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GOVERNMENT EFFORTS TOWARDS A PEOPLE CENTERED COMMUNITY
POLICING SYSTEM IN ZIMBABWE: A CASE STUDY OF CHITUNGWIZA

BY

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A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
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Abstract

The study analyzed government efforts towards a people centered community policing system in Zimbabwe. Community policing was established in Zimbabwe as a ZRP organizational transformative course of action from a minority oriented service to a majority and people centered approach in policing, in the late 1980s. This study looks at community policing programs put in place to address the crime and conflict situation in Chitungwiza Policing District. The program has had external variables that supported its successfulness. They include; the police who have been at the centre and in practice, the NGOs, the CSOs, the Human Rights Organizations, the Family, Religious Organizations and the local councils that had been supported by the people. At the end, the study reveals the implementation challenges of community policing in Chitungwiza. Qualitative techniques of research methods were employed in the study. Purposive interviews were engaged to collect data from respondents. The information collected was organized accordingly in order to formulate meaningful presentation, conclusions and recommendations of the research. The study revealed that Zimbabwe has gone far in transforming the ZRP through Community Policing. Some community policing programs are in place, yet very little has been done by the government of Zimbabwe in mobilizing resources towards Community Policing. As such the findings of the study noted that community policing programs such as cycle patrols; motorized patrols; community relations liaison officers; junior call; neighborhood watch committees; home officer schemes; suggestion boxes and hotlines; crime consultative committees; police constabulary; business against crime; construction of bases, posts and reporting centers; and handling of complaints are in place, in a bid to build a people centered community policing system in Zimbabwe. The study presents that the residents of Chitungwiza are in partnership with police in neighborhood problem solving as suggested by their involvement in Community Policing through the role of Local Councils, the Family, the NGOs and CSOs; and Religious Organizations. Inadequate transport and communication, incredibly few vehicles to Chitungwiza District, lack of fuel, lack of the money, incorporate members of the public, insufficient manpower, and unprofessionalism of police officers challenge the implementation. In order to make it more successful, the researcher recommends that the success of the government in empowering the Police with resources to implement community policing is important for the success of the program. Furthermore, government should have a human rights training policy in the recruitment training curriculum. Finally, the study recommends the decentralization of decision making and employment of an inter-agency approach in policing as necessary. This will be helpful addressing evident gaps between policy and implementation.

Key words: community policing, community partnership, human rights, organizational transformation, people centered.

Declaration

I declare that this dissertation is my original work except where sources have been cited and acknowledged. The work has never been submitted, nor will it ever be submitted to another university for the award of a degree.

Student's Full Name

Student's Signature (Date)

Main Supervisor's Full Name

Main supervisor's Signature (Date)

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Dedication

I dedicate this work to the tomb of Unknown Soldier.

List of Acronyms and Abbreviations

A/ Insp	Assistant Inspector
BSAP	British South Africa Police
CAT	Convention against Torture
CEDAW	Convention on the Elimination of Discrimination against Women
CERD	Committee on the Elimination of Racial Discrimination,
CPEA	Criminal Procedure and Evidence Act
CSO	Civil Society Organizations
DCRLO	District Relations Liaison Officer
DISPOL	Officer Commanding District
FREQ	Frequency
NGO	Non Government Organizations
UDHR	Universal Declaration of Human Rights
UNCRC	United Nations Convention on the Rights of Children
UNICCPR	United Nations International Covenant on Civil and Political Rights
UNICESCR	United Nations International Covenant on Economic, Social and Cultural Rights

UN	United Nations
ZRP	Zimbabwe Republic Police

Definition of key Terms

Community policing

Community policing refers to a mechanism through which Zimbabwe has transformed the ZRP. It is both philosophical and strategic in nature, seeking to promote organizational strategies to facilitate the systematic use of partnerships and problem-solving techniques, in proactively addressing immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime.

People Centered

People centered approach is synonymous to community policing. In this research, a people centered are more preferred. This is more encompassing especially in putting people at the center of policing. It encompasses the issues of structural transformative systems, gender sensitivity and inclusive, the rights of disabled and children.

Community partnerships

It consists of collaborative partnerships between the police and the community individuals and organizations they serve in developing solutions to problems and increase trust in police.

Organizational transformation

A process involving the alignment of organizational management, structure, personnel and information systems to support community partnerships and collaborative and/or proactive problem solving.

Human Rights

Human rights refer to universal values and legal guarantees that protect individuals and groups against measures and omissions principally by State agents that impede fundamental freedoms, entitlements and human dignity.

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CHAPTER 1 INTRODUCTION

1.1 Introduction

This chapter gives a general background to the study, statement of the problem, research objectives and questions, scope of the study, significance of the study and a chapter summary at the end. The chapter is also an introduction to the study as a whole. This study is analysing government efforts towards a people centered community policing system in Zimbabwe. The study has been motivated by the general assumption that Zimbabwe has put in place some community policing programs yet very little has been done to examine the methods being employed by the government of Zimbabwe in mobilizing resources for the ZRP for it to become totally transformed towards being people oriented. This has resulted in a lot of problems in the implementation of community policing programs. In this case the research the the purpose of the study is to argue for a people centered approach which the government can use to strengthen the police and public relations in a bid to promote and protect human rights. The people centered approach to policing is a way to enhancing police and community relations as an affirmation of the constitution.

1.2 Background to the study

The police are a key human rights protection institution in the world generally and in Zimbabwe in particular. In the Zimbabwean context, the ZRP derives its mandate from section 219 of the 2013 Constitution of Zimbabwe to give police services to the nation. This mandate is in line with a number of international agreements to which the Government of Zimbabwe is a signatory. These international agreements include the Convention on the Rights of Children (UNCRC), African Charter on Human and

People's Rights (ACHPR), International Covenant on Civil and Political Rights (UNICCPR), Committee on the Elimination of Discrimination against Women (CEDAW), Committee on the Elimination of Racial Discrimination (CERD), and Committee on Economic, Social and Cultural Rights (UNICESCR).

The Zimbabwe Republic Police, previously known as British South Africa Police inherited the colonial kind of policing which was not compatible with international human rights standards of policing and was not people centered. In March 2009, the government of national unity conceded a National Security Bill which set a National Security Council. A referendum was also held in March 2013 resulting in the approval of a new Constitution that came into force in May 2013 (Katiyo, 2009). The endorsement of the new Constitution was vital in providing entry-points for security sector reforms of the police from minority oriented to people centered service, which observes the protection and promotion of human rights.

This research has interest in police as a subset of security sector reform, focusing on community policing. In respect to community policing, positive developments seem to occur in fulfilling human rights obligations by the state, with a number of cases where the police have engaged with civil society. However there are also other areas that need system restructuring in the areas of recruitment, training, inculcation of human rights and rehabilitative systems at police stations, towards the promotion and protection of human rights in policing (Nyabeze, 2015). As such the researcher is interested in police because it is an organization with direct inter face with people. In this study the research examines the relationship between police and the public in a bid to build a people centered and transformative approach to policing, and promotion and protection of human rights.

1.3 Statement of the Problem

The relationship between police and people in the community and their role in community policing is not clear. Some positive developments seem to be identified in community policing, however there is no clarity as to how police service as an organization and the members of the community are related. The Police seem to act an overlapping overall role in community policing yet both the police and people in community should have active roles. Whilst the government has implemented community policing programs the police service seems to fail to transform from a colonial minority oriented policing to a majority oriented policing. For instance the use of torture, spikes and a number of complaints against police service indicate that the police still has colonial mentality of policing. Hence there is need to analyze the effectiveness of community policing in putting people in community on the centre stage of policing and promoting and protecting human rights. Some of the community policing programs put in place such as the use of suggestion boxes seem to be out dated that there is need to analyze the extend they are in use today. While studies on the relevance, efficiency and effectiveness of the ZRP have been conducted, very little has been done to examine the methods being employed by the government of Zimbabwe in mobilizing resources for the ZRP for it to become totally transformed towards being people oriented. This study centres on how Zimbabwe has implemented and enforced the people centred approach to policing to ensure the promotion and protection of human rights. It argues for a people centred approach to policing as a way to strengthening the relationship between police and members of the public as required by the constitution.

1.4 Research Objectives

The objectives of the study are to:

- a) Identify the mechanisms and nature of currently implemented community policing programs in Chitungwiza;
- b) Examine the extent to which residents of Chitungwiza are involved in community policing programs;
- c) Examine the implementation challenges faced by the ZRP and Chitungwiza community members;
- d) Provide strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe.

1.5 Research Questions

The study shall be guided by the following questions:

- a) What are the mechanisms and the nature of the currently implemented community policing programs in Chitungwiza?
- b) To what extent are the residents of Chitungwiza involved in these programs?
- c) What are the implementation challenges faced by the Chitungwiza ZRP and community members
- d) What strategies can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe?

1.6 Assumptions

The study was based on the assumption that a community participation approach to policing goes very well with ZRP approach in relationship to human rights promotion and protection as enshrined in the constitution.

1.7 Significance of the Study

The study will be very useful in putting people at the centre of policing in terms of ownership. This relationship between the police and public in other words is about system restructuring, police service systems from recruitment, training, inculcating human rights to even the reconditioning of police stations to become rehabilitating systems and change of mind set on how people and police view each other. It also demystifies the people's conceptions towards the police. The study will contribute significantly to the body of knowledge on the subject of public policing, specifically looking at the relation between police and the public. The study will be especially useful to policy makers, as it will propose alternative ways of raising awareness of people's rights.

1.8 Delimitation of the Study

In terms of scope, this study shall conduct a purposive research focusing only on the policing approach and the nexus with human rights. It focuses on the relationship between police and the public in relation to human rights promotion and protection. The research will be done in Chitungwiza Police area.

1.9 Limitations of the Study

The following were limitations to the research methodology selected:

- a) The sample size was somewhat small owing to time and costs where as a large sample may possibly have given more reliable results.
- b) There was no guarantee that research tools reached out their destination and were read and filled.
- c) Failure to discharge sensitive information as research focused on police operations.
- d) As an officer in the Zimbabwe Republic Police the researcher is bound to bias. Suspension of preconceived ideas about the police service may be difficult. As disclaimer objectivity on the part of the researcher is one of the limitations.
- e) The issue of time and resources are a challenge since the researcher is on full time employment and is self funded.

The researcher rectified all these limitations by making use of the purposive sampling method. The study besieged those in authority, with powers to approve the release of sensitive data. So as a result I managed to do the interviews for the reason that those in authority gave consent to do so.

1.10 Structure of the Study

The research comprises of five chapters. Chapter one is the introduction of the research project which deals with the main scope of the problem. Chapter two deals with literature related to the subject in question. Chapter three explores the research

methodology and research design. Chapter four deals with data presentation and analysis, and proposes a model of how police and public should interact. Chapter five gives the breakdown of the findings and gives some necessary recommendations.

CHAPTER 2 REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter explores the literature on the research topic. It further presents key national and international provisions and guidelines that provide the framework for a proper people centered approach to policing. It looks at the gaps existing in Zimbabwe between these frameworks and the actual state of affairs on the ground.

Issues that will be covered include the following:

Theoretical Conceptual Framework

International Framework on people centered approach

National Framework on people centered approach

2.2 Theoretical Framework

The study was informed by the Public Relations and The Communitarian Theories.

2.2.1 Public Relations Theory

The main scholar behind the Public Relations Theory is Sanker Sen, a retired Indian police officer. He argues that the Public Relations theory of Community Policing bases on the belief the maintenance of good public relations hitches on the importance of inter-dependence, mutual understandings and mutual responsiveness and support. Sanker Sen maintains that, alliance within the community should be an enduring partnership between the police and the community in the quest for peace and justice. Any successful public relations programs should include both policy and practice, or planning and action (Sanker Sen, 2007).

This kind of approach is a conceptual framework for the course of action of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights. Its objective is to analyze inequalities which lie at the heart of development problems and redress discriminatory practices and unjust distributions of power that impede development progress. The government of Zimbabwe has demonstrated the political will to transform the ZRP into a Service in conformity to the international standards. The people of Zimbabwe have their rights in relation to police service, which forms the basis of the study. The Police was designed in the same spirit of ensuring that the service is accessible by all citizens, especially the vulnerable people. It is therefore critical that the techniques used by police service be fully realized.

2.2.2 Communitarian Theory

Communitarian Theory situates community participation in problem solving. That is, community policing is "communitarianism" in nature. The proponent of this theory is a prominent sociologist Amitai Etzioni who insists that basic ideas and principles underlying the concept of communitarianism are the beneficinations of Community Policing initiatives. The concept supports processes such as problem solving, where neighborhoods take matters into their own hands (Peak and Glensor, 1996). Communitarian Theory also states that communities have moral values in the way that individuals do: communities have rights; individuals have obligations to communities and to each other. The theory stands for the protection of "common good" and community policing is also a communitarian "justice" program that

expands the role of the police from a constitutional job of protecting individual rights into a more progressive definition based on protecting the òcommon goodö.

Figure 2.1 below shows how a number of concepts are interrelated in a people centered approach to policing.

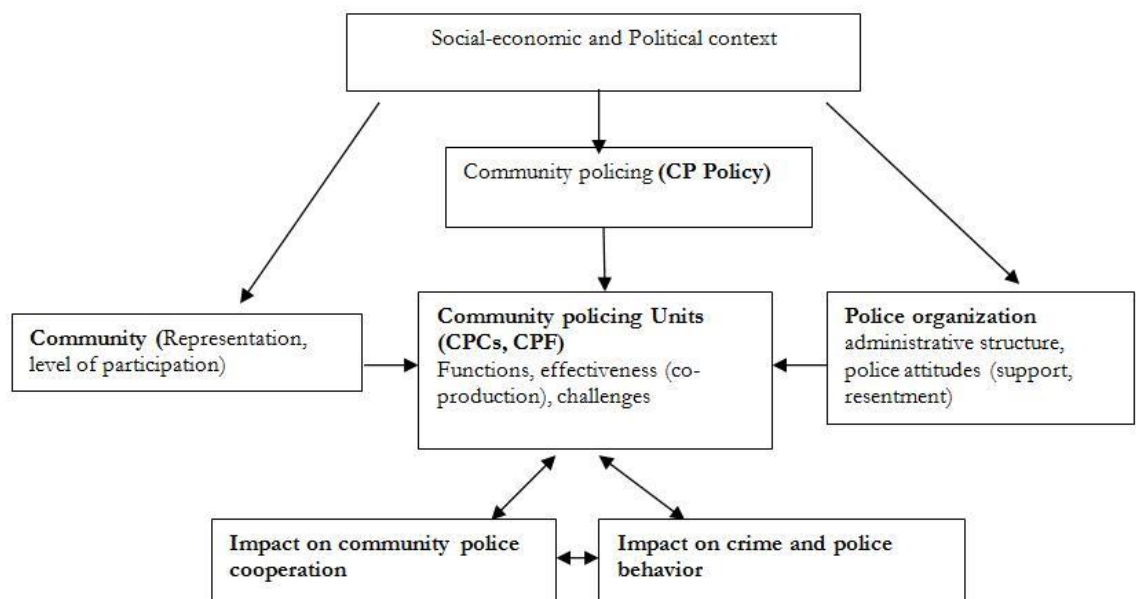


Figure 2.1 Conceptual Framework

Source: Mwaniki, D. W. (2010) Community-Police Partnership: Reflections on Challenges of Community Policing in Developing Countries and Implications for Kenya.

The theoretical conceptual framework takes into considerations the relationship between Community Policing, police-public relationship and their effect on crime as well as police behavior. The framework in particular focuses on the community policing committees (CPCs) since the key operational units (Muller, 2010) and the police service. The framework incites that the potential for community policing to guide in the direction of reduction in crime and impact police behavior heavily

depends on the milieu of the community policing units, which bring collectively the police and community representatives, nevertheless also on the support they get from the larger community and the nature of the police service and the extent to which it supports Community Policing. This is also fundamentally influenced by the socio-economic and political framework in which Community Policing is embedded in.

