

**ASSESSING THE SERVICES PROVIDED BY POLICE GENDER DESK IN
COMBATING VIOLENCE AGAINST WOMEN: A CASE OF TARIME
DISTRICT**

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**A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE DEGREE OF MASTER OF ARTS IN GENDER
STUDIES**

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

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CERTIFICATION

The undersigned certifies to he has read and hereby recommends for acceptance by The Open University of Tanzania, a dissertation entitled “**Assessing the Services Provided by Police Gender Desk in Combating Violence Against Women: A Case of Tarime District**”. In partial fulfillment of the requirements for the Degree of Master of Arts in Gender Studies of The Open University of Tanzania.

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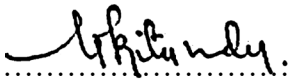
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DECLARATION

I, **Abeid Marco Kitundu**, declare that, the work presented in this dissertation is original. It has never been presented to any other University or Institution. Where other people's works have been used, references have been provided. It is in this regard that I declare this work as originally mine. It is hereby presented in partial fulfilment of the requirement for the Degree of Master of Arts in Gender Studies (MAGS) of The Open University of Tanzania.


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Signature

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Date

DEDICATION

This work is dedicated to the Almighty God for giving me strength and life. Correspondingly, I dedicate this study to my beloved family members who supported me in prayers and pushed forward to accomplish my work.

ACKNOWLEDGMENT

I gratefully acknowledge my supervisor Dr. Johnas Buhori, who guided me throughout the research writing. He readily spends most of his time giving me constructive ideas, criticisms and encouragement until the completion of this study. His patience and courage were instrumental in completing this task.

ABSTRACT

This study titled assessing the services provided by police gender desk in combating violence against women: a case of Tarime district. This study was guided by Transformational theory. The study used the descriptive-cross-sectional design. The researcher used questionnaires in data collection. This study used both qualitative and quantitative research approach. This study findings revealed that case management (GBV) was a leading service provided by the police gender desk followed by provision of witness/evidence at court. Also, the results of this study found that services at police gender desk are accessible. Moreover, findings of this study discovered that some community members have positive perception towards the services provided at PGD while others still hold negative perception against PGD. This study concludes that with minor challenges, the services provided by the police gender desks are good despite the fact that some community members have positive perception towards the services provided at PGD; while others still hold negative perception against PGD. This study is therefore recommending to create more awareness, and conducting community outreach and the PGD being located at the same location with police station.

Keywords: *Violence, Domestic violence against children, Police gender desk, Gender based violence*

TABLE OF CONTENTS

CERTIFICATION	ii
COPYRIGHT	iii
DECLARATION.....	iv
DEDICATION.....	v
ACKNOWLEDGMENTS	vi
ABSTRACT	vii
LIST OF FIGURES	xii
LIST OF ABBREVIATIONS	xiii
CHAPTER ONE	1
INTRODUCTION AND BACKGROUND TO THE PROBLEM	1
1.1 Introduction.....	1
1.2 Background to the Problem.....	1
1.3 Statement of the Problem.....	6
1.4 General Objective.....	8
1.4.1 Specific Objectives.....	8
1.5 Specific Research Questions.....	8
1.6 Scope of the Study	9
1.7 Significance of the Study	9
CHAPTER TWO	11
LITERATURE REVIEW.....	11
2.1 Introduction.....	11
2.2 Definition of Key Terms	11
2.2.1 Violence	11

2.2.2	Domestic Violence against Women	11
2.2.3	Police Gender Desk	12
2.2.4	Gender-Based Violence (GBV).....	12
2.3	Review of Theoretical Literature	12
2.3.1	Transformational Theory.....	13
2.3.2	Relevancy of Transformational Theory to this study.....	14
2.4	Review of Empirical Literature.....	15
2.4.1	Services Provided at the Police Gender Desk	15
2.4.2	The Availability of Police Gender Desk services in Africa	21
2.4.3	Community awareness of the Police Gender Desk	24
2.5	Research Gap	27
2.6	Conceptual Structure	28
	CHAPTER THREE	31
	RESEARCH METHODOLOGY	31
3.1	Introduction	31
3.2	Research Design.....	31
3.3	Research Approach	31
3.4	Philosophy of Research.....	32
3.5	Research Methodology.....	32
3.6	Area of Study	32
3.7	Population and Sampling	33
3.7.1	Population.....	33
3.7.2	Sampling and Sample Size.....	34
3.8	Method of Data Collection.....	35

3.9	Data Analysis	35
3.10	Validity and Dependability	35
3.10.1	Validity	35
3.10.2	Reliability	36
3.11	Ethical Consideration	37
CHAPTER FOUR.....		38
PRESENTATION OF FINDINGS AND DISCUSSION.....		38
4.1	introduction	38
4.2	Demographic Information.....	38
4.2.1	Age among Participants of the Study.....	38
4.2.2	Education Level among Participants.....	39
4.2.3	Marital Status among Participants.....	40
4.2.4	Economic Activities among Participants	40
4.3	Identification of Services Provided at Police Gender Desk	41
4.3.1	Services Provided at Police Gender Desk	41
4.3.2	Customer Care among Police Officers Working at Police Gender Desk.....	42
4.3.3	Identified Services Provide at Police Gender Desk.....	43
4.3.4	Working tools to deal with Reported Cases	44
4.4	Accessibility of Services Provided at Police Gender Desk.....	45
4.4.1	Accessibility of Services at Police Gender Desk	45
4.4.2	Availability of Services at Police Gender Desk Wherever Needed	46
4.4.3	Time Taken at Police Gender Desk while Waiting for Services.....	47
4.4.4	Location of Police Gender Desk Being Accessible.....	47

4.5	Perception of Community Members' on the Services Provided by the Tarime District Police Gender Desk.....	48
4.5.1	Findings and Discussion from Key Informants.....	48
4.5.2	Findings and Discussion from Focus Group Discussion	49
	CHAPTER FIVE.....	51
	SUMMARY, CONCLUSION AND RECOMMENDATIONS.....	51
5.1	Introduction.....	51
5.2	Summary	51
5.3	Conclusion	52
5.4	Recommendations	52
	REFERENCES.....	53
	APPENDICES	57

LIST OF FIGURES

Figure 2.1: Conceptual Framework.....	29
Figure 4.1: Age among Research Participants.....	38
Figure 4.2: Education level among participants.....	39
Figure 4.3: Marital status.....	40
Figure 4.4: Economic activities among participants.....	41
Figure 4.5: Figure 4.5: Services Provided at Police Gender Desk.....	42
Figure 4.6: Customer care to the police gender desk.....	42
Figure 4.7: Services provided at Police Gender Desk.....	43
Figure 4.8: Working tools to deal with reported cases at Police Gender Desk.....	44
Figure 4.9: Accessibility of Services at Police Gender Desk.....	45
Figure 4.10: Services Available at Police Gender Desk.....	46
Figure 4.11: Time taken for a client to be attended while at PGD.....	46
Figure 4.12: Location of Police Gender Desk accessible for services.....	47

LIST OF ABBREVIATIONS

AFNET	Kivulini Women Association Ant Female Genital Mutilation Network
AU	African Union
CSO	Civil Society Organization
CSO	Civil Society Organizations
GBV	Gender-Based Violence
GDO	Gender Desk Officer
KIWEHEDE	Kiota Women Health Development Organization
KWIECO	Kilimanjaro Women Information and Consultancy Organization
LHRC	Legal and Human Rights Center
MCDGC	Ministry of Community Development Gender and Children.
MOHSW	Ministry of Health and Social Welfare
MOJCA	Ministry of Justice and Constitutional Affairs
NPA	National Plan of Action
PGD	Police Gender Desk
SOSPA	Sexual Offenses Special Provision Act
TAWLA	Tanzania Median Woman Lawyer Association
TGNP	Tanzania Gender Network Program
UN	United Nations
VAW	Violence against Women
WHO	World Health Organization
WILDF	Women in Law and Development in Africa

CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE PROBLEM

1.1 Introduction

This chapter covers the following subsections, namely; background of the study, statement of the problem, objectives of the study, research questions, scope of the study and significance.

1.2 Background to the Problem

Gender-based violence is a phenomenon that stems from gender inequality and remains one of the most serious human rights violations in contemporary society (Garcia et al., 2015). The term denotes cruelty directed at someone owing to their gender and affects both men and women. Acts of gender-based violence are defined in the Istanbul Convention as those that cause physical, sexual, psychological, or economic harm or suffering to women, including threats of such acts, coercion, or arbitrary denial of liberty, whether in public or private life (European Union Agency for Fundamental Rights, 2015). There is, however, a consensus that women and girls represent the majority of victims (Kimani, 2017). Gender-based violence and violence against women are terms often interchangeably inferred since men are the perpetrators of the majority of gender-based violence against women and girls. However, the specific use of the term "gender-based" is critical since it emphasizes that the majority of violence against women and is founded on power imbalances between men and women (Garcia et al., 2015).

Compounding the personal devastation is the reality that this type of violence is often

shrouded in secrecy, prohibiting women from accessing the legal and medical resources they need to cope with it (Mwinula. 2016). Survivors of GBV often feel shame, an instinct to protect the family unit, and conflicting allegiances, which makes discussing the problem difficult. It is not uncommon for women to be blamed for their own rapes and to be considered to bring dishonour to their families. Beyond this reluctance, in many regions of the world, reporting violence can lead to more violence for women, at the hands of police, officials, and perpetrators. The fear of retribution further inhibits women in seeking needed legal help, medical services, and counselling, thereby continuing a cycle of devastation (Musa and Mohamed, 2019). Honour killings or shame killings are also quite common. In some countries, family honour is dependent on the behaviour of women. Multiply the negative impact of GBV on the individual and her family by a billion (Kimani, 2017). The result is catastrophic across global and regional sectors and is a major inhibitor to global development. By sapping women's energy, undermining their confidence, and compromising their health, gender-based violence deprives society of women's full participation. As the U.N. Women (formerly UNIFEM) observed, "Women cannot lend their labour or creative ideas fully if they are burdened with the physical and psychological scars of abuse (Barnes, 2019).

Despite the fact that violence against women (VAW) jeopardizes the health, dignity, security, and autonomy of its victims, it remains shrouded in a culture of silence. The aftermath of violence is often characterized by coerced and unwanted pregnancies, unsafe abortions, traumatizing fistula, sexually transmitted infections like HIV, and even the death of victims (WHO, 2020). According to the United Nations, nearly

20% of those aged 15 to 24 years have suffered sexual abuse from an intimate relationship in seven nations. The statistics from the largest-ever research on the prevalence of violence against women were released by WHO and partners in 2021. The report supported by the WHO-UN Women Joint Program on Violence against Women data, shows that 1 in 3 women across their lifetime is subjected to physical violence by an intimate partner or sexual violence by a non-partner. Global data further demonstrates that intimate partners (Barnes, 2019) commit 38% of all murders of women. In addition to intimate partner violence, 6 % of women worldwide reported having been sexually assaulted by someone who was not their spouse. However, data on non-partner sexual violence is significantly lacking. Men are most commonly perpetrating intimate partner and sexual violence against women (WHO, 2020).

