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Abstract

In Rwanda, the aftermath of 1994 genocide against Tutsi, the security situations were critical and the government adopted mechanisms such as community policing as a strategy for security enhancement. However, the country still struggles with insecurity challenges despite the introduction of community policing. The purpose of this study was to examine the influence of problem solving on security enhancement in Gasabo District, Rwanda. The study adopted mixed methodology approach and the concurrent triangulation design. The study targeted approximately 139,358 household heads of Gasabo District, 73 Community Policing Committee (CPC) chairpersons, 15 Community Liaison Officers, and 260 Police Officers. The study sampled 576 household heads for quantitative data whereas the CPC chairpersons, Community Liaison Officers, Police Officers and Opinion leaders were used for qualitative data. Multistage sampling technique was used to select the participants. Questionnaire, interview guides and discussion guides were used to collect data. The findings indicated that problem solving had a positive and significant influence on security enhancement. The study concludes that problem solving contributes significantly to security enhancement. The study recommended the need for RNP to strengthen the problem solving for security enhancement. In particular, the institution should focus on enhancing the following problem-solving components: night patrols, focus on vulnerable community members, resolving family disputes, proactive arrests to solve criminal activities, and adopting technological trends.

Keywords: *Community policing, problem solving, security enhancement*

1.0 Introduction

Community policing is readily accepted as the new face of security enhancement in most parts of the world including Europe, United State of America, Australia, Asia, South America and Africa. In Britain police attained more power and came close to the community after the

introduction of community policing by Sir Robert Peel as a way to counter crimes (Douglas & Braga, 2021). These reforms in the London Government began early in 1990. In addition, there was a move to make the police professions, as a result, crimes were prevented (Mulaphong & Cheurprakobkit, 2021). Community policing in United States of America (USA) started in 1970s, though most agencies of law enforcement did not fully embrace the concept until the 1980s. In Mendoza a province in Argentina, adopted an arms exchange programme which resulted to the intensive engagement and commitment by the community to security policies (Ansorg & Gordon, 2019).

Security enhancement refers to improvement in the state of security in a particular location. Enhanced security implies that individuals are safe and free move around without any fear of being attacked. Further, security enhancement implies to reduction in the cases of crime within a society. As such, people no longer live-in fear of being attacked or their properties being stolen. It is the desire of every government and nation to achieve enhanced security. A country with enhanced security thrives socially, politically and economically. Community policing is one of the approaches in which countries can enhance their security. It makes everyone develop a sense of responsibility in promoting peace and unity (Rexer & Patil, 2017).

Problem solving is a key aspect in community policing (Hatfield, 2021). He argued that community and the police should work together in order to identify other effective ways of solving insecurity problems. The citizens are expected to voluntarily support the law enforcers in coming up with better solutions to the insecurity challenges facing the community. Problem solving reflects on the identification of the community's concerns and the appropriate solutions are developed to counter the problems. It is empowered by the assumption that any problem in small geographical locations can be solved, by carefully monitoring the characteristics of those problems and developing the definite remedies, (Kearns, 2020). He further observed that the choices made by individuals were dependent on the immediate environment, that is, physical and social features surrounding individuals. As such, controlling these features will make people less motivated to commit crime.

1.1 Problem Statement

The Rwandese Government has demonstrated its commitment to enhance security through community policing established in the year, 2007. However, cases of insecurity are still prevalent. The National Institute of Statistics of Rwanda ([NISR], 2021) report recorded 34,179 crimes in 2017, in the year 2018 recorded 43,279 crimes, 71,360 crimes in the Year 2019, and 86,713 crimes in the year 2020, ranging from assault and battery, theft, narcotic drugs and child defilement. Since the year 2017 crimes have continued to increase and in the year 2020 crimes doubled of the year 2018. From the above statistics Crime statistics recorded per province in the year 2019 indicates that Kigali City recorded the highest crime rate of 17,092 crimes. Further, crime statistics recorded per district in the year 2015, 2016 and 2017 indicates that Gasabo district recorded the highest crime rate compared to other districts of 1,607 crime cases in the year 2015, 1,805 cases in 2016 and 2,884 cases in 2017 (Rwanda Bureau of Investigation [RBI], 2018).

Furthermore, the NISR (2021) report indicates total crimes rose to 71,092 in 2019 and 86,731 in 2020. The above statistics confirm that there is a serious security challenge in Rwanda, especially in Gasabo District which is located in Kigali City. This situation if not contained it can lead to high crime rate and insecurity in the country. Despite, the adoption of community policing in Rwanda, there is still high prevalence of crime. There are limited researches conducted on the role of community policing in security enhancement. It is on this premise that

the current study sought to fill the knowledge gap by assessing the influence of community policing problem solving on security enhancement in Gasabo District, Rwanda.

2.0 Literature Review

2.1 Theoretical Review

According to the securitization theory, political issues that have been labeled dangerous or threatening by a securitization actor should be handled with immediate effect. A securitizing speaking act should follow a particular verbal structure, derived from war and its historical meanings of survival, urgency, threat, and defense. An efficient securitization will be conducted in three steps to counteract any incidence of worsening: identification of existential threat, immediate action to deal with that threat, convinces an audience that rule-breaking behavior to counter the threat is justified. Existential threat implies instantly addressing the issue at hand (Buzan & Waever, 2017).

