Security Issues in Nairobi
Trends from the Interviewer Exercise Surveys (2013 – 2014)

Results Presentation of

MSRA / GFK Verein Survey

(Nairobi, May 2014)

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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 Feb 2014
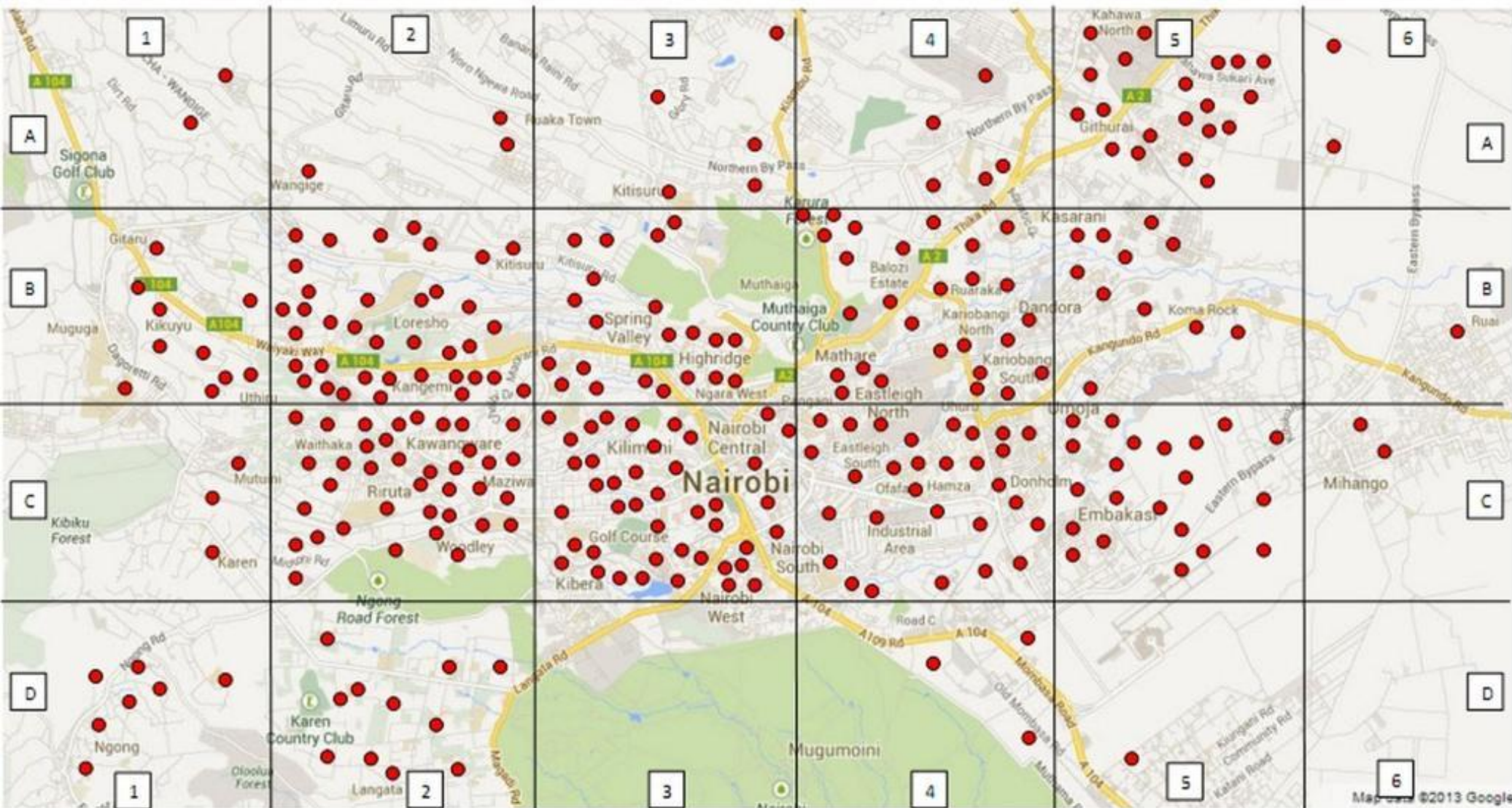
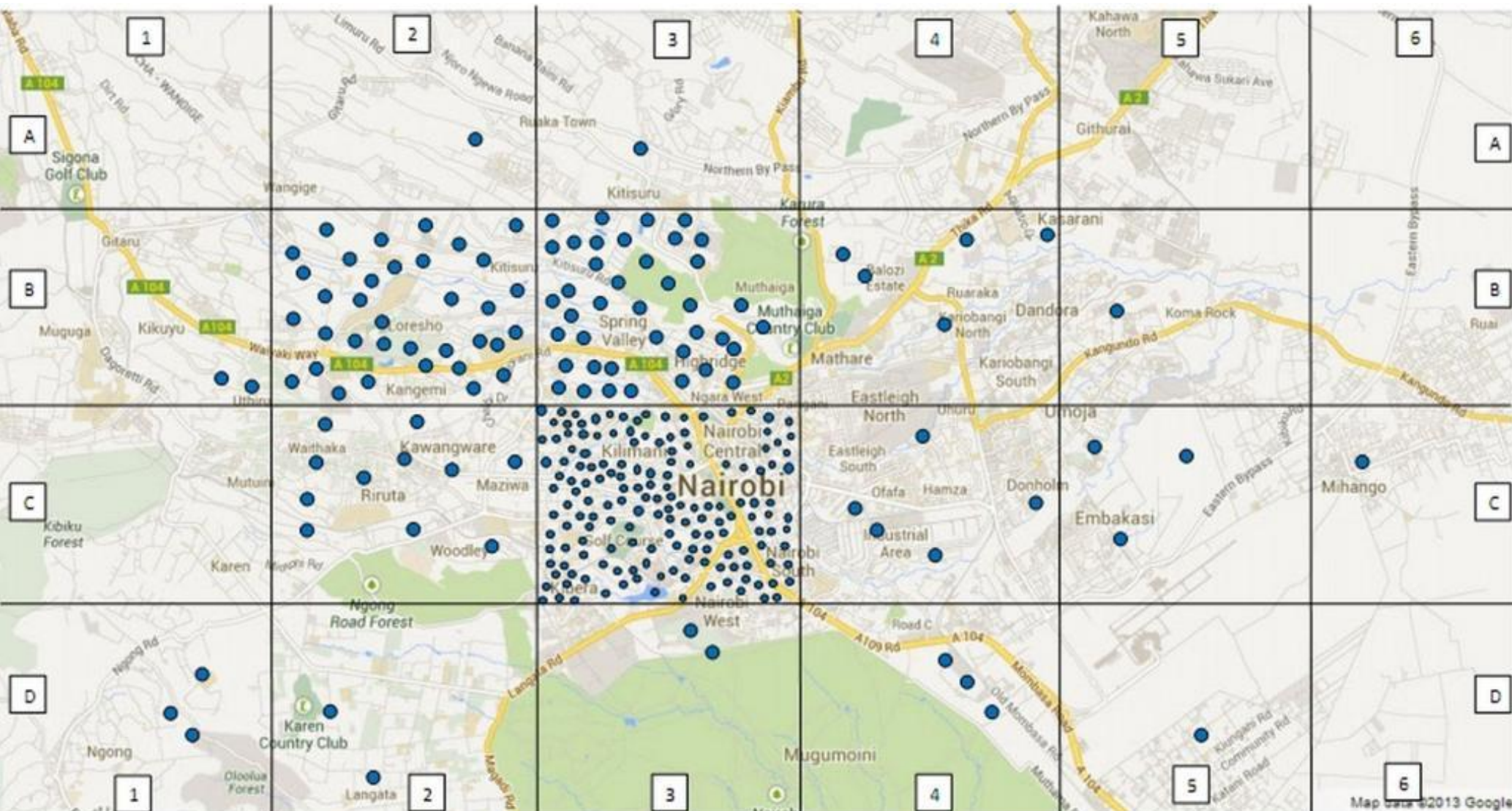# Where respondents live...

