was comprehensive and complete in order to minimize biasness.

After completing suitable and comprehensive sampling frame, the researcher gave the sampling units numbers. Since the source population was formed by 340 individuals, each one of the 340 individuals was assigned a particular number between 1 and 340.

After this process, the researcher drew up random number tables which were used to select a random sample emanating from the entire sampling units which comprised the source population. However, a random commencing place in the table and a random direction was selected. Then it was followed by making sure that all the sequential digits found on the table were recorded and stopped only when the required sample size for stratified random sampling was reached.

Based on the above approach, the criteria for selecting community members and staff of the Ministry of Home Affairs from the target population for the study sample were as follows:

Community Members

- (i) Must be situated in Ilala municipality during data collection
- (ii) Must be above 18 years old
- (iii) Must volunteer to provide information
- (iv) Must be aware of some of the rights prisoners

Ministry of Home Affairs

- (i) Must be a police man
- (ii) Must be a prison police
- (iii) Must be an immigration officer
- (iv) Must be a community service officer.

The purpose of this was to find out what opinions, feelings, perceptions, needs the respondents had towards community services.

3.4.4 Purposive Sampling

Purposive sampling is also called deliberate sampling or non-probability sampling. This sampling method involves deliberate selection of particular units of the universe for constituting a sample, which represents a universe. This technique does not give any guarantee estimating that every element in the population has a chance of being included in the sample (Adam and Kamuzora, 2008). Purposive sampling was used because it is less expensive and quick for selecting a sample and the results obtained from an analysis of deliberately selected sample was tolerably reliable (Kothari, 2004).

Purposive sampling technique was used to select 20 respondents from the Ministry of Home Affairs in the municipality. The following criteria were used to select the staff of the ministry of Home Affairs:

- (i) Must be a probation officer
- (ii) Must be a chief community officer
- (iii) Must be a prison chief officer

3.4.3 Research Sample Size

Sampling can be defined as a process of selecting a number of individuals or objects from a population such that the selected group contains elements representative of the characteristics found in the entire group (Kombo and Tromp, 2009). The purpose of sampling is to select a group of people or things or areas that can be studied. Instead of studying the entire population, which can be impractical and unnecessary, one can carry out a credible study using a sample selected from the target population (Yin, 1994).

Due to financial, time constraints and fear of both impractical and unnecessary representation, it was difficult to include all the target population in the study, thus thirty percent (30 percent) which is 120 respondents was involved in the study. The selection of the sample size of this study was based on researcher's point of view (see Table 3.1).

This number is acceptable in qualitative studies in order to manage the enormous amount of information generated.

Table 3.1: Composition of the Sample Size

Respondents	Number		Total	Percentage
	Sex			
	Males	Females		
Community members	50(41.66%)	30(25%)	80	66.66
Staffs from the Ministry of Home Affairs	25(20.83%)	15(12.5%)	40	33.33
Total	75(62.5 %)	45(37.5%)	120	100

3.5 Data Collection Methods

Generally, the nature of the problem and the nature of the respondents determine the methods of collecting data (Kothari, 2004). Data collection methods are those methods, which are used by the researcher during the course of studying his or her research problem (Kothari, 2004). The following are the methods used in this study.

3.5.1 Secondary Data Method

Secondary data were collected through desk review from various literatures such as dissertations related to community service issues, research reports, government documents, books, journals, and internet on the area of community services and strategies to reduce over population in prisons worldwide and Tanzania in particular. The data were collected from libraries, resources centre and offices such as: Ilala Municipal, police centre, centre of custodies and prisons.

3.5.2 Primary Data Method

Primary data of this study was collected using different methods of data collection including:

3.5.3 Questionnaire

A questionnaire is the technique of gathering data by asking questions from people who are thought to have desired information (Bhattacharyya, 2006). In this study questionnaires were used to collect information from members of the community and prisoners. The reason for using questionnaires was because they cover large sample at low cost, reduced biases, large amounts of information can be collected from a large number of people in a short period of time and the results of the questionnaires can

usually be quickly and easily quantified by either a researcher or through the use of a software packages. The questionnaire is the best technique that guaranteed privacy and confidentiality (Yin, 1994). Questionnaires were in Kiswahili to make it easier for respondents to fill in. It comprised both open and close ended questions for respondents. The limitations of this approach include inter alia, the unwillingness of respondents to provide information.

This required a salesmanship on the part of the interviewer, human biases of the respondents. The questionnaires were developed in English and then translated into Kiswahili, which was medium of communication among the participants. The instrument was reviewed for the content validity and revised before data collection begins. The questionnaires were used to gather socio-demographic characteristics of respondents, knowledge about community services practices in the area of study.

3.5.4 In -Depth-Interviews

In-depth- Interviews constituted the major method of data collection for this study because of the nature of the study itself and opinion survey to explore change in certain variables over a certain period of time and partly because of the low literacy level of the participants,(community members) the latter made it impossible to use self-administered questionnaires (Kothari, 2006).

According to Kothari (2006), an interview is a set of questions administered through oral or verbal communication, tape recorder, or is a face-to-face discussion between the researcher and the interviewee respondent. Both group and individual interviews were conducted with respondent to enable researcher to get information. This

involved the use of predetermined questions for conducting personal interview depending on the nature and availability of the respondent, especially for those selected randomly. Beside, this method was also collected in order to fill the gap of questionnaire as data collection instrument (Kothari, 2006).

The in -depth- interview opened ended questions were used to a number of respondents so as to allow them to describe what they think can be the problem and possible solution. In general, the questions were framed in such a way as to illicit cognitive, affective and evaluative responses from the diversified categories of the respondents. Specifically, the questions meant for the identified government officers were the structured ones and unstructured to the rest of the respondents. For those who were served with unstructured questions, the questions were situational, depending on how the previous question had been answered.

3.6 Instrument Validity and Reliability

Validity and Reliability are terms that are closely related. Maxwell (1996 cited in Makombe, 2006) defines the term validity as the correctness or credibility of a prescription, explanation, interpretation, account or conclusion. In this regard, MacClung (1988 cited in Makombe, 2006) states that the study results must be internally and externally valid to make generalizations. Regarding reliability, the concept refers to the degree to which the same results would be obtained in repeated attempts of the same test (Gall and Gall in Ballinger, 2000 cited in Makombe, 2006). In order to ensure the validity of this study the researcher took several measures. In order to have valid descriptions, all in depth interviews were recorded through a recorder and finally transcribed repeating the actual words that were spoken or

written. The researcher expected doing so would make the data accurate and complete.

To ensure the reliability of this qualitative research, the researcher ensured that instructions are given to research assistants in order to ask questions exactly as they appear in the questionnaires. Careful examination of data was conducted to ensure the consistency of both the process and the product of the research. This was achieved through the use of combined methods of data collection such as, in depth interviews, questionnaires and documentary reviews. Thus, the reliability was when a particular technique had been applied repeatedly to the same situation and gives the same results each time.

3.7 Data Processing and Analysis

Raw data were edited to identify errors and coded in order to facilitate data entry. Data entry and analysis were done by using Microsoft word or manually so as to make realistic inferences based on study sample. The processed data were presented in tables and figures by tabulated so that they are amenable to analysis. Data entry and analysis were done by using Microsoft Excel chart wizard showing frequencies and percentages. Several reasons pushed the researcher to use mixed approaches included the following:

It is clear to say that human behaviour cannot be understood by one method or paradigm but that human behavior has multiple realities which need multiple ways of understanding it, and that the aim of research is not to establish facts but to understand these multiple realities. Secondly, the researcher used a variety of data sources to

understand a reality or phenomenon. This helped the researcher increase confidence in findings as it approached a phenomenon from different perspectives to increase validity and reliability.