The concept of securitization is important to this research as it highlights the significance of safety. As suggested by the theory, the first step is to identify the problem and then take appropriate action to address the problem (Buzan & Waever, 2017). This study identifies increased crime rates as a threat in Rwanda and focuses on various community policing strategies as possible solutions to the problem of increased crime rate.

In line with the securitization theory idea of enhancing security, this study proposes several ways in which security enhancement can be achieved. In particular, this study focused on community policing strategies including problem solving, police-citizen collaboration, citizen sensitization, information sharing and peers counseling (Williams, 2017). The securitization theory paves way for the researcher to assess the influence of community policing problem solving on security enhancement in Gasabo District, Rwanda.

2.2 Empirical Review

According to Baker (2017) the problem solving is likened to a model that has four steps. The model is known as S.A.R.A, where S, A, R and A represent Scanning, Analysis, Response, and Assessment respectively. S.A.R.A is cyclical in nature. He noted that scanning involved joint identification and prioritization by the police and the community the security issues within an area. Analysis on the other hand entails determining the extent of the problem and learning extensively in order to identify its causes. Response involves the formulation of tailor-made strategies so as to come up with long-term, creative, problem-specific solutions to the problem that are broad uninhibited. Finally, assessment phase aims at evaluating and seeing if the strategies devised have been successful in fighting the predetermined causes of insecurity and if those strategies contributed to the improvement of the security (Baker, 2017).

Amir, Hasanah and Musthofa (2018) reveal problem solving as an interactive event because the community identifies crime issues, engage the police and together they develop definite solutions. It is empowered by the assumption that any problem in small geographical locations can be solved by studying the characteristics of the problem and then applying the definite resources. According to the authors, cases of crime can be reduced by identifying the attributes of crime and then developing appropriate solutions.

Sun, Liu and Farmer (2019) observed that problem solving is a key component in community policing. Whereby not all problems are to be confined to crimes and at the same time the solutions offered must not involve arrest. Further, the community and police should be encouraged to go for problem solving techniques and carefully monitor the elements that cause occurrences (Braga & Tucker, 2018). They further identify four steps of problem solving as

follows; identifying the problem; evaluating the problem; finding definite solutions to the problem; and execution and response assessment to the problem.

Garcia and Polson (2018) observed that problem solving would be assessed by asking the question, and not the number of arrests as done in the past. According to Meschoulam (2019) problem solving reflects how community policing motivates the association of people in realizing their goal of enhancing security. People's involvement in crime solving is important in ensuring safety of the community. The proposed study seeks to further contribute to Meschoulam's findings by assessing the effectiveness of problem solving in enhancing security, particularly, concentrating on Gasabo District in Rwanda.

Problem solving holds that it is possible for the public to access the police and get their support at the grassroots level (Verdolini, 2018). Furthermore, large communities are more likely engaged in community policing (Onuoha et al., 2021). The author points out a very important aspect regarding capacity building of the community. There is need to build the capacity of all communities so that they can be part of the solution to crime issues. This study seeks to contribute to Onuoha's findings by focusing on how possible communities can be equipped so as to be able to address crime issues.

A study by Wanjohi (2017) focused on the effect of problem solving on crime reduction. The findings indicated that problem solving leads to reduction of crime cases. However, the reviewed study was carried out in Kenya and not Rwanda.

Problem solving focuses police attention on the problems that lie behind incidents, rather than on the incidents only (Hassan & Abdullah, 2018). It involves problem identification, understanding the problem, developing respective responses and finally evaluation (Scott, 2017). Successful problem solving entails a detailed program, that is, a program that focuses on specific types of crime rather than the totality of the crime. Establishing a detailed program matches the SARA approach, where scanning highlights the root problems. Problem solving approaches can be used to address juvenile nuisance (Wright, 2019). Problem solving proves to be effective if police forces understand its benefits and are committed to it, that is, they create conditions that will cause problem solving to excel (Scott, 2017).

Problem solving serves as the basis for evolving policing strategies. A program known as compstat program which was started in New York City uses police crime data in problem identification to assist the commanders counter the problems they must solve. Recently, the seniors in the police department have used "intelligence-led policing," whereby the data is analyzed prediction of crime emergence is made and the police take the necessary steps to counter it (Ross, 2017).

2.3 Conceptual Framework

This conceptual framework presents the study variables and their components that guide investigation leading to study findings. Figure 1 shows that the independent variable (problem solving) influence the dependent variable (security enhancement).