MSRA : TOTAL DATA Q1/Q2

Where Respondents Live   ● = 314

July 2013

Where respondents work…

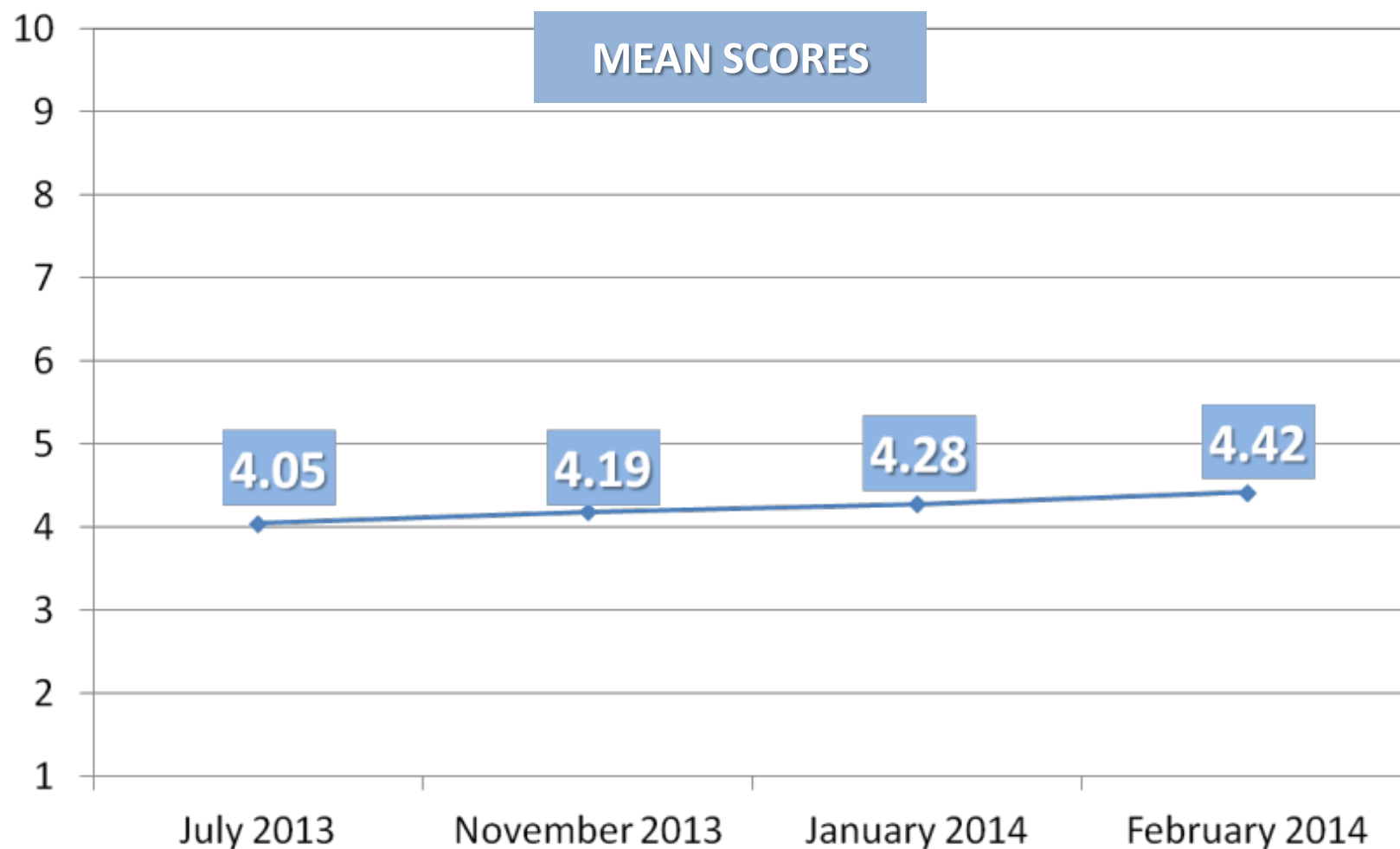