2.3 The Nature of People Centered Approach to Community Policing

Principally there are three components of community policing which are community partnership, problem solving and organizational transformation. Whilst the Bureau of Justice Assistance (1994), states that to establish and to maintain mutuality trust is the fundamental goal of community partnership, Moore (1988) insists that in fighting against serious crime, police encourage community members to come forward with relevant information. Also, police speak to neighborhoods groups, participate in business and civic events, work with social agencies, and taken part in educational and recreational programs for school children. The police is an integral part of the community culture, where as the community assists in coming up with future priorities and to allocate resources (Moore, 1988).

Where the Bureau of Justice Assistance (1994) asserts that problem solving is a broad term implying more than simply the elimination and prevention of crimes, Dietz (1987) in addition states that problem solving bases on assuming that crime and disorder can be reduced in small geographic areas by carefully studying the characteristics of problems in the area, and then applying the appropriate resources... as well as on the assumption that individuals make choices basing on the opportunities presented by the immediate physical and social characteristics of an

area. On the other hand effective community partnership and problem solving need the mastery of new responsibilities and adoption of flexible technique of management (Oettmeier, 1987). As such community policing gives the value to the patrol function and the patrol officer as an individual. In this sense, Oettmeier (1987) states that patrol officers have traditionally been given low status in spite of the scope and sensitivity of the tasks they perform. Consequently Wasserman (1988) argues that community policing requires the shifting of initiative, decision making, and responsibility downward within the police organization. This renders for Organizational Transformation of the ZRP.

For Kelling and Moore (1988), the world has plunged into to the era of community policing which calls to re-establish a close relationship between the community and the police service. The scholars believe in the world reaching at the political age in which there is a need for close relationship between the two if the work of the police is to be effective for community policing strategy and as part of the general duties to the Police. In the same vein Trojanowicz and Bucqueroux (1994) affirm that in order to solve problems, professional police officers ought to neutralize their activities in the community of operation and become part of that community in turn to have sustainable peace. By so doing, the public will be capable to least forget the past mistakes and the wounds would heal leading to recovery.

The concept of Community policing is best comprehended as a policing strategy through which communication about the risk and security of a modern society are revealed by the community to the Police service. Whilst Lambert (1984) sees that the Police must pave safe active communication and cooperation with the community Trojanowicz and Bucqueroux (1994) believe that community policing

includes the involvement of the community in monitoring and controlling activities of the police. The police becomes part of community and penetrates the community in all its aspects and develops intimate relationships at local levels. The police service must be flexible to help to build communities through multi-agency involvement.

Kelling and Stewart (1989) support this as they state that the police must respond appropriately and view its role in the neighborhoods as a way of re-establishing the neighboring relations and strengthening the institutions that make a competent community and able to deal with its problems. This is what Friedman (2012) reiterates when he see community policing as requiring citizens in a particular geographical location to participate in the activities of one another. For him the concept also requires the inclusion of the governmental agencies, the educational system, public and private social service providers as well as local businesses populace to work together with the police service in order to control criminal activities.

Braiden Chris (1992) asserts that the aims of the community policing is to empower the neighborhood people to defy crime and unsafe conditions which are core issues underlying social ills and to create safe communities well-informed on the public safety issues. For the scholar, it as well provides adequate response to street-level complaints in the community devoid of reducing the police capability to respond appropriately to the emergencies. For him community policing seeks to establish partnerships with schools, social service agencies and citizen groups for the purpose of developing effective prevention strategies against fear and crimes. As such the capacity of the Police to engage community

groups in the day-to-day problem-solving and preventative activities to curb down crimes gets enhanced. The more a locality is in decadence, it attracts more crime if no one does anything to prevent the decay and show that people do care. In the case of a community involved in policing, the Police will be obliged to control crimes. In this, sense community policing provides the basis for sound growth of healthy policing.

Myhill (2012), points that Community engagement operate at three principal levels: the 'democratic mandate' level, which sets the dominant philosophy for policing; the neighborhood level, which focuses on local priorities and problems; and an intermediate strategic level, focusing on wider force, regional and national issues and priorities. Community policing is the all-encompassing philosophy, reflecting elements of both 'citizen focus' and 'neighborhood policing'. Community participation in policing has benefits for both police-community relations and actual levels of crime and disorder. The benefits include: reduced crime; reduced disorder; increased feelings of safety; improved police-community relations and community perceptions; greater community capacity; and changing officer attitudes and behavior.

Casey (2010) posits that, at the centre of community policing are five complementary core component dynamics: Decentralization of authority to provide local flexibility in policing operations; Commitment to a problem-solving approach that seeks to find more localized solutions to security and safety threats; Encouraging the public, civil society organizations, business groups and other government entities to work collaboratively with the police in setting priorities and in developing and implementing local crime strategies; Changing the ideal of the police officers from

aloof paramilitary õhard men,ö to communicators from diverse backgrounds, who are able to work collaboratively with a wide range of stakeholders and to develop rapport with the community; and Empowering communities to help solve their own crime and disorder problems through a range of crime prevention programs.

2.4 International Framework on People Centered Approach to Policing

This section discusses the international framework on people centered approach to policing. It looks on the UN Human Rights standards relevant to community policing.

2.4.1 UN Human Rights Standards Relevant To Community Policing

In this part the research presents the key global rules and guidelines providing the Framework of International human rights standards and the mechanisms to enforce them. The instruments tabulated in this section can be used in numerous ways including; as a measure or evaluative instrument to glance at national legislation and as an advocacy tool to show limitations of national legislation in developing new policies and laws, towards a people centered approach to policing.

A most considerable assumption essential to this document is that all policing in the country is made within the framework of International human rights standards. Some of the international instruments in which Zimbabwe is bound under customary law comprise the following:

2.4.1.1 United Nations International Covenant on Civil and Political Rights (ICCPR)

Zimbabwe is bound by the provisions of the ICCPR. In Article 6.1 the ICCPR stipulates the Right to life and security of the person. It upholds that everyone possesses the inherent right to life, which must be protected by law. Also it prohibits the arbitrary deprivation of life. The Human Rights Committee, in its General Comments on Article 6 of that treaty, interprets the right to life as: 'the supreme right from which no derogation is permitted even in time of public emergency, which threatens the life of the nation. The protection against arbitrary deprivation of life is of paramount importance.' Also, it stipulates that, 'State Parties should take measures not only to prevent and punish deprivation of life by criminal act, but also to prevent arbitrary killings by their own security forces. As such the deprivation of life by the authorities of the State is a matter of the utmost gravity. Hence the law must strictly control and limit the circumstances in which a person may be deprived of life by such authorities. In this case arbitrary deprivation of life includes deaths arising from torture and ill treatment. So the role of the police is to prevent and to detect unlawful killings by bringing offenders to justice. In the presentation of their duties police must not arbitrarily deprive persons of their right to life, by for instance using excessive force or firing randomly.'

Article 9 of the International Covenant on Civil and Political Rights (ICCPR) clearly denounces illegal arrest by providing that: 'Everyone has the right to liberty and security of a person. No one shall be subjected to arbitrary arrest and detention. No one shall be deprived of his liberty except on such grounds and in accordance with such procedure as established by law.' In Article 9 the ICCPR upholds the right to liberty and security of the person. The ICCPR prohibits arbitrary arrest or detention, providing that deprivation of liberty be only on grounds and procedures conventional

law. The expression arbitrary arrest is interpreted to embrace; í elements of inappropriateness, injustice and lack of predictability and due process of law. In other words, remand in custody must further be necessary in all circumstances (In *Albert Mukong v. Cameroon*, case No. 458/1991, Human Rights Committee 1994 Report, Annex IX, sect. A, para.9.8.).

The ICCPR stipulates that the right to liberty of a person is a fundamental human right essential meant for the delight of all other rights. The authority to arrest and detain by police has direct impacts on the right to liberty. The police can deprive a person of his or her liberty in case of any reasonable suspicion that the person committed an offence, whilst it is reasonably well thought-out necessary to avoid the person from committing an offence and when necessary in maintaining public order. Nevertheless, any person deprived of their liberty needs protection, since they are vulnerable to ill treatment and torture. The treaty (Articles 9 and 10), upholds forms of protection for people deprived of their liberty.

Like in arrest, detentions involve the deprivation of a person's liberty (Article 10 of ICCPR). Suspects in police custody have the right to be presumption innocent until proven guilty. Police are on the interface of protecting the rights of detainees in compliance with international law and guidelines central in treatment of people in custody. This is predominantly significant at what time police are interrogating suspects alleged of committing a crime. In either case detainees are subject matter to a lawfully authorized process and they benefit from specific forms of protection basing on prohibition of torture and ill treatment and requirements for humane treatment (Article 10 of ICCPR. *S v Makwakwa* 1997(2), Zimbabwe Law Reports

(ZLR), 298, *Muzonda v Minister of Home Affairs and Another* 1993 (1) ZLR93 and *Botha v Zvada and the Minister of Home Affairs* SC 83/97).

The ICCPR (Article 17 of ICCPR) prohibits arbitrary searches and it protects the individual's right to privacy. The international law protects individuals from arbitrary or unlawful interference with their privacy, family home or correspondence, as well as unlawful attacks on their honor or reputation. The Human Rights Committee outlines the necessities of this right: all searches of a person's home ought to be restricted to a search for essential evidence and should not amount to harassment. In as far as personal and body search is concerned, effective measures must ensure that such searches are conceded in a way constant with the dignity of the person who is being searched. All persons subjected to body search by State officials, or medical personnel stand-in at the request of the State, should only be examined by persons of the same sex (General Comment No. 16). Nevertheless, exceptions to this general principle include wherever the law provides for the enforcement of the law in conditions in which there are reasonable grounds to believe that the search or entry is necessary to prevent, invest or detain a criminal offence, for the seizure of any property being the subject matter of a criminal offence or evidence which relates to a criminal offence or for the lawful arrest of a person (Section 17 of the Zimbabwean Constitution.)

The ICCPR provides for Freedom of Association and Assembly rights (Articles 21 and 22) that enable people to freely assemble and associate with others. They include the right to form and join trade unions to protect their interests. As such people are entitled to assemble and associate peacefully with each other in rallies or demonstrations. Worth noting is the fact that these rights are not absolute. They are

enjoyed subject to restrictions that require the respect for the rights and freedoms of others, public order and safety, national security and public health and morals. Hence the police are called upon to put these restrictions into effect in circumstances where it is deemed necessary in a democratic society.

The International law (Article 19 of the ICCPR) upholds for the right of individuals to freedom of expression including freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, whichever orally, in writing or in print, in the form of art, or through any other media of their choice. Such a right is enjoyed on the basis to respect of the rights or reputations of others and to protection national security or public order, otherwise of public health or morals. In this regard the role of the police to maintain social order into which this right can be enjoyed by individuals.

The ICCPR (Article 26) upholds that all persons are equal before the law and are entitled without any discrimination to the equal protection of the law. As such any discrimination should be prohibited, and assurance to all persons equal and effective protection against discrimination on any ground such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status granted. So the police are expected in carrying out their duties to do so in a non-discriminatory manner. In other words the police should not discriminate on these stipulated grounds.

2.4.1.2 Convention against Torture (CAT)

The Convention against Torture (CAT) outlaws torture as a serious violation of human rights. Article 1 of the CAT defines torture as follows: "Any act by which severe pain or suffering whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected to have committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, when such pain or suffering is inflicted by or at the instigation of a public official or other person acting on an official capacity."

Torture, Inhuman and Degrading Treatment or Punishment are particularly serious violation of human rights. Apart from CAT they are strictly prohibited by international law in the following instruments: the UDHR, ICCPR, and Code of Conduct for Law Enforcement Officials (Zimbabwe is not party to CAT, but is bound to prohibition of torture under customary international law). The provisions affirm that no one shall be subjected to torture or to cruel inhuman or degrading treatment or punishment (Article 1 of CAT.) The prohibition of torture is absolute and without exception. There is no justification for torture whether on the grounds of superior orders, or exceptional circumstances such as a state of war or threat of war, a threat to national security, internal political instability or any other public emergency. The scope of prohibition of torture covers all aspects of law enforcement and is not limited to detention only. The role of the police with regard to this right is to abstain from torturing suspects.

2.4.1.3 UN Code of Conduct for Law Enforcement Officials

The UN Code of Conduct for Law Enforcement Officials provides the expectations on use of force and firearms. This agrees very well with the constitutional duty of preserving peace and maintaining law and order which sometimes necessitates the use of force. In this vein the Zimbabwe Republic Police Public order management manual stipulates for the basic principles for the use of force and firearms that are; legality, proportionality and necessity. Law enforcement officials may possibly use force only when strictly necessary and to the extent required for the performance of their duties (Article 3 of the UN Code of Conduct for Law Enforcement Officials). As such, it is exclusive of no doubt that police officers are likely to use force. Harmon (2008.) sees this notion whilst he remarks that police officers may in some cases act with state authority, are often not permitted to retreat and are trained and expected to use force (Harmon, 2008). In either case Police officers are accordingly caught up in a dilemma since use of force is incompatible with the ethics of duty and, in particular with the dignity and personal autonomy of its subject (Kleinig, 1996). This dilemma of duties consequently result in an utilitarian balance requiring that the exercise of force desires to be ethically justified by the ends that it realizes (Beckley and Neyroud, 2011).

Waddington cites that police officers function within the limits of respectability and are repeatedly at the invitational ends of corruption. Next to one extreme, this puts police officers to the accusation of assault, at the other police officers likely abuse their authority and misuse force against vulnerable, powerless minority communities (Harmon, 2008). This points out to the fact that the character of police work exposes them not only to the push for excessive use of force but also to misuse of force which may lead to police brutality.

For Abrahamson (2014), in spite of the highly structured international framework highlighted above, the fact remains that there is a gap between this and the real situation on the ground. In several countries there is insufficient legislation, and wherever appropriate legislations exist, it is improperly implemented. There is insufficient use of alternatives; community-based involvement in policing measures are not well known and not promoted. Although it has been long since the community policing came into force, there is need to realign it towards a people centered administration of justice around the world.

2.5 National Framework on Policing

There are three main legal instruments that deal with Police service in Zimbabwe, namely the Constitution of Zimbabwe, Criminal Procedure and Evidence Act (Chapter 9:07), and the Police Act (Chapter 11:10).

2.5.1 The Constitution of Zimbabwe

Section 219 of the Constitution of Zimbabwe Amendment (No.20) Act of 2013 provides for Police Service and its functions. Section 219 (1) states that "There is a Police Service which is responsible for:

- (a) Detecting, investigating and preventing crime;
- (b) Preserving the internal security of Zimbabwe;
- (c) Protecting and securing the lives and property of the people;
- (d) Maintaining law and order; and
- (e) Upholding this constitution and enforcing the law without fear or favor."

2.5.2 Criminal Procedure and Evidence Act [Chapter 9:07].

The function of the police to maintain law and order require them to have some powers bestowed on police officers. The Criminal Procedure and Evidence Act [Chapter 9:07] outlines the police powers to arrest, search and seizure as well as the grounds on which to exercise these powers, and the limits of these powers.

2.5.2.1 Power of Arrest and/or Detention

The Criminal Procedure and Evidence Act accord the police the power to arrest those reasonably suspected or known to have committed crimes or those who commit offences in their presence, during investigations. The case of *Botha V Zvada* 1997 (1) ZLR 415 (S) evidently spells out the reasons for arrest and detention as follows;

- 1) Preventing the accused from absconding court
- 2) Stopping the accused from committing further crime.
- 3) Stopping the accused from interfering with investigations and witnesses.

As a result it follows that, in case of where none of the above three principles (frequently identified as The Wednesbury principles) are considered, arresting and detaining a person will amount to a violation of rights.