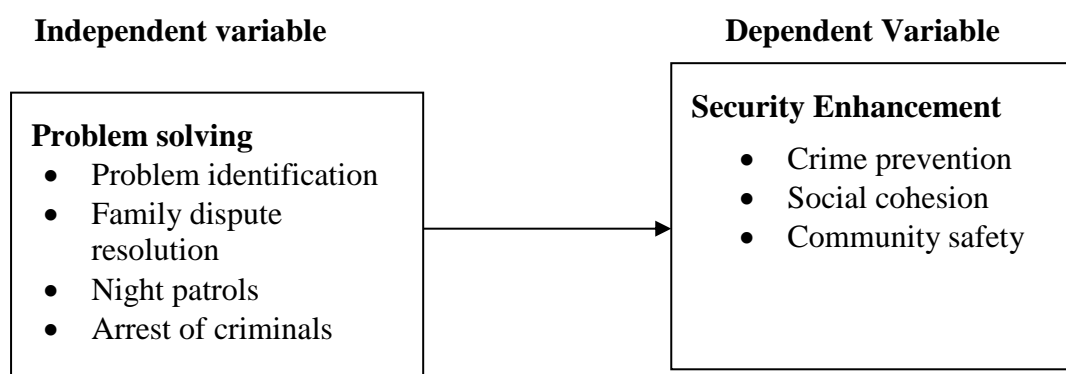


Figure 1: Conceptual Framework

3.0 Methodology

The study adopted mixed methodology approach and the concurrent triangulation design. The study targeted approximately 139,358 household heads of Gasabo District, 73 Community Policing Committee (CPC) chairpersons, 15 Community Liaison Officers, and 260 Police Officers. The study sampled 576 household heads for quantitative data whereas the CPC chairpersons, Community Liaison Officers, Police Officers and Opinion leaders were used for qualitative data. Multistage sampling technique was used to select the participants. Questionnaire, interview guides and discussion guides were used to collect data. Reliability of the questionnaire was tested by Cronbach Alpha. The coefficient value used was 0.7. To ensure validity of the questionnaire, it was reviewed by the supervisors. Trustworthiness of the interview and discussion guides were ensured using both dependability and credibility. For dependability, the researcher ensured that every step of the process was clear, while credibility was ensured through use of appropriate research methods. SPSS software version 25.0 was used to analyze the data. Quantitative data was analyzed using descriptive statistics (frequency, percentage, mean and standard deviation) and inferential statistics (regression analysis), which was used to determine the relationship between the factors of the research. Qualitative data from the interview guides was analyzed thematically and presented in narratives.

4.0 Results and Discussion

Reliability Testing

The researcher used Cronbach's Alpha (α) to check whether the instrument was reliable. Cronbach's Alpha will use 0.7 as the recommended value as the cut-off of reliability for this study.

Table 1: Reliability test

Variable	Number of items	Cronbach's Alpha	Comment
Security enhancement	7	0.817	Reliable
Problem solving	8	0.761	Reliable

The findings in Table 1 indicate that security enhancement variable had a Cronbach alpha value of 0.817, and problem- oriented policing had 0.761. This denoted that all the variables had values greater than 0.7 implying reliability of the data collected. According to Sheth and Naik (2016), items with alpha value greater than 0.7 are considered reliable and are adopted for the main study. Therefore, the items measuring the study variables were reliable and hence were adopted in the subsequent analysis.

Security Enhancement Indicators Findings

4.1 Descriptive Statistics on Security Enhancement

The dependent variable in this study was security enhancement. Table 1 shows the descriptive statistics on security enhancement. The results are presented in frequencies, percentages, means and standard deviations. The following scale was used: strongly disagree (1), disagree (2), neutral (3), agree (4), and strongly agree (5).

Table 1: Descriptive Statistics on security enhancement

Statement on Security Enhancement	SD, f (%)	D, f (%)	N, f (%)	A, f (%)	SA, f (%)	Mean	Std Dev
There is increased crime prevention due to community policing.	20(3.5)	32(5.5)	13(2.2)	177(30.6)	336(58.1)	4.3	1.0
There is improved social cohesion due to community policing.	8(1.4)	29(5.0)	31(5.4)	225(38.9)	285(49.3)	4.3	0.9
There is increased community safety due to community policing.	10(1.7)	13(2.2)	25(4.3)	235(40.7)	295(51.0)	4.4	0.8
There is reduced number of arrests made due to community policing.	15(2.6)	52(9.0)	71(12.3)	216(37.4)	224(38.8)	4.0	1.1
There is reduced number of crime cases reported due to community policing.	17(2.9)	46(8.0)	65(11.2)	217(37.5)	233(40.3)	4.0	1.0
There is reduced number of incidents reported due to community policing.	8(1.4)	28(4.8)	32(5.5)	239(41.3)	271(46.9)	4.3	0.9
There is reduction in restricted movement due to community policing.	11(1.9)	20(3.5)	36(6.2)	196(33.9)	315(54.5)	4.4	0.9

As indicated in Table 1, most of the respondents (88.1%, $m=4.3$) agreed that there is increased crime prevention due to community policing. The respondents also agreed that there is improved social cohesion due to community policing (88.2%, $m=4.3$), there is increased community safety due to community policing (91.7%, $m=4.4$), and there is reduced number of arrests made due to community policing (76.2%, $m=4.0$). Further, majority of the respondents (77.8%, $m=4.0$) agreed that there is reduced number of crime cases reported due to community policing, there is reduced number of incidents reported due to community policing (88.2%, $m=4.3$), and there is reduction in restricted movement due to community policing (88.4%, $m=4.4$). The findings imply that most of the respondents had positive opinion towards security enhancement using community policing. Therefore, security enhancement could be attributed to community policing components. According to Javed et al. (2018), an individual feels secure if he/she has job and health security and living in an environment free from crime.

The respondents were requested to give their opinion regarding how the security could be enhanced and the opinions are presented in Figure 1.