MSRA: TOTAL DATA Q1/Q2
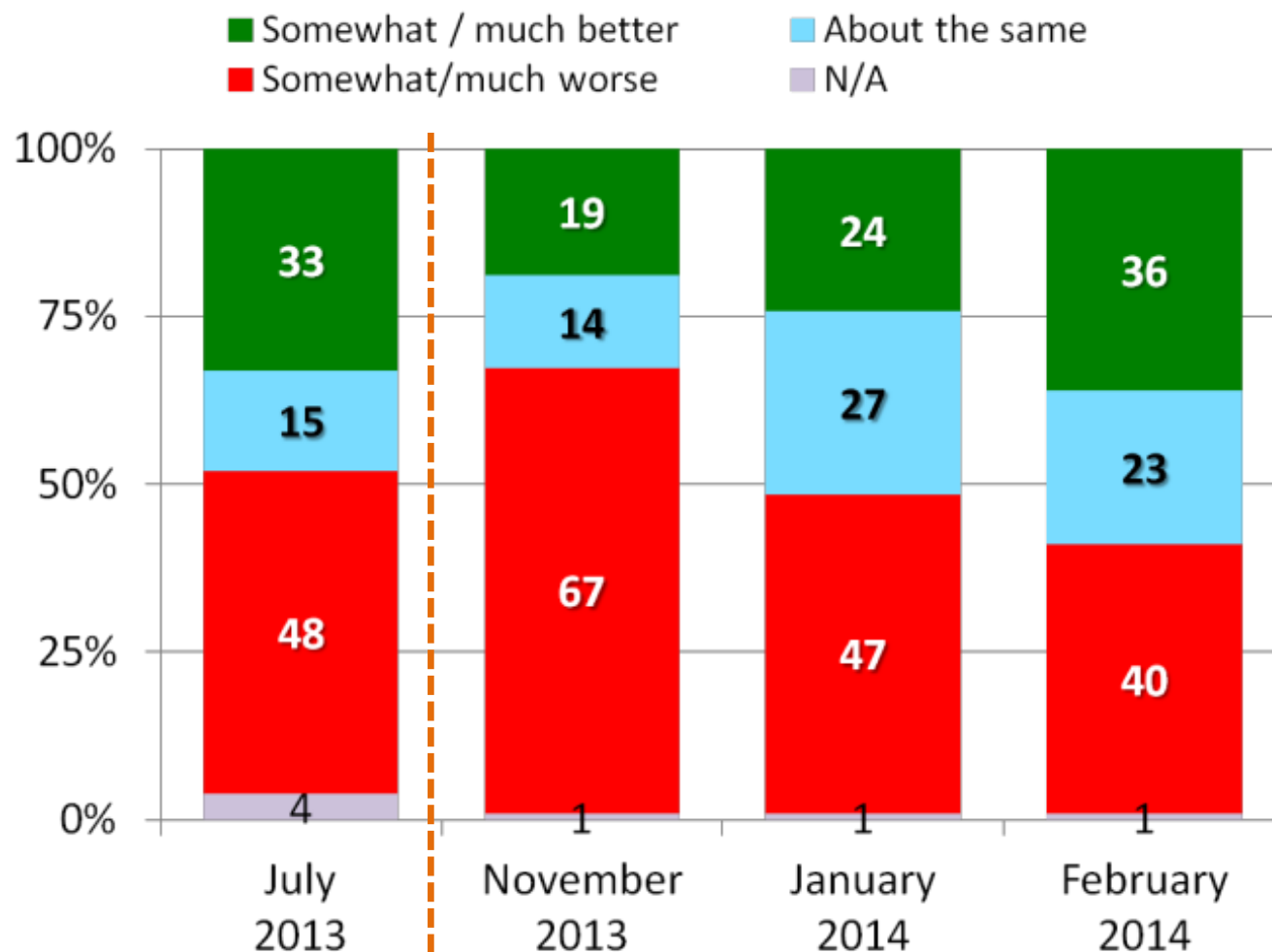
Where Respondents Work   • 282

