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Citizen Satisfaction with ICT Oriented Policing in Nairobi City County - Kenya

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ABSTRACT

Information and Communication Technology (ICT) applications play a crucial role in decision support mechanisms within institutions, notably in law enforcement like the police. Globally, the integration of ICT has significantly enhanced the effectiveness and efficiency of policing, as seen in various countries such as the United Kingdom, USA, Sweden, and Jamaica among others. In Kenya, the National Police Service has embraced ICT systems, such as the Information Command and Control Centre and mobile applications like Hello Kenyan to improve crime prevention and service delivery. Despite these advancements, there is limited understanding of the impact of ICT adoption on citizen satisfaction with police services. Thus, this study assessed the factors mediating citizen satisfaction with ICT usage by the Kenya Police Service in Nairobi County. The study was guided by Parasuraman Zeithmal's SERVQUAL Performance Only Model. It adopted an explanatory survey design to conduct the research in the cosmopolitan setting of Nairobi City County, Kenya. The targeted population were adult residents who had interacted with police services via ICT within the past year. Purposive sampling method was used to select 200 individuals out of which a sample of 132 was selected by simple random sampling. Data was collected by structured questionnaires and key informant interviews. Quantitative data was analysed using statistical techniques, while qualitative data underwent thematic analysis. The research established that the residents actively engaged the police on social media platforms, but usage of emergency line systems and online reporting portals was low due to accessibility challenges. The participants were satisfied with the Digital Crime Reporting System, but not response time duration. They were also positive on ICT accessibility and reliability. The study recommends the need for prompt responses to online crime reports and data security enhancements to boost citizen satisfaction.

Keywords: Kenya Police Service, Application of ICT in policing, Nairobi City County, Kenya.

INTRODUCTION

Information communications technology (ICT) applications are essential for decision-support in various institutions, including the police. It assists in enhancing efficiency and effectiveness in an organization's operations (Enarsson, Enqvist, & Naarttijärvi, 2022). The adoption of ICT

has significantly shifted user attitudes by accelerating work speed and reducing workload (Brophy, Blackler & Popovic, 2015). This rapid advancement necessitates organizations to embrace ICT for a competitive edge (Clavell, Zamorano & Pérez, 2018). In law enforcement, ICT is crucial in investigations, crime documentation, crisis response, and asset protection (Lum, Koper & Willis, 2017; Lamin & Teboh, 2016). The integration of tools like geographical information systems (GIS) for data analysis and crime reporting enhances police performance and service quality in crime prevention and control (Baraka & Murimi, 2019; Kazeem, 2018).

Globally, policing is an important area where ICT is extremely useful in facilitating state-society relations on a global level. According to Livingston (2013), ICT has the potential to make it easier for society and Non-Governmental Organizations to respond to criminal activities and bring attention to it, which can help reduce instances of police incompetence and corruption. By providing enforcement and investigative tools, ICT enables the police to improve their information gathering and effectiveness. The advent of smartphones and social media platforms has also empowered people and enhanced transparency for law enforcement organizations, facilitating a smoother exchange of vital information between citizens and police officers (Carter & Grommon, 2017).

Police officers in countries like the UK, USA, Sweden, and Jamaica have effectively utilized ICT tools in their crime prevention strategies. Sweden, for instance, has integrated social media platforms like Facebook and Twitter into community policing, allowing residents to share safety information with security agencies, enhancing crime prevention and arrest rates (Ceccato & Dolmen, 2013). In South Asia, countries like Pakistan and India have implemented ICTs for managing crime data and increasing community participation in policing, with initiatives like Pakistan's data integration and India's eCOPS database (Maqsood et al., 2019; Mitra & Chakrabarti, 2019). Afghanistan's Ministry of Interior launched ICT measures like 119 police helplines and social media platforms for reporting crimes and communicating with citizens (Nimruzi et al., 2018). Belgium and Germany have also adopted ICT in policing, with Germany's federal police digitizing operations and improving criminal record databases (Bayerl et al., 2017).

