

Security Issues in Nairobi

Trends from the Interviewer Exercise Surveys (2013 – 2014)

Final Results Presentation of
MSRA / GfK Verein Survey
(Nairobi, August 2014)



Background

- As part of the MSRA / GfK Verein interviewer training & accreditation programme, trainees administered interviews at the beginning (“PRE”) and the conclusion (“POST”) of the three-day workshop
- The general topic of the survey was respondents’ assessment of the security situation in Nairobi



Limitations:

- Interviews were conducted for training purposes only; i.e. to test participants’ ability to correctly administer a quantitative questionnaire
- Hence, the achieved samples are not representative and may not reflect actual opinions among the general population of Nairobi

Workshops

The workshops were held on the following dates:

- Pilot workshop: 29th -31st July 2013

(Westgate Attack: 21st to 24th September 2013)

- 2nd workshop: 6th – 8th November 2013

- 3rd Workshop: 27th – 29th January 2014

- 4th workshop: 26th – 28th February 2014

(Thika Road bombings: 4th May 2014)

(Gikomba Market bombing: 16th May 2014)

- 5th workshop: 19th – 21st May 2014

- 6th workshop: 3rd – 5th June 2013

- 7th workshop: 30th July – 1st August 2014

2



1



3



4



5



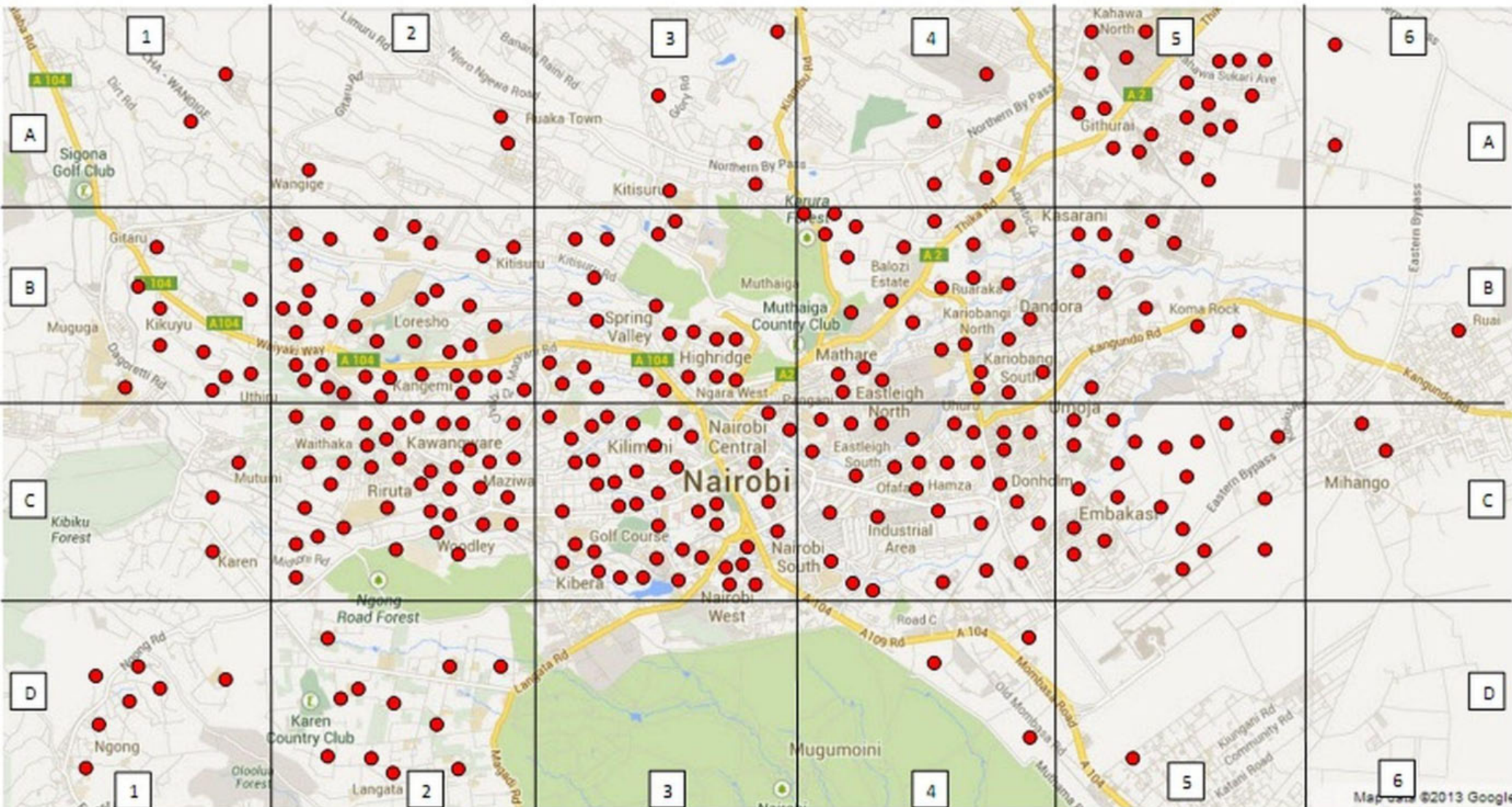
6



7



Where respondents live...