July 2013

Detailed Survey Results

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

MEAN SCORES

	July 2013	November 2013	January 2014	February 2014
Score	4.05	4.19	4.28	4.42

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
Base:	*342*	*350*	*348*	*248*
Increasing levels of Insecurity	40	25	20	14
Security is poor/insecurity is high	32	49	46	45
Security is improving	22	12	17	28
Our police force is ineffective	4	9	11	4
Terrorist threats/attacks increasing/worsening	4	*22*	*18*	5
Levels/number of criminals increasing	1	3	18	4
Nairobi is safe and secure	1	4	4	4

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

Legend:
- **Somewhat / much better** (green)
- **About the same** (light blue)
- **Somewhat/much worse** (red)
- **N/A** (purple)

	July 2013	November 2013	January 2014	February 2014
Somewhat / much better	33	19	24	36
About the same	15	14	27	23
Somewhat/much worse	48	67	47	40
N/A	4	1	1	1

WESTGATE

Summary

- While respondents' ratings of their feeling secure/insecure remain virtually constant across the different waves, their estimation of changes in the security situation in Nairobi varied greatly:
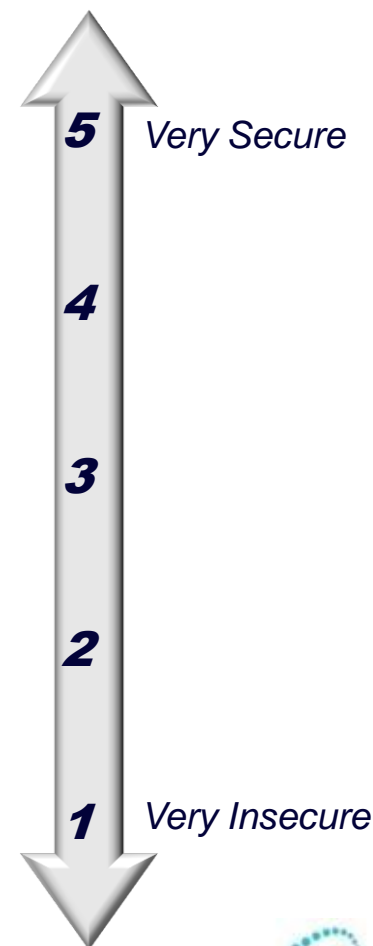
    - Prior to the Westgate attack, 40% of respondents felt that levels of insecurity were increasing; this proportion has been steadily decreasing across the following waves; rather, it has given way to the realisation that the security situation in Nairobi is generally poor (45% in February 2014)

    - On the other hand, minorities still perceive improvements: in July 2013, one in five (22%) thought that security was improving; by November 2013, this proportion declined to just 12%; as the memory of Westgate faded, optimists were on the rebound: by February, 28% claimed that security was improving

    - Terrorist threats featured prominently in November 2013 (22%) and January 2014 (18%); however, by February, just 5% still perceived terrorist threats

    - The Westgate attack had a definite impact on respondents: in November 2013, two thirds (67%) felt that the security situation was deteriorating

    - Since then, people in Nairobi seem to have taken a collective decision to ignore general threat levels; by February, just 40% felt that security was deteriorating.