Over a quarter of women aged 15 to 49 who have been in a relationship have been subjected to physical and/or sexual assault by their intimate partner at least once in their lifetime in industrialized countries (WHO, 2021). According to Barnes (2019), lifetime intimate partner violence prevalence estimates range from 20% in the Western Pacific, 22% in higher-income countries and Europe, and 25% in the WHO regions of America to 33% in the WHO African region, 31% in the WHO Eastern Mediterranean region, and 33% in the WHO Southern Eastern Asia region. Barnes (2019) analyses the causes and consequences of multiple forms of discrimination as regards violence against women. Also considers inter- gender and intra-gender differences, arguing that a one-size-fits-all programmatic approach is insufficient for combating gender- based violence. A holistic approach is critical for addressing the

interconnections between violence against women, its causes and consequences, and multiple and intersecting forms of discrimination (Ndenje, 2018).

Violence against women in Africa, as in the rest of the globe, is a complex issue that stems from structural inequities between men and women, which result in power disparities between the sexes persisting (Kimani, 2017). Women are disproportionately exposed to violence from all levels of society, including individual men, within the family and community, and by the state, due to their subordinate standing to men in many civilizations and the common acceptability of interpersonal violence as a means of resolving disputes (Barnes, 2019). The United Nations Declaration on the Elimination of Violence against Women, which was adopted in 1993, provides the very first formal definition of gender-based violence (ACGSD, 2017).

Violence against women is rampant in Tanzania. According to statistics, 40% of Tanzanian women and girls, aged 15 to 49 have experienced physical violence and 17% have experienced sexual assault in their lifetime (URT, 2020). According to a report on violence against children, 27.9% of girls had experienced sexual violence prior to their 18th birthday. Gender-based violence (GBV) is a grave reality in the lives of many Tanzanian women, girls, and disabled people. It is partly a product of gender norms as well as societal and economic disparities that favour men over women (Mwinula, 2016). In Tanzania, there is a growing awareness of gender discrimination and equity in various facets of life. This awakening includes a growing recognition of how widespread gender-based violence is, as well as

its damaging effect on not only victims, but also men, boys, the country's growing economy, health, and social welfare systems (URT, 2020). According to Tanzanian data on gender-based violence, 40% of women and girls aged 15 to 45 have experienced physical violence, and 17% have experienced sexual violence in their lifetime. According to a report on violence against women, 27.9% of girls have experienced sexual violence prior to their 18th birthday (Ndenje, 2018). Women and girls' vulnerabilities have escalated owing to the COVID 19 pandemic, with evidence depicting a significant impact across genders upon outbreak. This has compounded existing gender inequalities as women's livelihoods, food security and nutrition, health, and education are consequently affected, thus increasing the risk of gender-based violence (The Ireland Embassy in Tanzania, 2020).

In response to Gender-based violence, briefly the Tanzanian government through its Parliament has implemented various measures to forge a lasting solution to the predicament. Among these measures include Gender mainstreaming where by a government make a strategy to improve the quality of public policies, programmes and projects, ensuring a more efficient allocation of resources. Better results mean increased well-being for both men and women. Other initiatives are the establishment of Sexual Offence Special Provisions Act of 1998 R.E 2014 (SOSPA) through a Parliament, which addresses sexual exploitation of women and children, incest, and procreation for prostitution. It also addresses forms of sexual abuse such as sexual harassment (Article 11), rape, molestation, indecent assault, and sodomy, most of which are committed against women and children. The act also criminalized female genital mutilation.

Furthermore, in May 2009, the Tanzania Police Force inaugurated a project to establish specialized gender desks in police stations throughout the country, with police women to deal with issues of violence against women. This is according to response of Government of the United Republic of Tanzania to the questionnaire on violence against women, June 2009. Dr Gwajima, the Minister of Community Development, Gender, Women, and Special Groups revealed that number of Gender and Children Desks has been set up within Police stations in the country whereas by December 2021 there were a total of 423 desks in various Police stations however; some of them were having poor customer care, something which makes people refrain from reporting such incidents. The gender desk initiative was first proposed by Tanzania Police Female Network (TPFNet).

1.3 Statement of the Problem

UNFPA (2019) revealed that about 61% of women aged 15 to 45 years in Mara region have been subjected to physical violence while 23% have experienced sexual violence. Also, 72% of women in Mara region have experienced violence at the hands of their husbands or their partners. For a case in point, Tarime district is among the districts of Mara region with an acute level of Violence against women (Sikira, 2015). The severity of violence against women in Tarime district is due to the fact that the district is governed by traditional gender based oppressive norms and values as well as gender-based violence, namely; wife beating in marriages is serious, but is considered normal in rural areas of Tarime district (Anderson, 2016). Violence against women in Tarime has been on an uptrend in the previous

five years, with 1873 reported in the year 2017, 1923 in the year 2018, 2011 in the year 2019, 2033 in 2020, and 2210 in the year 2021.

According to Mbilinyi (2018), the Government of Tanzania and its key partners have implemented various GBV-related prevention and response activities. At the national level, the government implements the National Strategy for Gender Development (2005) to promote gender equality and equity for women. It also implements the SOSPA, 1998, which is now a part of the Penal Code, Cap 16, Revised Edition, 2002. The government also executes the National Plan of Action to prevent and Eradicate Violence against Women and Children (2001–2015), which aims to eliminate related legal, social, economic, cultural, and political discrimination and exploitation. Adding on, the initiation of movement of Youth in Tarime District stand up to end Violence against Women and Children (CDF, 2021).

The government of Tanzania in collaboration with other stakeholders facilitated the establishment of police gender desks in various ministry departments with the target of combating violence against women and children. as such, three PGCDs constructed in Mara Region meaning that women who are reporting incidents of violence no longer have to approach the main desk in the police station but to be taken to a separate building, where officers (mainly female) are particularly trained to handle cases for example domestic violence, rape and sexual assault. Despite of the introduction of police gender desk, Musa (2019) reveals that GBV survivors rarely tell their stories with only 9% of women in Tanzania making a report to the Police as they decide to remain silent. As a result, the rarely available recent report

on violence against women from the Tarime District Police Gender Desk however covers a wide range of human rights abuses, including sexual abuse of women, rape, domestic violence, sexual assault and harassment, marriage between women and women, and several harmful traditional practices (Anderson, 2016). There is a growing concern that the vast majority of cases are never reported and thus estimates are inconclusive. Therefore, the tendency of GBV survivors of Tarime district not reporting to police gender desk builds an interest for this study wants to assess the services provided by police gender desk in combating violence against women.

1.4 General Objective

The general objective of the proposed study will be to assess the effectiveness of police gender desk services in combating violence against women in the Tarime District.

1.4.1 Specific Objectives

- i) To identify the services provided by the Police Gender Desk (PGD) in Tarime District.
- ii) To examine the accessibility of services provided at PGD in Tarime District.
- iii) To investigate on perception of community members on the services provided by the Tarime District Police Gender Desk.

1.5 Specific Research Questions

- i) What are the services provided by Police Gender Desk in Tarime District provide?

- ii) What is the accessibility of the available police gender services?
- iii) What is the perception of community members on the services provided by the Police Gender Desk in Tarime District?

1.6 Scope of the Study

The focus of the proposed study is to assess the effectiveness of the services offered by the Tarime District police gender desk in combating violence against women. The study limited to the Tarime District of the Mara region, and its scope limited to assessing community members' knowledge of the service offered by the Police Gender Desk (PGD) in Tarime District and the factors that contribute to the effectiveness of the Police Gender Desk.

1.7 Significance of the Study

The accomplishment of this study enhances the understanding of the public on the importance of police gender desks in tackling gender-based violence. The outcomes of this study's research further contribute to the Ministry of Home Affairs, Regional Police Officers, and District Police Officers' efforts in strengthening the Gender and Children's Desk initiative and thus improve the quality of services provided.

The study also is inclined to help policymakers identify new and outdated policies that impede the gender desk's efforts to address violence against women. It is expected that these findings inform policymakers' decisions to review outdated policies.

This study also anticipates researchers to use the findings and recommendations of

the proposed study to duplicate similar studies. Proposed research findings further utilized as a source of reference/literature for future studies in this field. The majority of police stations overlook critical aspects that may have an impact on the gender desk's performance in combating violence against women.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter presents a critical review of existing empirical and theoretical literature that is relevant to the proposed investigation. The chapter further comprises a definition of key terms and the conceptual framework, which explains the intricate relationship among the proposed study variables.

2.2 Definition of Key Terms

2.2.1 Violence

Kimani (2017) wrote that violence is the use of physical force to injure, harm, or kill someone or something. Wanjohi, 2016 defines violence as the use of physical force to harm, abuse, damage, or destroy another person. It could also be a case of coercive treatment or procedure. Injuries caused by distortion, infringement, or profane indignation are also referred to as violence. Similarly, the term denotes vicious, turbulent, furious, and often destructive behaviour. In the context of this work, violence refers to an intentional act with the use of physical force or power, threatened or actual, against a woman, with the likelihood of resulting in injury, death, psychological harm, or deprivation.

2.2.2 Domestic Violence against Women

Amaral et al. (2021), citing WHO (2019), define violence against women and girls as any act that is likely to, or generally culminates in, physical, sexual, or mental harm

or suffering to women or girls, including threats of such acts, coercion, or arbitrary deprivation of liberty, whether in public or privately. The current study defines violence against women as an act of gender-based violence that causes physical, sexual, or mental trauma or suffering to women.

2.2.3 Police Gender Desk

Police Gender Desks are units in Tanzanian police stations dedicated to handling violence against women and children. The units comprise a reception area, a resting area, a counselling room, and an office (Mbelenje, 2019). Police officers who have received basic training on how to interview victims and investigate reports of gender-based violence (Mlay, 2020) staff these desks. The police gender desk, as inferred in the current study, connotes a unit in the police station, which investigates, provides counselling services to clients, and reports on gender-based violence.

2.2.4 Gender-Based Violence (GBV)

Gender-based violence refers to harmful acts directed at an individual because of their gender. Gender-based violence (GBV) is a serious violation of human rights and a threat to life, health, and safety. It is estimated that one in three women experiences sexual or physical violence in their lifetime (Mbelenje, 2019). In the proposed study, gender-based violence will refer to any harmful act directed at women because of their gender.

2.3 Review of Theoretical Literature

Various scholars have come with different theories related to the problem of the study. However, this study was guided by Transformational theory.

2.3.1 Transformational Theory

Transformational theory of Jack Mezirow (1994) is a comprehensive, idealized, and universal theory comprising of the generic structures, elements, and processes of adult learning. Under Transformational Theory, cultures and situations determine which of these structures, elements, and processes act upon and whose voice perceived.

Transformational theory emphasizes on how men increase power in oppression and exploitation of women. The Transformational theory believe that society is a source of women abuse, whereby men use power to dominate women. This theory explains that abuse is observed as an expression of social influence and used as a system of men to obligate power and control their women. Most of men use violent methods to control women, particularly when they experience powerless (Rokovee-Felser, 2014; Carlson & Ray, 2018). Most of time this situation contributed by masculine arrangement of families. The theory shows the root causes of women oppression. Actually, concepts of masculinity and cultural beliefs of the uses of force to control others increase women abuse in many societies.

The theory of Transformational was useful to providing guidelines to police gender desk officers to understand that abuse was a part of male controlled from social construction and was an internal behaviour maintains power for men to control women. This situation indicates that some societies still have negative attitudes to women that feel them to be inferior. So it was intended to liberate and improve

women status in society and address all risk factors for CWAs like social construction and patriarchy.