The African continent is not lagging in terms of police adoption of technological advancements in their work. For example, in Nigeria, despite facing challenges such as poor infrastructure and a digital divide in terms of socio-economic and demographic factors, the ICT sector has emerged as the fastest-growing sector. ICT is currently being used in various areas of policing operations in Nigeria, including record-keeping, crime reporting, and surveillance through technologies such as CCTV and mobile phone apps, which are strategically placed and used in police cars. These innovative technologies have had a substantial impact on achieving good policing and governance goals to the satisfaction of Nigerians (Odeyemi & Obiyan, 2018).

Ghana has similarly incorporated the use of ICT in policing and improved delivery of services through an e-police model. The Ghana police force uses social media to track incidents and engage the public through swift communication. ICT has successfully been instrumental in modernizing the operations of the Ghana police force, particularly in detecting and preventing crime (Ibikunle & Adefihan, 2013).

In Kenya, the National Police Service has received recognition for its high level of adoption of Information, Communication and Technology Systems as part of its modernization efforts, the service uses website and social media accounts on Twitter and Facebook to support policing activities (Ndonye, 2019). The introduction of the Information Command and Control Centre (IC3) has led to a significant improvement in crime prevention in Nairobi and Mombasa, as 24-hour surveillance cameras are now used to combat various crimes including vehicle theft (Mkutu, Otieno, Gioto, Wandera, Kajumbi & Palmreuther, 2017).

The digitization of criminal records has made it possible to process approximately 4,000 Police Clearance Certificates, previously referred to as Certificates of good conduct, on a daily basis (Ndung'u, 2019). Additionally, the national police service has introduced a mobile application called Hello Kenyan, which allows people to report crime incidents from any location within the country (Waweru & Maina, 2019). This system enables the police to take action in response to the reports received. These technologies are geared at improving service delivery and citizen satisfaction. However, the effects of ICT technology adoption on service delivery in Kenya are still unknown. Therefore, the study sought to investigate whether or not Kenyan citizens are satisfied with the use of ICT by the police service. The study was focused on Nairobi City County residents and sought to investigate the level of ICT utilization in seeking police services, and their satisfaction with police service delivery through the police social media platforms and ICT-enabled digital crime reporting system (digital occurrence book). The factors that influenced citizen satisfaction with ICT usage by the Kenya Police in Nairobi County were also investigated.

LITERATURE REVIEW

In contemporary policing, effective communication between the police and the public is paramount, as emphasized by Wessels (2009). With the increasing reliance on technology and connections with various society-level groups, economic welfares, religious entities, social service organizations, and civic relations, it is imperative to investigate how the police utilize information and communication technology (ICT) to communicate with society members, and how this impacts customer satisfaction with police services. Existing research has highlighted that both direct and indirect experiences influence the public's knowledge of the police. Direct experiences, such as traffic stops and public events, significantly shape attitudes towards law enforcement. Moreover, indirect experiences gained through mass media also impact public perceptions of the police.

Negative views of law enforcement often arise from confrontational police-citizen encounters, as frequently portrayed in the media (Akinlabi, 2020; Brunson & Gau, 2015; Braga, Sousa, Coldren Jr & Rodriguez, 2018; James, James & Vila, 2018). However, there is a research gap in understanding how the use of ICT by the police influences customer satisfaction with police services. With the advent of technology, police departments have increasingly adopted ICT solutions for communication and engagement with the public. However, the effectiveness of these ICT-based communication strategies in improving customer satisfaction with police services is not widely recognized. More studies are required to investigate the impact of ICT on customers' satisfaction with police services and to identify best practices for utilizing ICT to improve police-public communication. Additionally, there is a need to explore potential barriers and challenges in the utilization of ICT for police-public communication, such as issues of access, equity, privacy, and trust. Understanding these factors can inform the development

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of evidence-based strategies that optimize the use of ICT in policing and enhance customer satisfaction with police services.