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

> **ROW**
< **AVERAGE**

RATING SCALE
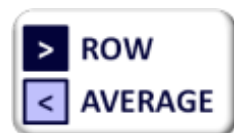
	July 2013	November 2013	January 2014	February 2014
Walking in the city during the day	3.1	3.0	3.0	3.1
Walking in the city at night	1.8	1.9	1.9	1.9
Protected from car jacking	2.1	2.3	2.4	2.3
Protected from muggings	1.9	2.2	2.2	2.2
Protected from burglary at home	2.6	2.8	2.6	2.8
Protected from harassment by police	2.8	2.7	2.7	2.9

5 — *Very Secure*
4
3
2
1 — *Very Insecure*

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

	July 2013	November 2013	January 2014	February 2014
Base:	*342*	*350*	*348*	*248*
Develop competent and accountable police force	56	41	30	27
Increase surveillance of public areas	31	31	40	35
Improve enforcement and convictions for offenses	19	13	19	16
Reduce unemployment	17	9	14	8
Improve intelligence services and border controls	16	12	17	23
Involve public in security issues	10	24	18	22
Empower private security firms(training/weapons)	1	7	3	5
Stamp out corruption,nepotism and tribalism in Governments bodies	1	13	14	12

Summary

- Perceptions of risk levels associated with everyday activities (i.e. irrespective of terrorist threats) remain virtually unchanged across the four waves:
  - Walking in Nairobi during daytime hours is considered the least risky activity; it is rated "neutral" with ratings between 3.0 and 3.1
  - In contrast, walking in the city at night is deemed the most risky activity (mean scores from 1.8 to 1.9)
  - Only minor improvements were recorded in the risk levels of being mugged or carjacked

- 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 February 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 February, 23% were supporting these measures

- Also, there are calls for greater involvement of the public in security issues (possibly there is approval of the *nyumba kumi* initiative)

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).
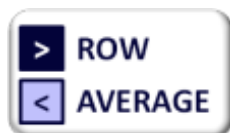
	July 2013	November 2013	January 2014	February 2014
> ROW < AVERAGE				
Widespread corruption is responsible for the insecurity we are currently facing in Nairobi	2.67	2.72	2.71	2.64
Punishing crime should be left to the courts of law	2.41	2.30	2.32	2.31
The police force is underpaid and under resourced and thus the police are unable to effectively do their job	2.29	2.35	2.32	2.41
There are fewer crimes taking place these days than previously	2.01	1.69	1.87	1.90
I believe that private security guards should be allowed to carry guns	1.83	1.91	1.93	1.87
Organising vigilante groups is the only way to curb armed robberies	1.64	1.67	1.85	1.65
Police should adopt shoot-to-kill policies to reduce violent crime	1.53	1.58	1.63	1.60
It is the individual's responsibility to protect oneself from becoming a victim of crime	2.18	2.37	2.33	2.17

Summary

- Widespread corruption remains the single most important reason for persistent high levels of insecurity in Nairobi (February 2014: mean score 2.6 out of a possible 3)

- This is followed by the statement that police are under-trained and underpaid; hence, police are not in a position to fight crime effectively (mean score of 2.4 out of possible 3 in February 2014)

- Nevertheless, 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
Base:	342	350	348	248
The police	**87**	**86**	**80**	**89**
Private security firms	25	30	30	25
The individual	4	10	7	8
The home/business owner	1	2	3	3

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
Base:	342	350	348	248
The police	**83**	**83**	**80**	**85**
Private security firms	27	33	31	28
The individual	9	14	12	14
The home/business owner	5	8	8	8

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

	July 2013	November 2013	January 2014	February 2014
Base:	342	350	348	248
The police	78	76	70	79
Private security firms	21	31	31	25
The individual	14	21	15	12
The home/business owner	8	14	7	8

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
Base:	342	350	348	248
The police	**71**	**73**	**57**	**63**
Private security firms	32	35	46	47
The individual	11	16	16	21
The home/business owner	1	3	5	4

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

	July 2013	November 2013	January 2014	February 2014
Base:	342	350	348	248
The police	**67**	**67**	**59**	**63**
The individual	42	49	47	46
Private security firms	15	22	20	17
The home/business owner	9	17	18	23

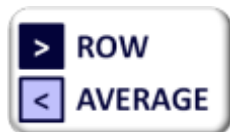**Please tell me which of these should be held responsible for**
Providing security at public events like sports/concerts