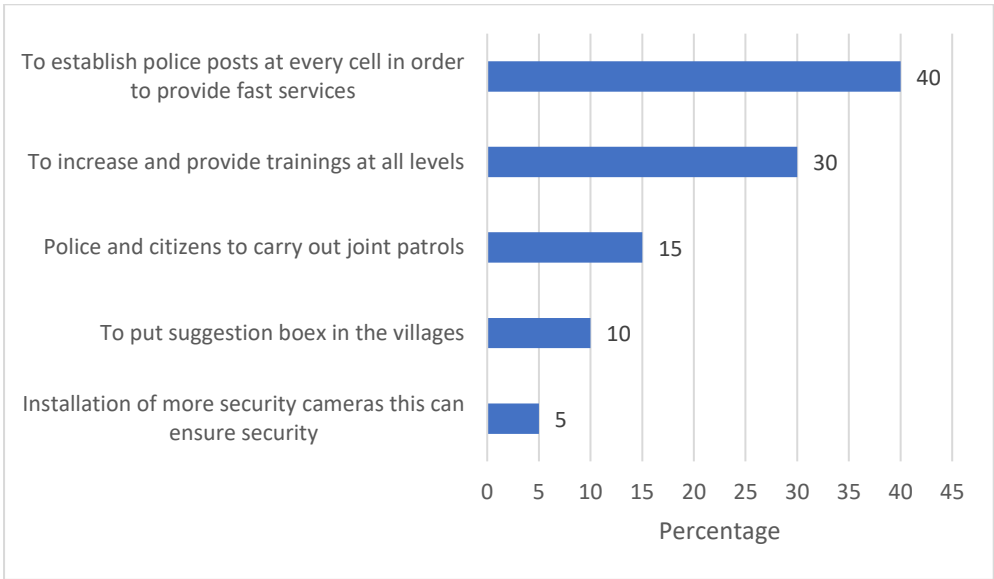


Figure 1: Respondents opinion on how to enhance security

The highest percentage of the respondents (40.0%) indicated that police posts should be established at every cell/village in order to provide fast services thus enhance security. This was followed by those in the opinion of increased trainings at all levels/sectors (30.0%) as indicated Figure 1.

Thematic analysis on Security Enhancement

The respondents were asked to state the role of community policing in enhancing security. The respondents noted the need to put suggestion box in the villages, police and citizens to carry out joint patrols, regular trainings to the population at all levels for both adults and youth, and establish police posts at every cell in order to provide the population with fast services. Rexer and Patil (2017) stated that community policing is one of the approaches in which countries can enhance their security. It makes everyone develop a sense of responsibility in promoting peace and unity.

The respondents also noted the importance of installing more security cameras, police deployments should come down up to cell level for quick intervention, increase of police stations, and police should train local population in villages and cells about community policing periodically. It was recommended that police should reduce brutality to enhance security.

One respondent, R3, was quoted saying... *“Crimes have reduced however; Police takes time to intervene in case of incidents thus, a need for police to increase response time where there are incidents”*.

Responses from Interview guide by CPC and CLOs

The participants were asked to explain how community policing had influenced the various security enhancement aspects in Gasabo District. The participants noted that crimes have reduced, security information was shared timely, and use of police free call lines. Further, citizens are now living in peace and have hope for the future. Domestic violence reduced. In addition, security is guaranteed, life expectancy increased, there are local patrols in villages and neighbor would watch.

On crime prevention, participant P1, stated that ... *“Police citizen collaboration has helped in information sharing about crimes before they happen to police which helps to prevent crimes”*.

On social cohesion, participant P3, noted that... *“Police helps in resolving crime related problems of the people living in Rwanda and this increases the trust between police and population thus, promoting harmony with one another in our community”.*

Participant P4, reiterated that... *“Due to different community policing programs in Gasabo district security has been improved and people are living in harmony with one another, there are no mistrust among the community members”.*

On community safety, Participants P1, stated that... *“The community safety is generally good no serious crimes have been registered for the last 06 months in our sector Kimihurura, people living in Rwanda work hand in hand with the police to resolve any security matter that may arise”.*

Participants P3, observed that... *“In our sector Remera security has improved because through police sensitization we now understand how we can take part in provision of security in our community”.*

Participant P5, reiterated that... *“The community safety has increased in Gasabo district this is because people now are partners in security matters when any incident happens members of community report it to police immediately and work together to resolve it”.*

Participant P7, stated that... *“Where there is police security is granted in case of any issue Police can easily intervene, in Gasabo district we trust Rwanda National Police and we are ensured of security”.*

Responses from focus group discussion by community leaders

The church leaders were required to explain how community policing had influenced the following security enhancement aspects in Gasabo district.