The researcher triangulated data from different sources, which included published data from the systematic review and meta-analysis, community services resolution reports results. The triangulation of theory in which different theoretical perspectives were used to understand the reality was used in this study through the use of social learning, pro-social modeling and social cognitive theories in analyzing community services issues and impacts on prison overcrowding. A conceptual framework figure was used to highlight the interconnectedness of various community services factors associated with the prisoner and links with prisoner vulnerability.

It moves research beyond “qualitative versus quantitative” to an approach with research methods complementing each other. The mixed methods approach increased reliability of research results, increased the thickness and richness of data and analysis and helped uncover contradictions, which led to a deeper understanding of complex phenomena. This study followed this approach by firstly synthesizing existing published literature in the form of a systematic review, which influenced qualitative research; qualitative research in turn helped design the questionnaire for the quantitative survey and to assist explaining the results from the quantitative study.

3.8 Limitations of the Study

Different tools have been used to collect data from different respondents. The use of some of these became a limitation for this study. First, the use of the questionnaires risked respondents’ bias. To minimize this limitation, the researcher utilized additional

tool, such as which is of the in depth interviews to minimize bias and get more insight from the respondents.

Second, as respondents were drawn from different socio-economic status, an in-depth interview was a very big problem since dedication of time to the interviews on side of respondents was not very easy. However, the researcher managed to get collaborate with the respondents and scheduled interviews on depending on everyone availability.

3.9 Ethical Consideration

Ethical issue refers to rule of conduct, principle or mechanism, which guide the researcher prior, during and after their research activities either to do or not to do such things as plagiarism confidentiality and anonymity (Lo, 2009). Therefore, the researcher in this study approached the community members and staff from Home Affairs (social welfare officers. Finally, the respondents who were selected purposeful to participate in research their consent were sought before every interview session.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSION

4.1 Introduction

This chapter presents research findings and discussions of the reducing overcrowding in prisons public perceptions on community services. This research was guided by cross sectional and causal comparative research designs that provided precise and valid information of the collected data. Moreover, the tools that helped to generate these findings included questionnaires, focus group discussions and in depth interviews. This chapter will therefore address the two key research questions as discussed in chapter one. The research findings of the research questions and the discussions are presented here in the Table 4.1.

4.2 Respondents' Profile

4.2.1 Age of Respondents

Table 4.1: Age of Respondents

Age bracket	Frequency	Percentage (%)
Between 18-25 years	36	30
Between 25-35years	60	50
35 years and above	24	20
Total	120	100

The findings in Table 4.1 shows that, about one third (36 respondents, equal to (30 percent) of the respondents were between 18 and 25 years, slightly above half (60, equal to (50 percent) of them were between 25 and 35 years, while less than a quarter,

(24, similar to (20 percent) of the respondents ranged between 35 years and above. It indicates that respondents ranging between 25 and 35 years old were 20 percent higher than those ranging between 18 and 25 years old and 30 percent higher than those of 35 years old and above. This implies that the majority of the respondents were youths. The justification of this result might be due to the reality that most of the people who find themselves in conflict with the law are youths due to their age.

4.2.2 Sex of Respondents

The data provided in Table 4.2 show that more than half, (75, equal to (62.5 percent) out of 120 respondents were males, while more three quarters (45, similar to (37.5 percent) out of 120 respondents were females. Table 4.2 indicates that the number of males was 25 percent higher compared of that of females. This implies that gender consideration was taken into consideration.

Table 4.2: Sex of Respondents

Sex of responders	Frequency	Percentage (%)
Male	75	62.5
Female	45	37.5
Total	120	100

4.2.3 Education Levels of Respondents

The information provided in Table 4.3 shows that respondents who took part in this study were of different levels of education. It was revealed that respondents with education below certificate level were more than two thirds (69, similar to (57.5 percent) out 120, while more than third (42, similar to (35 percent) were degree holders and less than tenth (7.5 percent) were Degree of holders.

Table 4.3: Education Levels of Respondents

Education level	Respondents	Percentage (%)
Diploma, certificate and Below	69	57.5
Degree	42	35
Masters and above	9	7.5
Total	120	100

The researcher considered the issue of education in this area due to its importance. The more the person is educated, the more he/she understands complex things and events, the less he/she is educated, and the less he/she is interested in complex things. It shows that less than half (42.5 percent) of the respondents had a higher level of university education, which is 15 percent lower compared with those of certificate and Diploma. The result in Table 4.3 in terms of education shows that the difference was significant. This implies that the understanding of this phenomenon would also be different as well as answers.

4.3 Awareness and Perception of Community Services.

The first objective of this study sought to find out the understanding and perception of the public on community services. All 120 respondents were involved in providing data in this section. The researcher used questionnaires and in-depth interviews to collect data from the respondents.

4.3.1 The Understanding of the Concept

The researcher in this sub-section examined the understanding of the public on the concept community services. The guiding question was: “Do you know what is community service?” The answers from respondents were grouped into two as illustrated in Figure 4.1.

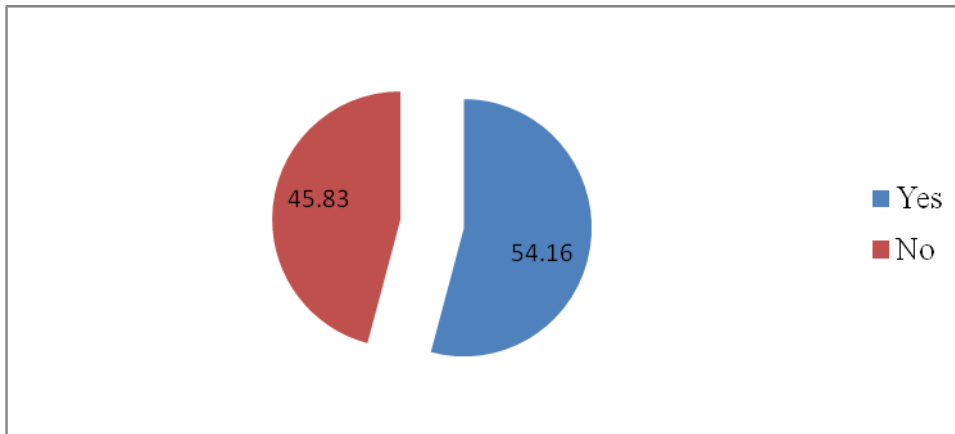


Figure 4.1: Respondents' Understanding of the Concept Community Services

The Figure 4.1 shows that, slightly more than half (54.16 percent) of the respondents said ‘‘ Yes ‘’, while slightly less than half, (45.83 percent) of them said ‘‘ No’’ to the question. It shows those that indicated to know the concept were 8.33 percent higher compared to those who indicated that they didn’t. This implies that those with understanding of the concept were many even if the difference was not significant.