The utilization of ICT by police agencies has been instrumental in improving communication with citizens, but there are still research gaps in understanding its impact on customer satisfaction with police services. Despite implementing community-oriented policing strategies such as shopfront operations, motorbike patrols, citizen academies, School Resource Officer programs, and Drug Abuse Resistance Education programs in schools, these efforts have not yielded significant results (Skogan & Hartnett, 2019). While public information officers (PIOs) have been considered a promising development in enhancing police-citizen communication, they are often costly and may not reach a large audience (Surette, 2015). Conversely, social media has emerged as a cost-effective and wide-reaching tool that can potentially bridge the communication gap between police and citizens (Wessels, 2009). Social media platforms offer opportunities for direct engagement and interaction between police and citizens, thus improving their direct experiences. Additionally, social media can facilitate the sharing of positive stories and experiences of police-citizen interactions, thereby enhancing indirect experiences (Hu, Dong, & Lovrich, 2022; Walsh, 2020).

By leveraging social media, police agencies can create their narratives and bypass the traditional media's gate-keeping role, allowing them to broadcast their messages to a broader audience, including hard-to-reach populations such as young people (Ruddell & Jones, 2020; Surette, 2015). However, despite the obvious benefits of social media, there are still research gaps in understanding its impact on customer satisfaction with police services. Available studies have looked at the application of social media by police agencies in their work as an avenue of communication, but there is limited research on its direct influence on customer satisfaction. A further study is needed to establish the relationship between the use of social media by police agencies and customer satisfaction with police services. This research could delve into aspects such as the kind of content shared on social media, the frequency and timing of social media posts, the level of citizen engagement through social media platforms, and their impact on customer satisfaction.

In their comprehensive study, Hu et al. (2018) delved into the world of police departments on Facebook, analysing over 7,000 posts to uncover the various ways in which law enforcement agencies utilize the platform. Through their investigation, the researchers identified distinct categories of police department users, including the crime combatant, traditional cop, public-relations implementer, and mixer types of agencies, based on their distinct posting patterns on Facebook. Despite this extensive research, there is a lacuna in understanding the impact of police use of ICT on customer satisfaction with police services. Limited research has been conducted to specifically investigate the influence of ICT on customer satisfaction in the context of police services. This gap leaves unanswered questions about the relationship between police use of ICT, customer satisfaction, and its implications for public perception of police services. There was a need therefore for a study to examine how the use of ICT by police departments, particularly on social media platforms like Facebook, influences customer satisfaction with police services. This includes investigating the types of ICT tools and strategies employed by police departments, the frequency and content of their online interactions, and how these factors may impact public perception and satisfaction with police services. Also, further study to understand how the inclusion of pictures and narratives in police Facebook posts may impact

customer satisfaction is of necessity. It is important to explore the role of visual and narrative elements in shaping public perceptions and satisfaction with police services on social media platforms.

With easy accessibility through mobile devices, user-generated content, and observable social networks (Kaplan & Haenlein, 2010; Nakki et al., 2011), social media has been swiftly adopted by governments at all levels to enhance citizen engagement (Bonson et al., 2012; Mergel & Bretschneider, 2013; Purser, 2012; Snead, 2013). Numerous studies have delved into the utilization of social media apparatuses, such as YouTube, Facebook, Twitter, and blogs by governments and their implications for open-government policies like transparency, participation, and partnership (Ganapati & Reddick, 2014). The literature has also examined the strategies and challenges associated with social media usage in government (Criado et al., 2013). However, there remained a research gap in understanding the influence of use of social media, and information and communication technology (ICT) in general on customer satisfaction with police services with would enhance good working relationship between the police and the public.

THEORETICAL FRAMEWORK: THE PERFORMANCE ONLY MODEL (SERVPERF)

This model was brought about by Caruana (2002), in respect to conceptualization and measurement of quality of service. This is a performance-guided measure of quality of service. It is referred to as "SERVPERF" and it illustrates that the quality of service influences the consumer attitude. The SERVPERF model measures the quality of service based purely on performance. The scholar opined that performance best measures customers' perceptions of quality of service. He further postulates that expectations must not be included in the instrument used to measure service quality. SERVPERF considers the qualities of the 5 dimensions just as SERVQUAL, but it does not repeat the same statements as the expectation items. It measures the quality of service based purely on performance, and it further scrutinises the characteristics of the five items which are assurance, empathy, reliability, responsiveness, and tangibles. Although the dimensions are expressed the same as those in SERVQUAL, SERVPERF does not include items on expectation. Its measure comprises 22 Likert-type items that are derived to evaluate the customers' perceptions of the quality of services offered by the institution in question.