The Act provides for powers of arrest for police officers (Part V of the Criminal Procedure and Evidence Act). Such powers take account of several situations in which police officers are capable of arresting without a warrant. Nevertheless most of the civil suits that are filed against the police for unlawful arrest are

involving arrest without a warrant. The Act as well stipulates the maximum period of detention for suspects. It provides that a person arrested without a warrant possibly will be detained for a period not exceeding forty - eight hours. (Section 32 (2) of the Criminal Procedure and Evidence Act) This Act in addition upholds that a person arrested with a warrant may be detained for a period not exceeding fourteen days (Section 32 (2) of the Criminal Procedure and Evidence Act). Nevertheless, it follows that the police may easily detain suspects as a way of punishment regardless of having concluded investigations. However section 50 (2) of The Constitution of Zimbabwe Amendment (No 20) of 2013 waters down such provision when it provides that;

“Any person who is arrested or detained

- a) For the purpose of bringing him or her before a court; or
- b) For an alleged offence;

In addition to who is not released should be brought before a court almost immediately and in any event not later than forty - eight hours subsequent to the arrest or the detention, as the case may be, whether or not the period ends on a Saturday, Sunday or public holiday.”

2.5.2.2 Police Powers of search and seizure

The Act empowers police officers to search individuals and their property and to seize things suspected to have been implicated in the commission of a crime. Individual searches, their homes, other property and vehicles and the interception of

correspondence, telephone messages or other communication should be strictly legal and legitimate for law enforcement purposes (Mudzongo, 2002).

2.5.3 The Police Act [Chapter 11:10]

The Police Act [Chapter 11:10] is the piece of legislation which provides for the establishment, organization and control of the police force. The Act also empowers the Commissioner General to prescribe regulations for the running of the police service. One of the major highlights of the Police Act is the Schedule to sections 29 and 34 of the Act which provides for various forms of police misconduct.

2.6 The police service and Community Policing

The Police Service is a grouping of government employees whose mandate is to enforce law and to maintain order. The police prevent crimes, protect lives and property of the people. The ZRP's mandate emanates from the 2013 Constitution which outlines the roles of the Police in section 2019. The police patrols the streets, guard against any forms of crime, help people with various problems and as such finds themselves engaged in community policing. For the Police, community policing is a way to achieve an effective and efficient crime control in the community. The success of the community policing has basis on the law of the land, particularly in democratic societies.

Investigations done by police are aided by community cooperation whenever it is possible, yet, in regard to the prevention of crimes, the Police needs assistance from the community because many factors that affect crimes are beyond their control.

Consequently, it is the role of the police service to craft good conditions that can lead the community to reveal all occurrences of crimes. And the police have to use the efforts from the community to control crimes.

In community policing, the police service turn out to be members of the community. Communities embracing community policing involve the police service greatly into community work in addition to this creating trust and reliance linking the Police Service and the community. Within the course police officers get themselves close to the community, unbiased also sensitive to the concern of community. Community policing is a new paradigm in which the police try to listen to the complainants and community's problems and their viewpoint. The police furthermore empathize and display compassion with sincerity in a holistic way. This enables them to widen skills in planning, problem solving, organization as well as critical thinking that formulate community policing an effective approach to control crimes.

In community policing the police service becomes more sensitive to the needs of the community instead of police needs. As such, citizens are viewed by the police as partners who share responsibility to identify priorities, develop and implement responses. Community policing aims to apply a preventive problem solving strategy to deal with crime plus to develop the relationship between the police and the community to attain better co-operation. With community policing, the police image changes from being a predominantly crime fighting police service into a much more cooperative, serving and consultative police service (Ganjavi, LeBrasseur and Whissel, 2000).

Traditionally, the police service functioned autonomously and most of the police officers were not eager to open up the police priorities to community debate and to

provide up their operational autonomy. All the same, since there was growing demand and the necessity for a more interactive relationship between the police service and the public, the police personnel have transformed from traditional policing and embraced community requirements. The result has been improved relations between the police and the community even though a lot has to be desired (Hesketh, 1992; Jiao, 1998).

2.7 The nexus of Community policing and human rights

The concept of Community policing is globally measured as central in delivering democratic policing in the states that embrace it. It is enshrined in any national and local police strategies calling for close cooperation between police, local authorities and non-governmental organisations and civil social organizations to identify and address local policing needs. Implementing community policing is an attempt to refocus police reform in Zimbabwe generally and in Chitungwiza particularly in as far as guaranteeing respect for human rights is concerned, which, in turn, has an influence to the relationship between police and the citizens as a basis of democracy. Nevertheless, there exists a gap between the intended reforms and their implementations in practice. In addition it is unclear as to what extent community policing programs in Zimbabwe count with local conditions. As such, the experience yet indicates that community policing reform programs in Zimbabwe have been more about inheriting colonial ideology than a transformation of practice.

Marks, M. (1995) cites that any discussions around human rights and the police are of insurmountable importance at the present time. In Zimbabwe historically, human

rights and the police were seeming incompatible concepts. For most of Zimbabweans they are the very police who were supposed to protect citizens, yet they guaranteed that human rights were both denied and violated. It is unfortunate the police were a key state instrument that ensured colonial policies were enforced. In most cases this involved all efforts possible on behalf of the security forces to suppress any perceived opposition to the government of the day. On a sad note, the perception of police cruelty, unaccountable, and exceedingly violent, was the major image of all police in the world and, in spite of attempts to change this, continue to reign at present. The police are seen to be illegitimate, as well as inefficient and unable to respond adequately to the high levels of crime in Chitungwiza.

The ZRP in Chitungwiza presently face the dual challenge of fighting crime, while at the same time trying to develop a service tasked with ensuring the promotion and protection of human rights of all Zimbabwean citizens and residents. Such challenges are massive given the past record of the BSAP and the current high levels of crime, collective with the idea that the members of the ZRP are unprofessional. Community policing is a new paradigm of policing which "replaces an illegitimate, highly militarized police force with a more humane and people-oriented police service". In Community policing the police service ensure that both the new Constitution and the Bill of Rights are upheld and adhered to in a democratic Zimbabwe. As such the nexus of community policing and human rights means that policing has as its basic goal the protection of the fundamental rights of all Zimbabweans, instead of the protection of the minority grouping which was the case in the past. A proper community policing in everyday police work show to the community that the police have concern with protecting every individual's human rights as set in the Bill of Rights. As such Community policing and human rights are

all intricately connected; they are all about working towards a society which guarantees dignity and protection for everyone who resides in Zimbabwe. So if the government is bold in supporting towards transforming police service, it needs to be well positioned to lead the way to a truly democratic Zimbabwean society.

2.8 Summary of the Chapter

This chapter explored the literature on the research topic. It further presented key national and international provisions and guidelines that provide the framework for a proper people centered approach to policing. The chapter also discussed the relationship between police service and Community Policing, as well as the nexus of Community policing and human rights. The next chapter deals with research methodology.

CHAPTER 3 METHODOLOGY

3.1 Introduction

In this chapter the study examines the research methodology used in this study in addressing the research objectives outlined in Chapter 1. It first outlines the philosophy that underpins the approach taken with the study, discussing the researcher's standpoint to research. The chapter then outlines the considerations for the adoption of qualitative method. The research as well provides an overview of the data collection methods used for the study, as well as the means used to analyze data. The chapter rounds up with sections on the limitations of the research and ethical considerations.

3.2 Research Design

In this study the researcher used a qualitative research design. The choice to opt a specific methodology have to base on its appropriateness to respond to the research questions (Bryman, 1988). For Denzin and Lincoln (1994) qualitative research's emphasis is the process to discover how social meanings are constructed and emphasizes the relationship that exists between the researcher and the research topic. This research opt the qualitative approach as best to investigate respondents' feelings, opinions and other subjective variables.

In regard to this study the proposed research design was informed by the research purpose, questions, the proposed time frames and the researcher understood what would be realistic given the extent of work.

3.3 Population and Sampling

The study setting in this research is Chitungwiza District where the researcher targeted respondents from ZRP Epworth, ZRP Hatfield and ZRP ST Marys of this district of Policing. The sample size was 75 respondents. Purposive sampling technique was used to select Chitungwiza District. Purposive sampling technique was as well used to reach the DISPOL of Chitungwiza Policing, and the DCRLO who were interviewed as the key informants of the study alongside 15 police members, 15 members from NGOs, 15 from the CSOs and 15 religious leaders. Making use of this approach, the researcher reached and interviewed the rest of the respondents. The DISPOL, the DCRLO and the police members, were chosen as part of the Police Service and as members of police sections responsible in the implementation of community policing in Chitungwiza Policing District. Apart from this, members from Non-Governmental Organizations, Civil Society Organizations and religious leaders were interviewed for the reason that of their role in and contribution to development in the area.

3.4 Sampling Methods

In this study two sampling types were used, and these are purposive sampling method and snow ball method. During selection of a sampling technique, the researcher was guided by the two sampling methods namely probability and non-probability sampling (Zikmund, 2003.) Probability sampling methods encompasses simple random sampling, systematic, stratified and cluster sampling whereas non probability sampling techniques include convenience sampling, snowball sampling and purposive sampling (Saunders & Thornhill, 2003).

Further, purposive sampling can further be divided into judgmental and quota sampling (Cooper and Schindler, 2001).

3.4.1 Purposive Sampling

Purposive sampling was used in this study when the researcher identified institutions where the research was going to be carried out, that is the police. In this case the researcher identified respondents based on their potential to provide useful information related to the subject of research. In addition, purposive sampling was used to identify key informants for interviews. Purposive sampling is a non probability sampling technique in which a researcher selects the sample based upon some appropriate characteristic of the sample members (Saunders & Thornhill 2003). As such a purposive sampling approach was used to select a sample of those that are experts in certain aspects of the study.

3.4.2 Snowball Sampling

Not only purposive sampling, but snowball sampling was used to select other respondents. In this approach the research involves pre-selected respondents pointing evaluators to other respondents who may provide relevant and valuable information such as experts in the area of policies. Respondents who participated in this study were split into three groups namely senior management, supervisors and non-supervisors.

3.5 Data Collection Instruments

In this study the researcher used data collection techniques that include desk top review, screening records and reports, key informant interviews, and questionnaires. An initial literature review in form of a desktop review was done, focusing on the existing information human rights and policing, community and police partnership in policing, and community policing. An information gap analysis and development of adequate data collection tools were done.

Data collection was done from the respective participants after permission was sought. In addition the researcher took field-notes. Since information on police is a sensitive issue, the privacy, confidentiality, and safety of the participants was protected throughout the processes. The researcher contacted the relevant authorities for permission to collect data. The major data collection method used by the researcher was semi-structured interviews.

3.5.1 Primary and Secondary Sources of Data

Primary data is raw data specifically collected for the purposes of the research at hand. The advantage of Primary data lies in the fact that it is collected for the problem at hand and therefore relevant, though, it may not be economical in as far as time and financial resources are concerned (Zikmund, 2003.) Cooper and Schindler (2001), posit that secondary sources of data are interpretations of primary data existing from previous work or publications that are pertinent to the problem at hand, nevertheless not obtained in particular for the purposes of the current study. So these are either internal or external to the organization. Zikmund (2003), stipulates that the main advantage of secondary sources of data is that it is economical to obtain as compared to primary data. Secondary data can be

obtained more quickly and can be the only data at hand when it is not probable to find the data through primary data collection actions. For Zikmund (2003) the disadvantage of secondary data, lies on the fact that it is not designed to meet the needs of the problem at hand, and it can be outdated in addition there could be no means to verify its accuracy. Following this the research made use of principally primary data sources that was personal interviews.

3.5.2 Interviews

An interview is a purposeful dialogue between two or more people (Kuhn: 1962.) It also can be regarded as an interchange of views between two or more people scheduled on a topic of reciprocal interest, sees the centrality of human interface for knowledge production, and emphasize the social situations of research data. Interviews can be used for many reasons to collect data and to use it as a research instrument. For example Gray (2004) has offered the following reasons:

1. The researcher has to accomplish very personalized data.
2. The researcher has opportunities to probe and seek clarification
3. The researcher is likely to get a good response rate.

The research used a semi- structured interview guide which is referred to as semi structured interview.

The study used semi-structured interviews to attain these benefits. considerably, in an interview there is a particularly efficient means of collecting data whilst the research design involve analyzing people's motivations and opinions. The subject for the interview schedule (set out in Appendix column) were prepared more

or less around the issues somewhat raised in the review of the literature. Interviews were conducted on police officers who are experts in policing.

3.6 Analysis and Organization of Data

Qualitative data analysis was used to analyze community policing in Chitungwiza Policing District. The qualitative method was used because it was easier to use in describing and interpreting the findings.

Content Analysis: The research design and data was greatly qualitative and it was subjected to qualitative content analysis. Every response was evaluated to observe how strongly they relate to the objectives of the study. Statements to do with particular relevance throughout the writing of the research were unswervingly quoted from the interview responses. Close at hand was moreover need to constantly examine and re-examine the importance of certain issues raised in the interviews correlated to the research topic. Such was an ongoing course of action all the way through the data analysis progression.

In-depth literature review: In-depth literature reviews were conducted simultaneously with content analysis. Nevertheless in the initial review, this was broadened to take account of relative documents allowing for a highly positioned and contextually receptive analysis. Descriptive statistics were engaged to demonstrate the demographic character of the sample.

3.7 Ethical Considerations

In order to avoid ethical dilemmas on study participants the researcher exercised due care with the intention of safeguarding the rights of individuals and institutions (Polit and Hungler, 2009) provide the following research principles ethical considerations that were taken into account during the research: The researcher sought permission to conduct the study and was granted.

The researcher requested the participants cooperation in advance and the researcher promised not to disrupt normal flow of business in the organizations.

The researcher observed principles of beneficence and respect for human dignity during data collection. The belief of beneficence encompasses freedom from harm and exploitation. Respect for human dignity includes the right to self-determination and to full disclosure. Such was honored in affording the respondents to decide independently, without any coercion and the right to full disclosure was respected in describing the nature of the study to participants and highlighting their rights to participate or refuse to participate in the study. The researcher maintained confidentiality and no names were disclosed in the research report.

3.8 Chapter Summary

In this chapter the research discussed the research methodology employed by the researcher in pronouncement of research questions that are outlined in Chapter 1. The study was guided by the phenomenological research philosophy. Data collection was made by the use of personal interviews. Interviews were done to get in-depth

information on the relationship between the community and police. In the next chapter the researcher cover research findings and data analysis.

CHAPTER 4 DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter principally focuses on the results of the research, mainly of the interviews that were conducted during the course of data gathering process. This chapter therefore presents the research findings, on analyzing government efforts towards a people centered community policing system in Zimbabwe, in which the relationship between members of the public and the ZRP in community policing was a concern, highlighting their interaction in data analysis and interpretation.

4.2 The Demographic Character of the Respondents

Sex was one of the characteristics of the respondents in Chitungwiza Policing District and this is presented on the table as follows:

Table 4.1: Sex of Respondents

Sex	Frequency (f)	Percentages (%)
Males	50	67
Females	25	33
Total	75	100

Analyzing of the table 4.1 above reveals that 67% of the respondents in Chitungwiza Policing District were males. On the other hand, 33% of the respondents were females. This large percentage of males was attributed to the purposive sampling technique that focuses on the respondents with rich information of the study. In view of the findings, it was noted that men had loaded information both in theory and practice compared to women. This could probably be owing to the fact that the roles of women do not allow them to be involved in community policing, for

instance their husbands would not allow them to move from place to another predominantly during evenings compared to men who are mostly not occupied by domestic activities. Even though women give the impression to be weaker players in the implementation of community policing in Chitungwiza, it was established that they are the most affected group of the society. The majority of them face domestic harassment by their husbands. Women and girls are sexually harassed, and their husbands and sons engage in criminal practices such as rape and murder.

4.3 The Demographic occupation of the Respondents

Occupation was as well another character of the respondents as shown on table 4.2 below.