On crime prevention, one of the discussants, D18 stated that... *“Generally, crimes have been prevented and thus really reduced. For example, the crime of using forced labor within homes, child labor has been reduced to some extent just because of information sharing because by now before you hire a worker (housemaid) you first have to ask for national identity card to make sure that you are preventing yourself to commit the above crime”.*

On social cohesion, the discussant D18 observed that ... *“Initially, when all people have peace with belief that they have to protect one another implies such social cohesion. Because regardless of your social category whether poor or rich you just believe that even your fellow citizen is a human being hence promoting social cohesion. Also, the other initiative of ‘Akagoroba k’ababyeyi’ evening parents meeting has indeed brought remarkable change concerning social cohesion. Simply because it is from this evening meetings where all social values are learnt, and this social dialogue builds closest relationship hence promoting social cohesion”.*

On community safety, discussant D19 cited that ... *“Concerning community safety, right from the beginning we talked about self-initiative of neighborhood watch. Everyone is now aware that he/she is responsible for his/her own security. The great work of civilian local patrols is another initiative that promoted community safety because they are everywhere compared to police which cannot manage to be on every house. Lastly the idea of making police call number to be known everywhere has also promoted community safety”.*

Mixing and interpreting of quantitative and qualitative Data

Data on Security enhancement was analyzed using descriptive and thematic. From the descriptive point of view, majority of the respondents reported that there was increased crime prevention due to community policing, there was improved social cohesion due to community policing, there was increased community safety due to community policing, there was reduced number of arrests made due to community policing, and there was reduced number of crime cases reported due to community policing. The thematic analysis had similar results where participants reported that there was general improvement in security.

4.3 Influence of problem solving on security enhancement

The study sought to examine the influence of problem solving on security enhancement in Gasabo District, Rwanda. The descriptive statistics, thematic analysis and regression analysis results are presented in this section.

Descriptive statistics analysis

The respondents were asked to rate the statements measuring the concept on problem solving. The following scale was used: strongly disagree (1), disagree (2), neutral (3), agree (4), and strongly agree (5). The descriptive findings are shown in Table 10.

Table 3: Descriptive statistics on problem solving

Statements on Problem solving	SD, f (%)	D, f (%)	N, f (%)	A, f (%)	SA, f (%)	Mean	Std Dev
Police and community members engage in night patrols	7(1.2)	16(2.8)	12(2.1)	160(27.7)	383(66.3)	4.55	0.78
Police focus on vulnerable community members	9(1.6)	26(4.5)	58(10.0)	195(33.7)	290(50.2)	4.26	0.92
Family disputes are resolved through community policing	10(1.7)	26(4.5)	38(6.6)	202(34.9)	302(52.2)	4.31	0.91
Police carry out proactive arrests to solve criminal activities	14(2.4)	42(7.3)	50(8.7)	180(31.1)	292(50.5)	4.20	1.03
Police scan, analyze, respond and assess crime	6(1.0)	16(2.8)	32(5.5)	201(34.8)	323(55.9)	4.42	0.80
Solving of criminal activities is an uphill task for both the community and the police	22(3.8)	40(6.9)	23(4.0)	163(28.2)	330(57.1)	4.28	1.07
Failure to adapt to changing technological trends deters the process of identifying criminal activities	13(2.2)	41(7.1)	33(5.7)	182(31.5)	309(53.5)	4.27	1.00
Specific crime and disorder issues are identified	13(2.2)	39(6.7)	48(8.3)	196(33.9)	282(48.8)	4.20	1.00

Table 3 demonstrates that majority of the respondents agreed with the statement that police and community members engage in night patrols (94%, $m=4.55$). The respondents also agreed with the assertion that police focus on vulnerable community members (83.7%, $m=4.26$), family disputes are resolved through community policing (87.1%, $m=4.31$), and that police carry out

proactive arrests to solve criminal activities (81.6%, $m=4.20$). This implied that the residents regarded problem solving as essential in security enhancement.

Majority of the respondents further agreed with the statement that police scan, analyze, respond and assess crime (90.7%, $m=4.42$), solving of criminal activities is an uphill task for both the community and the police (85.3%, $m=4.28$), failure to adapt to changing technological trends deters the process of identifying criminal activities (85%, $m=4.27$), and specific crime and disorder issues are identified (82.7%, $m=4.42$). The findings implied that majority of the respondents had positive opinion towards problem solving. As such, problem solving was expected to positively influence security enhancement. The study findings were consistent with Meschoulam (2019) assertion that problem solving reflects how community policing motivates the association of people in realizing their goal of enhancing security.

The respondents were further asked to give their opinion on ways in which problem solving can help enhance security in their locality and the responses are presented in Figure 2.