While SERVPERF has been widely used as a performance-based measure of service quality, it has also received criticism. One of the critiques is that SERVPERF is too focused on the functional aspects of service quality and ignores the emotional and psychological aspects that are important to customers' experiences (Khan & Matlay, 2011). The measure does not capture the subjective nature of service quality, which can be affected by various factors, such as customer mood and previous experiences (Choi & Chu, 2001).

Another critique of SERVPERF is that it lacks the predictive power to explain customer satisfaction and loyalty (Lee & Kim, 2014). Research shows that there is only a moderate link between SERVPERF and customer gratification, and it does not necessarily lead to customer loyalty (Babakus & Yavas, 2008). Therefore, relying solely on SERVPERF to measure service quality may not be sufficient to understand the overall customer experience.

In addition, some researchers have argued that SERVPERF may not be suitable for all service contexts and industries (Parasuraman et al., 1991). For instance, the measure may not be appropriate for services that involve intangible products or emotional labour, such as healthcare or hospitality industries. In such contexts, other measures, such as SERVQUAL or the emotional labour scale, may be more appropriate.

THE STUDY AREA AND METHODOLOGY

This research was conducted in Nairobi City, the capital of Kenya, known for its diverse population and various crimes. The Directorate of Criminal Investigation (DCI) Headquarters which deals with processing certificates of good conduct via ICT among others is located in Nairobi City. Nairobi City was chosen due to its high crime exposure and the prevalent use of technology by residents and police officers. The study targeted Nairobi citizens who had sought Kenya police services through ICT within the year before the study.

Armed with the necessary permits and authorization documents, the researcher approached the Kenya Police Service to identify individuals among Nairobi's 2.9 million adults who had used ICT to seek police services and report crimes. Specifically, requests were made to Kasarani and Central Police Stations, where the e-occurrence book is managed and to Criminal Investigation Department (CID) headquarters for access to the DCI Twitter handle and applications for certificates of good conduct. The researcher requested mobile numbers and email addresses of these individuals to invite them to participate in the study. The first 200 persons who consented formed the sampling frame, from which 132 were purposively selected. This sample size was compared with one generated using a probability-based sampling method, as per Krejcie and Morgan (1970). Data was obtained through questionnaires administered to the 132 respondents. In addition, face-to-face interviews were conducted with key informants who were police personnel involved in service provision through ICT who might have received complaints and or compliments from the citizens on the application of this mode of service. The data collection procedures adhered to ethical considerations, such as willing participation in the study, ensuring confidentiality, and respecting the rights and privacy of the respondents. The quantitative data obtained from the structured questionnaires were analyzed using statistical techniques and expressed information on frequencies, percentages, and measures of central tendency. The qualitative data collected from the open-ended questions in the questionnaires and the face-to-face interviews with key informants were subjected to thematic analysis and transcribed, coded, categorized and presented into themes and sub-themes as guided by the research objectives.

In conducting the study, all ethical standards were observed. For instance, informed consent was obtained from all the study participants, who were provided with clear and comprehensive information about the purpose and procedures of the study. They were further guaranteed of confidentiality and anonymity. In addition, permission to conduct the study was sought from all relevant authorities.

RESULTS AND DISCUSSION

The following are the research findings on socio-demographic characteristics of the research respondents, factors that influence Nairobi residents' satisfaction with use of ICT in policing, and citizen satisfaction levels.