The theory of Transformational provides a powerful method and tools for studies women's Police station in Latin America by examining the process shaping the multiple and changing the positions of explicit alliance, opposition and ambiguous alliance assumed by policemen regarding Transformational since the creation of the World first women's police station in 1985 in Sao Paulo. While studies of women police station tend to overlook the political conjuncture, which of the literature on the state and gender explain the relationship between the state and women movements as a function of the political regime. I argue for more grounded Transformational theory, considering interactive macro and micro local and interactional forces. As this case study demonstrates policeman Transformational relationship evolve due to interactions between the political conjunctures, the hegemonic masculinity police culture, developments in the Transformational discourse on violence against women and the impact of the contact policeman sustain with women client.

2.3.2 Relevancy of Transformational Theory to this study

The relevance of Transformational Theory to this study is as stated by Mezirow that transformative learning may happen once people make their plans and assumptions, take the references, and change beliefs about their new life style deliberately, use and change them with a critical reflection. For a case in point, Transformational theory is therefore enabling one to determine the knowledge level of community members on the gender issues. Since learning is a complex process with overlays from the

intention of the learner, interference from environmental distraction, misperception of the task and the body, desire related to self-image, fear of injury, or incorrect performance (Montuori, 2011). Therefore, Transformational theory and its perspective that calls for a major reordering of society in which male supremacy is eliminated in all social and economic contexts, while recognizing that women's experiences are also affected by other social divisions such as in race, class and sexual orientation. Therefore, the Police Gender Desk intervention is a major mechanism for GBV eradication. The male culture of Police increases negative gender restriction to the societies to bring the equality between men and women (Silvestri, 2017).

2.4 Review of Empirical Literature

The focus of an empirical literature review is often on experimental or observational evidence. Empirical research is often conducted in response to specific questions.

2.4.1 Services Provided at the Police Gender Desk

Police gender desks as stipulated by Wanjohi (2016) were established in the police stations to offer various services in relation to gender based violence (GBV) as follows;

2.4.1.1 Service Provided by The Police Gender Desk Worldwide

UN Women, formerly known as UNIFERM, established the following task for police gender desks worldwide. Due to financial capacity and other factors, every country has its own system and functions of the gender desk. However, these services have

been formulated from the UN Women's main ones. To name a few of the services provided by UN Women; the focal points/desks usually play a strategic role in internal gender mainstreaming and in the implementation of related policies and procedures. Although some institutional gender desks may have a broad mandate covering coordination and awareness-raising as well as direct service delivery to survivors, Specialized focal points, desks or units on gender issues (or specifically on violence against women) can be established inside relevant ministries (i.e. interior, justice, and defense) as well as at the national headquarters of the police service or armed forces, or sub-national level police departments or specific military battalions. Coordinating the implementation, monitoring and evaluation (and perhaps contributing to the development of) relevant operational strategies, guidelines, and procedures. Strengthening personnel capacity to investigate cases of violence (e.g., through coordinating training of the police or armed forces in this area). Improving police/military response to survivors, which might include providing a hotline, coordinating the establishment of specialized community-based units in local facilities/rooms to receive victims, promoting procedures and protocols on investigation, interviewing, enforcing protection orders, etc. increasing public awareness of gender-based violence and the role of law enforcement or the military in assisting survivors (for example, by developing communications campaigns and materials or participating in public events on the subject). Advancing data collection and case management systems to monitor information on the incidence, types, and patterns of gender-based violence and the processing of reported cases. Serving as a focal point for reporting sexual harassment or sexual exploitation and abuse by security personnel in the absence of dedicated internal disciplinary bodies. Gender

desks or coordinators need adequate resources and decision-making authority in order to have an impact on police, military, and wider sector practices. The desk or focal point should also be placed relatively high within the institutional hierarchy to ensure they can authorize and implement proposed changes as needed.

According to the United Nations Women website, women's police stations have been established in Brazil, Nicaragua, and Peru to deal with complaints of abuse perpetrated by people other than spouses. They had a dedicated unit that provided medical care, counselling, and financial assistance to victims of gender-based violence as well as violence against women and children. To raise public awareness of GBV and the gender desk's function in the police force. Assisting survivors in obtaining proper medical, legal, and psychosocial care, as well as gathering data and information on gender-based violence,

Likewise, Amaral et al. (2021) conducted a study titled "Gender, Crime, and Punishment." Evidence from Women's Police Stations in India". The impact of creating women's police stations (WPS) or a Gender Desk on reporting gender-based violence was investigated in this study. The authors found that the launching of WPS was linked with a 29.1% increase in police reports of crime against women, a result driven by domestic violence, using administrative crime data and exploiting staggered rollout across Indian cities. The authors also found evidence of an increase in women's labour supply following the opening of the WPS. The launch of the WPS was also associated with women feeling safer as the cost of managing violence decreased.

Similarly, Kimani (2017) employed a mixed research approach in her study titled Violence against Women, where data was obtained using both qualitative and quantitative methods and analysed using mean and frequencies as well as content analysis. It was revealed that client-friendly settings, where two private rooms were readily available for reporting, rendered the service effective, according to the findings. It was, however, recommended as per the findings that the police personnel should be capacitated with training in GBV-related legal instruments, psychological-based treatment for GBV, and basic counselling skills. It was further recommended that service providers should dress in civilian clothing, as this will promote a sense of safety and comfort in GBV survivors. It was also suggested that police stations set up safe houses or a survivor protection section where survivors at risk of reintegration may be sheltered. Other factors include community support, financial assistance, and a high level of involvement.

Moreover, Sri Lanka operated 43 policewomen and children's desks (WSDs) in their police stations in 2012, according to the Policy Brief-Forum against Gender-Based Based Violence (2012). The desks were operated by officers who gathered data on incidents of violence against women and children, as well as gender-based violence in general. The prime goal is to increase police capacity in investigating gender-based violence cases, counselling survivors, and developing strategies and guidelines on the prevention and response to gender-based violence-related issues.

In addition, in 2005, a Gender Desk was established in most African countries, such as Rwanda. The UNIFEM-funded Enhancing Protection from Gender-Based

Violence project supports the Rwanda National Police. The project has been ongoing since then with support from UNIFEM (now UN Women) and the governments of Belgium, the Netherlands, the United Kingdom, and Sweden. The overall goal of the initiative is to enhance the Rwandan National Police's response to gender-based violence (GBV), in line with the country's commitments to relevant international and regional agreements. These are the services which are being provided by most African gender desks: rapid response to reports of gender-based violence; investigating gender-based violence cases; counselling survivors; developing strategies and guidelines on the prevention of and response to GBV; increasing public awareness of GBV and the role of the Police Gender Desk; assisting survivors in accessing appropriate health, legal, and psycho-social support services; and collecting data and information on gender-based violence.

In the context of Tanzania, the desk provides victims with a variety of services, including PF3 access, defendant arrest, case filing, collection of articles and evidence, investigation, and site visits, as well as sending the file to a lawyer and finally to court. It also caters for men, the elderly, businesspersons, politicians, various leaders, youth, people living with disabilities, and children in conflict with the law in the sense of theft, smoking marijuana, drug abuse, and misconduct (Gwebu, 2021). It maintains confidentiality, calls for non-interference with adults when they are detained, and organizes safe custody of children as soon as the breadwinners are brought to the police station. However, most community members, when they hear of the Gender and Children's Desk, automatically think that this desk only provides services for women and children. That is not really the case. The

details go further and concentrate on things such as child and family abandonment, rape, child abduction, expulsion, beatings, insults, incarceration, deprivation of food, school bans, and abuse of those living with disabilities. When the desk receives information about abuse to children, women, or any disadvantaged group, it usually acts quickly by calling the accused, summoning them to the police station, or immediately visiting the scene.

Furthermore, Millions of girls and women are affected by violence around the world. Gender-based violence, as well as violence against women and children, affects both Finland and Tanzania. It is on this basis that on March 8th, 2021, Felm hosted a virtual event for organizations and individuals working in the field of intimate partner violence prevention and response to share best practices from the two countries and to discuss how technology could be used to reach more people affected by gender-based violence in a preventive endeavour.

Musa and Mohamed (2019) examined the obstacles that police gender and children's desks face in reducing gender-based violence and violence against children in Tanzania's Kinondoni area. This research looked into the hindrances that gender desks face in the Kinondoni District, as well as how such challenges have influenced the practice and operations of gender desks in the area. The Kinondoni district was selected as a case study since the district has a higher prevalence of violence in comparison to other districts in Tanzania's mainland and Zanzibar. A descriptive mixed research design was utilized in the study, which included both qualitative and quantitative approaches. To obtain respondents, a basic random selection approach

was used, and questionnaires, interviews, and documentary reviews were used to accrue data. The findings of the study revealed that inadequate police officers, poor selection of gender desk officers, other police duties assigned to service providers and a lack of funds to operate gender desk programs are among the challenges that affect the gender desk's performance. The study also suggested that police stations set up safe houses or a survivor protection section where survivors at risk of reintegration may be sheltered. Other factors include community support, financial assistance, and a high level of involvement. It is recommended that the police force should allot special funds for gender and children's desks. Such funds will cater for capacity building, transportation, and the procurement of modern equipment.

2.4.2 The Availability of Police Gender Desk services in Africa

Barnes (2019) studied how the African Union (AU) may promote gender-sensitive security sector reform in a conflict-affected context in his paper titled "Building an inclusive security sector," an effort for gender and international cooperation in the United States. The study used a qualitative research method and homothetic content analysis to analyse the data. According to the findings, the African Union has a prime role to play in combating violence against women and children in African countries. Attention to the multiple and intersecting forms of discrimination that women face; the availability of basic equipment; transportation; skills and knowledge of officers and other security personnel; and women's involvement are all determinants of the effectiveness of the police gender desk.

Michau & Naker (2014) found in their study that violence is a pervasive problem

throughout Ghana. This fundamental violation of women's rights has devastating consequences for women and men, their families, and the broader community. GBV increases women's vulnerability to reproductive health problems, negatively affects their general well-being, and decreases their ability to freely participate in their families and communities. GBV also hurts children, men, and families by creating a culture of fear and mistrust that leads to a lack of intimacy and safety within familial and intimate relationships. Communities also feel the negative consequences of GBV, which is a drain on the strength and development of micro and macroeconomic systems. Women of all ages, religions, ethnic groups, and economic status experience GBV. The challenge is the several blocks in access to services offered by the police gender desk to communities.