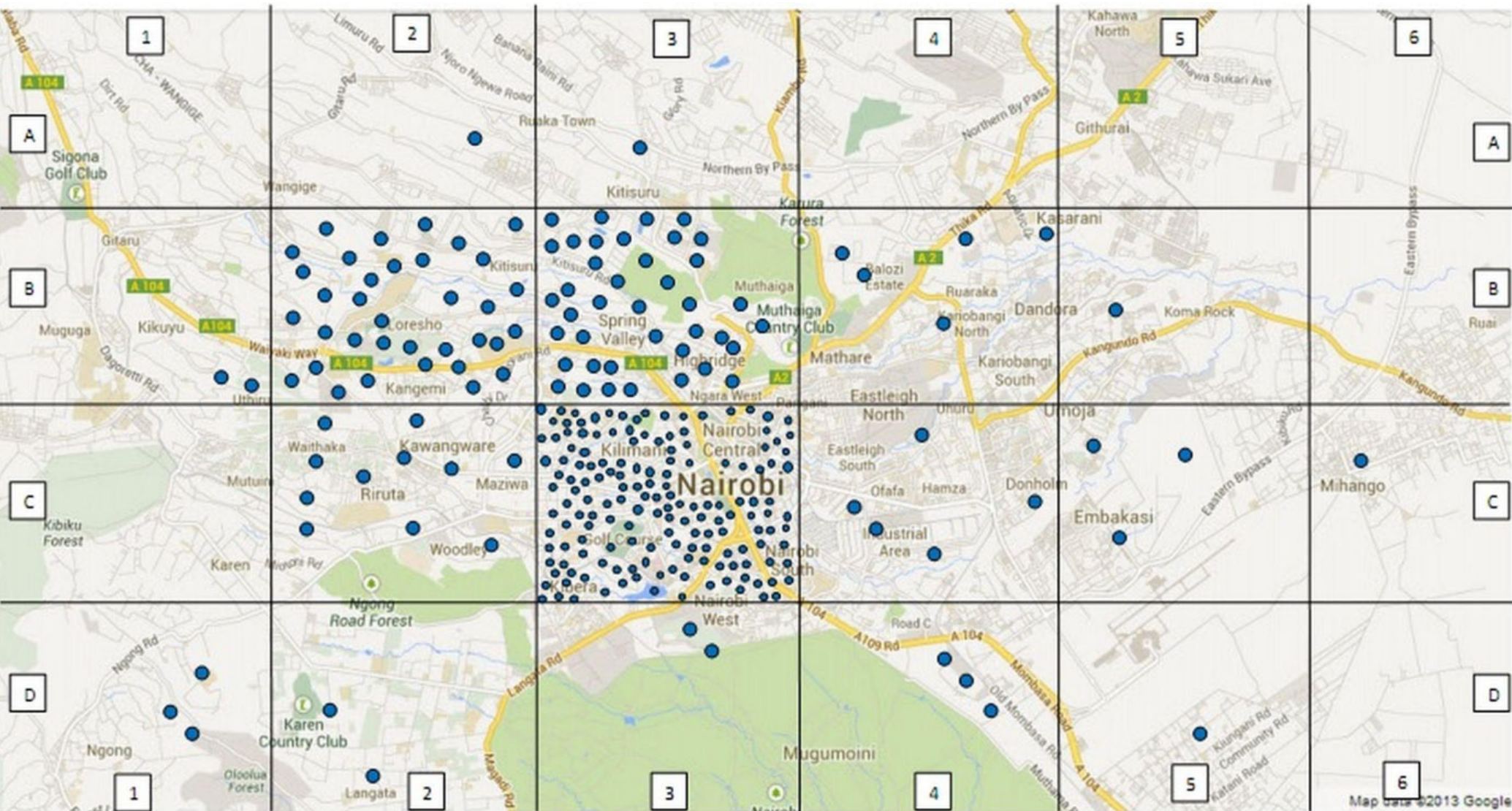
MSRA : TOTAL DATA Q1/Q2

Where Respondents Live

● = 314

July 2013

Where respondents work...