	July 2013	November 2013	January 2014	February 2014
Base:	342	350	348	248
The police	**74**	**80**	**80**	**75**
Private security firms	41	47	38	49
The individual	9	12	14	7
The home/business owner	5	6	6	4

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 (42% to 49%), 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; in this context, it would be interesting to compare Kenyan fatalism with responses given by Lagosians....
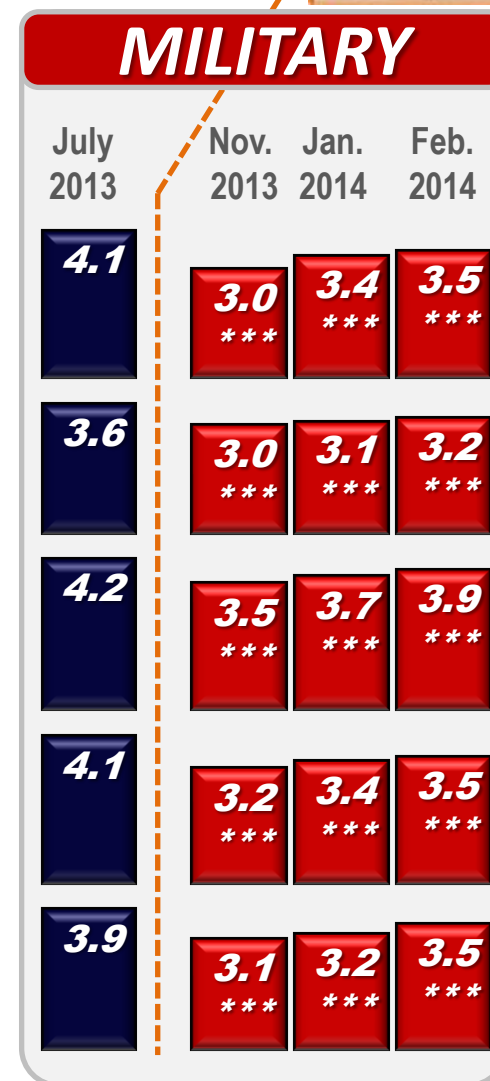
Trend - Perception Profiles *(Mean Scores)*

> ROW
< AVERAGE

POLICE

	July 2013	Nov. 2013	Jan. 2014	Feb. 2014
Honest →	2.1	2.1	2.0	1.9
Not Corrupt →	1.9	1.8	1.9	1.9
Effective →	2.5	2.5	2.5	2.5
Disciplined →	2.6	2.5	2.5	2.3
Trustworthy →	2.3	2.3	2.2	2.1

COURTS

	July 2013	Nov. 2013	Jan. 2014	Feb. 2014
Honest	3.5	3.2	3.0	3.3
Not Corrupt	2.8	2.8	2.8	2.9
Effective	3.3	3.3	3.2	3.4
Disciplined	3.7	3.4	3.2	3.3
Trustworthy	3.2	3.1	3.0	3.2

MILITARY

	July 2013	Nov. 2013	Jan. 2014	Feb. 2014
Honest	4.1	3.0 ***	3.4 ***	3.5 ***
Not Corrupt	3.6	3.0 ***	3.1 ***	3.2 ***
Effective	4.2	3.5 ***	3.7 ***	3.9 ***
Disciplined	4.1	3.2 ***	3.4 ***	3.5 ***
Trustworthy	3.9	3.1 ***	3.2 ***	3.5 ***