Wanjohi (2016) studied the effectiveness of police gender-based desks in combating gender-based violence in Kenya. The study looked at whether the gender desk setting was welcoming to GBV survivors as well as the services provided by the gender desk, the obstacles faced by the gender desk, and the best ways to deal with these issues. A descriptive survey research design was used in this study, which was conducted in Nyandarua County's Ndaragwa and OlJoroorok sub-counties. The GBV ecological paradigm guided the study, and the target population was the survivors of GBV. The actors in the GBV justice system, such as government personnel (police officers, probation officers, children's officers, and doctors), as well as NGOs that advocated for gender equality, were crucial informants in the study. Snowball sampling was used to sample GBV survivors and relatives. This was due to the fact that, most GBV survivors knew other GBV survivors and were able to assist the

researcher in identifying them. Purposive sampling was used to sample the survivors, as the researcher was able to obtain their contact information from the police station or hospital institutions. The children's officers, probation officers, and NGOs were all sampled using simple random sampling. The gender desk officers (GDOs) were randomly selected from the two selected sub-county police stations. The data was collected using the interview schedule, questionnaires, and the Focus Group Discussion (FGD) guide. Data was then classified as per thematic areas of study during analysis and quantitative data was analysed using SPSS. The study found that though gender desks were expected to prevent and respond to GBV, they were not effective and that the gender desk environment was not conducive for GBV survivors. The major functions of the police gender desk are to provide guidance on what is to be done; counsel; and assist the investigating officer in daily operations. The researcher recommended an increase in the budget allocation by the government, the deployment of more police officers, and capacity building for gender desk police unit service providers, among others.

Mbelenje (2019) evaluated the constraints that the police gender and children's desk face in its efforts to reduce GBV and VAC. The researcher used a mixed-methods study design that combined qualitative and quantitative research methods. In comparison to other districts in Mainland Tanzania and Tanzania, Zanzibar, Kinondoni was selected owing to the high prevalence of violence in the district. In comparison to other districts in the Dar es Salaam Region, the area also has a considerable number of gender and children's desks. A questionnaire containing open-ended and closed-ended questions was used to collect primary data. The sample

included 40 respondents from police officers working at gender and children's desks and police investigators specializing in cases of gender and children. Also, others included 21 respondents from social welfare offices, Save the Children officers, community relations program officers, state attorneys, and advocates all working in the Kinondoni area as stakeholders working hand-in-hand with police gender and children desks. Six senior police officers from the gender desk police headquarters were interviewed using interview guides, and one focus group discussion was held with eight participants from the gender desks in Oyster Bay, Kawe, Kijitonyama, Mbweni, Kiluvya, Wazo Hill, Magomeni, Urafiki, and Mburahati. The study discovered that the majority of community members were unaware of the services provided by the police gender desk. Other challenges identified in the study include insufficient police officers; lack of trained police officers in GBV; poor gender desk officer selection; lack of transportation; and lack of commitment.

2.4.3 Community awareness of the Police Gender Desk

Sharma and Kumar (2018) in Indonesia evaluated the challenges that the police gender and children's desk faces in its efforts to reduce GBV. The study used a mixed-methods design that combined qualitative and quantitative research methods. A questionnaire containing open-ended and closed-ended questions was used to collect primary data. The sample included 234 respondents from police officers working at gender and children's desks and police investigators specializing in cases of gender and children. Ten senior police officers at the gender desk at police headquarters were interviewed using interview guides, and one focus group discussion was held. The study revealed that among the key challenges identified in

the study include lack of awareness of all about police gender desks and their responsibilities; insufficient police officers; lack of trained police officers in GBV; poor gender desk officer selection; lack of transportation; and lack of commitment.

Ocheme et al. (2020) conducted a critical overview of gender-based violence in Uganda and its constraints. The paper critically analyses the forms, causes, effects, challenges and prevention strategies of sexual and gender-based violence against women in Uganda using the doctrinal research method. The findings were that certain aspects of Ugandan culture subject women to unfair treatment, exposing them to sexual abuse. Other constraints include a lack of knowledge regarding police gender desks and gender violence. The research confirmed there is sexual violence among refugees, which is contrary to the Standard Operating Manuals by the United Nations Humanitarian Commission on Refugees (UNHCR) for caregivers. The authors propose that the government work to eliminate harmful cultural, societal, and traditional practices that encourage victims to suffer in silence rather than speak out, and that the government strive to eliminate practices that exacerbate sexual abuse. In essence the present police gender desk monitors the community and provides support to victims of gender violence, in addition to providing legal advice, policy processes that block victims' faith in law enforcement and successful prosecution of abusers should be reviewed.

In the Kinondoni Municipality of Dar es Salaam City, Ndenje (2018) conducted a study to analyse the efficiency of Tanzania police gender desks in protecting women from gender-based violence. As revealed, gender-based violence is a major problem in Kinondoni Municipal. Data was gathered using questionnaires and

interviews, and descriptive and inferential statistics were used to analyse the results. The findings revealed that the majority of respondents believed that the police gender desk was a new institution and that the majority of people were unaware of its existence. As a result, the government should make an extra effort to publicize the gender desks through mass media, newspapers, and meeting campaigns, as well as incorporate them into school curricula. Also, everyone should be informed of their right to report any incident of gender-based violence to police gender desks. Residents in the study area experienced gender-based violence as a result of the study area's large population compared to other regions, which may have influenced crime, including gender-based violence. The data showed that gender-based violence affected people across age groups and that the majority were unaware of the existence of the police gender desks, including their functions and services offered. Respondents also believed that increasing public awareness of existing police gender desks would take considerable effort.

Mlay (2020) conducted a study to determine the extent to which the Tanzania Police Force is implementing the National Plan of Action to End Violence against Women and Children (NPA-VAWC). This study employed a descriptive research design to gain insight into the theme, as well as qualitative data gathering and analytic methods. Data was gathered through interviews for primary data, and documentary reviews were conducted to complement primary data with insights from relevant papers, journal articles, and reputable publications. Although 78.1% of respondents were unaware of the National Action Plan to Address Violence against Women and Children (NPA-VAWC), they were aware of the techniques used by the Tanzania

Police Force to address the same, indicating that to some extent, TPF is on track to implement the NPA-VAWC. The backlog of cases, budget constraints, medical registration numbers in PF3, poor recording and inaccurate information, and inadequate and delayed answers were all noted and documented as major obstacles to the implementation of NPA-VAWC. The study recommends that TPF develop and improve education programs on VAWC concerns, provide financial support to PGCD, and improve resources and infrastructure used by VAWC implementers.

2.5 Research Gap

Looking at different literatures above, it is evident that the problem of CWAs in the society is a worldwide phenomenon that affects different groups of people in the world. This phenomenon forced some countries to take efforts in combat CWAs, including establishment of PGADs, services offered and challenges facing PGADs. Some studies specifically observed on effectiveness of Police Gender Desk in different countries. For example, Ndungu (2016) observed on effectiveness of Police Gender Desks at Nyanduru County Kenya. Ndenje (2014) also assessed the effectiveness of Tanzania Police Gender Desk at Kinondoni Municipality. Ndyamukama (2016) studies at analysis of effectiveness of PGADs were not in Zanzibar context. In Zanzibar various studies have been conducted concerning risk factors, measures taken to protect CWAs and introduction of PGADs. Such as Makoye (2015) studied about beef up fight against sexual; physical abuse. Also, Grant (2018) explain about how to get women trust the police. Therefore, the study attempted to fill the gap by examine the effectiveness of PGADs in reducing CWAs in Mara particularly Tarime District.

2.6 Conceptual Structure

This research tool is intended to assist a researcher to develop awareness and understanding of the situation under scrutiny and to communicate this. When clearly articulated, a conceptual framework has potential usefulness as a tool to assist a researcher to make meaning of subsequent findings. It forms a part of the agenda of negotiation to be scrutinized and tested, reviewed and reformed because of investigation (Guba and Lincoln, 1989). The conceptual framework indicates the effect of the independent variable (cause) on the dependent variables (outcomes). The conceptual framework was developed according to the System Theory, which postulates that behaviour is influenced by a variety of factors that work together as a system. These factors include family, friends, social setting, economic class, and home environment. The theory posits that these and other factors influence how individuals think and act. Therefore, it is imperative to examine these social structures and fix ineffective parts where necessary. This can potentially influence behaviour positively. The theory is relevant to the proposed study since it posits that violence against women is associated with a number of factors such as poverty, culture, and psychological stress. The theory also recommends that to prevent this behaviour, there is a need for measures to be deployed and, in this case, the establishment of a police gender desk. In addition, to combat gender violence against women, the gender desk should provide community services, ensure accessibility of the services, and gain greater insight into the factors that influence the occurrence of gender-based violence.

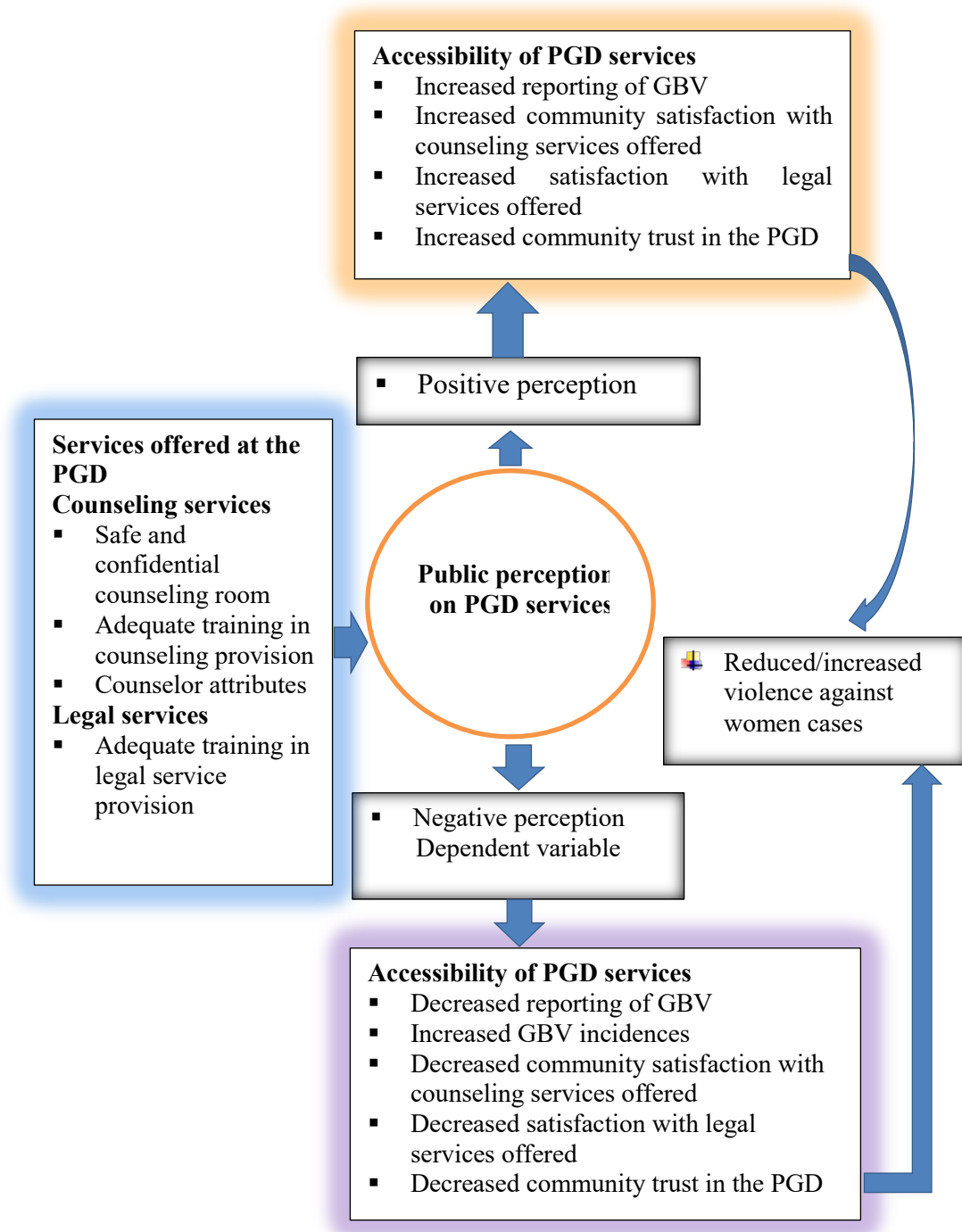


Figure 2.1: Conceptual Framework

Source: System theory (1974)

As shown in the conceptual framework above, counseling services are provided by the Police Gender Desk (PGD), and standard services should be provided in a safe

and confidential counseling room, by counselors with adequate training in counseling provision, and with the appropriate counselor attributes, such as confidentiality and active listening, among others. It is also suggested that legal services be delivered by legal personnel who have received proper legal service training. The existence of all of these traits leads to efficient service provision at the police gender desk, as measured by increased reporting of GBV, decreased GBV incidents, higher community satisfaction with counseling services provided, and increased satisfaction with legal services. As further depicted, the outcomes of services provided by the PGD are also intermediated by GBV survivor personal attributes to include their; age, education, marital status, occupation and cultural values

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter covers research design, research approaches, study area, sampling procedure and the sample size, data collection tools and data analysis procedure, validity and reliability, ethical consideration.