MSRA: TOTAL DATA Q1/Q2

Where Respondents Work

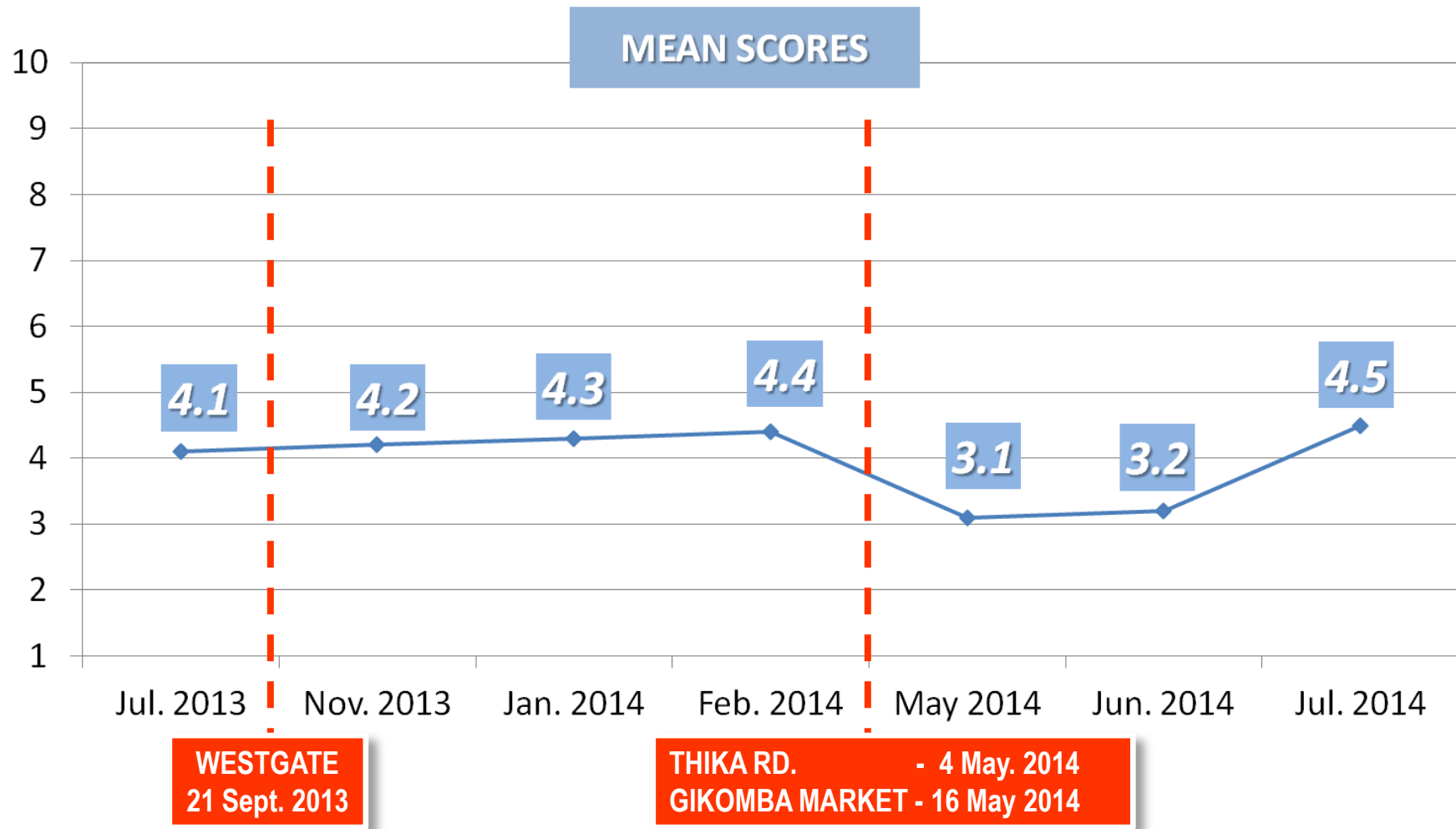
• 282

July 2013



Detailed Survey Results

Please tell me, on a scale of 1 – 10 where 1 represents very poor and 10 represents very good, how secure you feel in Nairobi?