Table 4.2: Occupation Distribution of Respondents in Percentages

Occupations	Frequency (f)	Percentages (%)
Police members	15	20
NGOs and CSOs Members	11	15
Municipality Members	15	20
Religious Leaders	9	12
Human Rights organization members	15	20
Family Members	10	13
Total	75	100

In view of the table above, 20% of the respondents were members of the police whose role is to ensure the implementation of community policing. 15% of the respondents were NGOs and CSOs members who involve in the development and upholding of the rights of community people. Respondents were also drawn from municipality members (20%), religious leaders (12%) and community families (10%), who are party of community members, and participating in community policing.

4.4 Data Presentation and Analysis

The data capturing process was done systematically and views grouped accordingly for presentation in the following categories:

- The mechanisms and the nature of the currently implemented community policing programs in Chitungwiza.
- The extent to which the residents of Chitungwiza are involved in community policing programs.
- The implementation challenges faced by the Chitungwiza ZRP and community members in community policing programs.
- Strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe.

4.4.1 The mechanisms and the nature of the currently implemented community policing programs in Chitungwiza

According to a senior police officer interviewed in Chitungwiza, the ZRP always encourages its officers to find different ways of communicating with community members such as targeted meetings with identified groups in the community. They also encouraged police officers to establish good relations with community members in areas where they are deployed. This is done through crime awareness campaigns meetings with the locals and creation of community informants networks. Home officers and community relations officers use targeted meetings to make campaigns on crime analysis, crime prevention and crime investigation/detection leading to intelligence led community policing. As such this enables the ZRP to exercise constitutional mandate to protect and promote human rights during the time which

they maintain law and order, as well as protecting the life and property of the citizens.

In these targeted meetings home officers and community relations liaison officers they become instrumental in marketing/remarket the ZRP Service Charter in order to strengthen the Service's covenant with members of the public. This effort enables to build the community's trust to the police following the bad colonial reputation of the police, thereby reducing fear of crime to members of the public through tactful deployments of foot, cycle, mounted and motorized patrols. The meetings also enable the ZRP to vigorously pursue intelligence management system in order to enhance intelligence led policing thus ensuring proactive policing. As such this is designed to forge corporations between the police and community to fully support all national economic revival strategies aimed at enhancing sustainable economic development. In addition the targeted meetings of community policing helps to mobilize resources for service expansion and establishment of new police structures to increase police visibility throughout Chitungwiza District in particular, and the country generally. Further to this the meetings promote and encourage inter-agency approach that will see the Chitungwiza Policing District community being actively engaged in the fight against crime through various community policing programs.

Table 4.3 Mechanisms and the nature of the currently implemented community policing programs in Chitungwiza

Variables	Frequency (n=75)	Percentage
Community Relations Scheme	75	100
Neighborhood Watch Scheme	75	100
Home Officer Scheme	75	100
Crime Consultative Committees	68	91
Junior Police Call	59	79
Police Constabulary	75	100
Suggestion Boxes	63	84

Table 4.3 above reveals that Community Relations Scheme, Neighborhood Watch Scheme, Home Officer Scheme and Police Constabulary, are fully established in the three stations namely ZRP Hatfield, ZRP Epworth and ZRP ST Marys. On suggestion boxes, respondents highlighted that use of them seem to be outdated as residents are no longer supplying information through such mechanisms. They suggested that the police should embrace new technology such as whats app and e-reporting systems. Respondents highlighted that implementation of community policing in the case of Chitungwiza District, came into the community that needed transformation from a white colonial minority centered to a majority people centered policing. It was at the time when confidence in the police was low; hence

implementation of the initiatives in table 4.3 above was not difficult. This is what Sparrow (1988) posits when he says that implementation strategy vary from agency to agency and from community to community. He further argues that the most appropriate implementation method will depend, in part, on internal and external conditions facing the agency.

Respondents were asked if they have yet heard about the concept of community policing and the response was presented in figure 4.1 below:

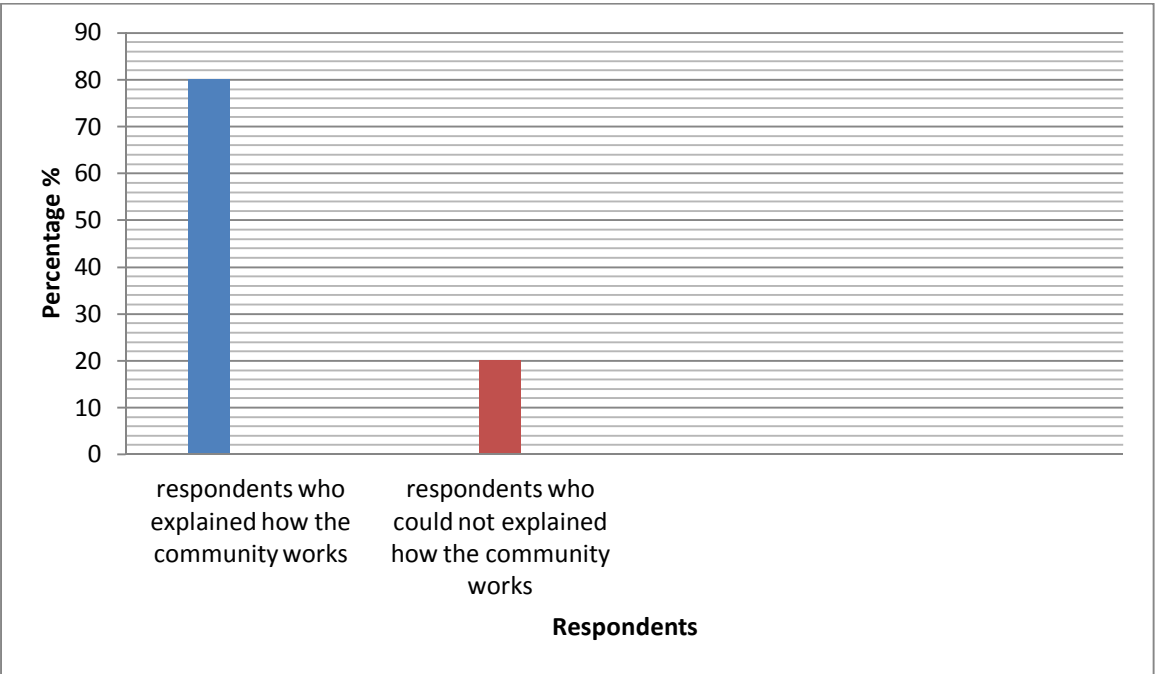


Figure 4.1 Response on whether the respondents have heard about community policy

The representation on the bar graph above shows that 80% of the respondents, who were a greater percentage, managed to explain how community policing works. Respondents from all stations, that is ZRP Hatfield, ZRP Epworth and ZRP ST Maryø revealed that community policing in Chitungwiza District is a pro-active strategic program in nature where the police act without delay when responding to

calls by the community concerning the crimes committed or about the incubating criminal activity. Of the 80% shown in the bar graph, 15 of the respondents were women representing the smallest number. This may suggest that there are a small number of women who are involved in community policing. Inference is that, for instance, although the Police Service has a national representation of women at the helm of the organization, who are community relations officers in the likes of Charity Charamba, there, is little representation of woman community relations officers at the lower structures of the ZRP Service. Basing on this research it is noted that community policing in Chitungwiza District is a pro-active. Respondents noted that the community policing programs in Chitungwiza District are as follows:

4.4.1.1 Hotlines and Mobile phone communications

Respondents mentioned that in community policing communication is done through mobile phones and the reaction by the police has been apt notwithstanding with some weaknesses which the people attributed to the police rather than the government as an institution. In line with the ZRP Crime Strategy (1995), community policing programs inculcate community based policing, which aims to improve the flow of information between police and public through use of hot lines among others such as informants suggestion boxes and tips. Through hot lines and mobile phone communications, the citizens exercise their constitutional right to participate with the policing in providing information that leads to apprehension of criminals; at the end their lives and property are protected. As such this leads to intelligence led community policing which is proactive and not reactive, and it further leads to crime detection rate.

4.4.1.2 Cycle patrols

In this respect, respondents cited that the police officers cycle from one place to another in groups of two constables or more, while they carry out policing. It was made known that the activities of the police from place to place deter individuals who would like to engage in criminal activities and get scared, thus altogether dump the thought. In all the three stations namely ZRP Hatfield, ZRP Epworth and ZRP ST Mary's there are daily cycle patrol unit deployments. Police officers are put in shifts of which each works for eight hours. At the clock of each eighth hour a new shift signs in for duty. Cycle patrols are manned throughout 24 hours of the day by beats whereby the police officers are to sign the beats at intervals of every 30 minutes at given places. However, respondents noted that whilst cycle patrols are more effective during the day in ZRP Hatfield, the same kind of patrols is more effective during the night in ZRP Epworth and ZRP ST Mary's.

The analysis of Cycle Unit Patrol is that it is welcomed by the citizens as it addresses the need to increase the level of service to the community being policed in a cost effective and environmentally-friendly manner. Cycle patrols augment the patrol range of the officers and reduce the response time to calls in regard to foot patrol officers. Cyclists can ride through crowded areas, into isolated spots, around obstacles and in general approach criminal activities before they are spotted. The Cycle Patrol Unit increases the visibility of the police and subsequently helps to diminish crime and the fear of crime.

Cycle Patrol Officers utilizing bicycles as part of their patrol function have shown that contact with members of Chitungwiza Policing District is less threatening, more autonomous and a reduced amount of confrontational as compared to other forms of

patrol. Cycle unit patrols are more approachable. Every day the Cycle Unit officers are actively involved with the community they police, talking to the citizens, vigorously soliciting input and information from the community whilst carrying out the normal duties. Cycle Unit officers are always visible to the community whenever they should be and invisible whenever they need to be. The cycle, since its stealth qualities and mobility, it makes it an invaluable tool for patrolling the community property in areas not accessible to a vehicle and provides more coverage as compared to an officer on foot or in a vehicle.

4.4.1.3 Motorized patrols

In addition, respondents revealed that the police use vehicles to patrol in Chitungwiza town. The police officers also noted that they use motor-cycles and at times, since there is acute shortage of motor vehicles in the district they borrow vehicles from the business people in their respective areas to do patrols. Business people in various business activities such as shops, firms and bus operator at times offer their vehicles for use in patrols. Some of them who run some Service stations provide fuel for the vehicles. It was noted that the patrol of the police in the course of the police vehicles is more effective as compared to when the police officers use borrowed vehicles. Nevertheless, it was noted that, although vehicle are efficient, they cannot patrolling the community property in areas not accessible.

Motorized patrols are used in the ZRP to provide swift reaction to scenes of accidents and to gather enough evidence to secure conviction. Through motorized patrols, professional handling of scientific evidence is confident to limit some loopholes that accused may possibly manipulate to get away from conviction. This

increases detection rate when investigating cases. The will to use their personal vehicles by business people is an indication that there is good relationship between the ZRP in Chitungwiza area of policing and the public in community policing. This shows the ability of citizens to exercise their rights as human rights receivers, participating together with the duty bearer whose political will are expressed through its efforts in community policing.

4.4.1.4 Station Community Relation Liaison Officers

Respondents revealed that the then Commissioner of Police, Comrade A. Chihuri, in his speech at the 10th Annual Meeting of the International Police Executive Symposium in Bahrain (2003), reiterated that Station Community Relation Liaison Officers fall under the control of the District Community Relations Liaison Officers and are found at all police stations throughout the district. Respondents stated that the role of these officers include carrying out educative crime awareness campaigns, training of neighborhood watch committee members, publicize the use of hotlines and suggestion boxes, and providing counseling as well as providing advice on matters of domestic and social nature. This is in line with what Mutaramvura (2012) believes when he cites that the Community Relation Liaison Officers are the bridge linking the community and the police in their areas.

4.4.1.5 Police Junior Call Program

Respondents revealed that the position of Junior Call Program is intended to raise a young generation of citizens abiding to law. In the same note with Mahohoma (1998) respondents cited that the broad aims of the program are as following:-

- Promoting law-abiding behaviour and deter criminal and self destructive pursuits among youths.
- Providing a nucleus of youth with basic knowledge of the police service.
- Propagating disciplined children in the course of moulding youths in becoming good, responsible, conscientised and concerned citizens.
- Acting as a basis to provide valuable information and training. By so doing this would mould youths as potential police officers.

The Police Junior Call scheme develops the leadership skills of young citizens by providing activities that are not generally available at schools in Chitungwiza. It is calculated to enhance a range of practical skills and self esteem among the young people, to enable them in passing these skills on their peers (Mutaramvura, 2012). Respondents revealed that Junior Police young citizens will often go on to play leading roles in their community. It was revealed that some of the subjects and activities offered are, Community service, Drill, First aid and Incident management skills, Life saving, Public Speaking and radio Communication.

Respondents reiterated that the Junior Call Program in addition serves as a window to improve the quality of life in the community. It promotes and enhances the picture of police in the eyes of the public. The scheme provides opportunities for team work and community participation through sporting, cleaning and beautifying public spaces and helping the needy in the public. This program as well discourages the youths from harmful practices such as drug and alcohol abuse, juvenile delinquency that more often than not visit their age group (Mutaramvura, 2012). So, the researcher assessed and evaluated how such trust and other community policing

initiatives have impacted on crime reduction and uphold protection and promotion of human rights in Chitungwiza District Policing area. It also shows the state at its best to rationalize and regulate the activities of citizens toward measures that protect the wellbeing of the communities. No wonder why Hobbesø political theory stated that men by nature are aggressive and selfish, hence they need to be controlled by the state (Leviathan Ch. VI.)

4.4.1.6 Neighborhood Watch Committees

Respondents revealed that Neighborhood Watch Committees are committees formed by the local people in a community, who are interested in working with the police in protecting their property and repairing the broken window, for example, correcting socially unacceptable behaviors. Respondents highlighted that Section 13e of the Constitution of the Republic of Zimbabwe as well as the Sections 27 ó 31 of the Criminal Procedure and Evidence Act (Chapter 09:27), recognize citizensø arrest and the harness of neighborhood watch committees in policing be supposed to be appreciated from this perspective.

Respondents also revealed that once a neighborhood is in decay, it attracts more crime in the event that nobody does anything to prevent the decaying and show that people do care. This resembles window broken theory that does not necessarily occur on a large scale since some areas are inhabited by strong-minded window breakers whereas others are populated by window lovers; rather, one unrepaired broken window is a signal that no one cares and as a result breaking more windows costs nothing. So it is because of the fact that in the 1960s, when urban riots were a major problem, social scientists began exploring carefully the order-maintenance

function of the police, and to suggest ways of improving it (McLaughlin, Muncie and Hughes, 2008).

4.4.1.7 Home Officer Schemes

Respondents revealed that the Home Officer Scheme reflects an effort to integrate a police officer in community to which s/he provides police services. The officer develops strategies to combat crime together with the local people while he still reports to the Officer-in-Charge Station. One senior officer respondent quoted an article entitled "Community Policing Forum (CPF) Johannesburg South" in the "Times" newspaper on 12 September 2011, whereby Michelle Pelsler wrote about sector policing and defined it as policing that focuses on small manageable sectors of a police station area. In relation to this Mutaramvura (2012) states that Sector Policing is a tool to implement Community policing and the purpose of the sector policing is:

- To perform targeted detectable police patrols.
- To ensure rapid responses to complaints.
- To concentrate on crime generators.
- To investigate reported criminal cases.
- To provide localized community policing services according to their particular needs.

4.4.1.8 Suggestion Boxes and Hotlines

Respondents stated that in an endeavor to enhance community participation in policing and increase the flow of information from the public to police. They revealed that the Zimbabwe Republic Police embarked on a mass program in the mid 1990s of mounting suggestion boxes at strategic public spaces and hotlines at police stations. These suggestion boxes have been effective in providing information which led to arrests of criminals. However, suggestion boxes tend to be vandalized by criminals and they seem to be outdated since there are new technological and advanced ways of gathering information, for instance whatsapp app. One senior officer respondent revealed that the Zimbabwe Republic Police Service Charter (1995) states thus:

öWe have put in place some hot lines and suggestion boxes. Please make use of these. We welcome and undertake to follow up all information given. Do not think the information is too petty, we still need it; it may actually help expose a whole iceberg. Do not leave it to others, get yourself involved.ö

So suggestion boxes effectively improve the flow of information between police and public. Yet the study shows that such structures tend to be outdated. In other words there is need to update community policing programs to suit the new technological dimensions in policing. People have the right to development in their communities and the government is duty bound to ensure that communities of policing have their means of policing updated.