3.2 Research Design

Research designs stipulate the methods or procedures for collecting, measuring, and analysing data (Creswell, 2013). The proposed study adopted the descriptive-cross-sectional design. Descriptive studies can be applied to the close examination of the police gender desk's performance in addressing violence against women. The proposed study also adopted the cross-sectional research design since data collection, analysis, and interpretation conducted at a single point in time; thus, quantitative data obtained and processed in a single phase (Baxter & Jack, 2008).

3.3 Research Approach

A research approach is the procedure selected by the researcher to collect, analyze, and interpret data (Creswell, 2015). In research there are three approaches used namely: quantitative, qualitative, and mixed methods. Therefore, this study used both quantitative and qualitative approaches in data collection. Quantitative methods used to collect and analyze numerical data to describe, explain the topic under study. Qualitative methods used to collect, analyze and interpret of comprehensive narrative and visual data to gain insight into a topic under study.

3.4 Philosophy of Research

Research philosophy is associated with assumptions, knowledge, and the nature of the study. It deals with the specific way of developing knowledge. This matter needs to be addressed because researchers may have different assumptions about the nature of truth and knowledge, and philosophy helps us to understand their assumptions (Creswell, 2015). The philosophy that used is one of positivity in inclination, as challenges are part of life and need to be addressed.

3.5 Research Methodology

This study used both qualitative and quantitative research approach to assess police gender desk services in reducing children and women abuses in Tarime District. Qualitative approach more suitable because of the nature of the topic which need more explanation, analysis of person experience, arguments and contribution on understanding and investigates the phenomena as experienced by some people on specific issues (Bryman, 2012). Maxwell (2015) added that qualitative researcher understands much on perceptions of respondents. In quantitative approach used for the purpose study since it required the application of a statistical model to analyse data which provided comprehensive proof that answered the research questions under study. The approach also used because questionnaires used as an instrument in the study to strike the balance.

3.6 Area of Study

This study was conducted in the Mara Region, specifically in the Tarime district, owing to the high prevalence of violence against women recorded in the region, in

comparison to other regions. Furthermore, despite the establishment of a police gender desk, gender trends in Mara continue to rise, with 69% in 2018, 70% in 2019, and 72% of women 15-49 years old having experienced physical or sexual violence at the hands of their husbands or partners in 2020 (URT, 2020), which is higher than the national average of 40%. Prevalence of physical and sexual violence by region, women aged 15–49 years by region, the data indicate whether the person has ever been subjected to physical or sexual violence. All Tanzania (38.7%, 20.3%); Dar es Salaam (31.8%, 24.1%); Iringa (42.3%, 26.5%), and Mbeya (48.8%, 30.8%). In the Mara region, the prevalence of GBV has escalated due to inadequate formal services and cultural practices among the people (McCleary-Sills et al., 2013).

3.7 Population and Sampling

3.7.1 Population

A population refers to a large group of people possessing one or more characteristics in common on which a research study focuses (Creswell, 2012). The target population for the proposed study was women who live in the Mara region, specifically in the Tarime district in Tanzania. The target population is largely determined by the nature of the research objectives and scope, access to study cases, familiarity with the research topic, and the availability of resources, both time and funds. Based on the 2012 national census, the Tarime district has a female population of 140,739. Women were particularly selected owing to the fact that they are the major victims of this violence.

3.7.2 Sampling and Sample Size

Momoh (2021) defined sample as a representative part from a larger group or a set of individuals chosen from a large population. In the context of this study, the formula established by Yamane (1967) used to calculate sample size used during data collection. The sample size determined by the formula was 100 research subjects, 80 research subjects were women as study respondents and 20 key informants. The study's female respondents selected conveniently among the community members from Tarime District. The key informants selected purposively based on their knowledge, experience, and skills by virtue of their professions to represent a female population of 140,739. The sample size was determined through Yamane's (1967) formula as computed hereunder; Therefore, the Yamane equation used to get sample size (n) of this study will be as follows;

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

Where n is the sample size, N is the total population, and (e)² is the exponential given (10%)².

$$10\% = 0.01$$

$$n = ?$$

$$N = 140,739$$

$$e = 0.1$$

$$\text{From the formula } n = 140,739 / 1 + 140,739 (0.1)^2$$

$$= 140,739 / 1 + 1,407.39$$

$$= 140,739 / 1,408.39 = 99.9$$

$$= 100$$

Therefore, sample size (n) = 100

3.8 Method of Data Collection

The proposed study was informed by both primary and secondary data. Primary data was collected from respondents, and secondary data included reports from the gender police desk. Primary data refers to information in its original form that is directly obtained from the field to inform a specific study. Primary data therefore be obtained through a self-administered questionnaire. The questionnaire is a basic data collection tool that comprises questions drafted by a researcher and filled by respondents to accrue research data (Thomas, 2010). Structured questionnaires administered to 40 respondents as stipulated in the sample size section. Interview and focused group discussion used to complement all data collected through questionnaires.

3.9 Data Analysis

In the context of this study, Quantitative information were analysed by the use of software called Statistical Package for the Social Sciences (SPSS). Qualitative information was analysed using content analysis. Quantitative results were presented by using charts, bar charts, and pie charts.

3.10 Validity and Dependability

3.10.1 Validity

Data validity, according to Kothari (2012), is defined as the relevance and accuracy of inferences drawn from study findings. It refers to a research instrument's ability to measure what it was designed to assess. According to Perumal (2014), validity is the degree to which a measuring instrument accurately assesses the idea or traits that it is

intended to measure. The study's data validity was determined by having an expert in the field review the instrument and determine if it is accurate, clear, and capable of producing the intended results in order to meet the research objectives, and adjusted based on their suggestions and recommendations. Finally, a pilot test was conducted to identify the accuracy of questionnaires. According to Brick and Green (2007), the main purpose of the pilot study is to identify the accuracy of the data collection instrument and how well the respondents understand its flow. Under the current study, the questionnaire was pretested on the selected sample of 10 respondents to identify possible errors in measuring and to identify any unclear items.

3.10.2 Reliability

Kothari (2012) defines reliability as the consistency with which an instrument measures what it purports to measure. It is concerned with whether the findings of the study can be replicated in diverse contexts. If the same study can be repeated numerous times and provide the same result, the data is said to be dependable. Cronbach's coefficient alpha will be used to measure the level of reliability in the study. According to Rajasekar et al. (2006), Cronbach's coefficient alpha is commonly used by researchers to determine the accuracy of their research findings. Bricki and Green (2007) pointed out that reliability with Cronbach's coefficient alpha of less than 0.60 is considered poor, while reliability with Cronbach's coefficient alpha of more than 0.70 is considered acceptable, while reliability with Cronbach's coefficient alpha of more than 80% is considered to be good.

3.11 Ethical Consideration

According to Rajasekar et al., (2006) revealed that ethical considerations are essential for obtaining reliable and valid results. Therefore, respondents were fully informed that the study is solely for academic purposes and all information obtained treated with the utmost confidentiality. Moreover, to further ensure confidentiality, respondents were cautioned against revealing their identity on the data collection instruments. Respondents were also notified of the voluntary nature of their participation and that no payment for participation to prevent bias. Respondents treated with the utmost respect and the researcher ensured that none is harmed owing to their participation in the study. Furthermore, the researcher observed no harm to every member involved in data collection.

CHAPTER FOUR

PRESENTATION OF FINDINGS AND DISCUSSION

4.1 introduction

This chapter covers presentation of findings and discussion;

4.2 Demographic Information

This section on demographic information is informed with four variables, namely: age of research subjects; education level; marital status; and economic activities. More details are presented below;

4.2.1 Age among Participants of the Study

Figure 4.1 on age among participants of this study are represented using three categories of age, namely: 21-30; 31 -40; and 41 -50 age groups. The findings show that 45% was the highest, identified between the ages of 21-30; 30% was observed between 4 – 50 years; and the least was noted with 25%, between the ages of 31 - 40.

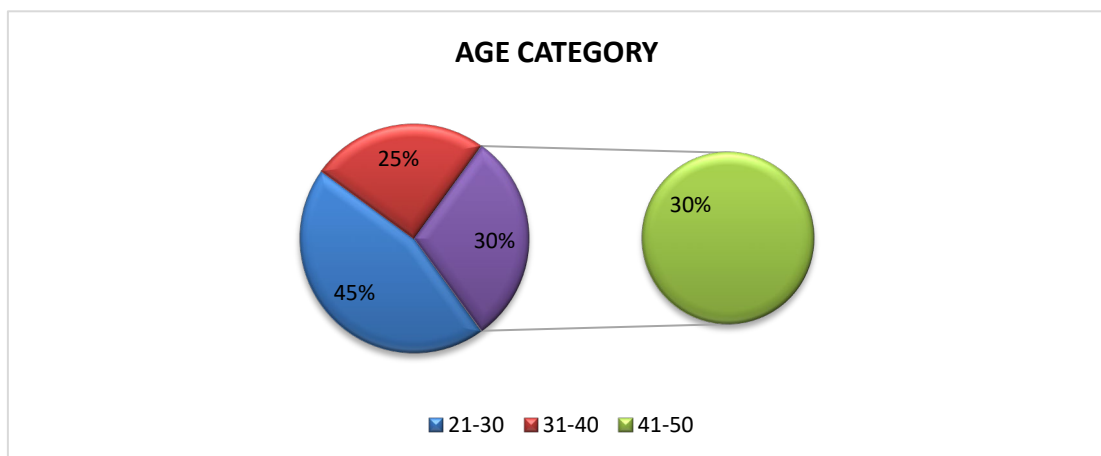


Figure 4 1: Age among Research Participants

Source: Field Data

The finding implies that at the age of 21 – 30, in the study there are many women who are exposed to GBV and in need of the services offered at the Police Gender Desk. This is very possible as many at these ages establishes strong relationship, while others get married or begins family responsibility.