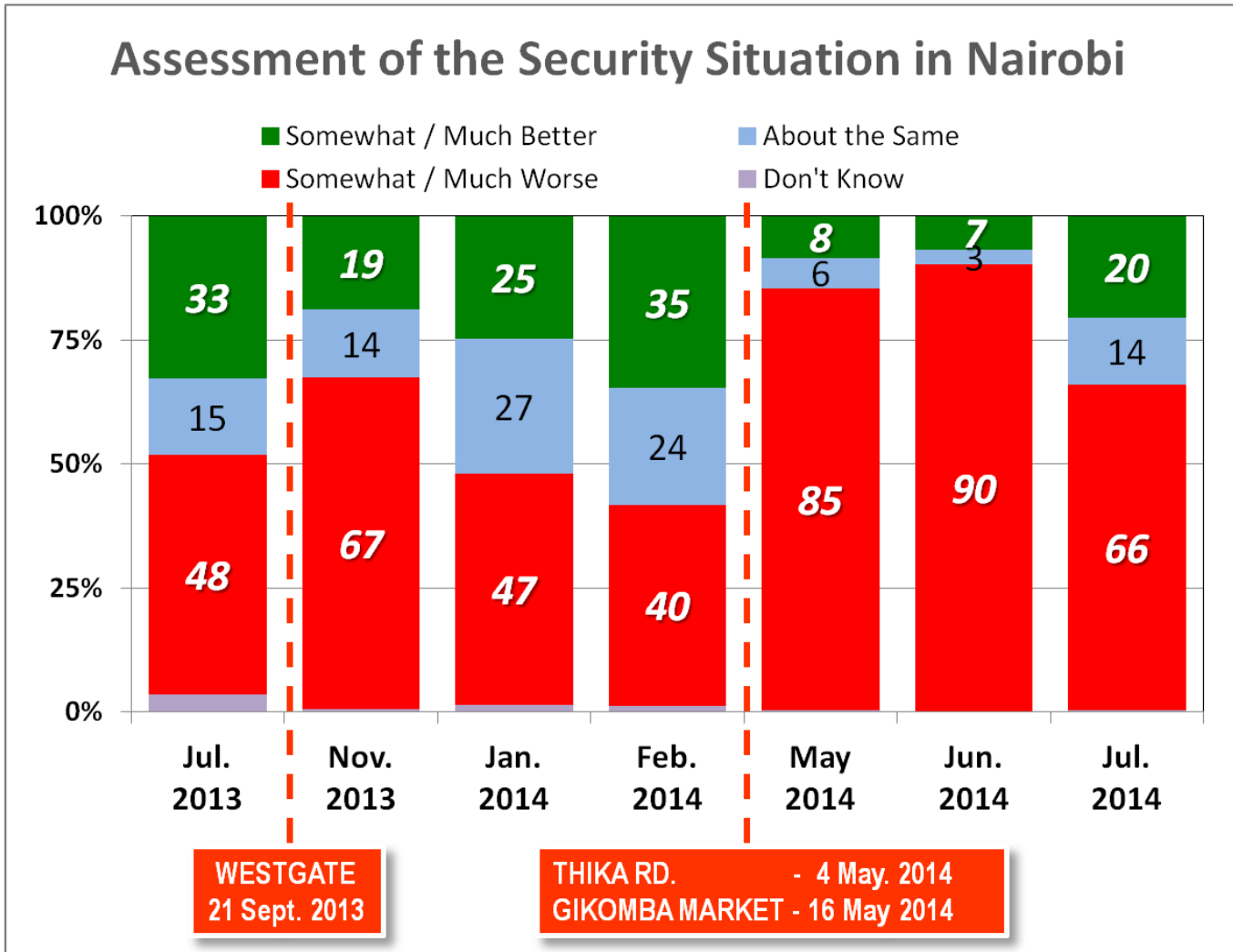
I would like you to think about general security in Nairobi. In your own words, how would you describe the security situation these days

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
Increasing levels of Insecurity	40	25	20	14	24	31	25
Security is poor/insecurity is high	31	49	46	45	57	55	38
Security is improving	22	12	17	28	4	2	11
Our police force is ineffective	4	9	11	4	7	6	7
Terrorist threats/attacks increasing/worsening	4	22	18	5	39	30	28
Nairobi is safe and secure	1	4	4	5	4	3	11
Levels/number of criminals increasing	1	3	18	5	9	15	20

Summary

- While the residents of Nairobi tended to feel less than secure throughout the first four waves of the survey, the Thika Road and Gikomba market bombings seriously rattled their sense of security; in May and June, they rated their feeling of security more than a point lower than in the previous wave (3.1/3.2 against 4.4 in February).
- To a much higher extent than the Westgate attacks, these attacks on places, that average Kenyans frequented, drove home the realisation that terrorism is a threat to everyone; following the Westgate attack, 22% identified terrorism as a source of insecurity. In May, after the Thika Rd. and Gikomba market bombings, 39% did so.

Now thinking again about general security in Nairobi, in your opinion, is security...?