WESTGATE
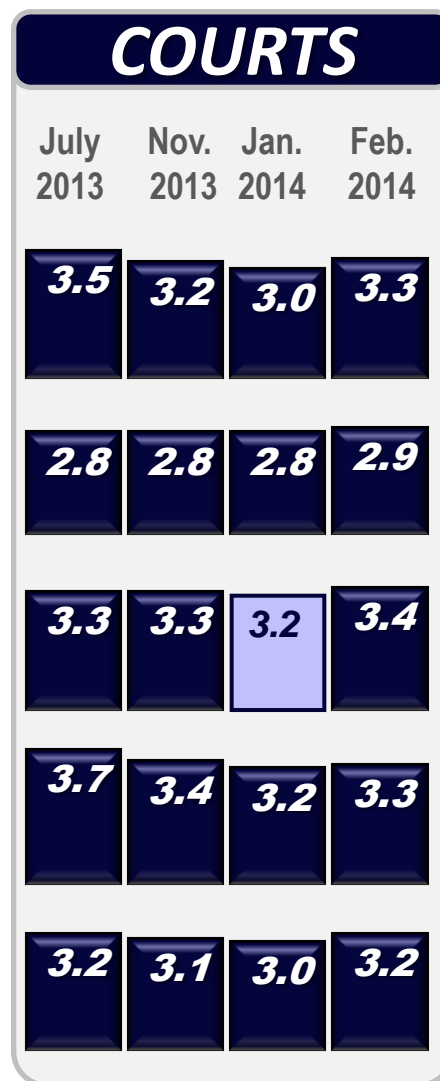
Summary

- 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 hover around the neutral mid-point

- In July, the military was the most respected among the three institutions: honest, effective and disciplined...and only mildly corrupt. Although the military was still perceived better than both the courts and the police, the military's handling of the Westgate attacks severely tarnished their reputation.

- And although ratings have improved since the November 2013 low point, reputation scores for the military remain significantly (at 99% confidence) lower than those achieved in July 2013

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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
Base:	188	192	182	143
Lagos	36	14	22	40
Kisumu	6	7	1	10
Mombasa	-9	18	6	-2
Johannesburg	-12	-26	-27	-6
Kampala	-17	-15	-8	-2
Accra	-17	-29	-16	-11
Cape Town	-27	-32	-30	-7
Dar es Salaam	-33	-32	-32	-25
New York	-65	-72	-54	-53
Washington DC	-69	-67	-61	-62
London	-76	-73	-58	-61

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* 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
Base:	188	192	182	143
Washington DC	**61**	**72**	**77**	**69**
London	**54**	**71**	**63**	**62**
New York	**49**	**67**	**60**	**54**
Dar es Salaam	17	13	18	21
Mombasa	17	6	4	10
Kampala	14	9	5	8
Johannesburg	12	19	20	18
Lagos	12	6	3	3
Cape Town	11	11	17	11
Accra	11	12	8	9
Kisumu	6	3	4	6

* 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
Base:	188	192	182	143
Lagos	31	31	26	22
Kisumu	16	15	10	13
Mombasa	14	23	24	17
Johannesburg	9	11	14	17
Cape Town	4	7	3	6
Accra	4	3	6	1
Kampala	3	4	7	8
Dar es Salaam	3	1	1	1
New York	3	1	2	1
Washington DC	2	1	1	0

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

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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 and Kisumu, but worse than all other cities; in November and January, Nairobi also was considered safer than Mombasa, despite the Westgate attack having occurred in Nairobi

- 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
Base:	342	350	348	248
It is wrong to pay a bribe	31	29	30	29
That's life in Kenya	14	17	21	17
If you don't pay a bribe you won't get what you want	9	6	10	13
It is unnecessary to pay bribes to get things done	8	14	8	9
If asked for a bribe I would report the matter to the appropriate authority	4	5	5	6
I am happy to pay if I get what I need	2	4	6	5
I am believe I am unlikely to get caught paying a bribe	2	2	2	2
I openly discuss this matter as there is nothing wrong with paying a bribe	1	1	0	2
N/A	29	22	18	17

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 a fifth shrug it off as being part of life in Kenya
    - In February 2014, more respondents (13%) confirmed that one doesn't achieve one's objectives without paying bribes than in July 2013 (9%)
    - 6% (February) claim they would report incidences of bribery – roughly the same proportion (5%) as those who are happy to pay as long as they achieve the desired results

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