4.2.2 Education Level among Participants

The education level of the respondents was as follows; in certificate level were 22%, in diploma level were 18%, bachelor holder was 12%, in secondary level were 18%, and primary school level were 30%

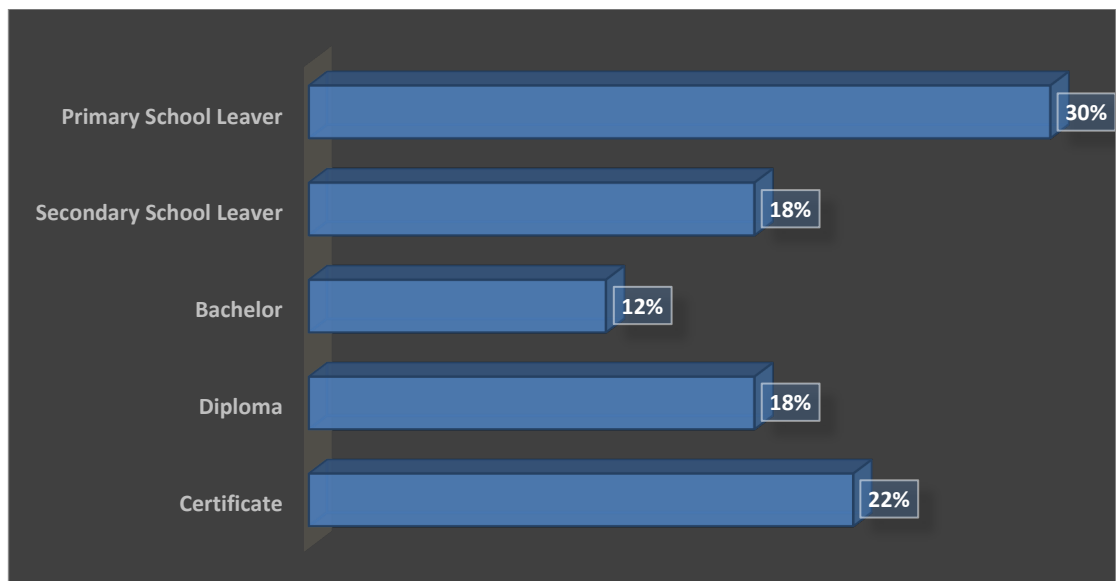


Figure 4. 2: Education level among participants

Source: Field Data

The finding implies that majority respondents had primary school level. These findings are in line with Sharma & Kumar (2018) who showed that lack of awareness resulting from limited knowledge of police gender desk is among challenges facing police gender desk.

4.2.3 Marital Status among Participants

The marital status of all respondents as shown in figure 4.3 involved during data collection were as follows; single was 17%, married were 43%, Separated with 14%, and divorced with 26%. The finding implies that many respondents of this study were married.

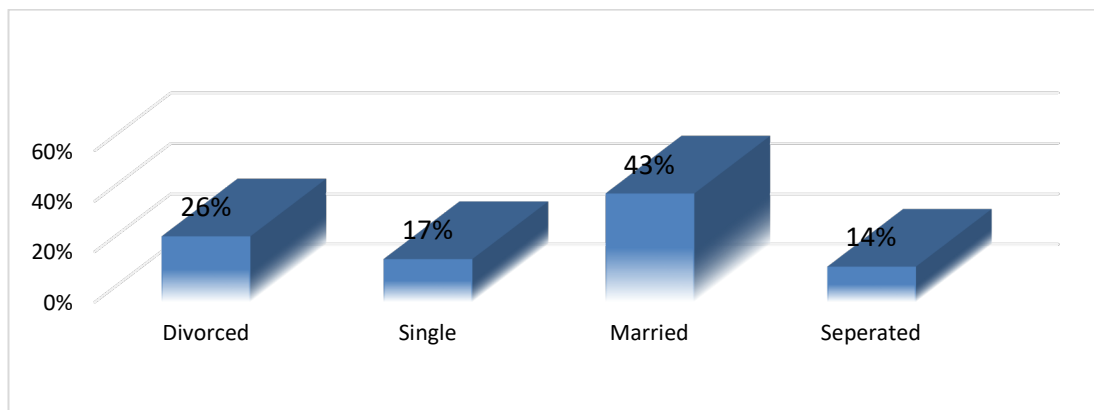


Figure 4.3: Marital status

Source: Field Data

These findings in line with Rugimbana (2019) who portrayed that awareness of the Police Gender Desk is one of the essential factors that contribute to physical among married women.

4.2.4 Economic Activities among Participants

In figure 4.4 the economic activities of the respondents were as follows; business with 12%, private employed scored 48%, public employed with 7%, and farmer scored 33%. The finding implies that most of the respondents were private employed.

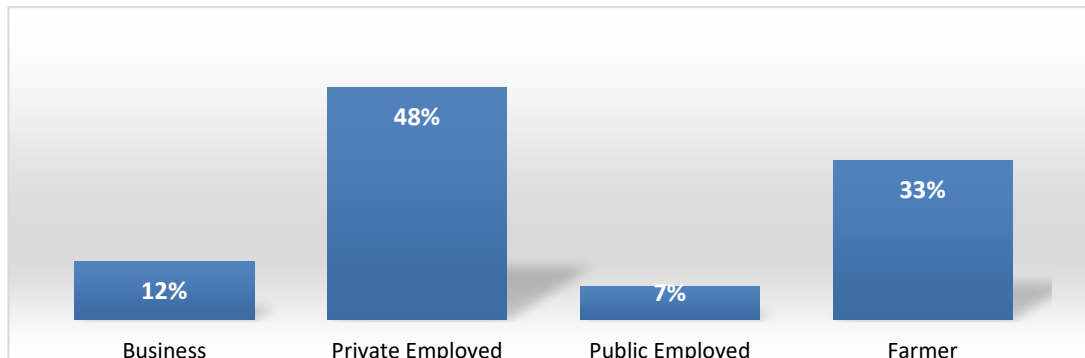


Figure 4.4: Economic activities among participants

Source: Field Data

These findings are Ouedraogo & Stenzel (2021) found that higher levels of violence against women and girls are related with lower economic activity, mainly influenced by a significant drop in female employment.

4.3 Identification of Services Provided at Police Gender Desk

This is the second specific objective for this study; where four variables were selected to inform the presentation of data. These variables are, awareness of Police Gender Desk; customer care among Police officers working at Police Gender Desk; Services provided at Police Gender Desk; and working tools to deal with reported cases. More details are presented below;

4.3.1 Services Provided at Police Gender Desk

According to the data collected as presented in figure 4.5, 78% of all respondents were aware of Services provided at Police Gender Desk; while 22% were not aware of Services provided at Police Gender Desk. The finding implies that despite of

majority to be aware of Services provided at Police Gender Desk still some are not aware of Services provided at Police Gender Desk.

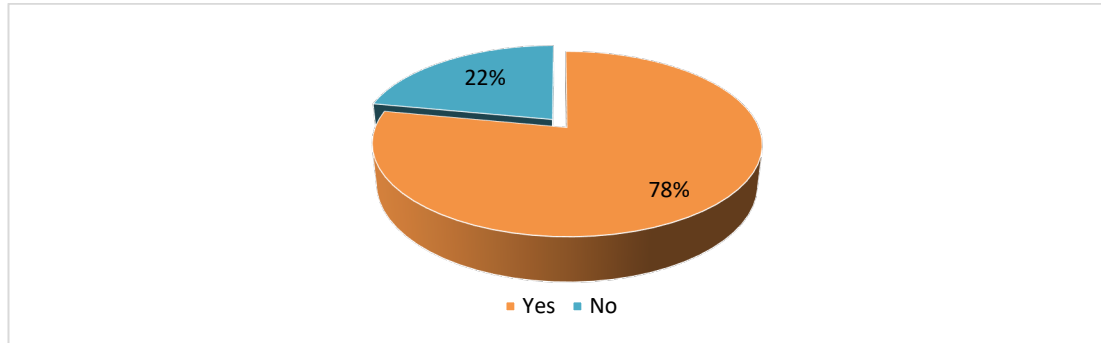


Figure 4. 5: Figure 4.5: Services Provided at Police Gender Desk

Source: Field Data

The findings are line with Sharma & Kumar (2018) who depicted that lack of awareness is among the key challenges facing most of police gender desks.

4.3.2 Customer Care among Police Officers Working at Police Gender Desk

The findings as shown in figure 4.6 depicts that 70% of all respondents said customer care of police gender desk is good and only 30% said that the customer care at police gender desk is not good. The finding implies that the customer care of police gender desk is generally good.

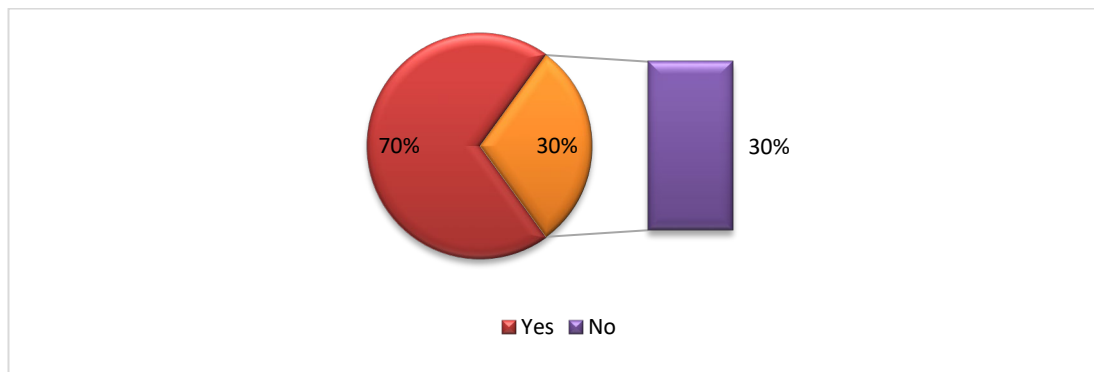


Figure 4.6: Customer care to the police gender desk

Source: Field Data

These findings are contrary to the study of Wanjohi (2016) which found that gender desk environment was not conducive for GBV survivors.

4.3.3 Identified Services Provide at Police Gender Desk

The identified Services provided at Police Gender Desk as shown in figure 4.7 were as follows namely; summoning/arresting perpetrators 30%, followed by case management (GBV) with 22%, and provision of witness/evidence at court scored 20%. Other identified Services provided at Police Gender Desk were raising awareness 11%, community outreach 9%, and lastly was conducting GBV investigation 8%.