The findings in Figure 4.1 are not consistent with those of Daniel (2011) who found that community services concept is not understood by the community that is going to be received by the offenders. Daniel(Ibid.) in addition argues that community services concept is well known by the implementers of the service for example prison officers, probation officers and community service officers but most of the local community especially those with no education do not understand the concept. In support with Daniel’s (2011) findings, Rutashobya (2012) argues that knowledge of community service in most of the rural areas is not well understood due to lack of education on the concept. In concurrence with the findings in Figure 4.1, Kagaruki (2015) also found that, 29 of the respondents knew very little on Community Service but 70.7% did not really know about Community Services sentence. The difference of the four

findings might be justified by the fact that the current study was carried out in Dar – es-Salaam where most of the people have access to information through radios, television and newspapers. In the same vein, the selection of respondents might be the cause of the differences of the four studies.

4.3.2 Perception of the Public toward Community Service

The researcher in this subsection explored the perception of the public toward community service. The leading question was: “Do you think community service helps the offender to change his/her behavior and becomes good citizen?” The respondents gave various responses as illustrated in Figure 4.2.

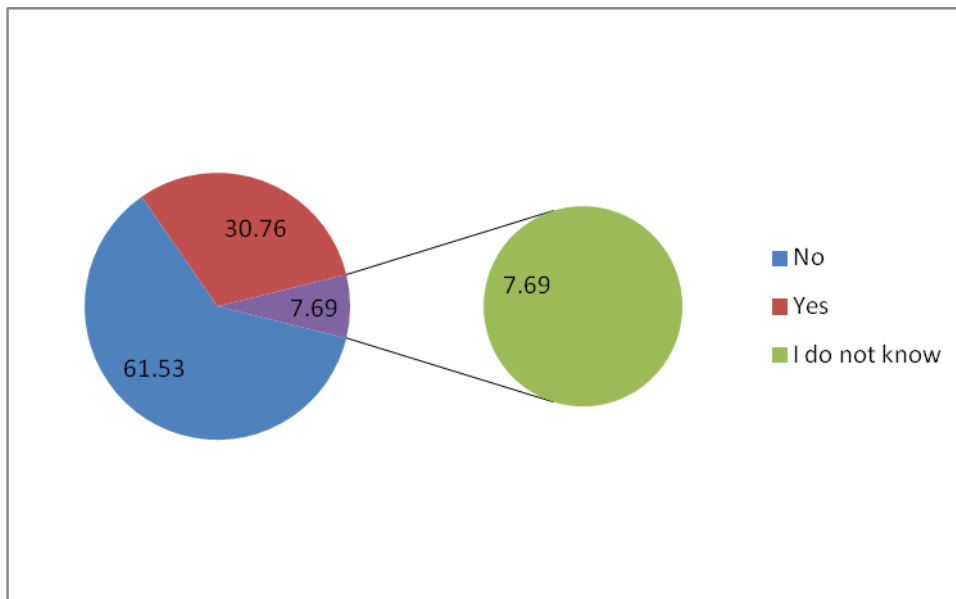


Figure 4.2: Public Perception on Community Services

The findings in Figure 4.2 shows that more than half (61.53 percent) of respondents indicated “ No” to the question, about one third (30.76 percent) indicated “ Yes “, while less than tenth (7.69 percent) said they did not know.

Based on the findings in Figure 4.2, one notes that negative response to the question was 30.77 percent much higher compared to positive answers. The difference of findings in Figure 4.2 from respondents is significant. This implies that majority of the Dar es Salaam residents still have doubt the workability of this exercise and considers it a very simple type of punishment that can act to change the behavior of the offender. This argument is consistent with that of Charles (2005) who assert that despite that community services have been agreed and some offenders have gained from it, the local communities in most areas where these persons are sent to, still have misconceptions or a poor attitude about the exercise and go on regarding it as a 'soft' punishment and not as punitive enough.

In the same vein, Kanyongolo (2006 cited in Justus, 2012) also observed that, most of the communities want the courts to respond to the demands of public for stiff punishment even if sometimes they have gone against the purposes of the multiple declarations that have been made on the conditions of prisons in Africa. These findings are similar to those of Magezi (2010) who found out that the community and the family did not offer moral support to the offender because they perceived their punishment as not enough to change the behavior of the offender and it was revealed that in most cases they never got to know whether he/she was on community service as he/she was not labeled as such. According Ssebuggwawo (2010), the situation posed by the respondents lead members of the community to think that the offender is a casual labourer in certain institution.

When the researcher probed into the answers of those who indicated 'No' to explain their responses their opinions were grouped into two: the type of imprisonment

alternative would favour the offender not being afraid again of doing the crimes and that the service causes fear to those who caused him/her to go in prison.

On the other hand, the researcher probed into answers of those who indicated “Yes ‘ and their opinions were that once working in community, the offender will be ashamed of the type of work he / she performs and the service will help him / her support the family. When the researcher held an interview with a Prison police on the advantage of community services to the offender, the latter said the following words:

“...Community service helps the offender to come back to his/her mind, especially when he/she is assigned a work which does not fit to his/her personality. His /her release from the prison to community service would increase his household income and reduce the burden to the government...” (Interview with a Prison Police in Ukonga Dar-es-salaam, January 2019).

In the same vein, during an interview with a community service worker on the same problem, the latter said the following words:

“...Human beings change according to the environment. Most people regret after committing crimes. We have people who are fast to act without looking at the negative impact of the action. That kind of person can commit crimes while in anger but after anger has gone out they regret their action after being caught by the police. These types of people can become good people through community services...” (Interview with a Community Service Workers in Headquarters of Home Affairs Dar-es salaam, January 2019).

Paradoxically, during an interview with a community member, then he asserted the following:

“...We do not hate people but we hate their behaviors. Once an offender has come to our community for community service, no one will be responsible to observe his/her behavior at night. This person can be worse than before since most of them say I am not afraid of jail. The offender can revenge to those who caused him/her go to prisons...” (Interview with a Community Members in Ilala D ar-es – salaam, January 2019).

Similarly, another community member said:

“...An offender who is outside prison for community service if not well looked after is worse than the person who has never gone to jail. Personally, I want see them undergo the consequences of their bad behavior in the prisons. Releasing them for community service can make others think that even if I do a crime sometimes I can be released for community services. This type of punishment does not end criminology...” Interview with a Community Members in Ukonga Dar-es-salaam, January 2019).

The above descriptions provided by the community members are consistent with those found by Justus (2012) who asserted that during an interview with the public on how community service is being run today and how they perceived the exercise, the community claimed that community service was no more a penalty as offenders are not being monitored and they can do whatever they want outside the prisons due the freedom they have. Similarly Ssebugwawo, (2010) in a focus group discussion with the public they stated that “they are still in opinion that, jails are still the best place for rehabilitating and correcting offenders and not their communities”. An almost similar comment was made by the Chief Magistrate of the same community during an informant interview:

According to Ssebugwawo (2010) the magistrate said:

“There is reluctance when sentencing offenders to community service; I feel that this approach still needs some time”.

Based on the findings in Figure 4.2 the researcher concludes that public opinion on community services are of vital role in reducing overcrowdings in prisons. The absence of judiciary, community service workers and other stakeholders such as civil society organizations, the development and implementation of the exercise will not be

a clear, coherent and accessible hence sentencing policy will fail to balance the human rights of prisoner and victims. Since this is aimed at enhancing consistency, compensation for victims, and use of non-custodial sentences in judicial practice; the presence of a particular mechanism for regular monitoring and evaluation is paramount.