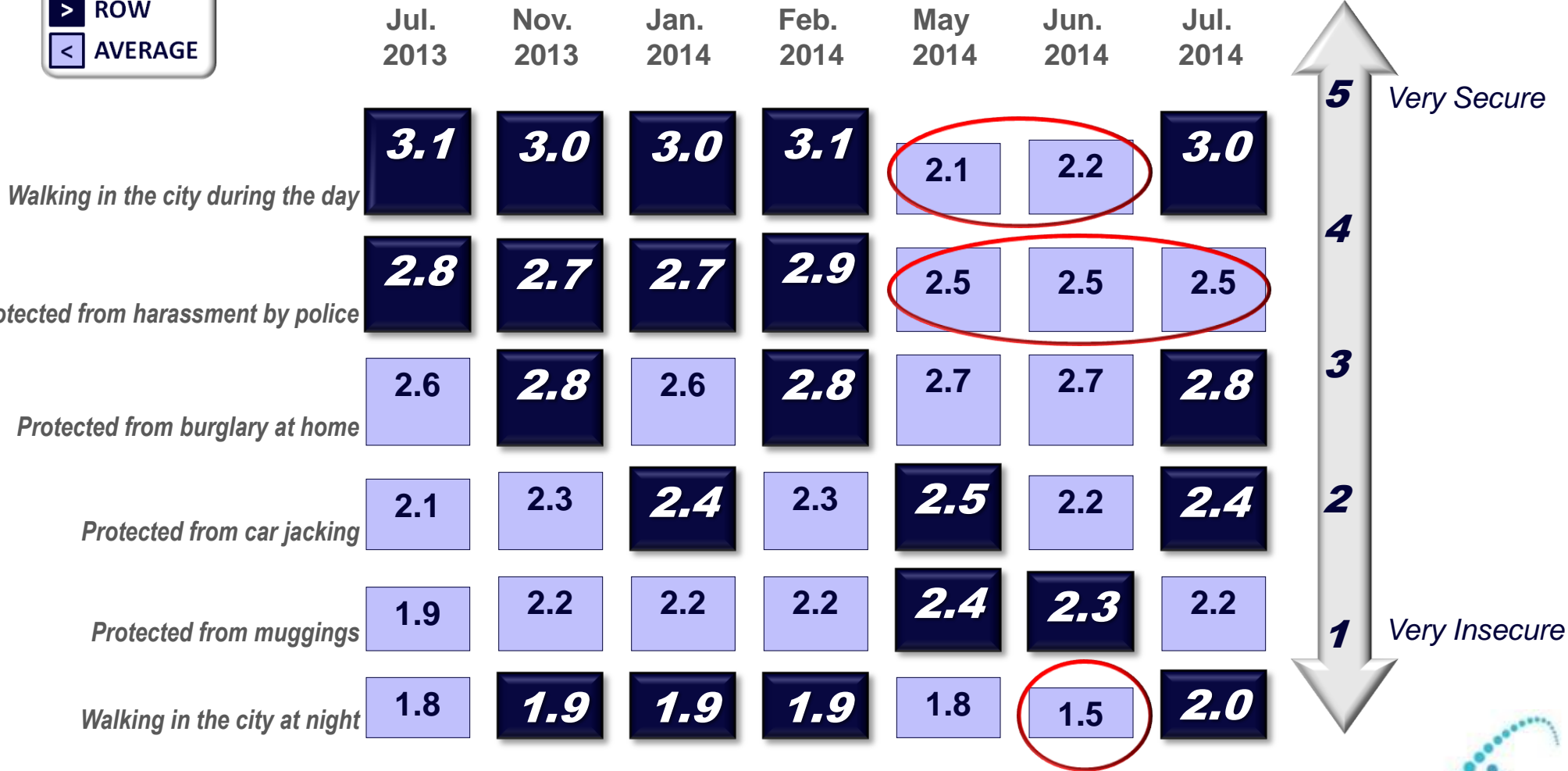
Summary

- While in July 2013, a third of respondents still felt that security was improving (somewhat/much better), and only 48% felt that it was getting worse (somewhat/much worse), by November – a month and a half after the Westgate attack – two thirds of respondents (67%) conceded that the security situation was deteriorating. Just one in five still felt that security was improving.
- As the memory of Westgate was fading, there was a gradual shift towards optimism again: by February 2014, 36% saw improvements, while just 40% perceived further declines.
- This resurging sense of confidence was brutally cut short by the bombing of two busy bus stops along Thika Road and the bombing of one of the most popular open markets in Nairobi. 85% now felt that security had deteriorated; by June, that proportion increased to 90%.
- Although the attack on Westgate shopping mall attracted global media coverage, the average citizen in Nairobi was not greatly affected; the mall was frequented mainly by expatriates and affluent Kenyans. In contrast, the bombings of bus stops and an open market affected everybody; hence, the impact on feelings of insecurity was very much greater.
- However, the results also show that Kenyans tend to revert quickly to their normal lives; as time passes, security concerns are largely ignored or forgotten.