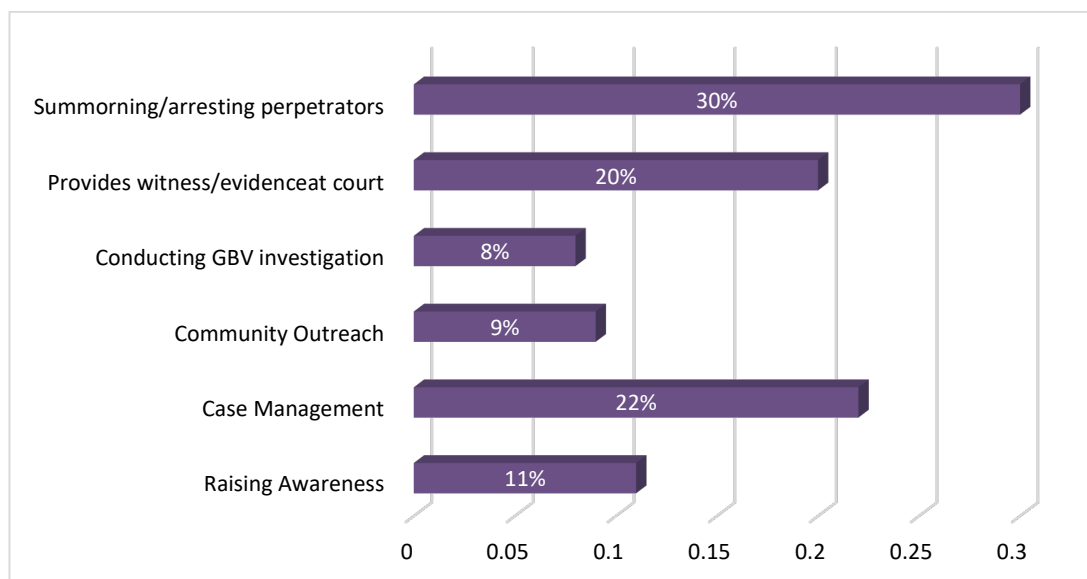


Figure 4.7: Services provided at Police Gender Desk

Source: Field Data

The finding implies that summoning/arresting perpetrators identified to be the leading service provided at Police Gender Desk followed by provision of witness/evidence at court, and GBV case management. These findings are supported

by Gwebu (2021) who presented that Police Gender Desk acts quickly by calling the accused, summoning them to the police station, or immediately visiting the scene.

4.3.4 Working tools to deal with Reported Cases

The awareness on working tools to deal with reported cases at Police Gender Desk were as follows; only 34% of the respondents were aware on the working tools to deal with reported cases at Police Gender Desk; while 66% of all respondents were not aware on the working tools to deal with reported cases at Police Gender Desk.

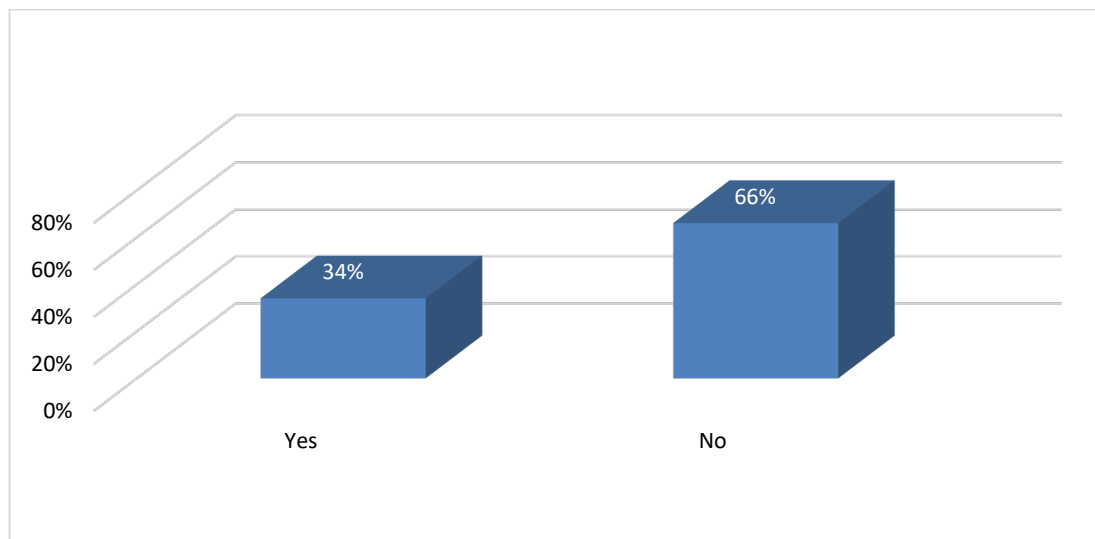


Figure 4.8: Working tools to deal with reported cases at Police Gender Desk

Source: Field Data

The finding implies that the working tools to deal with reported cases at Police Gender Desk are not aware to many people as shown in figure 4.8. These findings are reflected by the report of UN-Women (2011) which shows that *Gender desks* need adequate resources and decision-making authority in order to have an impact on *police*, military and wider.

4.4 Accessibility of Services Provided at Police Gender Desk

This is the second specific objective for this study; the presentation and discussion for this specific of objective on accessibility of services provided at police gender desk is guided with four variables, namely: accessibility of services at Police Gender desk; availability of Services at Police Gender Desk wherever needed; the time taken waiting for services while at Police Gender Desk; and the location of Police Gender Desk being friendly accessible. More details are presented on each of the variables;

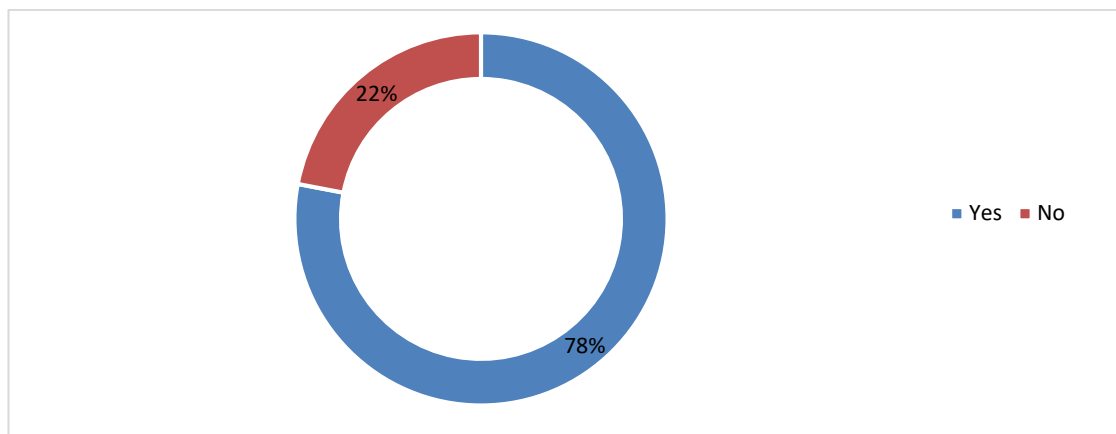


Figure 4.9: Accessibility of Services at Police Gender Desk

Source: Field Data

4.4.1 Accessibility of Services at Police Gender Desk

The awareness of Police Gender Desk as shown in figure 4.9 were as follows; 78% of all respondents were aware of Police Gender Desk while 22% of the remaining part of all respondents involved during data collection were not aware of Police Gender Desk. The finding implies that many people are unaware of police gender desk. These findings are in line with the study of Wanjohi (2016) which shows that people do not report cases with the perception that *gender desk* environment was *not* conducive for the *GBV survivors*.

4.4.2 Availability of Services at Police Gender Desk Wherever Needed

Figure 4.10 show that to 58% services at Police Gender Desk available where needed while 42% replied that services at Police Gender Desk are not available where needed.

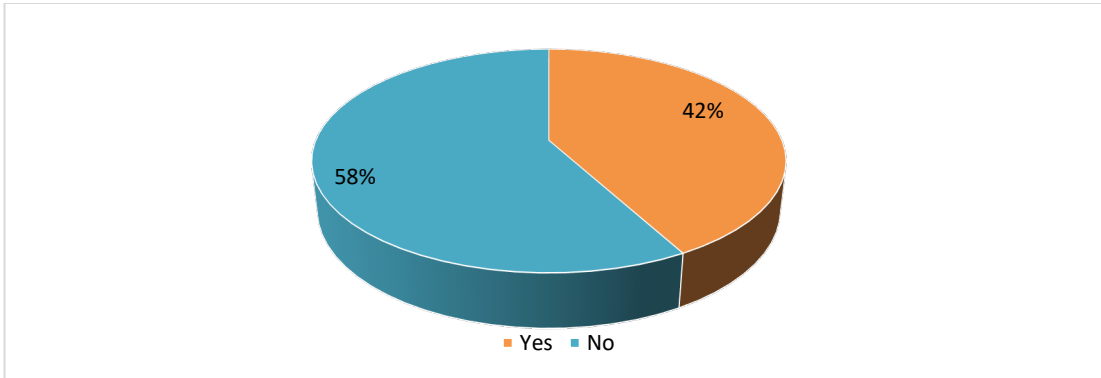


Figure 4. 10: Services available at Police Gender Desk

Source: Field Data

This finding implies that services at Police Gender Desk are not accessible all the time where needed. These findings are reflected by the work of Wanjohi (2016) which presents that GBV survivors were not aware of the level of training that the police officer had undergone on gender issues.

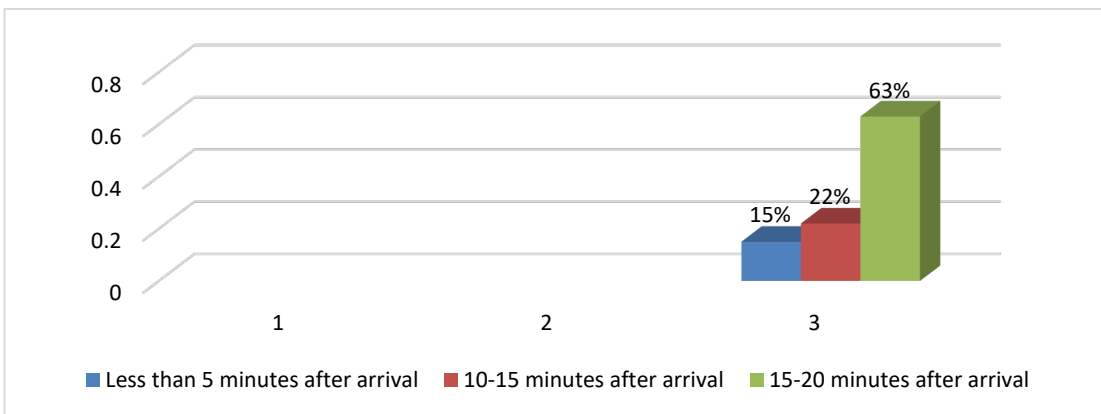


Figure 4.11: Time taken for a client to be attended while at PGD

Source: Field Data

4.4.3 Time Taken at Police Gender Desk while Waiting for Services

The time taken for a client to be attended while at PGD as shown in figure 4.11; less than 5 minutes after arrival 15%, 10 to 15 minutes after arrival scored 22%, and 15 to 20 minutes after arrival. The finding implies that many people who attends to the desk use more than 20 minutes to be attended. These findings are in line with Ndenje (2018) who presents that the absence of effective reporting mechanisms continues to obstruct violence against women reporting.