4.4 Outcomes of Community Services

The second research question, sought to identify the outcomes of community services for the welfare of prisoners and public? All 120 respondents were involved in this section. The information was collected through questionnaires and interviews. Several indicators including, effectiveness of the exercise and the impact of services to prisoner, public and state were examined.

4.4.1 Effectiveness of the Exercise

The leading question for this subsection was: To what extent is community service exercise effective? Answers from respondents were grouped into five as summarized in Table 4.4.

Table 4.3: Public Perception on the Effectiveness of Community Services Exercise

Responses	Frequency	Percentage (%)
Very Effective	21	17.5
Effective	24	20
Neutral	15	12.5
Less Effective	24	20
Not effective	36	30
Total	120	100

The findings of the study in Table 4.4 indicates that less than a quarter (17.5 percent) out of 120 said that the exercise was very effective in reducing overcrowding in prisons, less than a quarter, (20 percent) indicated that they were effective, more than tenth, (12.5 percent) remained neutral, while less than a quarter, (20 percent) indicated that they were less effective while 36 (30 percent) of them said that they were not effective at all. This implies that some of respondents who took part in this study were not satisfied with the extent to which community services were used as a strategy for the reduction of overcrowding in the prisons in Tanzania.

These findings indicate the perceived ineffectiveness of the community services was 12.5 percent higher compared to effectiveness. The findings in Table 4.4 indicate that 50 percent of respondents said that the exercise was not effective, while 37.5 percent said it was effective even if the level of ineffectiveness and effectiveness were different.

The findings in Table 4.4 are consistent with those of Ssebugwawo, (2010) who noted that the current community service in most of the African countries operative facilities are all in place but are either operating at minimum or low levels or at next to zero percent. Similarly, Kagaruki, (2015) assert that community service exercise in Tanzania is not effective and this makes this exercise to be difficult to implement in the country. Kagaruki, (2015) argues that much needs to be done in order to make this possible including internal and external strives. This means that according to Kagaruki, (2015) collaboration between civil society, community services, police and courts would make this possible not otherwise.

When the researcher delved deeper into the answers of those who said that community services were not effective, to state why the exercises were not effective, they supported their ideas as follows as illustrated in the Figure 4.3.

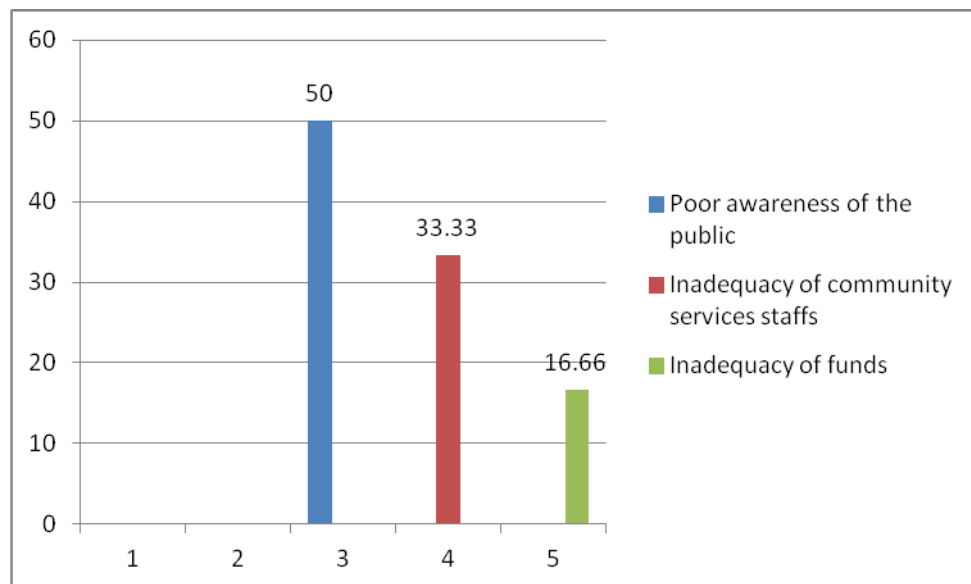


Figure 4.3: Reasons for the Perceived Ineffectiveness of Community Services

The findings in Figure 4.3 shows that slightly more than third (33.33 percent) of the interviewee respondents said that inadequacy of community services staffs was the reasons behind the ineffectiveness, more one tenth (16.66 percent) of them said inadequacy of funds while half 30 (50 percent) said poor awareness on the public on the exercise was a reason.

When analyzing the findings in Figure 4.3, the results show that poor awareness among public was 16.66 percent highly opted compared to inadequacy of community services staff and 33.33 percent much higher compared to those who said inadequacy of fund was the reason behind the ineffectiveness of the exercise. The results in Figure 4.3 imply that the participation of public in this exercise is very little due to their ignorance of the exercise. The findings in Figure 4.3 concur partly with those of James

(2012) who found that poor awareness because the ineffectiveness of the community service sentences in East Africa, which finally makes the public to behave negatively towards the offenders. On the other hand, James (2012) found that the majority of respondents in his study said the very big problem was inadequacy of human resources in implementing this exercise. Caleb (2014) asserts that multiple factors including poor relationship between offenders and the public, police with the public and court with the public was the root cause of the ineffectiveness of the exercise. In addition, Caleb, (2014) argues that less financial resources and personnel are allocated to make this exercise to be possible.

When the researcher interviewed a community service staff on what would be the impact if the offender was left in prison to finish her /his sentence there? The latter said the following words:

Some people have committed light crimes and sentenced for few months leaving them in jail would cause severe overcrowding which would result to a poor living conditions as it is witnessed in prisons in Dar-es-salaam' prisons. For example, food supply is insufficient, sanitary and sleeping facilities are clearly in adequate in most of the prisons.

One interviewee added the following:

"...Looking at remandees at the Segerea prison, which may wait up to five years for trial, had limited recreational opportunities, often spending whole days exposed to the hot sun in a cramped court yard. While the convicted prisoners at Ukonga prison may participate in apprenticeship programs, they too are subject to harsh conditions compounded by overcrowding..." Interview with Community Service Worker in Ukonga Dar es salaa, January 2019).

Based on the above findings one can say that implementing this system requires a very big institutional framework, since the less the awareness of the public is , the more the

negative attitude towards the offender, few community services staff is, the less the supervision of the offenders and few funds, the less the infrastructure is.

4.4.2 Impact of Community Services to Prisoner, Public, State and Prison

The researcher examined the benefit that would be obtained through this exercise. The leading question was: “what are the impacts of community services to prisoners, public, state and prison overcrowding reduction?” Data from this subsection was collected through in depth interviews.

When the researcher asked one community member what would be the benefits of community services to prisoner, the latter said the following words:

“...The offender will be able to remain in the society. This implies that the offender will go on undertaking his/her daily and legal activities, as well as meeting family responsibilities. As the result, the offender will develop a tie to the society and will give him/her a sense of attainment. Life of the offender through this imprisonment makes him/her go back on track and reduces the likelihood of him/her to reoffending...”
(Interview with a Community Service Worker in Ilala Dar-es-salaam, January 2019).

When asked if the system would be beneficial to the community, the same respondent said the following:

“...This system of imprisonment would benefit the entire community when geared at working at hospitals, roads services, keeping or looking after old people, planting trees and several other community works...”
(Interview with a Community Service Worker in Kinondoni Dar-es-salaam, January 2019).