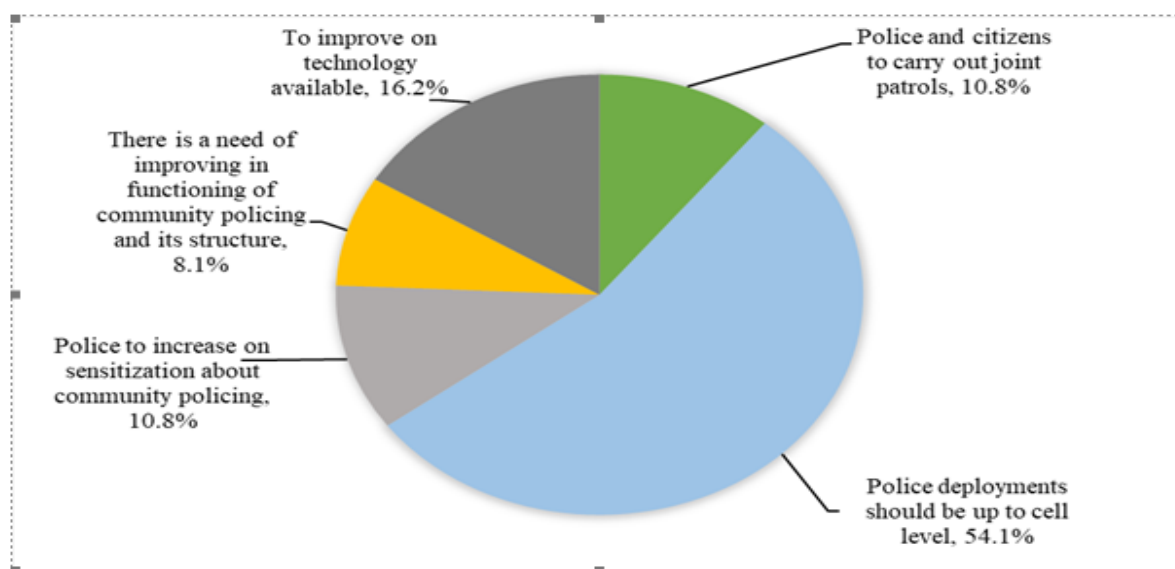


Figure 2: Respondents' opinion on the role of problem solving in enhancing security

As indicated in Figure 2, most respondents (54.1%) opined those police deployments should be up to cell level as a problem-solving strategy to enhance security. Considerable percentage (16.2%) also indicated that the available technology should be improved in order to enhance security.

Thematic analysis on Problem solving and Security Enhancement

The respondents were asked to state other ways in which problem solving can help enhance security. In their response, they noted that the need for continued public lectures on crime prevention in villages and cells, police to interact with people at the cells and villages levels, and police and citizens to continue carrying out joint patrols.

The findings concurred with Wanjohi (2017) observation that problem solving leads to reduction of crime cases.

Respondents R1 observed the following *"police to come closer to the population that is to say police to be visible in the cells and villages so that in case of any incident police can quick intervene"*.

The respondents also stated the need to increase technology in the cells and villages levels, train the population about their human rights in order to avoid domestic violence, transparency of police can improve on the population trust, encourage debates in high schools about community policing, and increase police officers in Gasabo district especially in rural areas and equip them with modern equipment.

Respondent R2 stated that *“It is important to increase CCTV cameras not only on main roads but also in connecting routes, streets, and marked hotspots where people are concentrated in cells and villages. This can reduce occurrence of crimes”*.

Responses from Interview guide by CPC and CLOs

The participants noted that problem solving as a component of community policing was critical in security enhancement.

Participant P1, stated that *“Police intervenes in conflict resolution by arresting offenders, admitting street children into rehabilitation centers. Whenever we call the police, they respond quickly. This is positively perceived by the community therefore increasing their trust in the police which take part in solving the community’s prevailing issues”*.

Participants, P2, observed that *“Police assistance in problem solving has played a key role in crime prevention such as in cases where a citizen had to resort to robbery in order to afford medical insurances for their family which is reversed when the police has provided medical insurance to the poorest in the community. Thus, crimes are prevented”*.

Participant P3, noted that *“Timely resolution of citizen’s problem reduces conflicts in communities, household conflicts, spouse assaults and it also helps in crime prevention. Furthermore, there are some issues of security concern requiring police involvement and RNP has always been there and resolved them”*.

Participant P4, reiterated that... *“Police assists the poorest members of the community during policing week through rehabilitation of their houses, new houses construction, provision of cows and provision of medical insurances. This responds to poverty related issues in the community and on the other hand such activities increase police appreciation and trust by the population”*.

Participant P5, observed that... *“Police makes patrols to prevent crimes and also during covid-19 epidemic the Ministry of Health control measures directives, police implemented them well and it helped to stop the spread of Covid 19. Police played a very vital role in this endeavor”*.

Participant P6, noted that ... *“Police assists the vulnerable people and as a result they furnish the police with security information in regard to crime occurrence”*.

Participant P7, stated that *“Police should have deployments at cell levels and in villages because we do not see them, we only see them when there are some major incidents”*.

When asked what should be done in regard to problem solving so as to achieve security enhancement in Gasabo District, the participants highlighted that the police should have deployments at cell levels and in villages because they do not see them, Police appears on occasion of some major incidents. They suggested police should continue to work together with the population so that they can get timely information to prevent occurrence of crime, emphasis made on sensitization on the importance of police partnering with population by sharing information to police and vice-versa. Additionally, they pointed out a need to increase police free call lines since available ones are always busy. Lastly, there is need to improve on technology.

Participant P8, stated that *“Increasing number of police officers allocated in each sector on police stations and posts because when need arises police take long to respond to the scene of crime often due to their workload thus when increased in number this will increase their response rate”*

Participant P9, noted that... *“To improve on training of the people living in Rwanda and community policing committees (CPCs) about the importance of community policing. This is because their lack proper understanding of the concept especially the newly elected members of CPC and some members of the population in our district”*.

Participant P10, reiterated that... *“We still have cases of homeless people who sleeps in the streets of Kigali City thus a need of police to identify them and work together with Ministry of local government to address the issue”*.