Socio-Demographic Characteristics of the Respondents

The researcher assessed respondents' social demographic characteristics, including gender, age, education level, and duration lived in Nairobi to provide insights into the diversity and backgrounds of the sample. Most respondents were male (52.7%), with females accounting for 47.3%, and the majority were aged below 25 years (38.9%), followed by those aged 46 to 54 years (23.7%). This is a reflection that younger Nairobi residents make use of ICT to engage with the police compared to older individuals. Regarding education, 85% had post-secondary education, with 48.1% holding diplomas and 26.4% degrees. This shows that well educated Nairobi residents prefer to use of ICT to engage with the police compared to the less educated. Finally, 53.9% of respondents had lived in Nairobi for at least 10 years, 32.0% for 6-9 years, 13.3% for 2-5 years, and 0.8% for less than 2 years, indicating a stable population with varied perspectives and needs that inform urban planning and community development.

Factors that Influence Nairobi residents' Satisfaction with Use of ICT in Policing

Table 1 presents responses regarding various factors influencing citizens' satisfaction with ICT usage by the Kenya Police Service in Nairobi County. Specifically, it focuses on perceptions related to the accessibility, responsiveness, reliability, transparency, usability, and data security of ICT services provided by the police. These factors play a pivotal role in shaping public satisfaction and trust in the effectiveness of digital platforms and applications offered by law enforcement agencies.

Table 1: Factors Influence Citizens' Satisfaction with ICT Usage by the Kenya Police Service in Nairobi County

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	SD
	n (%)	n (%)	n (%)	n (%)	n (%)		
The Kenya Police Service's ICT services are easily accessible to citizens.	1(0.8)	27(20.6)	37(28.2)	50(38.2)	16(12.2)	3.4	0.975
The Kenya Police Service promptly responds to citizens' inquiries submitted through ICT channels.	6(4.6)	58(44.3)	27(20.6)	27(20.6)	13(9.9)	2.87	1.105
ICT systems and platforms used by the Kenya Police Service are reliable and operate with minimal downtime.	2(1.5)	10(7.6)	36(27.5)	65(49.6)	18(13.7)	3.66	0.865
The Kenya Police Service communicates information regarding police procedures and crime prevention initiatives transparently through its ICT channels.	3(2.3)	31(23.7)	35(26.7)	47(35.9)	15(11.5)	3.31	1.03
Citizens find the ICT platforms and applications provided by the Kenya Police Service easy to use and navigate.	17(13.1)	0(0.0)	38(29.2)	56(43.1)	19(14.6)	3.59	0.895
Citizens trust that their data shared through ICT channels with the Kenya Police Service is secure and protected.	7(5.4)	39(30.0)	36(27.7)	36(27.7)	12(9.2)	3.05	1.081

The assessment of ICT services provided by the Kenya Police Service in Nairobi County reveals significant insights into various dimensions such as accessibility, reliability, transparency, usability, and security. The findings indicate a general sentiment of satisfaction with the accessibility of police ICT services, as 38.2% of respondents agreed that these services are easily accessible. This positive perception aligns with Maiyo (2019), who highlighted the importance of e-policing initiatives in enhancing citizen-centred police services in Kenya. Conversely, the promptness of the police service's response to inquiries submitted through ICT channels received the highest proportion of disagreement, with 44.3% expressing dissatisfaction and 4.6% strongly disagreeing. This concern about response times is consistent with Oladimeji and Abdulkareem (2023), who found that user satisfaction with e-police services in Nigeria was often hindered by delays in response, indicating a common challenge in ICT-based policing across different regions.

On the reliability of the ICT systems and platforms used by the Kenya Police Service, where 49.6% of respondents agreed they operate with minimal downtime, suggests a robust infrastructure. This finding is supported by Hasan (2012), who evaluated the Citizen Help Request (CHR) system in Bangladesh and found that reliable ICT infrastructure is crucial for effective police service delivery. The high reliability score (mean score of 3.66) underscores the importance of a dependable digital framework for efficient police operations. Regarding transparency, 35.9% of respondents agreed that the Kenya Police Service effectively communicates information about police procedures and crime prevention through ICT channels. This is consistent with Odeyemi and Obi yan (2018), who discussed how digital policing technologies can enhance police accountability and improve police-citizen relations by facilitating better communication and transparency.