When asked what the state would benefit from this system, a community service worker interviewed said the following words:

“...This system would spare the Government of Tanzania huge expenditures in prison buildings as well as running costs. Such as paying more prison polices and feeding prisoners. For example the prison department spent approximately TZS 650 (\$ 0.44) a day for food for individual inmates instead of the mandated TZS 2,420 (\$1.64) according (TLS, 2014)...” Interview with a Community Service Worker in Head quarters of Home Affairs Dar –es salaam, January 2019).

A Prison staff during an interview complained the following:

“...Water shortages and lack of electricity as well as inadequate medical supplies makes the situation to be worse in our prisons. Limited transportation also affects the ability of prison staff to take prisoners to health clinics and hospitals. For instance, foreign prisoners complain that it becomes difficult for their embassy officials to visit them and that they waited long periods before being transferred to their home countries this also increases overpopulation in the prisons...” (Interview with a Prison Police in Ukonga Dar-es-salaam, January 2019).

The above findings from the interviews with regard to benefit emanating from this type of imprisonment are consistent with those of Ezra (2002) who argues that the offender, in this system he /she is spared the disgrace of prison and the negative influence of the inmates. Ezra (2002) adds that offender can maintain a reasonable family and social life and begin his/ rehabilitation process at once.

On the side of the government and its prison system, a patent advantage is the saving in money. Ezra (Ibid.) gave an example by saying that of the 1,600 persons participating in Community Service sentences in 2001 in his country were no such alternative available, some 1,200 would have had to be imprisoned, when the cost of building every single additional cell space was \$40,000. Ezra (Ibid) also found that maintenance and supervision/ guarding costs was \$800 per year for a Community Service sentence as compared to \$20,000 for a custodial sentence.

In connection with above findings, Ugur, (1998) argues that being sentenced to a community service order instead of imprisonment can have many benefits for the offender and his/her family. Under the terms of a community service order, according to Ugur, (Ibid) the offender is able to remain in the community residing at his home address or another nominated address. This means that he/she can continue to undertake his/her normal activities, including employment, and he/she can continue to meet family obligations. In addition, Ugur, (Ibid) argues that community service also provides benefits to the local community as a whole as it encourages the offender to undertake services and duties to help other members of his/her community.

After analyzing and discussing the impact or benefits that would be obtained through community services, the researcher examined if the exercise helped to decrease the over population in prisons. The findings were collected through questionnaires and in depth interviews. The leading question was: “do you think that community services have reduced overcrowding in prisons in Tanzania?” Responses from respondents were divided into three as illustrated in Figure 4.4.

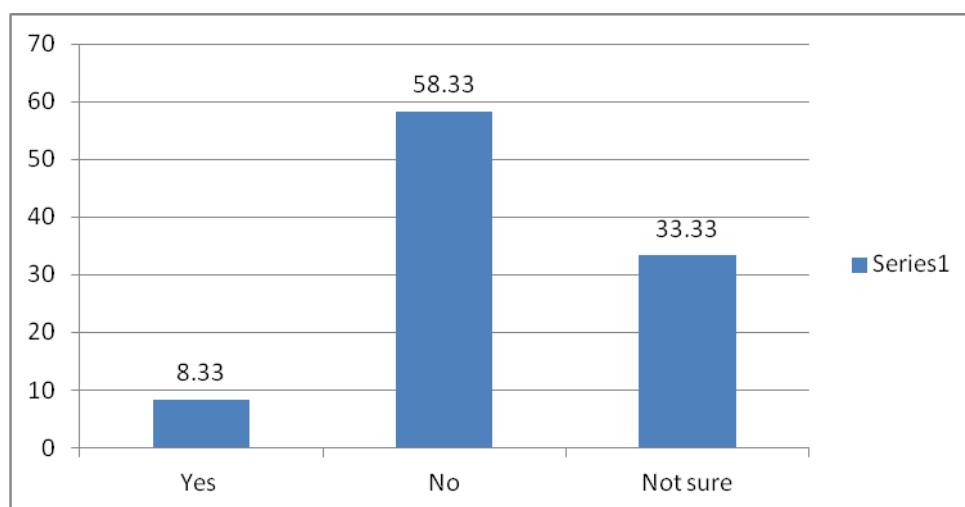


Figure 4.4: The Perceived Impact on Prisons in Reducing Overcrowding

The findings in Figure 4.4 indicates that, slightly less than tenth (8.33percent) of respondents said that the exercise has helped reduce the overcrowding in the prisons, slightly more than third (33.33percent) of them said they were not sure, while more half (58.33percent) of the respondents said no to the question.

When the comparison is done based on the answers from respondents, the finding shows that negative answers were 25.33 higher than those with uncertainty answers and 50 percent much higher than positive answers. The findings in Figure 4.4 imply that despite the existence of this type of sentencing, the problem of overcrowding in prisons is still felt to be rampant.

The arguments are justified by Mwakyusa (2013) who cited Judge Lila saying that total population in Tanzanians correctional facilities in 2013 at over 35,031 prisoners against the capacity of 29,552. The findings in Figure 4.4 are consistent with those of Kagaruki ,(2015) who found that since July, 2005 to April, 2013 the department was able to supervise a total number of 5,157offenders under community Services (MOHA, 2013 cited in Kagaruki, 2015). According to Kagaruki (2015), the number of offenders deserving this type of sentence, this figure is so small for such period of time compared to the geographical coverage the program is implemented in. During an interview with a community services worker on how was the program successful in reducing the over population in prisons the latter said the following words:

“...We are facing a very challenging situation. The number of people sentenced for this program is still few due to multiple reasons including, financial issues, infrastructures, and low level of rehabilitation officers on psychological matters...” (Interview with Community Service Worker in head quarter of Home Affairs in (Dar-es salaam, January 2019).

In the same vein, a prison officer said the following words during an interview:

“...We have inadequate of psychological professionals in most of the areas of intervention, as the result the exercise becomes very difficult to be implemented. For instance, how can you keep sex-offenders in community service program when you do not has someone to supervise him/her closely and help him /her become psychologically fit while in the community .Very good rehabilitation makes sense when a social worker have a very good understanding of psychological issues. .It is better to leave the offender in the prison instead of sending him/her in the community services program if there is no one to help the person effectively...”Interview with a Prison Police in Ukonga Dar-es-salaam, January 2019).

In line with the above interviews, Comer (2013) argues that psychologically, to keep sex- offenders in community services as alternative to imprisonment without rehabilitation does not serve any purpose, as they are likely to engage in further predatory acts of sexual violence as a result of “mental abnormality” or “personality disorder”.

Based on the findings related to objective number two, the researcher concludes that community services in Tanzania is not yet well organized and the evidences show that challenges are identified from the practitioners of the exercise, community and the government.

CHAPTER FIVE

SUMMARY OF FINDINGS AND DISCUSSION

5.1 Introduction

This chapter provides the discussion and summary of findings of the study. The part is organized as follows: discussion and summary of findings.

5.2 Discussion

5.2.1 General Discussion

This study was designed to explore the extent to which community service programme established by the government of Tanzania and the MOHA improved the welfare and dignity of offenders. This study was conducted in the Tanzania, in Ilala district Dar es Salaam region.