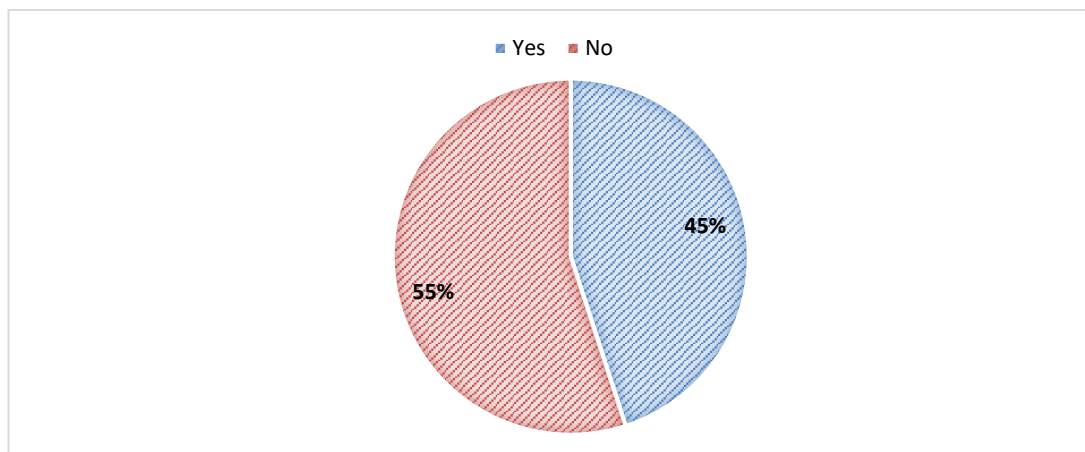


Figure 4.12: Location of Police Gender Desk accessible for services

Source: Field Data

4.4.4 Location of Police Gender Desk Being Accessible

According the findings as presented in figure 4.12 namely 45% of the respondents said the location of Police Gender Desk is accessible to services while 55% said the location of Police Gender Desk is not accessible to services. This finding implies that the location of Police Gender Desk is accessible to services. These findings are supported by Allafrika (2021) which shows that over 400 police stations across Tanzania have Police Gender and Children's Desks, including seven of Zanzibar's 20 police stations.

4.5 Perception of Community Members' on the Services Provided by the Tarime District Police Gender Desk

This study intended to investigate on the perception of the community members on the services provided at Police Gender Desk (PGD) in Tarime District. Using interview guide, both key informants (KI) and focus group discussion (FGD) were used to collect data from selected women in the study area.

4.5.1 Findings and Discussion from Key Informants

The findings were varying as some of the study participants held positive while others had negative perception towards the services provided at PGD. The following perceptions were captured as narrated from the participants as follows,

“The establishment of PGD at Tarime can be considered as a good step towards protection of women; the presence of PGD therefore has helped in provision of services related to women protection”

In agreement with the narration above, another participant noted,

“The services provided at PGD are good, looking at the location of their office, it ensures privacy for any person who wish to access their services”

Summarising positive perception of Community members on the services provided by PGD, it was narrated,

“In the context of Tarime, women are used to be abused and it sound awkward to report it as to many community members, it shows that you are not strong enough, so many people especially women, preferred to remain silent about it. However, the police campaign at community level, has create awareness about GBV and where can be reported for further action”

The presented summary of perception of community members on the services provided by PGD have revealed of acknowledgement of the services provided.

Despite these facts, another key informant held a different perception against PGD as narrated below,

“Having a Police Gender Desk established in a place like Tarime is a milestone which shows the efforts of the government to end violence and abuse against women especially GBV. However, it is not enough, its establishment have to reflect the provision of quality services and conducting programs which intends to create aware about it in the community”.

Additionally, hold the negative perception, she further narrated,

“Police Gender Desk should be established not nearby the Police station as sometime, when you do not want to be seen, you may meet with a relative at the police station since PGD is located behind the police station. This impact negative on the services provided by the PGD as the survivor has be seen with a person who knows her”.

Generally, the qualitative findings from the key findings indicates that some community members have positive perception towards the services provided at PGD; while others still hold negative perception against PGD, the reasons identified includes inadequate program to create aware or conducting community outreach and the PGD being located at the same location with police station. These findings were supported by Mussa (2019) who revealed that the good weapon to end any crime in the community, GBV in particular, it the involvement of all community members to lead in these efforts; further it was noted of the uses of community outreach to create awareness about GBV and in case it identified, where can be reported.

4.5.2 Findings and Discussion from Focus Group Discussion

The findings from focus group discussion noted that depending on the circumstance of each participants of this study, some of them sees PGD as very useful in terms of addressing violence and abuses against women in the study area. They further

indicated that through community outreach program, there is an increasing awareness of where such ill-practices can be reported or handled, it is from this point where the community members cherish not only the establishment but also the services provided at PGD.

Moreover, some participants noted of the possibility to access services anytime a person is in need; this implies that the PGD is not closed, it can be visited anytime. This practice therefore, allows women where they are confronted with any challenge, have knowledge of where can report the violence and abuses.

The findings imply that community members recognises the role of Police Gender Desk in protecting them against violence and abuse, women in particular. Hence, through community engagement, it is possible to bring together community members as well as Police officers to work together while making sure that there is no more threats of abuse and violence against women. These findings were echoed in the study of Mussa & Mohamed (2019) which highlighted of the role of community outreach program for the realisation of PGD in Tanzania.

Further, using the lens of Transformational, recognises that women need to recognise the existence of men around them. Hence, it is the team work between man and women which can bring about intended results. Generally, it can be deduced that the community members are increasing become aware of the services provided at PGD; which allows Police officers working at the Gender Desk to rescue survivors before severe harm is done to the survivor.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the following sub-sections; summary, conclusions, and recommendations.

5.2 Summary

This study titled assessing the services provided by police gender desk in combating violence against women: a case of Tarime district. This study was guided by three specific objectives as follows; to identify the services provided by the Police Gender Desk (PGD) in Tarime District, to examine the accessibility of services provided at PGD in Tarime District, and lastly to investigate on perception of community members on the services provided by the Tarime District Police Gender Desk. This study was guided by Transformational theory. The study used the descriptive-cross-sectional design. The researcher used questionnaires in data collection. This study used both qualitative and quantitative research approach.

Under the first specific objective, the researcher identified case management (GBV) as a leading service provided by the police gender desk followed by provision of witness/evidence at court.

Under the second specific objective, the researcher found that services at police gender desk are accessible meaning that police gender desks are available in Tarime district.

The third specific objective identified that some community members have positive perception towards the services provided at PGD; while others still hold negative perception against PGD.

5.3 Conclusion

This study concludes that with minor challenges, the services provided by the police gender desks in Tarime district are good despite the fact that some community members have positive perception towards the services provided at PGD; while others still hold negative perception against PGD. The reason behind is inadequate program to create awareness, and or conducting community outreach and the PGD being located at the same location with police station. Therefore, the outcome of these negative perceptions results into apathy, corruption, and disbelief of PGDs.

5.4 Recommendations

- The researcher recommends adequate and transformation on the available program to make more campaigns basing on creating awareness on police gender desks.
- The researcher is also recommends conducting community outreach and the PGD being located at the same location with police station.
- Moreover, the researcher recommends government and other non-governmental bodies to fund or provide enough budget to the desks so that they can afford all the needed tools.
- The researcher also recommends improvement of good customer care to the available police gender desks.

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APPENDICES

APPENDIX 1: Demographic Information

Guiding questions

1. Age (years)
 - i) 21-30
 - ii) 31-40
 - iii) 41-50
2. Educational level
 - i) Certificate
 - ii) Diploma
 - iii) Bachelor
 - iv) Secondary level
 - v) Primary level
3. Marital status
 - i) Single
 - ii) Married
 - iii) Separated
 - iv) Divorced
4. Economic activities
 - i) Business
 - ii) Private employed
 - iii) Public employed
 - iv) Farmer

APPENDIX 2: Services Provided by The Police Gender Desk

Guiding questions

1. Awareness of Police Gender Desk
 - i) Yes
 - ii) No
2. Do police officers have good customer care?
 - i) Yes
 - ii) No
3. Understanding of services provided by the police gender desk
 - i) Raising awareness
 - ii) Case management
 - iii) Community outreach
 - iv) Conducting GBV investigation
 - v) Provides witness/evidence at court
 - vi) Summoning perpetrator
4. Are there enough working tools to deal with reported cases?
 - i) Yes
 - ii) No

APPENDIX 3: Setbacks faced by women in accessing the services delivered by the police gender desk

1. Are services at Police Gender Desk accessible?
 - i) Yes
 - ii) No
2. Are the services at the Police Gender Desk available wherever needed?
 - i) Yes
 - ii) No
3. How long does it take for a client to be attended while at Police Gender Desk?
 - i) Less than 5 minutes after arrival
 - ii) 10-15 minutes after arrival
 - iii) 15-20 minutes after arrival
4. Do you think the location of Police Gender Desk is accessible to services?
 - i) Yes
 - ii) No
5. Identified setbacks faced by women in accessing the services delivered by the police gender desk in addressing GBV.

.....

.....
6. Identified indicators for effective services delivered by the police gender desk in addressing GBV
 - i) Increased reporting of GBV
 - ii) GBV incidences have decreased.
 - iii) Increased community satisfaction with counselling services offered
 - iv) Increased satisfaction with legal services offered
 - v) Increased community trust in the PGD

APPENDIX 4: In-Depth Interview Guiding Questions

My name is Abeid M. Kitundu. I am a student at the Open University of Tanzania, pursuing a Master's Degree in Social Work (MSW). I am conducting research on the effectiveness of police gender desk services in combating violence against women in Tanzania: A Case Study of Tarime District. The purpose of this interview is to collect data that will enable the researcher to get answers to the research questions.

The research is purely for academic purposes. You have been selected to participate in this research because you have the potential to give the required information and let you be assured that the information you give will be treated as confidential and used for the purpose of this study only. I kindly request that you provide me with information. Thanks in advance. I take this opportunity to express my gratitude and thanks to you for your cooperation.

In-depth interview guide questions:

1. What are the services given by Police Gender Desk?

.....

2. What are the services offered by the police gender desk in addressing GBV in Tanzania?

.....

3. What are the setbacks encountered by women in accessing police gender desk services?

.....

4. What is the perception of police officers in delivering services to women when addressing GBV? This question is directed to police gender desk officers only.

.....

Thank You for Your Participation

APPENDIX 5: Ethical Documents

THE OPEN UNIVERSITY OF TANZANIA
DIRECTORATE OF POSTGRADUATE STUDIES

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



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

Our Ref: PG201700605

12th July 2022

Social Worker,
 Tarime District Council,
 P.O Box 16,
MARA.

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 Charter, the Open University of Tanzania 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 **Mr. KITUNDU, Abeid Maroo, Reg No: PG201700605** pursuing **Master of Arts in Gender Studies (MA GS)**. We here by grant this clearance to conduct a research titled **“Assessing the Effectiveness of Police Gender Desk Services in Combating Violence Against Women, A Case of Tarime District”** She will collect her data at your office from 13th July 2022 to 30th August 2022.

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 thank you in advance for your assumed cooperation and facilitation of this research academic activity.

Yours,

Prof. Magreth S. Bushesha
DIRECTOR OF POSTGRADUATE STUDIES

THE OPEN UNIVERSITY OF TANZANIA
DIRECTORATE OF POSTGRADUATE STUDIES

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Our Ref: PG201700605

12th July 2022

Ward Executive Office,
Tarime District Council,
P.O Box 46,
MARA.

[Handwritten signature] 17/07/2022
AFISA MTENDAJI
KATA YA BUMANI,
TARIME

[Handwritten note in Swahili: "Amruhusia kuendelea n' gazi' husika"]

RE: RESEARCH CLEARANCE

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Yours,
THE OPEN UNIVERSITY OF TANZANIA

[Handwritten signature]

Prof. Magreth S. Bushesha
DIRECTOR OF POSTGRADUATE STUDIES