The usability of the ICT platforms provided by the Kenya Police Service also received a favourable response, with 43.1% agreeing that these platforms are easy to use and navigate. This user-friendly aspect (mean score of 3.59) is crucial for citizen engagement, as highlighted by Thoyyib (2019), who emphasized the importance of intuitive and accessible e-policing systems for both developed and developing nations. However, the findings regarding security are more mixed. While 30% of respondents felt their data shared through ICT channels is secure, an equal proportion expressed disagreement, with 9.2% strongly disagreeing. This split opinion indicates a notable level of concern regarding data security, a sentiment that echoes Karake (2014), who discussed the challenges of adopting electronic policing services in Nairobi, particularly regarding data protection and privacy concerns.

Finally, the overall assessment underscores areas for improvement; particularly in the promptness of police responses (mean score of 2.87). Enhancing response times could significantly boost satisfaction and efficiency in ICT-based interactions, aligning with broader goals of improving police-citizen relations as discussed in the literature (Odeyemi & Obiyan, 2018).

Citizen Satisfaction with the Police Service

Table 2. presents responses regarding various aspects of citizen satisfaction with the police service. It encompasses sentiments towards the overall satisfaction with the police service, their response to crime cases, neighbourhood safety perceptions, response time for emergencies, level of police trust, and professionalism of officers, communication between

police and citizens, and effectiveness in preventing crime. This comprehensive analysis aims to provide insights into public perceptions and satisfaction levels concerning law enforcement, shedding light on areas of strength and areas that may require improvement.

Table 2: Citizen Satisfaction with the Police Service

	Very dissatisfied	**Dissatisfied**	**Neutral**	**Satisfied**	**Very satisfied**	**Mean**	**SD**
	n (%)	n (%)	n (%)	n (%)	n (%)		
To what extent are you satisfied with the police service	3(2.3)	32(24.4)	31(23.7)	45(34.4)	20(15.3)	3.36	1.082
Police response to crime cases	21(16.0)	62(47.3)	30(22.9)	18(13.7)	0(0.0)	3.02	1.041
	Very unsafe	Unsafe	Somehow safe	Safe	Very safe		
Neighbourhood safety	10(7.6)	39(29.8)	20(15.3)	62(47.3)	0(0.0)	2.38	.907
	Very slow	Slow	Neutral	Quick	Very quick		
Response time for emergencies	21(16.0)	56(42.7)	37(28.2)	17(13.0)	0(0.0)	2.65	1.022
Level of police trust	22(16.8)	58(44.3)	43(32.8)	8(6.1)	0(0.0)	2.28	.816
	Very unprofessional	Unprofessional	Neutral	Professional	Very Professional		
Professionalism of officers	23(17.6)	30(22.9)	48(36.6)	30(22.9)	0(0.0)	2.34	.910
	Very poor	Poor	Somehow good	Good	Very Good		
Level of communication between police and citizens	16(12.2)	66(50.4)	32(24.4)	17(13.0)	0(0.0)	2.38	.863
	Very ineffective	Ineffective	Neutral	Effective	Very effective		
Effectiveness in preventing crime	51(39.8)	9(7.0)	38(29.7)	30(23.4)	0(0.0)	2.37	1.229

The survey findings reveal a diverse range of sentiments towards various aspects of the police service, with significant implications for trust, professionalism, and communication. The mixed sentiments reflect a complex interplay of factors influencing public perception and satisfaction with law enforcement. The findings that only 15.3% of respondents are very satisfied with the overall police service, while 34.4% indicate satisfaction, support the research by Howerton (2006) which highlights differences in law enforcement application and public perception based on race. The survey results align with Howerton's findings, suggesting that varying experiences and outcomes influence overall satisfaction with police services.

Concerns regarding police response to crime cases showed 16.0% feeling very unsafe and 47.3% indicating it is unsafe, resonate with the conclusions drawn by Jarvis, Mancik, and Regoeczi (2017). Their study emphasized the need for effective mobilization of law enforcement in violent crime cases, which appears to be a significant area of concern for survey respondents. Similarly, perceptions of neighbourhood safety, where 7.6% feel very unsafe and 29.8% feel unsafe, echo the issues identified by Hughes and Rowe (2007). Their research on neighbourhood policing and community safety underscores the challenges and instabilities in local crime governance, reflected in the survey's findings on community sentiments.