The study was conducted with the view of achieving the following specific objectives. Firstly, to explore the perception of the public on community services. Secondly, to look out the outcomes of community services for the welfare of prisoners. Data collection was guided by the following major research question: How does the community service programmes improve the welfare of prisoners? Two specific research questions were used to collect data: First, How does the public understand and perceive community services? Second, what are the outcomes of community services to the welfare of prisoners? The study targeted population of Ilala district. But for the purpose of getting further information, community service workers and staffs from MOHA in that area were also covered. This study used cross-sectional research designs. The sampling procedures used in this study were stratified random, purposive

sampling. These sampling procedures were used to select 120 respondents. The sample was divided as follows: Eighty community members and forty from the MOHA. The study was mainly qualitative although quantitative data were also collected. Qualitative data were collected through in depth interviews, while quantitative data were collected through questionnaires. Quantitative data were analysed through the use of descriptive statistical methods involving tables and figures, while in depth interviews data were analyzed qualitatively.

5.2.2 Summary of the Findings

The responses of public were based on two important indicators namely: Understanding and perception of community services and outcomes of community services. With regard to understanding the concept of community services, the findings have revealed that the majority of respondents did have knowledge on the concept.

On the other hand, with emphasis on perception of the exercise, the findings have shown that most of the community members were against the exercise since they thought that, community service was just a favour to the offender and that was not a very good punishment. Staffs from MOHA have shown positive perception regarding the exercise in order to reduce overcrowding in prisons. The findings have shown that more than half of respondents were identified to have negative answers toward the importance of community service to help offenders.

With regard to outcomes of the community services, the researcher examined the perceived effectiveness of the exercise in the community. The findings have shown

that the majority of respondents said that the exercise was not effective. Based on the impact of community service to the community, state, prisoners and prisons, the findings have revealed that more benefits could be achieved if the exercise was well practiced. The findings have also shown that, community service in the country has not succeeded to reduce the overcrowding in prisons.

CHAPTER SIX

CONCLUSION AND RECOMENDATION

6.1 Conclusions

The problem of improving lives of prisoners and reducing the overpopulation in prisons in Africa has been found to be more difficult. Despite that people are aware of the problem, the governments of Tanzania and the Ministry of Home Affairs have put little efforts and resources into the community services in order to lessen that burden.

Moreover, little psychological knowledge both the implementing staffs have in matters of most affected persons in favour of their dignity has caused these offenders and especially those in the most populated prisons to be vulnerable.

6.2 Recommendations

6.2.1 Recommendations for Action

- (i) The findings of this study have shown that, there are few resources allocated for this exercise of community services, The study recommends that, the government and the MOHA in partnership with other partners should work together to make sure more resources are allocated for this exercise.

- (ii) The findings have shown that, community services and other workers in this setting have little knowledge on psychological issues people who are from the prisons have gone through. The recommendation from this study is that, more training related to psychological issues should be provided to all staffs dealing with the matter of community services.

- (iii) The findings have also shown that some of the respondents accused the implementing institutions of not making much effort on awareness rising. The study recommends that, the government should make sure that more workshops are done to make people aware of community services.
- (iv) The findings have shown that, there are few staffs in community services department; therefore the study recommends that, the government should add more workers especially in those regions targeted by the program.

6.2.2 Areas for Further Research

It is clear that the findings of this study rose theoretical and methodological questions that require more investigations to be carried out. From this basis, further researches are to be conducted in the following areas.

The study has dealt with perception, understanding of the concept and outcomes that community service has on reducing overpopulation in prisons. The study understands that, a successful community service depends not only on social acceptance and human dignity but also on offenders' participation. From this basis the researcher would recommend other studies of the same to include offenders in data collection as respondents.

Since this study was cross-sectional, the findings did not give the process of change to community services over time. From this basis, longitudinal study is required from both Dar es Salaam and other geographical areas. The study of this nature will give a useful insight into the community services process of across time.

REFERENCES

- Adam, J., & Kamuzora, F. (2008). *Research Methods for Business and Social Studies*, Morogoro: Mzumbe book project.
- Adler, A. and Aldler, P. (1994). *Observational Techniques*. Ann Arbor, Michigan: University Microfilms International (UMI order no 93-02170).
- Albrecht, H. (2006). *Conflicts and Conflict Resolution in Middle Eastern Societies-Between Tradition and Modernity*. Berlin: Sage Publications Ltd.
- Ayade, E. (2010). Problem of Prison Overcrowding in Nigeria Some Lessons South Africa & America. A dissertation for award for the Degree of LL.M, Human Rights Central European University Legal Studies Department USA.
- Babbie, R. (2010). *The Basis of Social Research Cengage Learning*, 5th Editions
- Bah, T. (2003). *Captivity and incarceration in Nineteenth-Century West Africa*. In: Bernault, F. (ed.). *A History of Prison and Confinement in Africa*. Portsmouth: Heinemann.
- Barr, B. (1992). Spare Research in Medicine and in the Social Sciences in America, PhD. Dissertation, Stanford University, and Stanford, USA.
- Bernad,R. (1995). *Research Methods in Anthropology: Qualitative and Quantitative Approaches*, Walnut Creek: Alta Maria Press.
- Buchane, A. (2013). *Effective Countermeasures against Overcrowding of Correctional facilities*, University of Namibia Windhoek.
- Black, B. (1990). *Unconditional punishment through incarnation from perspective of theory and Practice*. New York: Sage Publications Ltd.
- Callison, H. (1983). *Introduction to Community Based Corrections*. New York: Mc Graw-Hill Book Company.

- Colliers, R. and Smit, T. (2007). *Weighing the Implications of Community Services and Long terms sentences to recidivist criminals*. New York: Sage.
- Comer, D. (2013). An Evaluation of the Imperative and Practice of Community Services for Women Offenders in Lilongwe Municipality. Master Dissertation in Women's Law, University of Zimbabwe
- Champion, D. (1993). *Research Methods for Criminal Justice Criminology*. Englewood Cliffs: Prentice-Hall.
- Charles, B. (2005). Community Service in Uganda as an Alternative to Imprisonment. A Case Study of Masaka and Mukono Districts (2464634) Mini-M.A.Thesis, University of Western Cape.
- Crystal, A. (2004). Overcrowding and Violence in Federal Correctional Institution: An Empirical Analysis: Doctoral Thesis, Drexel University.
- Darissa L. (2009). A Study of the Perception held by Ex-offenders of Community Services and Family Support. M.A. Thesis, Atlanta University Center.
- Denzin, N. and Lincoln, Y. (1994). *Handbook of Qualitative Research* London: Sage Publication.
- Ezra, M. (2002). *Community Service as Punishment in Israel Prison*. Retrieved on 11th July 2020 from: http://repository.out.ac.tz/1284/1/Dissertation_-_Editha_John_Kagaruki_Final.pdf
- Frank, S. (2010). The Applicability of Parole System in Tanzania: Challenges and Way Forward. Masters of laws (LL.M.) Dissertation, University of DSM
- Griffiths, Y. and Murdoch. (2007). *The Social Reintegration of Offenders and Crime prevention* (Ottawa, Public Safety Canada, National Crime Prevention Centre.