Using one of the statements on this card, can you please tell me how secure you personally feel ...

> ROW
< AVERAGE








RATING SCALE



Summary

- As part of the interview, respondents were asked to rate certain activities or threats in terms of their perceived threat levels
- Walking in the city in plain daylight was the activity perceived to be least threatening; in May and June, however, levels of confidence dropped to levels similar to being mugged or car-jacked
- Since May, citizens felt much more prone to being harassed by police; the heavy-handed, albeit misdirected crackdown by police in the aftermath of the bombings impacted on the lives of everyone
- Thus, in June, walking in the city at night was perceived as even more hazardous as it had already been perceived throughout the entire duration of the project

What steps do you think should be taken to improve security in Nairobi?

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
Develop competent and accountable police force	56 	41 	30	26	34	23	27
Increase surveillance of public areas	30	31	40 	36	24	51 	44
Improve enforcement and convictions for offenses	19	13	19	16	10	13	15
Reduce unemployment	17	9	14	8	4	5	6
Improve intelligence services and border controls	16	12	17	24 	18	14	17
Involve public in security issues	10	24 	18	22	21	19	20
Stamp out corruption, nepotism and tribalism in Governments bodies	1	13 	14	12	16	12	21
Empower private security firms (training/weapons)	1	7	3	5	6	6	1

I will now read out some statements other people have made about security. For each statement please tell me to what extent you are in agreement with the statement. You can either disagree (1), neither agree nor disagree (2), or agree (3).

> ROW
 < AVERAGE

	Jul. 2013	Nov. 2013	Jan. 2014	Feb. 2014	May 2014	Jun. 2014	Jul. 2014
Widespread corruption is responsible for the insecurity we are currently facing in Nairobi	2.7	2.7	2.7	2.6	2.7	2.9	2.8
Punishing crime should be left to the courts of law	2.4	2.3	2.3	2.3	2.2	2.4	2.4
The police force is underpaid and under resourced and thus the police are unable to effectively do their job	2.3	2.4	2.3	2.4	2.4	2.5	2.5
It is the individual's responsibility to protect oneself from becoming a victim of crime	2.2	2.4	2.3	2.2	2.3	2.4	2.5
There are fewer crimes taking place these days than previously	2.0	1.7	1.9	1.9	1.5	1.4	1.7
I believe that private security guards should be allowed to carry guns	1.8	1.9	1.9	1.9	1.9	2.0	1.9
Organising vigilante groups is the only way to curb armed robberies	1.6	1.7	1.9	1.7	1.7	1.7	1.7
Police should adopt shoot-to-kill policies to reduce violent crime	1.5	1.6	1.6	1.6	1.7	1.7	1.6

Summary

- In order to improve security levels, respondents initially suggested improving the police force by making them more competent and holding them accountable (56% in July 2013); by July 2014, only 27% proffered this solution
- Rather, the public is increasingly in support of the crackdown on perceived criminal elements in society: intelligence and border controls are to be tightened; by June, 51% were in support of increased surveillance
- Also, there are calls for greater involvement of the public in security issues (possibly there is approval of the *nyumba kumi* initiative); from 10% in July 2013, the proportion of respondents advocating greater involvement of the public had doubled by July 2014
- However, the public does not support a greater role for private security firms
- Widespread corruption remains the single most important reason for persistent high levels of insecurity in Nairobi (July 2014: mean score 2.8 out of a possible 3)
- Respondents do not support radical measures such as vigilantism or shoot to kill policies
 - While they can agree that individuals should take measures to guard against victimisation, punishing crime should be left in the hands of the courts
 - And respondents reject authorising police to adopt “shoot to kill” or licensing private security agencies to carry guns

Please tell me which of these should be held responsible for
Investigating Crime

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	87	86	80	88	86	89	88
private security firms	25	30	30	25	22	30	33
the individual	4	10	7	8	5	9	14
the home/ business owner	1	2	3	3	2	4	6

Please tell me which of these should be held responsible for
Responding to in-progress burglaries/carjackings

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	83	83	80	86	75	83	86
private security firms	27	33	31	28	29	38	31
the individual	9	14	12	14	9	11	15
the home/ business owner	5	8	8	8	7	6	11

Please tell me which of these should be held responsible for
Protecting against break-ins/carjackings

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	78	76	70	78	66	68	78
private security firms	21	31	31	24	29	36	29
the individual	14	21	15	12	13	19	23
the home/ business owner	8	14	7	8	13	19	16

Please tell me which of these should be held responsible for
Providing personal protection for politicians and government officials