The finding that 16.0% of respondents report emergency response times as very slow and 42.7% as slow is consistent with Loveday's (2017) work on the police response to changing crime profiles in England and Wales. Loveday's study supports the need for timely police interventions, which remains a critical concern according to the survey. Trust in the police, with 16.8% reporting very low levels, aligns with Malone and Dammert's (2021) research on policing practices and public trust in Latin America. Their findings suggest that trust is a vital component for effective law enforcement and community cooperation, which is lacking among a significant portion of survey respondents. The mixed views on the professionalism of officers, with 17.6% perceiving them as very unprofessional and 22.9% as unprofessional, while 36.6% remain neutral, are consistent with the study by Briones-Robinson, Powers, and Socia (2016). Their examination of police bias and differential responses to sexual orientation bias crimes highlights the impact of perceived professionalism on public trust and cooperation.

Regarding communication, 12.2% perceive it as very poor and 50.4% as poor, findings that are supported by Ho and Cho (2017). Their research on government communication effectiveness and satisfaction with police performance illustrates the critical role of clear and effective communication in shaping public perceptions of law enforcement. The survey findings that 39.8% find the police's effectiveness in preventing crime to be very ineffective are consistent with Schreurs et al. (2019). Their application of the Community Engagement Theory to crime prevention underscores the importance of community resilience and proactive policing strategies, areas identified for improvement by survey respondents. The overall high mean score of 3.36 for satisfaction with police service indicates a generally positive sentiment but suggests room for improvement in specific areas, supported by O'Reilly (2017). His work on transparency, accountability, and engagement outlines a framework for building trust in policing, a theme echoed in the survey results.

According to interviews conducted with police personnel, several issues have been consistently reported by the public regarding the digital crime reporting system. These include difficulties in accessing the system due to website downtime and glitches with the mobile app. Concerns have also been raised about the security of personal information and incidents being incorrectly categorized or lost within the system, causing delays and confusion. Additionally, users, particularly older or less tech-savvy individuals have expressed a lack of support or guidance when using the system, hindering their ability to navigate it effectively. In verbatim, below are some of the responses:

> *"……one thing I have observed is that there have been repeated reports from the public regarding difficulties in accessing the digital crime reporting system. It seems that the website has experienced downtime, and there have been occasional glitches with the mobile app, hindering users' ability to report incidents effectively."*
>
> *"……citizens worry about the privacy of their data and whether it is adequately protected from unauthorized access."*
>
> *"…….one thing that has been observed is incidents being incorrectly categorized or lost within the digital crime reporting system. This has been reported to cause delays and confusion in resolving issues, leading to frustration among citizens."*

"……. older or less tech-savvy individuals, have expressed a lack of support or guidance when using the digital crime reporting system. This makes it challenging for them to navigate the platform effectively."

"……one thing I have observed is the concern about the responsiveness of authorities to reports submitted through the digital crime reporting system. There have been reports that some inquiries or complaints are not addressed promptly, leaving citizens feeling unheard and frustrated."

CONCLUSION AND RECOMMENDATIONS

From the findings, there were positive feedbacks on accessibility and reliability of ICT services the Kenya Police engage in with the Nairobi County residents during policing. However, there were concerns regarding promptness and security in the ICT services. The residents felt that responses from the police were not as fast as required and they were not sure about the security of their data after ICT engagement with the police.

The following recommendations should be implemented by the Kenya Police Service to improve service delivery to the citizens of Nairobi through ICT. One, there is need to enhance accessibility of emergency online reporting portals. Secondly, the police should invest on user-friendly ICT interfaces, and promote awareness campaigns to educate citizens about available ICT services. Third, there is need to regularly assess the use of social media platforms' impact on satisfaction and police-citizen relations. In addition, the police should engage with the community through interactive content and timely responses to queries or concerns raised on social media. Lastly, Kenya police should implement protocols to ensure timely responses to concerns submitted by the citizens through ICT channels, and strengthen data protection mechanisms to build trust among citizens.

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