- Goodwin, P. and Wright, G. (1991). *Decision Analysis for Management Judgment*.
New York: Wiley.
- Harper, S. and Chitty, D. (2005) eds. *The Impact of Corrections on Re-offending: A Review of 'What Works'*, 3rd ed. Home office Research Development and Statistics Directorate ISBN 184473497.8
- Heitz, R. (1997). "Community Services in France "A paper Presented at the International Conference on Community Services Order in Africa, Kadoma, Zimbabwe, p. 24-28.
- Holtzhausen, G. (2012). Only For Teens Criminals: Community services in the Tanzania. *Journal of Probation* 4(5), 22-20 ISSN
- Human Rights Watch, (2006). *Prisons in the Middle East*, Available at: <<http://hrw.org/prisons/mideast.html>:1 ode de 2.de 2006 International Centre for Prison Studies (2007). Annual Report 2006. London King's College
- James, M. (2006). *Constituting Fundamental Environmental Rights Worldwide*, 23 Pace Envtl. L. Rev. 113.
- Jeremy, S. (2008). *Prisons in Africa: An Evaluation from a Human Rights Perspective* vol 5 No.9 Sao Paulo.
- Jimmy, R. (2012). A Civic Justice Corps: Community Service a Remedy or ell to Criminals? (Unpublished dissertation) Department of Sociology Skidmore College Saratoga Springs. NY.
- Julie, M. (2007). *The War Crime of Child Soldiers Recruitment*. The Netherlands Library of Congress Control.

- Justus, A. (2010). An Investigation of the Imposition and Operation of Community Service for Women offenders in Zomba District, Malawi. Masters Dissertation, University of Zimbabwe.
- Kagaruki, E. (2015). Assessment of the Public knowledge on Community Service Sentence as an Alternative to Imprisonment: A case Study of Dar es Salaam. Master's Dissertation, Open University of Tanzania.
- Kagambo J. (1995). The Attitude of Prisoners Towards the Rehabilitation Programmes in Uganda: A Case Study of Luzira Group of Prisons, In a SWSA Research Report.
- Karl, J. & Wadrei, K. (1994). *PIE A System for Describing & Classify Problems of Social Function*. California: National Association of Social Workers.
- Kerston, A. (2012). *Analysis of the Situation of Children in Conflict with the Law in Tanzania*. Coram Children's Legal Centre, UK in Collaboration with UNICEF and the National Organization for Legal Assistance
- Kibuka, E. (2001). *Prisons in Africa*. Trabalho apresentado no United Nations. Programme Network Institutes Technical Assistance Workshop, Viena,
- Kothari, C. (2004). *Research Methodology*, 2nd Edition. New Delhi: New Age International (P) Ltd.
- Kothari, C. (2006). *Research Methodology, Methods and Techniques*, New Delhi: Willey Eastern Ltd.
- Kubasu, E. (1996). Overview on the Prison Situation in Africa, Penal Reform International, Report of a Pan-African Seminar on Prison Condition in Africa, Kampala, Uganda.

- Livingstone, S. (2008). *'Prisoners' Rights in the Context of the European Convention on Human Rights'* in Jewkes Y (ed) *Prisons and Punishment*, London: Sage
- Magai, J. (2016). 'Mramba, Yona sasa kufagia hospital Dar'. Tanzania Mwananchi (Dar-es-salaam)
- Magezi, A. (2003). Community Service in Uganda. Article Paper in the Uganda Living Law Journal, Law Reform Commission, Kampala.
- Megargee, K. (1977). Community Services in Rwanda as a Substitute to Jail. A Case of Bugarama and Kamembe Districts, Min-Dissertation Presented to the Institute of Social Development. Faculty of Arts University of Kigali, Partial fulfillment of the requirement for the MA Degree in Development Studies.
- Mugenyi, A. (1990). "The Woman Offender and the Law", LLB Dissertation, MUK.
- Muntingh, L. (2005). Offender rehabilitation and reintegration: taking the White Paper on Corrections Forward. University of Western Cape: Cape.
- Mcshane, M. and Krause, W. (1993). *Community Corrections*. New York: Maxwell Macmillan.
- Mhagama, H. (2019). Tanzania: Fresh Move to Decongest Prison. Tanzania Daily News (Dar-es-salaam).
- Mwakyusa, A. (2013). A Tanzania: Out-of-Jail 'Inmate 'to Save sh.9 Billion Annually. Tanzania Daily News (Dar-es-salaam).
- Mwanza, T. (2012). Parole as a Way to Reduce Overcrowding in Zambian Prisons. A communicative and Participatory Approach. Retrieved on 22nd May 2020 from: <http://dSPACE.unza.zm/handle/123456789/1800>

- Mnguni, S. (2011). Challenges facing Social Workers rendering rehabilitation services. To male offenders in a maximum correctional centre, Doctoral Dissertation, University of Dar es Salaam.
- Nsanze, C. (2011). Alternative Sentencing and Strategies to Reduce Overcrowding in Tanzania Paper Presented at the Commonwealth East African Workshop. Alternative Sentencing and Strategies to Reduce Prison Overcrowding.
- Neuman, W. (2000). *Social Research Methods, Qualitative & Quantitative Approaches* Ally and Bacon Pub (4thed) Better World Books (Dunfermline, United Kingdom).
- Notshulwana, V. (2012). Rehabilitation of Youth offenders in South Africa: the Relevance of ecological model and graduated Sanctions *Africa Insight*, 41(4) 139 -158.
- Nxumalo, T. (2000). *The Role of Volunteers in the Transformation of the South African*. Johannesburg: Published by University of South Africa
- Osundu, B. (2004). *Environmental Sanitation and Heath*. Owerricher: Bren and Co.
- Othman, A. (1996). Community Services, An International Perspective Paper Presented at the seminar for the Introduction of Community Services in Uganda held in Kampala, Uganda.
- Penal Reform International, (1999). Arusha Declaration on Good Prison Practice, Retrieved on 22nd July 2020 from: <https://digitallibrary.un.org/record/287186>.
- Penal Reform International (PRI), (2000). Access to justice in sub-Saharan Africa. PRI. Retrieved on 22nd July 2020 from: http://www.penalreform.org/english/cs_kadomintro.

- Penal Reform International (PRI) (2012). *Alternative to Imprisonment in E.Africa*. London E16LT, United Kingdom.
- Radzinowiz, T. (1991). *The effects on re-offending of custodial versus non-custodial Sanctions*. The Dickson Poon School of Law King's College London submitted for the degree of Doctor of Philosophy.
- Read, J. (1969). "Kenya, Tanzania and Uganda". In: Milner, A. (Eds.). *African.Penal Systems*. London: Routledge.
- Rourke, J. (2015). *Community Services in Africa .A Dream or Reality A study of the Human Rights and Institutional framework in Kampala District*. Master of Social work Dissertation, Makerere University.
- Roy, W. (2008). "*World prison population list*", 8th ed. London: King's College, International Centre for Prison Studies.
- Rubbin, A. (1989). *Research Methods for social work*. Wadsworth: University of Michigan.
- Ryckman, B. (2008). *Is Community Services an alternative to Incamation? Human right Activists conservativisms*. LLB Dissertation, University of Namibia.
- Sarkin, J. (2008). *Human Rights in African Prisons* and Ohio: University Press.
- Saunders, M. (2008). *Research Methods for Business Students, Second Edition*, New York; Prentice Hall.
- Sekhonyane, M. (2005). *Prison Reform in Africa-current Trends*. Paper presented to the ALRAESA Law Reform Conference hosted by the South Africa Law Reform Commission.
- Shadrack, J. (2014). *Non-Custodial Measures Tanzanian Context*: University of Dar-es- Salaam, School of Law. Department of Public Law