4.4.1.9 Crime Consultative Committees

For the respondents there is what they called the 'Third Party Policing' whereby the State forwards an application to the general or a specified population, for instance, liquor retailers, parents or gangs. In this case Mutaramvura, (2012) has the same sentiments that the legal outcomes are criminal or civil action leading to criminal or civil penalties that controls the movement and association limits, for instance, curfews; traffic, movement on and crowd control powers. An example of third parties besieged by intervention include parents, local councils, probations and/or corrective staff, retailers, and service providers like licensing board.

So instead of just reactive investigations and prosecutions, criminal justice systems can become more proactive and monitor criminal behaviors of individuals and situations, possibly intervening before crime actually happens. To give an example, unsupervised children can be removed from malls and other criminogenic situations using truancy laws, or special closing times or measures instituted in nightclubs of preventing late-night violence and disorder. In the same way, curfews intended for keeping young people away from public areas at night, or the use of regulatory schemes to close up brothels of gambling dens, are aimed at prevention. Over and above improving effectiveness and prevention, the third appeal of civil law for criminal justice purposes is that the participation of regulatory and community partners fits with the movement to networks and partnerships, by community actors in the process of prevention and control of crime (Mutaramvura, 2012).

Respondents reveal that, in Zimbabwe Crime Consultative Committees encompasses the contribution of prominent people in a course of action of crime consultation within set structures. Crime consultative committees' input is infused in policing

strategies pursued by police in their localities. Such actors are business people, government officials, teachers, school heads and traditional leaders. Respondents revealed that, at an occasion and at Ngezi High School on 13 January 2004, President R.G Mugabe argued that, 'being law abiding citizens will help us foster a disciplined nation.' This is enshrined in the ZRP Strategic Plans Vision 2008, Beyond 2008, and Vision 2020.

4.4.1.10 Police Constabulary

According to respondents, the establishment of the Police Constabulary scheme was meant to enable members of the public to take part in a more active role in the policing by engagement as part time Police Officers. The majority of these constabularies are not in formal employment and for that reason they can meet the expense to put more hours at police stations. These people are in fact a reserve strength meant to cushion up manpower at police establishments and during special operations and emergencies that demand large numbers of personnel. Even though being Police Constabulary is voluntary, they are controlled and guided by the same regulations that apply, to the regular members. As such, they also wear the same type of uniform put on by regular officers. The only distinction is made from the badges they put on their uniforms. For Mahohoma (1998) the program was launched in 1985 and it attracted awesome support from the community. They have made remarkable arrests and recovered property valuing millions of dollars. In addition, they increase the rate of police presence in the community consequently scaring away criminals. The dangers of the police constabularies not having formal employment is that they end up being involved in corruption. In some instances, these members do not do

their duties in a professional manner, resulting in putting the ZRP into disrepute. Some of them have been involved in raping of victims, consequently bringing some gender issues on spotlight.

4.4.1.11 Business against Crime

Business Against Crimes refers to the efforts by community stakeholders who express their constitutional rights to be active partners in community policing crime prevention measures such as the deployment of foot patrols (Craven : 2009). Craven (2009), further states that the program involves training community members, businesses, and other stakeholders in crime prevention, environmental issues, neighborhood watch strategies, being effective witnesses, and problem solving to assist in reducing crime. Stakeholders are capable of contribution by taking action in the form of citizen patrols, graffiti eradication, youth programs, and trash removal. Some like municipal agencies can assist by providing enforcing codes, developing youth programs, enhancing lighting, and removing any visual barriers (Mutaramvura, 2012).

Respondents revealed that community stakeholders need to be active partners in the deployment of foot patrols. The idea is that different stakeholders can contribute through taking action in the form of citizen patrols, graffiti eradication, youth programs, and trash removal. This can also be achieved by means of other municipal agencies that can assist with enforcing codes, developing youth programs, enhancing lighting, and removing visual barriers.

4.4.1.12 Construction of Bases, Posts and Reporting Centers

Respondents showed that construction of bases, posts and reporting centers are also program of community policing. They revealed that the land reform program, earmarked to empower the local and landless citizens, created a new policing aspect as district police borders had to be shifted to the recently resettled areas. This overwrought the existing human resources since the policing area was greatly enlarged without increase on the police population ratio in the number of regular police members. Respondents cited that in a bid to redress the legacy of the colonial era in which police stations were located especially far away from the majority of the people who needed to be served, Police bases, posts and satellite stations are being constructed closer to where the majority of people live, principally in resettlements. In view of this, Mutaramvura (2012) cites that the main objective of construction of bases, posts and reporting centers is to reduce response time for calls of assistance from the community to a barest minimal. The establishment of bases, posts and satellites as reporting centers needs deployment of human resources to be in charge of them. As such, to avoid overstretching the meager human resources, supplementary recruitment of neighborhood watch members and police constabulary members was effected. The scheme has brought significant approval to most communities and a few have voluntarily donated to construct the facilities themselves. For instance, the program enhanced the construction of ZRP reporting centers such as the construction of ZRP Msasa Park Base, and ZRP Overspill Police Post., in Chitungwiza District.

4.4.1.13 Handling of Complaints

Respondents revealed that in the ZRP, customer complaints are valuable business asset contrary to widely held opinion. They reiterated that the major purpose of community policing is to minimize complaints and complaints handling can be the window for hearing the voice of a changing customer in the current competitive environment. In this case respondents revealed that the ZRP has set complaints handling structures (desks) throughout the country, and Officers are trained in customer care to be in charge of these desks.

One respondent who is a senior officer revealed that the ZRP Community Policing document (2001) outlines that complaint against the Police and compliments act as performance indicators. It further states that:

- Complaints help out the Police Service to formulate essential adjustments or else to be receptive to community demands.
- Complaints are indicating in case where there are deficiencies.
- Compliments support to point up the Police Service where they are performing well.
- Compliments and complaints perform as checks and balances on how the Police Service perform. Compliments and complaints are functional.

In line with this, respondents stated that if a police officer erred in one's duties, necessary disciplinary action is taken after full investigation has been launched. Even though 80% of the respondents established that they understand community policing, it was as well found out that 20% of the respondents registered to have never heard about the concept of community policing. In other words the government has put in place community policing programs, however some checks

and balance have to be put in place to ensure that community policing is fully embraced and whether it is in line with promotion and protection of human rights.

4.4.2 Involvement of Chitungwiza residents in community policing programs

This section presents data analysis on whether there is an interaction and capacity in partnership between the community and the police in neighborhood problem solving. It also provides an analysis of the extent to which the police promote and protect human rights in community policing.

4.4.2.1 Interaction and partnership with community in neighborhood problem solving

In table 4.2 below, 64% of respondents who had encounters with the police service in various neighborhood problem solving; dealt with the police as informants. On the other hand, 28% of the respondents dealt with the police service in their capacity as arresting citizens. Amusingly, to a certain extent a few of the respondents (8%) had dealt with police as in patrols. The capacity in dealing with the police is in addition illustrated in figure 4.4.

Table 4.4 Interaction and partnership with community in neighborhood problem solving

Variable	Response	Frequency	Percentage
Ever dealt with police	Yes	53	88
	No	7	12
	Total	60	100
Capacity in dealing with Police	Complainant/ Informant	38	64
	Citizen arrest	17	28
	Patrols	5	8
	Total	60	100

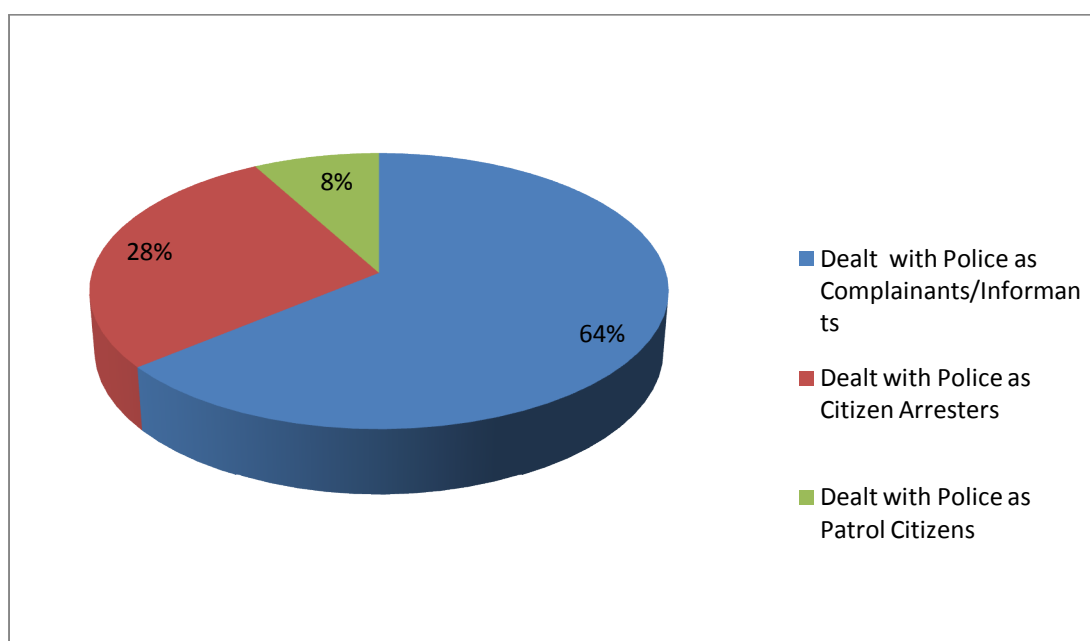


Figure 4.2 Capacity in dealing with the police service in neighborhood problem solving

The fact that community citizens interact with Police is an indicator that at list police service is provided to the community. In this regard the government fulfils its social obligations to provide security to citizens and their property. No wonder why Sanker Sen (2008) says a good community must provide its citizens with public safety.

4.4.3 The extent to which the police exercise their constitutional mandate in community policing programs

The research studied the extent to which the police exercise their constitutional mandate in community policing programs by analyzing the prevalence of unlawful arrest, dragnets arrests, arbitrary search and seizure, indiscriminate use of excessive force, over detention of accused persons, and use of torture and illegal means in investigations.

4.4.3.1 Unlawful arrest: Abuse of police power to arrest

Feltoe (2012) cites that an unlawful arrest takes place when police, without lawful validation, hold back the liberty of citizens at some point in arrest and imprisonment. Unlawful arrest may well include: arrest of a person without apparent cause; presenting oneself at a police station subsequent to a police officer leaving a message; arresting someone so that the police can interview you; and get arrested so that the police identifies you.

The investigation (Table 4.5) revealed that incidents of unlawful arrest were regarded by the respondents from human rights organizations as evident somewhat common form of police abuse of power. While 24 % of the respondents indicated that unlawful arrest is very common, 16% indicated that unlawful arrest is common. 60 %, which is considerably the highest percentage considered unlawful arrest to be uncommon. In addition, Figure 4.2 reveals the prevalence of unlawful arrests in the study area.

Table 4.5 Response on the prevalence of unlawful arrest

	Frequency	%
Not common	36	60
Common	10	16
Very common	14	24
Total	60	100

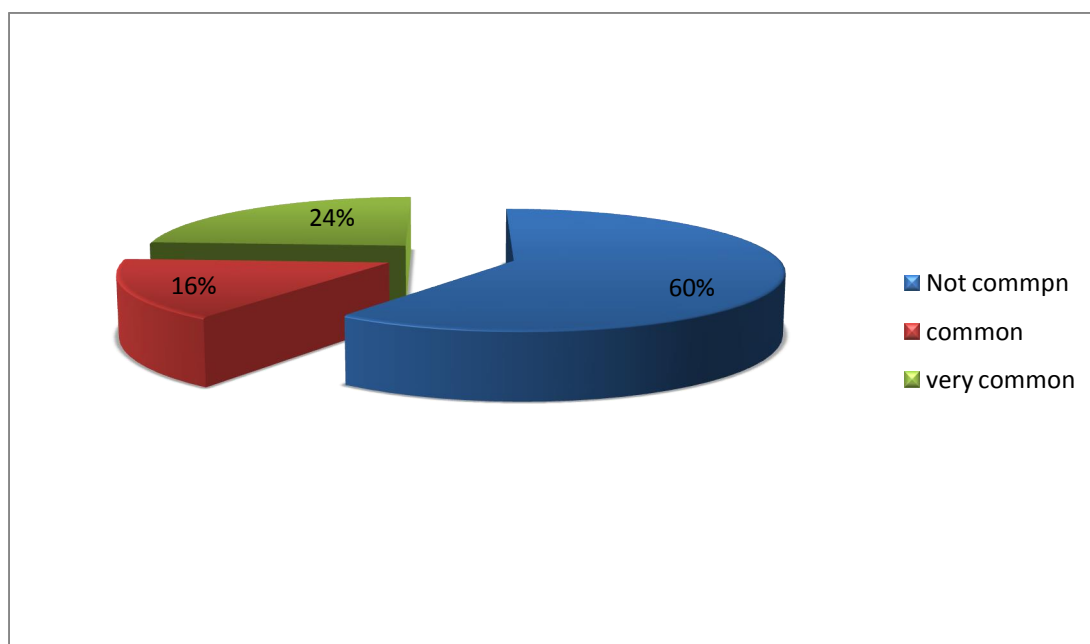


Figure 4.3 Prevalence of unlawful arrest

Analysis of data from Human Rights Organizations respondents by area of residence

Table 4.6 shows that ZRP Hatfield has no record of unlawful arrests as depicted by the nil %. Slightly over a third (33.3 %) of all the respondents from ZRP Epworth considered unlawful arrest not to be common, as compared to 66.7% who considered unlawful arrest common in ZRP ST Marys. The above statistics can be explained by the fact that police actions are more visible in urban areas than in rural areas and incidences of police abuse of power are likely to be more noticeable in urban areas.

Table 4.6 Response on prevalence of unlawful arrest by area of residence

		Prevalence of unlawful arrest			Total
		Not common	Common	very Common	
Hatfield	Count	5	1	0	6
	%	50%	50%	0%	100.0%
Epworth	Count	2	0	1	3
	%	20%	0%	33.3%	100.0%
St Maryø	Count	3	1	2	6
	%	33%	50%	66.7%	100.0%
Total	Count	10	2	3	15

A certain number of the respondents from Human Rights Organizations who were interviewed agreed that police officers engage in unlawful arrests. To those interviewees who hold this notion highlighted the following forms of unlawful arrest;

- Getting arrested on weak basis simply to be released subsequent to a day or two in detention.
- Not being conversant of the offence on the time of the arresting.
- Getting detained on roadblocks as a technique to pressurize motorists for paying fine.
- Police officers leave messages for suspect persons to report to police stations anywhere they get detained upon arriving.
- Suspects being detained investigating them.

One of the respondents, who was also in the legal profession testified that he had presented legal services to a number of clients who had been arrested without a reasonable cause, and with some alleged not even aware of their charges. This moreover points to arbitrary arresting by the police.

Unlawful arrests violate citizens' right to personal liberty. A variety of conventions and treaties have been signed in a bid to prohibit illegal arrests. The mainly remarkable are The International Covenant on Civil and Political Rights (ICCPR) which undoubtedly outlaw illegal arrests in article 9, and the Code of Conduct for Law Enforcement Officials. For instance, in the case of *Minister of Home Affairs and Another Vs Bangajena* 2000(1) ZLR 306 (S) the Supreme Court confirmed that the deprivation of personal liberty is an odious interference and has always been regarded as serious injury (Mugari, 2014). The courts have appropriately taken the standpoint that that deprivation of liberty through unlawful arrest and imprisonment is a very grave breach of fundamental rights.