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	71	73	57	63	68	59	63
private security firms	32	35	46	47	35	45	48
the individual	11	16	16	21	9	17	19
the home/ business owner	1	3	5	4	2	8	5

Please tell me which of these should be held responsible for
Discouraging petty thieves and pickpockets

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	67	67	59	62	51	52	62
the individual	42	49	47	46	47	54	60
private security firms	15	22	20	17	17	15	18
the home/ business owner	9	17	18	22	8	22	18

Please tell me which of these should be held responsible for
Providing security at public events like sports/concerts

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
the police	74	80	80	74	79	78	80
private security firms	41	47	38	49	36	45	52
the individual	9	12	14	7	11	12	16
the home/ business owner	5	6	6	4	2	8	12

Summary

- Given that respondents see the police as corrupt, inept and underpaid, it is surprising that majorities still insist that the police should be responsible for tackling security issues, ranging from investigating crime, preventing burglaries, to providing security for public figures and at major events.
- With the exception of taking individuals to task over discouraging petty thieves and pickpockets (from July 2013 to July 2014, the proportion has actually increased from 42% to 60%), individuals are relegated to the role of victims rather than being charged with some responsibility for their own safety
- Private security companies are assigned a secondary role; their responsibilities are mainly seen as providing security at public events and guarding public figures
- Amazingly, companies are completely let off the hook, although a rising proportion of respondents feel companies should play their part in preventing petty theft
- Fully aware of the high-risk environment and the inability of police to cope with it, the citizens of Nairobi are reluctant to accept that they might play a greater role in ensuring their own safety

Trend - Perception Profiles (Mean Scores)

- Police

> ROW
< AVERAGE

	Jul. 2013	Nov. 2013	Jan. 2014	Feb. 2014	May 2014	Jun. 2014	Jul. 2014
<i>Honest</i>	2.1	2.1	2.0	1.9	1.9	2.0	2.0
<i>Not Corrupt</i>	1.9	1.8	1.9	1.9	2.0	1.9	1.8
<i>Effective</i>	2.5	2.5	2.5	2.5	2.6	2.3	2.3
<i>Disciplined</i>	2.6	2.5	2.5	2.3	2.2	2.2	2.5
<i>Trustworthy</i>	2.3	2.3	2.2	2.1	1.9	1.9	2.2

Trend - Perception Profiles (Mean Scores)

- Courts

> ROW
< AVERAGE

	Jul. 2013	Nov. 2013	Jan. 2014	Feb. 2014	May 2014	Jun. 2014	Jul. 2014
<i>Honest</i>	3.5	3.2	3.0	3.3	2.8	3.1	3.1
<i>Not Corrupt</i>	2.8	2.8	2.8	2.9	3.0	2.8	2.8
<i>Effective</i>	3.3	3.3	3.2	3.4	3.3	3.1	3.1
<i>Disciplined</i>	3.7	3.4	3.2	3.3	3.2	3.2	3.3
<i>Trustworthy</i>	3.2	3.1	3.0	3.2	2.8	3.0	3.0

Trend - Perception Profiles (Mean Scores)

- Military

> ROW
< AVERAGE

	Jul. 2013	Nov. 2013	Jan. 2014	Feb. 2014	May 2014	Jun. 2014	Jul. 2014
<i>Honest</i>	4.1	3.0	3.4	3.5	3.1	3.5	3.5
<i>Not Corrupt</i>	3.6	3.0	3.1	3.2	3.4	3.3	3.2
<i>Effective</i>	4.2	3.5	3.7	3.9	3.9	3.7	3.7
<i>Disciplined</i>	4.1	3.2	3.4	3.5	3.3	3.6	3.5
<i>Trustworthy</i>	3.9	3.1	3.3	3.5	3.0	3.3	3.3

Summary

- Using a 5-point scale, respondents were asked to rate the police force, the courts and the military.
- As in most African countries, the public is suspicious of the police's integrity: the police are rated as rather dishonest, corrupt, ineffective, undisciplined and untrustworthy. This perception remained largely unchanged across the seven waves of the survey; if anything, the reputation of the police force is further declining from already low levels achieved in July 2013.
- The courts are perceived more favourably, although ratings show some decline across the months...
- In stark contrast to the police force, Kenyans had a high opinion of the military: mostly honest, only mildly corrupt, effective, disciplined and largely trustworthy. This confidence was severely shaken in the aftermath of the Westgate attack. Evidence was presented by the media of the army having mishandled the entire siege. Not only were the Al Shabaab terrorists not apprehended, CCTV footage showed soldiers looting shops inside the mall. Although perception scores have recovered slightly since January 2014, they remain significantly (99% confidence) lower than the ratings achieved prior to the Westgate attack.