- Shalilu, N. Pretorius, L., Van Dyke, A, Vander Stoep, A., & Hagopian, A. (2014) Namibian Prisoners describes to HIV antiretroviral therapy adherence. *AIDS Care*.
- Steinberg, J. (2005). Prison Overcrowding and the Constitutional Right to Adequate Accommodation in South Africa. Retrieved on 11th May 2020 from https://repository.uwc.ac.za/xmlui/bitstream/handle/10566/5158/prisons_the_law_and_overcrowding.pdf?sequence=1&isAllowed=y
- Stephen, M. (2008). The Effectiveness of the Prisons Service in the Rehabilitation of Offenders in Kenya. Master of Arts Thesis, University of Nairobi.
- Stephen, M. (2016). Election Crimes and Offence in Kenya. National launch of the research report. Nairobi, Kenya.
- Ssebugwawo, A. (2010). Community Service and Recidivism: A Study Of The Legal and Institutional Framework In Kampala District. A Master's Dissertation, Makerere University.
- Trotter C. (1996). "The Impact of Different Supervision Practices in Community Corrections" *Australia and New Zealand Journal of Criminology*, 29(1) 29-46
- Toch, H. (1977). *Living in Prison: The Ecology of Survival*. New York: Free Press:
- UNDOC, (2006). *Custodial and Non-Custodial Measures: Alternatives to Incarceration* (Criminal Justice Assessment Toolkit), United Nations: New York.
- UN (2013). *Strategies to Reduce Overcrowding in Prison Criminal Justice: Handbook Series*. English, Publishing and Library Section, United Nation office at Vienna.

- UN Economic and Social Council, (1996). Perception to offences and Punishment: A Kenyan study. First published December 1996 by the Ministry of Justice.
- URT, (2017). Ilala Municipal Council, Strategic Plan 2017/2018-2021/202. Dar-es-salaam, Tanzania.
- Vanness, D., & Colson, C. (1986). *Crime and Its Victims*, Interscience Press, *Downers Grove*. York.
- Vansina, J. (2003). "Confinement in Angola's Past." In: Bernault, F. (ed.). *A History of Prison and Confinement in Africa*. Portsmouth, NH: Heinemann.
- Walmsley, R. (2005). Prison Health Care and the Extent of Prison Overcrowding. *International Journal of Prisoner Health*,: 1, 9-12.
- Welb, W. (2012). Ethical Culture and the Value –Based Approach to Integrity Management: A case study of the Department of correctional service, *Public Administration and Development*, 32(1) 96-108.
- Wright, M. (1991). *Justice for Victims and Offender* Philadelphia: Open University Press.
- Yin, R. (1994). *Case Study Research: Design & Methods*, Published in Business, Technology.

APPENDICES

Appendix A: Confidentiality and Ethical Guidelines for Research Assistants

As a research assistant, I accept to abide by the rules and research ethics outlined below. I understand that if I do otherwise, I will be disqualified for the task.

1. I will keep both prisoners names confidential. This implies that as research assistant, I will not reveal and discuss respondents' names to anyone except to the study team.
2. I will keep the information from respondents who will participate in this study confidential. This implies that all information provided from respondents will not be shared and discussed outside the research setting and will be kept privately.
3. The interview materials such as questionnaires will not be used or shared with anyone except during the course of an interview with the respondents. I will let the respondents know what this study is all about and the nature of the questions I will be questioning.
4. I will make sure that I protect the safety, security and privacy of all respondents interviewed.
5. I will make sure that I write the word of the respondents interviewed without distorting the information provided. I will make sure that I translate correctly his/her words without losing the meanings.
6. I will be able to stop personal interview if the interviewee has asked me to do so.
7. I will not give unmet expectations and promises to respondents who will take part in this study.

8. I will agree to make any changes in what I have written or recorded if the respondent requires me to do so after he/ she has read the document or listened to the recorded tape or I have read to her.

9. I will be able to tell the respondents the importance of this study and their full participation.

Name and signature -----

Date -----

Appendix B: Questionnaires

I have prepared this questionnaire for purpose of collecting data concerning on my research study titled: Reducing overcrowding in Prisons: Public Perceptions on Community Services. The case of Ilala Municipality, Dar es salaam.

Your contribution is highly valued to make the study successful.

QUESTIONS

1. Gender

- (a) Male
- (b) Female

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

- (a) University degree
- (b) High school or diploma
- (c) Secondary education
- (d) Primary education

3. For how long have you been working in the prisons?

- a) 1-5 years
- b) 6-10 years
- c) 11-15 years
- d) More than 15 years

4. What is your level of awareness in prison overcrowding?

- a) Strongly aware
- b) Aware
- c) Partially aware
- d) Not aware

5. Do you know by sentence called community service in prisons?

- a) Another alternative to prison.
- b) A sentence requiring them to perform work within the community.
- c) Is a programme under which person who have committed minor offences are given a sentence requiring them to perform work within the community.

6. What do you know about it and how is it implemented or administered in effective ways?

- a) In community
- b) In prisons
- c) In courts

7. What are advantages to you and the community effectiveness in prisons?

.....
.....

8. What is your perception on community services sentence?

.....
.....

9. What are the solutions of reducing overcrowding?

- a) Parole
- b) Community Service
- c) To change the law
- d) None of above

10. Does community services reduce overcrowding problems in prisons? If yes specify and If No specify

.....
.....

11. What are the services can community services provider can provide to prisoners?

.....
.....

12. Do the members of the public's perceived community Services in reducing over crowdedness?

.....
.....

Appendix C: Research Clearance Letter**THE OPEN UNIVERSITY OF TANZANIA*****DIRECTORATE OF POSTGRADUATE STUDIES***

P.O. Box 23409
Dar es Salaam, Tanzania
<http://www.openuniversity.ac.tz>



Tel: 255-22-
2668992/2668445 ext.2101
Fax: 255-22-2668759
E-mail: dpgs@out.ac.tz

Our Ref: HD/A/552/T.13

Date: 06th December 2019

Katibu Mkuu,
Wizara ya Mambo ya Ndani ya Inchi
S.L. P. 2916
DODOMA

RE: RESEARCH CLEARANCE

The Open University of Tanzania was established by an act of Parliament No. 17 of 1992, which became operational on the 1st March 1993 by public notice No. 55 in the official Gazette. The act was however replaced by the Open University of Tanzania charter of 2005, which became operational on 1st January 2007. In line with the later, the Open University mission is to generate and apply knowledge through research.

To facilitate and to simplify research process therefore, the act empowers the Vice Chancellor of the Open University of Tanzania to issue research clearance, on behalf of the Government of Tanzania and Tanzania Commission for Science and Technology, to both its staff and students who are doing research in Tanzania. With this brief background, the purpose of this letter is to introduce to you **Nancy Justin Materu Reg No: HD/A/552/T.13** pursuing **Master Degree of Social Work**. We hereby grant this clearance to conduct a research titled: **“Reducing Overcrowding in Prisons: Public Perceptions on Community Services: The Case of Ilala Municipality, Dar –es-Salaam”**, she will collect her data in Dar es Salaam, Tanzania from 10th December 2019 to 7th February 2020.

In case you need any further information, kindly do not hesitate to contact the Deputy Vice Chancellor (Academic) of the Open University of Tanzania, P.O. Box 23409, Dar es Salaam. Tel: 022-2-2668820. We lastly thanks you in advance for your assumed cooperation and facilitation of this research academic activity.

Yours sincerely,

Prof. Hossea Rwegoshora
For: VICE CHANCELLOR
THE OPEN UNIVERSITY OF TANZANIA