The idea of arresting to investigate which was raised by some interviewees is as well noted by Feltoe (1997) suggesting that there has been an affinity for police to firstly arrest then investigate after the arrest. The Criminal Procedure and Evidence Act provides for the basis on which to arrest and to detain suspects whereas investigating is never mentioned as a reason. Section 50 (1) (a) of the Constitution of Zimbabwe provides that any arrested and detained person has to be informed at the time of arrest of the reason for the arrest. One of the interviewees, who was once accused of a crime revealed that, "You will be inviting trouble if you challenge your arrest..." Failure to take this constitutional provision results in unlawful arrest by police officers.

4.4.3.2 Dragnet arrests by the police

Dragnet arrests are unlawful arrests in which police officers arbitrarily arrest several purported suspects and detain them for screening (Mugari, 2014). A large proportion (60 %) of the respondents from Human Rights Organizations indicated that dragnet

arrests by the police are not common, as shown by Table 4.7. Nevertheless this view should be analyzed in light of the fact that some respondents never indicate their response in the interview concerning to dragnet arrests. This situation can better be explained by the fact that respondents were promised to opt not to answer a particular question if you deem uncomfortable and unnecessary to do so. Alternatively, respondents would withdraw their consent to participate on certain issues in this interview. The ratio of the respondents who revealed that dragnet arrests are either common or very common is quite sizable, though at 24% and 16% respectively.

Table 4.7 Response on the prevalence of dragnet arrests

	Frequency	Percent
Not common	9	60
Common	4	24
Very common	2	16
Total	15	100

None the less some of the respondents from Human Rights Organizations who were interviewed revealed that police officers engage in dragnet arrests. Although some of them withheld their response, they were prompt to point out the incidences of dragnet arrests following receiving explanation by the researcher. Accordingly some of the respondents reveal that dragnet arrests generally take place during police operations when police officers arbitrarily arrest members of the public. As such those arrested are taken to police stations to which they would be released when they cannot be linked to any offences.

The presence of dragnets arrests even though on a smaller scale resonates with the study by Matulich (2000) whilst he supposed that police cannot indiscriminately arrest all the members of a group merely because one member of the group has been alleged of having committed an offence. Muguri (2014) states that the courts noticeably banned dragnet arrests in the case of *Feldman vs. Minister of Home Affairs* 1992 (2) ZLR 304. While dragnet arrest is a sort of unlawful arrest, it was significant to split it from the former so as to give a vibrant account of the nature of abuse of powers and functions. The presence of dragnet arrests in community policing would be an indication that the police is abusing the right of citizens to be protected from arbitrary arrests.

4.4.3.3 Arbitrary search and seizure and community policing

Some incites of arbitrary search and seizure are also viewed to be prevalent. Table 4.8 reveals that, while 12% percent of the respondents from Human Rights Organizations indicated that arbitrary search and seizure is very common, the remaining respondents (68%) reveal that arbitrary search and seizure was not common and 20% of respondents indicated that it is common.

Table 4.8 Response on the prevalence of arbitrary search and seizure

	Frequency	Percent
Not common	10	68
Common	3	20
Very common	2	12
Total	15	100

Analysis of the prevalence of arbitrary search and seizure and area of residence (Table 4.9) below reveal that arbitrary search and seizure is not prevalent in ZRP Hatfield and ZRP Epworth than in ZRP ST Maryø. This is further supported by the fact that slightly above half (54%) of all the respondents from ZRP Hatfield indicated that arbitrary search and seizure is not common, as compared to 29% of the respondents from ZRP ST Maryø and 17% of respondents of ZRP Epworth. This could be explained by the fact that the crime rate is higher in St Maryø and Epworth, hence police conduct more searches in St Maryø and Epworth than in Hatfield. In Hatfield citizens interact more often with police officers and any wrong doing such as arbitrary search and seizure will be less visible as compared to in ST Maryø and Epworth areas.

Table 4.9 Response on the prevalence of arbitrary search and seizure by area of residence

		Prevalence of arbitrary search and seizure			Total
		Not common	Very Common	Common	
ZRP Hatfield	Count	19	-	3	22
	%	54%	0%	20%	37%
ZRP Epworth	Count	6	-	3	9
	%	17%	0%	20%	15%
ZRP ST Maryø	Count	10	11	8	29
	%	29%	100%	60%	48%
Total	Count	35	11	14	60
	%	100%	100%	100%	100%

Arbitrary searches and seizure comprise serious violations of citizensø privacy and property rights. According to Mudzongo (2002) searches, especially of individuals, their homes and property must be firm and legitimate for law enforcement purposes. Despite the fact that a search warrant is a requirement for conducting a search, Section 51 of the Criminal Procedure and Evidence Act

[Chapter 9:07] provides for the powers of search without a warrant. This section is at times abused by police officers as they capitalize on this statutory prerequisite to engage in arbitrary searches. In an act of arbitrary searches in Chitungwiza the following statement made heading in one of the local papers; “The police have of late been raiding some private residences around the avenues and arresting young women found there. The operation has netted many innocent citizens and, deplorably, targets young women in a way that impairs their dignity and restricts their freedoms” (Sunday Mail: 2016).

4.4.3.4 Indiscriminate use of excessive force

The constitutional mandate of the ZRP as enshrined in section 219 of the supreme law of Zimbabwe to detect, investigate and prevent crime; preserving the internal peace, and so on at times necessitates the use of force. Yet such force be supposed to be legal, proportionate to the threat and necessary under the given circumstances, and failure to adhere to these principles when using force culminates in indiscriminate use of excessive force. The study in Table 4.10 below shows that some of the respondents from Human Rights Organizations reveal that police officers use excessive force during arrests. This is confirmed by 20% of the respondents who indicated that police’s use excessive force during arrest is common, while 12% were of the opinion that police use of excessive force is very common. However 68% revealed that this form of abuse is not common.

Respondents constituting 20% were women. This shows that use of force during arrests is engendered. No wonder why it is not surprising since in any post-conflict environment the issue of gender is key in security sector transformation. In this

period it is evident that women suffer more from indiscriminate use of excessive force. Women and girls are sexually harassed during arrests. As such this suggests that there should be a sexual harassment policy and a victim friendly unit to deal with the survivors of gender based violence (GBV) in community policing. This is the reason why police women launched their own network in 2009 to provide a platform to work towards enhancing cooperation, coordination, sharing best practices, expertise, skills, challenges and solutions on gender issues in the police service. Community policing should adopt a Gender Sensitive Police transformative approach to policing, to address gender parity during arrests. It should focus on addressing and combating such insecurities from a gender sensitive point of view by ensuring a more responsive and representative police service that is ready and able to meet these challenges.

Table 4.10 Response on the prevalence of excessive force during arrest from Human Rights Organizations

	Frequency	%
Not common	10	68
Common	3	20
Very common	2	12
Total	15	100

In Table 4.11 it is shown that some of respondents (100%) from ST Maryø indicated that police use of excessive force is common, while 55% of the respondents from Hatfield indicated that use of excessive force is not common and 18% of respondents from Epworth revealed that it is not common. Interestingly, quite a larger percentage (55%) in Hatfield view excessive use of force by the police as not common as compared to Epworth (18%) and ST Maryø (27%). The 55% in

Hatfield viewing tells that police officers doing community policing services do not use excessive force whilst doing arrests. It could be because community policing programs work against a background where they are transforming the ZRP from the by-gone colonial system that employed excessive force during arrest. The 67% and 33% responses noted as very common from Epworth and ST Maryø respectively, were responses from women respondents. This is an indication that police officers discriminately use excessive use of force against women in arrests. As such community policing has to make transformative measure that protects the rights of women during arrests.

Table 4.11 Response on the prevalence of excessive force during arrest and crowd dispersal by respondents from Human rights organizations from Chitungwiza Policing District

		Prevalence of excessive force during arrest and crowd dispersal			
		Not common	Common	Very Common	Total
ZRP Hatfield	Count	6	-	-	6
	%	55%	0%		40%
ZRP Epworth	Count	2	-	2	4
	%	18%	0%	67%	27%
ZRP S/Maryø	Count	3	1	1	5
	%	27%	100%	33%	33%
Total	Count	11	1	3	15
	%	100%	100%	100%	100%

A considerable number of respondents from Human rights organizations (28%) viewed the Z.R.P.ø way of responding to public disorder situations as somewhat brutal, as shown by Table 4.12. This shows that, whilst the government of Zimbabwe has gone a long way to establish a transformative community policing which are people centered, there should be efforts to take seriously issues of human rights protection and promotion in community policing. Nevertheless the other data seem

to suggest that the public undoubtedly has confidence in the police's way to respond to public disorder situations. The other respondents revealed that the police approach to public disorder situations was reasonable (28%), good (20%) and very good (24). This shows that though incidences of excessive use of force are prevalent, the public still trusts the Z.R.P to deal with public disorder situations. It should be noted that the ZRP should aim to strike a balance between policing and promoting and protecting human rights in community policing.

Table 4:12 Response on the Z.R.P's way of responding to public disorder by respondents from Human Rights organizations

	Frequency	%
Ruthless	4	28
Reasonable	4	28
Good	3	20
Very good	4	24
Total	15	100

4.4.3.5 Dealing with accused persons

4.4.3.5.1 Detention of accused persons beyond statutory limits

The majority of the respondents from Human Rights Organizations indicated that over detention of accused persons is either common or very common. On the other hand, while Table 4.13 shows that 36% of the respondents indicated that over detention of accused persons is not common, 32% and 32% show that over detention of accused persons is very common and common respectively. The 36% of the respondents indicating that over detention of accused persons is not common is an indicator that the ZRP in Chitungwiza Policing District is making efforts through community policing to transform the ZRP towards protection and promotion of human rights. Though, the most of the respondents are in essence

inclined to the information that police over detention of accused persons is fairly common, but at list efforts to transform the ZRP are made and there is room for further improvements. Figure 4.4 also depicts the predominance of over detention of accused persons.

Table 4.13 Prevalence of over detention of accused persons

	Frequency	Percentage
Not common	5	36
Common	5	32
Very common	5	32
Total	15	100

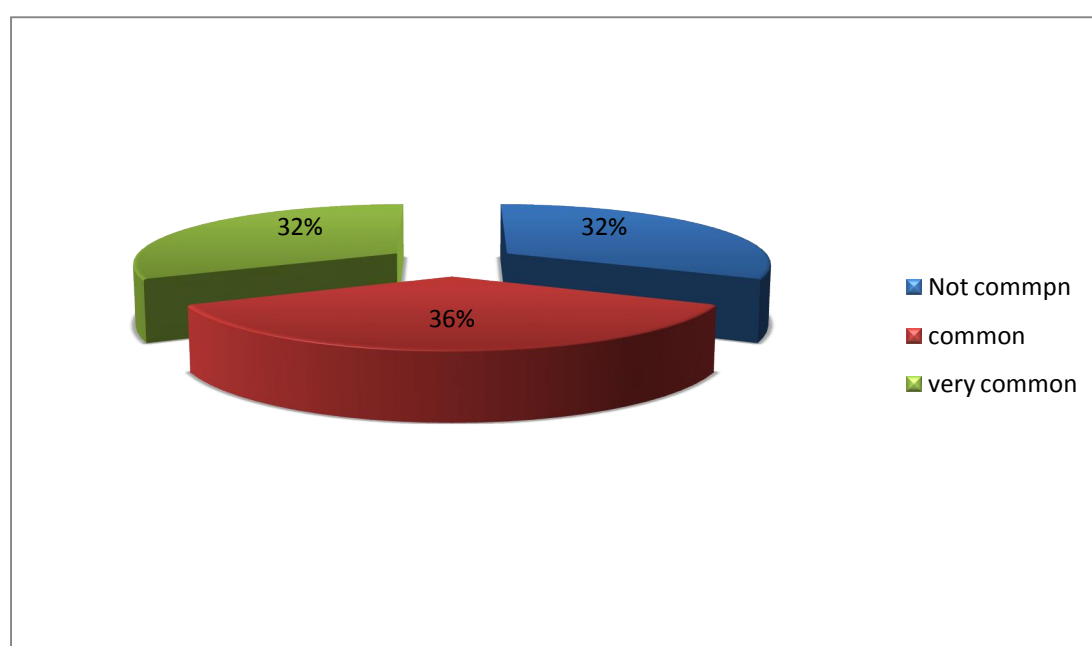


Figure 4.4 Prevalence of over detention of suspects

The Criminal Procedure and Evidence Act [Chapter 9:07] stipulates that a person who is arrested for a criminal offence should be brought to court within 48 hours. The implications of this are that if the detentions of a suspect go beyond the

stipulated 48 hours, then the detention becomes unlawful. This 48 hour maximum detention period is as well enclosed under section 50 (2) of The Constitution of Zimbabwe. Nevertheless, application for further detention is also provided for in both statutes. Those members of the public who responded to the questionnaire may possibly not have been aware of the provision for extension of this detention period. A person is detained under distasteful conditions to such an extent that still a 24 hour period may be considered by a layman as over detention. Respondents revealed that, one of the reasons for over detention of suspects could be failure to finalize investigations in time before taking the suspect to court. They stated that in some instances such investigation require the presence of the suspect, whereas in some incidences over detention can be resorted to as way of punishment of criminals, despite the fact that such action is illegal.

With regard to the issue of accessibility to legal representation, one of the respondents who had a legal understanding stated that it would be in the depths of despair for police to out rightly deny accused persons access to legal guidance. Accessing legal representative is a constitutional right which ought to be accorded to all detained persons. This is illustrated in the case of *Minister of Home Affairs v Dabengwa* 1982 (1) ZLR 236 S, where the accused had been detained under the Emergency Powers Regulations and the local authority had issued regulations that prohibited detained persons from communicating with or receiving communication from their lawyers. In this case the court directed the detained person to have access to his legal representatives. So, if such a right could be safeguarded under a state of emergency, subsequently we should not be having incidences of denial of legal representation under the prevailing peaceful environment (Mugari, 2014) .

Mugari (2014) also argues that delayed access to legal representation is also a violation of the accused person's rights. A number of the respondents pointed out that most of the warned and cautioned statements are recorded in the absence of the accused person's lawyer. Not only had this but does the International Bar Association (2007) identified that there is impediment of legal representatives by police. Such hindrance culminates in delayed access to consumers by the lawyers.

4.4.3.5.2 Abuse of powers to investigate

Abuse of the power to investigate points to the use of illegal means such as assaulting of suspects, use of torture and other forms of pressure as a technique of inducing suspects to plead guilty to the commission of crimes. Some of the respondents were of the view that police employ torture and illegal means to obtain confessions and evidence. Table 4.14 reveals that 20% of the respondents from Human Rights Organizations were liable to agree with the fact that police officers use torture and illegal methods to obtain confessions and evidence, whilst 36 were prone to disagree with the fact. Figure 4.5 also illustrates the responses.

Table 4.14 Responses on whether police use torture and illegal methods to obtain confessions and evidence.