In your opinion, how does Nairobi compare with the following towns and cities in terms of security? Is it worse than, about the same or better than....
 (Net Scores: **BETTER** minus **WORSE**)

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
<i>Base:</i>	188	192	182	143	168	151	175
Lagos	36	14	22	40	0	9	18
Kisumu	6	7	1	10	-25	-30	-6
Mombasa	-9	18	6	-2	-20	3	45
Johannesburg	-12	-26	-27	-6	-27	-34	-3
Kampala	-17	-15	-8	-2	-38	-45	0
Accra	-17	-29	-16	-11	-34	-39	-18
Cape Town	-27	-32	-30	-7	-28	-41	-14
Dar es Salaam	-33	-32	-32	-25	-41	-50	-18
New York	-65	-72	-54	-53	-53	-53	-41
Washington DC	-69	-67	-61	-62	-54	-70	-38
London	-76	-73	-58	-61	-52	-66	-33

* Please Note: During the PRE waves, this question was administered wrongly; hence, only POST wave data are valid

Thinking about these same cities, which would you say are the most secure cities.
Please rank the top three.
(Total Mentions)

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
<i>Base:</i>	188	192	182	143	168	151	175
Washington DC	61	72	77	69	71	70	61
London	54	71	63	62	66	54	63
New York	49	67	60	54	60	50	56
Dar es Salaam	17	13	18	21	15	26	17
Mombasa	17	6	4	10	7	23	3
Kampala	14	9	5	8	7	4	14
Johannesburg	12	19	20	18	17	19	20
Lagos	12	6	3	3	4	8	3
Cape Town	11	11	17	11	9	10	11
Accra	11	12	8	9	10	30	11
Kisumu	6	3	4	6	4	7	5

* Please Note: During the PRE waves, this question was administered wrongly; hence, only POST wave data are valid

Which is the least secure city, that is the one you think has the worst security...

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
<i>Base:</i>	188	192	182	143	168	151	175
Lagos	31	31	26	22	33	25	15
Kisumu	16	15	10	13	3	6	2
Mombasa	14	23	24	17	40	37	57
Johannesburg	9	11	14	17	4	6	7
Cape Town	4	7	3	6	2	3	2
Accra	4	3	6	1	1	14	1
Kampala	3	4	7	8	0	2	1
Dar es Salaam	3	1	1	1	0	0	2
New York	3	1	2	1	3	6	1
Washington DC	2	1	1	0	0	0	0

* Please Note: During the PRE waves, this question was administered wrongly; hence, only POST wave data are valid

Summary

- In terms of security, respondents were asked to compare Nairobi to a number of Kenyan, African and Western cities.
- In July 2013, and throughout consecutive waves, Nairobi was deemed safer than Lagos; but following the bombing incidents, in May 2014, Nairobi and Lagos were deemed equally dangerous.
- By the same token, since May 2014, Nairobi is rated more dangerous than Kisumu; while Nairobi and Mombasa keep trading places as the more risky city: following the bombings in May 2014, Nairobi was considered more dangerous, but re-emerged following the attacks along the coast.
- All other African cities, Johannesburg, Cape Town, Kampala and Accra, were considered safer than Nairobi
- Consistently, London, New York and Washington DC are perceived as **very much** safer than Nairobi

Attitudes toward Bribery

	July 2013	November 2013	January 2014	February 2014	May 2014	June 2014	July 2014
Base:	342	350	348	242	287	298	323
It is wrong to pay a bribe	31	29	30	30	37	23	29
That's life in Kenya	14	17	21	17	14	7	24
If you don't pay a bribe you won't get what you want	9	6	10	13	9	5	10
It is unnecessary to pay bribes to get things done	8	14	8	9	11	6	9
If asked for a bribe I would report the matter to the	4	5	5	6	3	1	5
I am happy to pay if I get what I need	2	4	6	5	3	2	3
I am believe I am unlikely to get caught paying a bribe	2	2	2	2	2	1	2
I openly discuss this matter as there is nothing wrong with paying a bribe	1	1	0	2	1	0	1
No response	29	22	18	16	20	54	15



Summary

- Attitudes toward bribery have remained fairly consistent over the past four waves of the survey:
 - Just 3 out of 10 consider bribery as morally wrong
 - While up to a quarter (24%; July 2014) shrug it off as being part of life in Kenya
 - There is little willingness to report instances of bribery; although the proportion changes over time, not more than 6% were ever ready to do so.

Our Contacts



2nd Floor

Muthaiga Shopping Mall

Thigiri Ridge Road

NAIROBI

www.evolutionafrica.com

PO Box 1324 00606, Nairobi

Tel +254 771 343 478