Participant P12, noted that *“Quality services provided by the police can be improved if they focused on having a timely response when they are called to intervene in case of incident....”*.

Participant P13, stated that *“Police attendance to cell and village meetings would increase their understanding of the issues faced by the population and together they can draw solutions”*.

Participant P14, observed that *“Establishing small income generating activities for the youth and I suggest to put them in cooperatives. When these young people are supported and have something to do they won’t involve themselves in crime related activities because they will be having a vision to look forward to”*.

Participant P15, cited that *“In terms of control of criminality police should use updated technology tools such as CCTVs, DNA analysis, figure prints analysis tools and conduct training of police officers on use of these tools”*.

Responses from focus group discussion by Opinion leaders

The religious leaders were asked to state their view on the role of problem solving as a component of community policing in enhancing security within Gasabo District. One of the discussants, D1 noted that ... *“Police always requests the public to give information about strangers in villages and towns; whenever anyone sees a stranger somewhere, he/she must give the information to the local authorities. Therefore, police play such important role which enhances and promotes security”*.

Another discussant, D2 observed that ... *“Police officers are very special in a way that they are always humble before the citizen, friendly to us, we trust them and we give them information about crimes in our localities freely without fear because we trust them. We always interact with them without any kind of threat as a result, this helps them to achieve their main goal of enhancing the security here in Gasabo District”*.

Further, discussant D3, reiterated that ... *Here in Gasabo District since the introduction of community policing it has made easier the gathering of necessary information about crimes which is crucial to security enhancement. For example, here in Gasabo district we always have several meetings in which information is easily shared with the police and it has really promoted security within our district”*.

In addition, discussant D4, opined that ... *“Police is surely doing a great job like for example concerning the department of traffic police the number of accidents has reduced, the crime rate within the villages has reduced and all credit goes to Rwanda National Police for their great efforts towards enhancing the security”*.

The university lecturers, secondary and primary school teachers also noted that police came while it was needed comparing before when almost citizen problems were handled by local village leaders. These local leaders had some weaknesses regarding to the ways of solving citizen problems but currently police are doing a great job though they are still few in number but their work is extremely fine except that issue of delaying to intervene when required.

One of the discussants, D7, cited that ... *“Though some are claiming that police delay to intervene, honestly speaking if you are to assess their work, they are really performing better regardless the fact that police are still few in number in relation to people in need of them”*.

4.4 Regression Analysis

The study sought to determine the influence of problem solving on security enhancement. A simple linear regression was performed to examine the influence of problem solving on security enhancement. Table 4 indicates the model summary results.

Table 4: Model summary; problem solving and security enhancement

R	R square	Adjusted R square	Standard error of the estimate	Durbin-Watson test
.541 ^a	.293	.292	.54813	1.988
Independent variable: problem solving				
Dependent Variable: security enhancement				

Table 4 presents R and R square values for coefficient of correlation and extent of variation respectively. The R value of 0.541 indicates a positive association and this implies a relatively moderate level of correlation between problem solving and security enhancement. The R-square value of 0.293 indicates that 29.3% of changes in security enhancement is contributed by problem solving. The remaining 70.7% of the security enhancement variation could be explained by other factors other than problem solving.

In addition, Table 4 above shows that there is no autocorrelation or the residuals are uncorrelated as the Durbin Watson was 1.988 (which is within the acceptable range of 1.5 to 2.5). Moreover, to validate the regression analysis, histogram and P-P plot presented in Figure 3 shows reasonable normality of data.

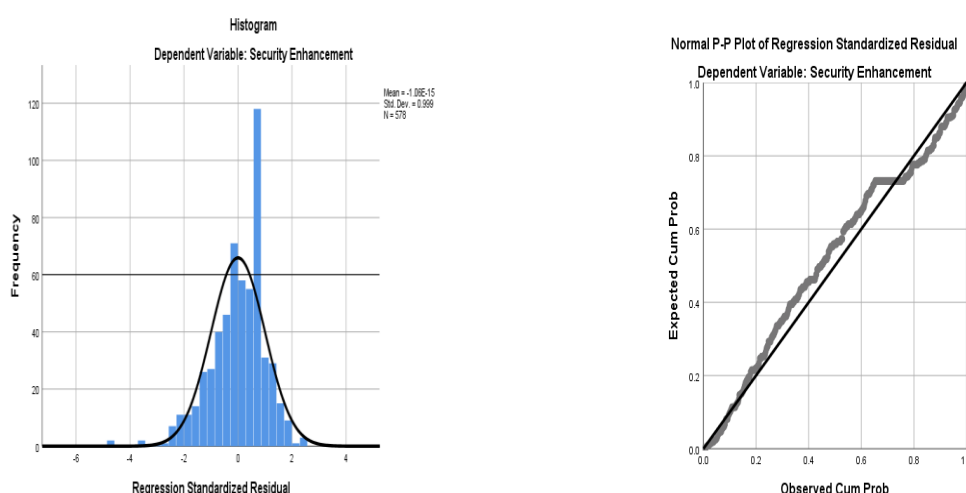


Figure 3: Histogram and P-P plot for problem solving and security enhancement

The validity of the model in Table 11 was also validated using Analysis of Variance (ANOVA) and results are shown in 5.