	Frequency	Percent
Strongly disagree	1	8
Disagree	6	36
Neutral	3	20
Agree	3	20
Strongly agree	2	16
Total	15	100

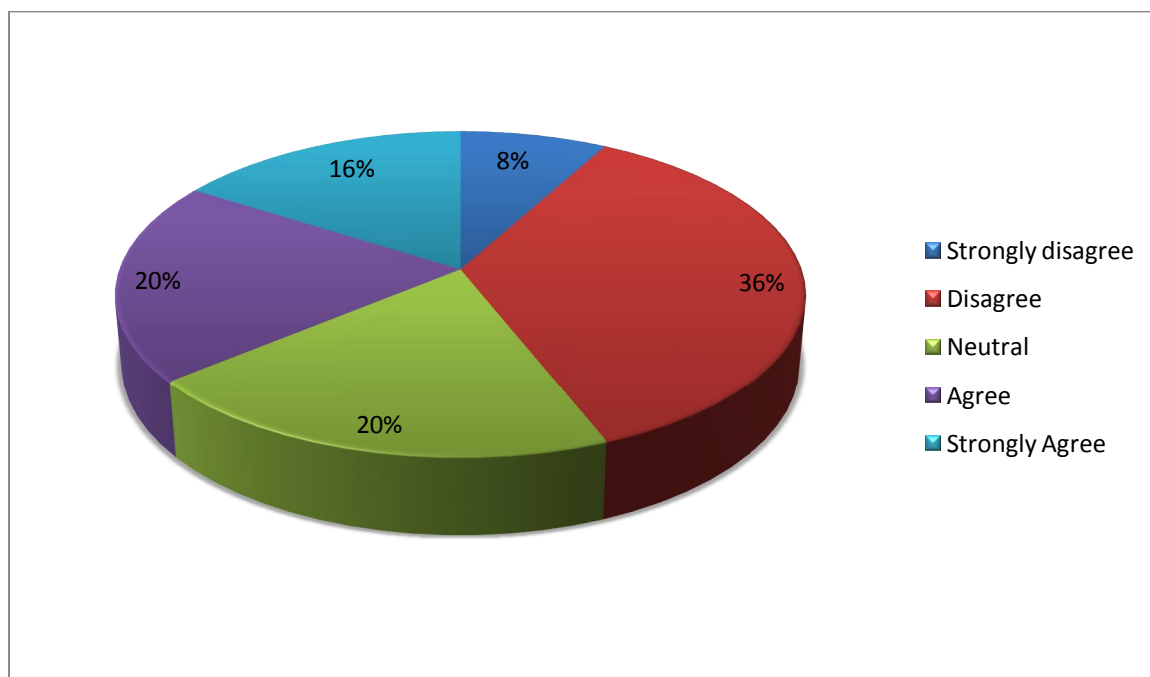


Figure 4.5 Use of torture and illegal methods to obtain confessions

The nature of torture that was pointed to in interviews incorporated assaulting of accused persons by means of baton sticks and different forms of threats. In regards to torture it should be noted that defining torture is broad and what may become visible as minimum force in the eyes of police officers may amount to torture. In fact torture is a grave violation of the dignity of a person and it is illegal internationally in the course of instruments such as the UDHR, ICCPR and CAT (Mugari, 2014). For instance Article 1 of the CAT defines torture as: “Any act by which severe pain or suffering whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected to have committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, when such pain or suffering is inflicted by or at the instigation of a public official or other person acting on an official capacity.”

Nevertheless some people are of the understanding that police officers ought to apply a bit of some pressure on the accused person to have meaningful investigations to take place. On the other hand Herbert (2005) states that the use of pressure has justification under the social contract theory in which the state reserves monopoly on the use of coercion.

4.4.4 Analyzing the Role and Effectiveness of Community Policing.

Participating respondents were asked if they had knowledge regarding the mandate of the ZRP and 100% of them stated that they have it. In definition respondents generally revealed that the ZRP is a group of people responsible for maintaining law and order in Zimbabwe. In addition respondents were interviewed if they had ever committed any crime. The study noted that it was found that of the respondents, 64% had committed an offence. This figure represents a big number of people reported to the Police and it possibly implies accessibility of the Police and confidence in the ZRP Service. The table 4.15 below presents the responses:

Table 4.15 Responses whether respondents have ever dealt with community people who committed offenses

Responses	Frequency	Percentages (%)
Yes	38	64
No	22	36
Total	60	100

Some of the 64% of the respondents, who stated to have committed some offences, revealed that the reasons for community people to commit the crimes varied with people. Respondents revealed that people had committed crimes owing to poverty,

peer groups, anger, bandwagon, ignorance whereas some were instructed and/or hired to do so. Whilst interviewing the key informants, there was a general concurrence that the 2008 economic upheaval had caused devastation in Chitungwiza District and this has augmented poverty that led numerous people to steal. More over young boys and girls have found themselves with no parents who could be giving them direction and psychotherapy in life. Nearly every one of them is orphan, impoverished, and exposed for the reason of the conditions existing in Chitungwiza District. In support of community policing the inference is that social and financial state of affairs are major contributors to transgression and these contributing factors need to be taken into account in any community policing strategy.

One of the police respondents interviewed noted how a certain man committed murder. He noted that it was early in the morning at what time the accused informed his wife of his intention to go to work in the maize garden. Disappointingly, on his way to the garden; he remembered to have forgotten a pang. And he consequently returned home where he found one of his neighbors having sex with his wife. The accused felt there was nothing to do other than using the pang to kill the two. So the accused had stated that one of the neighbors did not hesitate to use his personal cell phone to call the police. And he was taken to the police and remanded for three years imprisonment.

4.4.5 Examine the extent to which residents of Chitungwiza are involved in community policing programs: The Role of Different Actors in Community Policing

The ZRP was commented as the mainly important service in security, order and law enforcement in Chitungwiza District. It was reviewed that whenever the police have been deployed, they developed good relationships with communities, local councils and NGOs, religious organizations. What is common for these different organizations is that they all do citizen arrests.

The Police Home Officers Scheme does meetings with their neighborhood communities and talk to them. Such meetings are principally on the local council level and respondents revealed that it is the work of the local authorities to ensure that the turn up and about of the people is proper and organized. Through the Police Home Officer Scheme ZRP besides encourages people to get involved in the community policing into which the police elect members whom they train for such work such as village vigilante groups, and citizen arrest. The study noted that during the meetings the locals are encouraged to ask questions to the police home officer and through such interactions the local communities appear to appreciate the extent to which the willingness of the police service to provide security to their communities.

4.4.5.1 Involvement of residents of Chitungwiza through the Local Councils (LCs) in Community Policing

The study noted that effectiveness of community policing in Chitungwiza district is aided by the involvement of local government in policing. According to respondents from local councils, the local councils in Chitungwiza have local mechanisms to deter, lessen, take charge of, and resolve conflicts that help in firmness and peace.

Local Council forges partnerships with the police through joint operations with the law enforcing organization (ZRP); such as local traffic enforcement and operations to curb illegal vending.

According to many of the police respondents interviewed, Zimbabwe has passed through a course of action that could maintain peace, order, harmony and prosperity through the local councils. They noted that security, justice and order in Chitungwiza District is influenced by local councils as the police is not enough to safeguard every part of the District. They exposed that no distinct institution has been significant in maintaining law and order as local councils in both rural and urban centers.

Respondents revealed that the duties of the local council in community policing consist of the mobilization of the local community to listen to the police members who sometimes come to teach the community about the concept. As such local authorities have taken the administrative work of their residence which is not only enshrined in the local office nevertheless much more to the policing of their localities (Aropet, 2012). Local councils also do citizen arrests.

The research noted that when the interviews were carried upon the local people about the role of the police, it was frequent to hear them saying that, other than approaching the police they turn to the local council for protection from disorder and criminals (Aropet, 2012). In Chitungwiza there are local municipal police which do day patrols, although these are sometimes only activated during periods of uncertainty.

Respondents reveal that the local council also have measures to take in case of breach of the law and order among members or incase one of them has decided to commit a crime. In regard to this, Aropet (2012) argues that the local councils have made the community get involved in the control of crime rather than waiting for the police to interfere. Local councils inform the people to do citizen arrests rather than waiting for the police or instead of resorting to mob-justice.

The local councils as well report to the police about the crimes in their locations and such form of communication precipitate the pro-active response by the police against criminals. They report by the use of mobile phones, notification in form of letters and face to face communication. The study further revealed that there is effective communication between local councils and police. The local authorities in addition direct over cases and forward others to higher offices. By so doing, they are actively engaged in community policing (Aropet, 2012).

4.4.5.2 Involvements of residents of Chitungwiza through the Family in Community Policing

The research revealed that the family plays an important role to in community policing. Respondents revealed that members of the families predominantly females report their sons who are engaged into acts of murder, robbery, violence, rape, gambling, and drugs etc. The study further revealed that females report issues of domestic violence perpetrated by their husbands who engage them into forced sex as well as unsafe matrimonies. As such, it was established that females are excellent group of actors in community policing.

It was noted that in the Zimbabwean post conflict era, in Chitungwiza District, females have made significant strides to look after their families and they believe that their children must make every effort for a better future in spite of all socio-political economic challenges. Above and beyond, females believe that failure to go school is one of the chief causes of crimes with the young generation. Such issues are reported to both the local councils and/or proceeding to report to the police in case they have difficulties in managing these community problems.

In the study respondents revealed that the members of the families have endeavored to continue being observant and resolute to peace of their neighbors' households. It has been observed that in the post conflict Chitungwiza District, this issue has predominantly remained the work of females who are very significant in counseling the youths as regards the day to day relationships. The study exposed that women are much more listened to and heard by the youths at the same time as compared to males in the families. In the course of discussions with the local councils, the research revealed that the majority of youths listen to the females for the reason that females are more often in position of providing essential needs of their families when compared to the males. Numerous families, owing to economic hardships in Chitungwiza depend on female labor rather than the contrary.

4.4.3.3 Involvements of residents of Chitungwiza through NGOs and CSOs in Community Policing

Community Policing in Chitungwiza District is aided by the role of non-governmental organization (NGOs) and civil society organizations (CSOs). In the research respondents revealed that the Non-Government Organizations (NGOs) such as United Nations High Commissioner for Refugees (UNHCR), Office of the

Coordinator for Humanitarian Agency (OCHA) and the Civil Society Organizations (CSOs) augment assurance among the people to engage for their neighborhood security in the district. In this spirit they have encouraged the citizens to be bold in whatever situation and report it instead of leaving it. Respondents revealed that since their involvement to community policing, NGOs and CSOs have empowered the people mostly through the skills. They have since discussed and brought together neighborhood security matters with the police and predominantly during response to calls. They do have the roles of intervening to help the children and women. In addition they provide complementary facilitation like providing transport to police in particular response to calls.

4.4.5.4 Involvements of residents of Chitungwiza through Religious Organizations

The role of religious organizations also plays a pivotal place in community policing. During the research respondents noted that religious affiliations through the Chaplaincy Section and the Community Relations Liaison Office regularly communicate with the Police in a bid to preach the message of community policing in Chitungwiza District. It was also stated that the clergy invite the police home officer and community relations liaison officers during the Sunday service so as to explain the concept of community policing among the Christian believers. Whilst discussing with some of the clergy in Chitungwiza, it was noted that such discussions between the police and the Christians always take place on Sunday subsequent to the services. The clergy stated that the substantive content of community policing is more of a Christian faith and they revealed that Christians have embarked on it as it calls upon the believers to repent from wicked practices

such as defilement, murder, rape, domestic violence and robbery which all are against Christian faith and morals. The Christian faith as well promotes a spirit of forgiveness.

Moreover, it was noted that religious leaders are also act agents to community policing. Respondents revealed that, they have mixed up community policing with the gospel to be preached in the missions and gatherings such as the youths and the mothers associations gathering. It was further revealed that throughout such gatherings, the police members are called to inform congregations especially mothers and the youths to be the agents of community policing in their respective locations. Also it was noted that religious organizations are involved in charity activities that include social activities like youth centers at the county level. The activities serve not only to provide welfare support, but also productive employment consequently keeping potential criminals particularly the youth away from misbehavior.

4.4.6 Implementation challenges faced by the ZRP and Chitungwiza community members

A political, economic, social, and technological (PEST) analysis of community policing in Chitungwiza District indicated that, according to the police respondents, inadequate transport and communication have negatively affected programs of community policing in the Chitungwiza District. The police respondents revealed that there are incredibly few vehicles to Chitungwiza District. One member of the police respondents stated that from time to time they receive reports of crime from diverse areas in the same time however; you find that they cannot serve up all sides at the same time for the reason that of transport problems. Despite the fact that the

vehicles are still in operations, a number of individual citizens may possibly report some of crimes to the police stations or else call the station for assistance. This problem has for all time rendered the police force incompetent facing the Public. Foot-patrol was furthermore mentioned as a predicament where the police members support the view that foot patrol is an unimportant method to community policing. The respondents noted that it remains a hitch to the police to move from one place to another. They stated that the District is extensive with a difficult terrain in some areas and the police members cannot easily move from one location to another and this renders the response to call off the police to render community policing difficult.

Another hindrance to community policing revealed by police respondents is the mentioning of fuel. In spite of fuel being available to the service-stations, the ZRP found them incapable to pay for fuel owing to lack of the money. One of the police respondents noted that sometimes vehicles may perhaps be available nevertheless lack of fuel would render the police not mobile. Sometimes poor sensitivity from the members of the public confronts the police in community policing. Another police respondent highlighted that it is inflexible for a number of members of the public to accept as true that the ZRP have an authentic public principal responsibility in community policing. In the course of interviews, it was discovered that citizens associate the police service with the police force which exist in Zimbabwe proceeding to independence.

In addition, the study revealed that some police members indulge themselves in crimes, as such this make the community to deem that the police still practice crimes not in favor of the public and in consequence are not to be trusted. The population

ratio of police manpower of Chitungwiza District was also noted as a Pandora box for community policing. Police respondents further reiterated that, the area is too big as well as it does not favor foot-patrol policing by the police service; nor be able to be policed by few numbers of the vehicles which Chitungwiza District has. Even though the police have at times been using vehicles from the business community in the District, respondents stated that the owners of such vehicles are from time to time associated with individuals and relatives of criminals and persons engaged in dubious actions. As a result this may possibly compromise police professionalism.

While sound relationships were noted to have existed in the police service, it was also stated that its Para-army Support Unit's relationships have not at all escaped criticism existing between the police and the militant policing of the former Police Force (BSAP) over their role in the post-conflict Chitungwiza District. Seeing that the police service uses non-militant approach to apprehend criminals, the Para-army Support Unit's use of an armed approach to do its operations has remained debatable. As a result, skepticism on the role of police surfaces, whereas the police service consider themselves professional and useful in curbing crimes such as murder, rape, and robbery in the post conflict situation.

Several respondents on the other hand hailed the Police in support of working in close mutual undertaking in the company of NGOs, CSOs, and the local community leaders in crime prevention. The respondents acknowledged that the Police play a big responsibility in administration of divergence and restore peace in the District. Moreover it was revealed that the Police Service face resentment from a number of members of parliament who do not accept as true that community policing can lead to reduce in crimes or bring peace in the country. Some think the

State is dodging its accountability plus is only out to put together people do its work. Others use the incapacity of the Police to professionally deal with crime as a politicking panorama. In support of this group, the Police malfunction is a advantageous campaign opportunity.

Some of the respondents besides identified that some police neighborhood watch members were suspected of linking in the commission of crimes as well as in giving armaments to members of the community to terrorize their fellow general public. In such conditions, the ZRP remains challenged in view of the fact that members of its organization are found in some way promoting crimes in the area. For sum respondents, Chitungwiza District has insufficient amenities for the police to bear out policing in the District. These facilities take account of vehicles and mobile phones to be used by the police in community policing.