Table 5: ANOVA test for problem solving and security enhancement

Model	Sum of Squares	df	Mean Square	F value	p value
Regression	71.694	1	71.694	238.623	.000 ^b
Residual	173.057	576	.300		
Total	244.751	577			

Dependent Variable: security enhancement

Independent variable: problem solving

Table 5 demonstrates that analysis of variance (ANOVA) test between problem solving and security enhancement. The F statistic value was 238.623 and p value of less than 0.05. This implies that the regression model predicts significantly the dependent variable (security enhancement). This means that there was a significant relationship between problem solving and security enhancement. The regression coefficients results are presented in Table 6.

Table 6: Regression coefficients; problem solving and security enhancement

Model	Unstandardized Coefficients		Standardized Coefficients	t	p value
	B	SE	Beta		
(Constant)	1.614	.172	.541	9.400	.000
Problem solving	.610	.039	.541	15.447	.000

Dependent Variable: Security enhancement

As indicated in Table 6, the statistical coefficients of problem solving on security enhancement showed that the value of unstandardized coefficient (B) was 0.610 (p value <0.05), which implied that problem solving is significantly and positively predicting security enhancement.

The linear regression model equation is presented as follows;

$$Y = 1.614 + .610X_1$$

Where;

Y = Security Enhancement

X = problem solving.

From this equation, the model predicts that when problem solving is zero, the security enhancement is 1.614. It also predicts that for a one-unit increase in problem solving, security enhancement increases by 0.61 units holding the other predictors fixed. The study findings supported Scott (2017) argument that problem solving proves to be effective if police forces understand its benefits and are committed to it, that is, they create conditions that will cause problem solving to excel.

Mixing and interpreting of quantitative and qualitative Data

Data on problem solving and security enhancement was analyzed using descriptive, thematic and inferential methods. From the descriptive point of view, majority of the respondents reported that police and community members engage in night patrols, police focus on vulnerable community members, family disputes are resolved through community policing and police carry out proactive arrests to solve criminal activities. The respondents also cited that police scan, analyze, respond and assess crime, and failure to adapt to changing technological trends deters the process of identifying criminal activities. The thematic analysis had similar results where participants supported the role of problem solving in security enhancement. Further, inferential statistics revealed similar outcome that a positive and significant association between problem solving and security enhancement. The statistical coefficients indicated that problem solving had a positive and significant influence on security enhancement in Gasabo District, Rwanda ($\beta=0.610$, $p<0.05$).

4.5 Discussion of the Findings

The study findings demonstrated that most of the respondents agreed that police and community members engage in night patrols (94%), the police focus on vulnerable community members (83.7%), family disputes are resolved through community policing (87.1%), and that police carry out proactive arrests to solve criminal activities (81.6%). This indicated that the residents regarded problem solving as essential in security enhancement. According to Amir et al. (2018), problem solving is an interactive event because the community identifies crime issues, engage the police and together they develop definite solutions.

Further, the respondents agreed that police scan, analyze, respond and assess crime (90.7%), solving of criminal activities is an uphill task for both the community and the police (85.3%), failure to adapt to changing technological trends deters the process of identifying criminal activities (85%), and specific crime and disorder issues are identified (82.7%). The findings suggested that the respondents had positive opinion towards problem solving. As such, problem solving was expected to positively influence security enhancement. Sun, Liu and Farmer (2019) observed that problem solving is a key component in community policing

The R value of 0.541 indicated a positive association and this implies a relatively moderate level of correlation between problem solving and security enhancement. The R-square value

of 0.293 indicates that 29.3% of changes in security enhancement is contributed by problem solving. Regression coefficients of problem solving on security enhancement showed that the value of unstandardized coefficient (B) was 0.610 (p value <0.05), which denoted that problem solving is significantly and positively predicting security enhancement.

The study findings were consistent with Meschoulam (2019) assertion that problem solving reflects how community policing motivates the association of people in realizing their goal of enhancing security. The findings also concurred with Wanjohi (2017) conclusion that problem solving leads to reduction of crime cases. Further, the study findings supported Scott (2017) argument that problem solving proves to be effective if police forces understand its benefits and are committed to it, that is, they create conditions that will cause problem solving to excel.

The findings of this study address various research gaps as pointed out in chapter two. Firstly, the contextual gap was addressed since this study concentrated on Rwandan context. Secondly, the conceptual gap was addressed since this study examined the relationship between problem solving and security enhancement. Finally, the methodological gap was addressed since this study employed mixed methodology. This study also confirms the theoretical prediction of securitization theory and social disorganization theory that linked problem solving as a component of community policing to security enhancement.

5.0 Conclusion

The study concluded that problem solving had a positive and significant influence on security enhancement in Gasabo District, Rwanda. This has the implication that problem solving contributes significantly to security enhancement in Gasabo District, Rwanda. The key aspects of focus in problem solving were night patrols, focus on vulnerable community members, resolving family disputes, proactive arrests to solve criminal activities, and changing technological trends.

6.0 Recommendations

The study recommended the need for RNP to strengthen the problem solving for security enhancement. In particular, the institution should focus on enhancing the following problem-solving components: night patrols, focus on vulnerable community members, resolving family disputes, proactive arrests to solve criminal activities, and adopting technological trends.

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