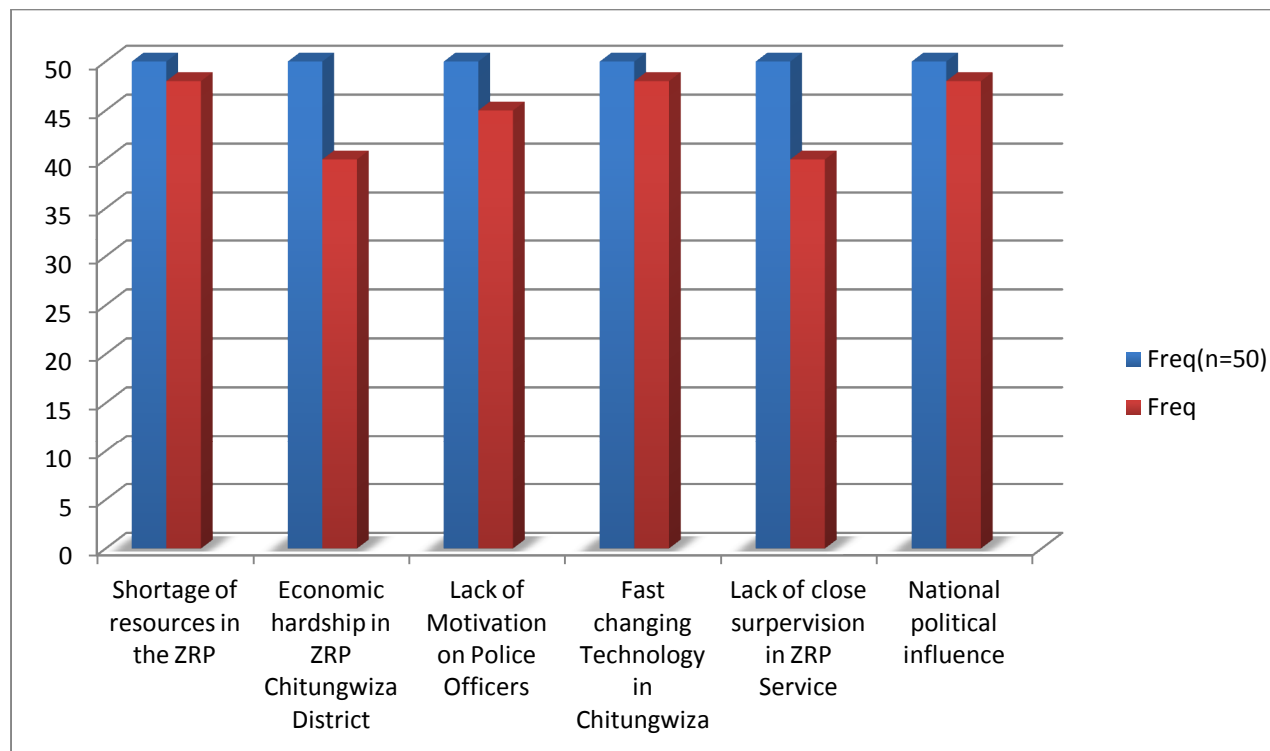


Figure 4.6 The implementation challenges faced by the ZRP and Chitungwiza community members

In Figure 4.6 above, it is highlighted that shortage of resources in the police service, economic hardships hitting the district, and national migration of people (and which each represents 100%) were revealed to be the chief hindrances to community policing programs in Chitungwiza district. However, evidence from police departments where community policing activities were implemented indicated that it has not led to increased problems of corruption or misbehavior as some critics pointed out, or as others are still expecting will happen.

4.4.7 Provide strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe.

The research analyzed some of the implementation challenges as discussed above. In regard to this, the study provided strategies that can strengthen the community policing programs in Zimbabwe. Some of these strategies are. Eradication of corruption and increase transparency in all police service operations, elimination of political polarization in neighborhoods and make certain non partisanship of police officers, appropriately organize and supervise all community policing programs, avail adequate financial resources to police and community policing, creation of public consciousness to community policing, creation of an appreciation of the assumption of community policing programs amongst police officers, and resuscitation community policing structure.

Table 4.16 below shows police respondents' responses to the suggested strategies that can strengthen community policing programs in Chitungwiza Policing District.

Table 4.16 Strategies that can strengthen the community policing framework and improve human rights promotion and protection.

Variable	Frequency (n=50)	%
Eradicate corruption and increase transparency in all police service operations.	43	86
Eliminate political polarization in neighborhoods and make certain non partisanship of police officers.	36	72
Appropriately organize and supervise all community policing programs.	50	100
Avail adequate financial resources to police and community policing.	50	100
Create public consciousness to community policing.	50	100
Create an appreciation of the assumption of community policing programs amongst police officers	46	92
Resuscitate community policing structure.	46	92

Table 4.16 above depicts that the majority (100 percent) of the respondents accept as true that community policing can be improved or be made more attractive by

properly coordinating and supervising community policing initiatives, availing financial resources and creating public awareness to community policing.

Respondents revealed that much of the conflict against community policing is grounded on the root of high cost and on effectiveness and efficiency issues. Nevertheless, they assured that the long term benefits may counterbalance the start-up costs and pictured out that not even the opposers are sure how to measure police effectiveness precisely. Respondents also pointed out that for the reason that of "Budget reductions and present economic conditions" we have to be persuaded "of the sense of the community policing approach." Not only this but did they agree and stated that experience of community policing has shown that, as it is a dominant policing style it is a better, more effective, and more cost-effective means of using police resources. Respondents as well stated that community members can become a helpful and complimentary resource assisting the police in the prevention crime prevention.

4.5 Chapter Summary

The initial stages of this chapter dealt with the demographic characteristics of respondents, followed by data presentation and analysis which was done systematically and views grouped accordingly for presentation. The mechanisms and the nature of the currently implemented community policing programs in Chitungwiza presented are mobile phone communications; cycle patrols; motorized patrols; daily media briefs; station community relation liaison officers; police junior call program; neighborhood watch committees; home officer schemes; suggestion boxes and hotlines; crime consultative committees; police constabulary; business

against crime initiatives; construction of bases, posts and reporting centers; participation in sports; tourism police scheme; and handling of complaints. The extent to which the residents of Chitungwiza are involved in community policing programs is to the point they interact in partnership with police in neighborhood problem solving. In this interaction it was identified that such acts as dragnet arrests by the police; arbitrary search and seizure ; indiscriminate use of excessive force; disproportionate dealing with accused persons; and abuse of powers to investigate, were found minimal. Respondents' perception on the involvements of residents of Chitungwiza were noted through the Role of the Local Councils (LCs) in Community Policing; the role of the Family in Community Policing; the role of the NGOs and CSOs in Community Policing; and the Role of Religious Organizations. Respondents' perception on the implementation challenges faced by the Chitungwiza ZRP and community members in community policing programs, and strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe were presented. The next chapter will deal with the summary, conclusions and recommendations of the study.

CHAPTER FIVE SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The intention of this final chapter is to provide a summary of the research study. The research problem is re-stated and objectives revisited to find out whether the study has accomplished these or not. The methodology is also looked at. A summary of most important findings of the research is offered as of which conclusions are derived. At last recommendations are drawn and recommendations for future studies.

5.2 Discussion

The aim of the research was to Analyze government efforts towards a people centered community policing system in Zimbabwe. The study was prompted by the need to strengthening the relationship between police and members of the public as required by the constitution. It was centred on how Zimbabwe has implemented and enforced the people centred approach to policing to ensure the promotion and protection of human rights. The research was carried out on the assumption that a community participation approach to policing ogres very well with ZRP approach in relationship to human rights promotion and protection as enshrined in the constitution.

In carrying out the study, the researcher sought after meeting the under listed objectives:

- Identify the mechanisms and nature of currently implemented community policing programs in Chitungwiza;
- Examine the extent to which residents of Chitungwiza are involved in community policing programs;
- Examine the implementation challenges faced by the ZRP and Chitungwiza community members
- Provide strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe.

The research employed a qualitative research design. A total of 50 police officers took part in the research. In- depth interviews were used on respondents. Frequency tables and charts were set. The obtainable data was discussed in light of previous research findings

Based on the findings of the research on community policing in Chitungwiza District, lessons can be drawn. Community policing is a growing strategy for the transformative approach to policing. However, its implementation must be holistic and community members must work towards one direction on how to implement and enforce the people centred approach to policing to ensure the promotion and protection of human rights. It should have bias for a people centred approach to policing as a way to strengthening the relationship between police and members of the public as required by the constitution. Secondly, the success of the government in empowering the Police with the resources necessary for the implementation of community policing and the extent to which the police use such resources is

important for the success of community policing. Talking into consideration all factors, the contribution of community policing in putting people at the centre of policing in Chitungwiza District is largely acknowledged by the public. Nevertheless, To achieve the desired full impact, the implementers need to revisit the program, address weakness, work against the threats and utilize as best as possible the available opportunities.

5.3 Conclusions

Zimbabwe has gone a long way in its effort to transform the ZRP service through Community Policing. There is a sound relationship between police and the public in problem solving and partnership in policing. Some positive developments in community policing were identified. Some of the community policing programs were put in place, however very little has been done to by the government of Zimbabwe in mobilizing resources for the ZRP for it to become totally transformed towards being people oriented. The research identified the mechanisms and nature of currently implemented community policing programs in Chitungwiza. It was concluded that the government has implemented community policing programs that are mobile phone communications; cycle patrols; motorized patrols; daily media briefs; station community relation liaison officers; police junior call program; neighborhood watch committees; home officer schemes; suggestion boxes and hotlines; crime consultative committees; police constabulary; business against crime initiatives; construction of bases, posts and reporting centers; participation in sports; tourism police scheme; and handling of complaints.

The researcher examined the extent to which the residents of Chitungwiza are involved in community policing programs and the point they interact in partnership with police in neighborhood problem solving. As such it was identified that such acts as dragnet arrests by the police; arbitrary search and seizure; indiscriminate use of excessive force; disproportionate dealing with accused persons; and abuse of powers to investigate, were found minimal. Whilst there is partnership between the ZRP and the community in neighborhood problem solving, the government has the duty bearer to ensure that the rights of citizens in community be respected.

Residents of Chitungwiza are involved in community policing through the Role of the Local Councils (LCs) in Community Policing; the role of the Family in Community Policing; the role of the NGOs and CSOs in Community Policing; and the Role of Religious Organizations. The research also examine the implementation challenges faced by the ZRP and Chitungwiza community members Respondentsø perception on the implementation challenges faced by the Chitungwiza ZRP and community members in community policing programs. It was concluded that the government has put in place community policing programs yet it has done little to provide adequate resources for community policing. In this regard the ZRP face challenges that include shortage of vehicles and fuel, economic hardship, lack of motivation and fast growing technology, among others. The study as well aimed to provide strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe. Thus community policing can be improved or be made more attractive by properly coordinating and supervising community policing initiatives, availing financial resources and creating public awareness to community policing.

5.4 Implications

The study reveals that the government has made a tremendous effort to move towards a people centered community policing system in Zimbabwe. There are community policing programs currently implemented in Chitungwiza Policing District and the residents are involved in these community policing programs. As highlighted above there are implementation challenges faced by the ZRP and Chitungwiza community members. The success of community policing is based on effecting strategies that can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe. If ever there is to be trust and mutuality in the partnership of police service and community, the government should allocate adequate resource to Police Service to curb such issues as corruption, inadequate vehicles, fuel and man power. The police service should also ensure that police officers exhibit professionalism to avoid problems of dragnet arrest, abuse of police powers, among others. These anomalies may cause such challenges as fear of police, civil suits against police, withdrawal of community support of police, and loss of respect for the police, in community policing. Police service abuse of powers have great implications on community policing and police community relation. In addition loss of respect for the police service, withdrawal of community support, as well as fear of the police have direct links to community policing and police public relation. Consequently these hinder the human rights promotion and protection in Zimbabwe.

5.5 Recommendations

In line with the findings of this study and the conclusions reached, the following recommendations are made;

5.5.1 Training

It is of paramount importance to ensure that police officers, whether administrators or lower ranks are educated on the merits of community policing. The ZRP should keep on having partnership with local academic institutions such as universities so that police experts in police practices and police administration, judicial procedure, domestic violence and organized crimes are groomed (Esserman, 2011). The Police should come up with a human rights training policy so that police officers receive sufficient information in regard to police powers and human rights. The recruitment training curriculum needs to emphasize on human rights in view of the fact that most of police services impacts on the fundamental human rights. There is also need to update police training manuals, in view of the new rights of accused persons that are enshrined in the new Constitution of Zimbabwe.

Police service should make advantage of existing Professional Updating Centres. These are institutions available after initial police training depot to provide training needs for junior police officers. Junior officers should not just to be sending to fulfill obligations, rather to correct deficiencies. Frequent workshops for senior police officers should be done to enlighten them to enhance their decision making, in light of promotion and protection of human rights.

5.5.2 Prioritizing a community policing strategy

Following the findings of the research, the researcher recommends that there is a need to give priority to community policing Chitungwiza district since a lot of benefits are attached to it than any other policing strategy.

5.5.3 Allocate adequate resource to Police Service

This research recommends that there have to be an effective administrative commitment to allocation of resource to police operations. This also includes providing on-going, consistent support for reallocating resources, amendment of policies and procedures, and experimentation with new ideas.

5.5.4 Consolidate the partnership between the police and the community

Since the community policing strategy earns support, recommendations can be given that police should accommodate constructive suggestion from the public. Police should handle its transformative program to encourage transformed attitudes, ignore or avoid resisters, wait obstructionists out until they further solidify relationships with political leaders or citizens who do support the initiative. Community involvement is important in acting as a base line of information to acquire a healthier understanding of what the community feels is important in terms of public safety. In this understanding, the study recommends that police should have the best communication channels and be familiar with the mistakes that they have made and start supporting the program.

Since the nature and quality of partnership fluctuate from one place to another place and are often contingent on local factors that are difficult to predict or to generalize about, the study recommends that there ought to be continuous police consultations with neighborhood communities by means of community meetings. As a suggestion, these meetings in addition be held outside police grounds and supposed not to be very much underneath the direction of the police. Moreover junior programs must

be customized towards instillation of discipline among youths in addition to remove any variety of deviance.

5.5.5 Effective communication channels

In this study further recommendations are given that police should firstly strive to deal with barriers to transform within the organization by means of creating partnership involving the management and employees within the organization ahead of looking outside the walls. The police should embark on demilitarization, decentralization and rehabilitation its institutions and endeavors to ease the autonomy of the police by establishing policy, organizational and functional transformation.

5.5.6 Decentralization of decision making

An important aspect that requires consideration is the decentralization of decision making in police operations. This goes a long way to ensure that decisions that are made are within the parameters of the police service charter. Police services should also be tailor made to satisfy and to address community needs. As such police have to endeavor to legitimate citizen input. This can only be done successfully through decentralization of the system to give field officers the autonomy to decision making.

5.5.7 Development of a contingency management system

This study has noted that success is by no means certain whilst implementing latest ideas. It is noted that still, failures can provide some lessons. As such the research recommends the idea of Goldstein (2010) that the police should not confine themselves to the traditional limits of law enforcement agencies but to expand their search beyond such boundaries in an attempt to recognize alternative measures. In other words, the study recommends flexibility in police operations and on departmental and institutional transformation (Miggans, 2008).

5.5.8 Adoption of an inter-agency policing strategy

The study recommends that the ZRP should adopt an inter-agency approach in problem solving. It should work with other agencies which may be better equipped to deal with some specific problem.

5.6 Recommendations for future research

This research focused on analysing government efforts towards a people centered community policing system in Zimbabwe, in which it looked on the relationship between the police and public in community policing. Further studies can be carried out on human rights and policing, as most of the forms of abuse have an impact on the fundamental human rights. A study can also be carried out to evaluate the mechanisms that have been put in place to curb abuse of powers and functions of the police. Another area could be on the extent to which the State supports community policing policy through financial resource allocation.

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Appendices

Appendix 1: Ethics Clearance letter

**AFRICA UNIVERSITY**
(A United Methodist University)

RESEARCH ETHICS COMMITTEE (AUREC)

P.O. BOX 1320, MUTARE, ZIMBABWE • OFF NYANGA ROAD, OLD MUTARE • TEL: (+253-20) 80075/80026/81611 • E-MAIL: aurec@au.edu • WEBSITE: www.au.edu
Ref: AU089/16 May 17, 2017

Howard Katonde
College of Business, Peace, Leadership and Governance
Africa University
Mutare

RE: Towards a people centred and transformative approach to policing in Zimbabwe.

Thank you for the above titled proposal that you submitted to the Africa University Research Ethics Committee for review. Please be advised that AUREC has reviewed and **approved** your application to conduct the above research.

The approval is based on the following.


- a) Research proposal
- b) Questionnaires
- c) Informed consent form

- **APPROVAL NUMBER** AU089/116
This number should be used on all correspondences, consent forms, and appropriate documents.
- **AUREC MEETING DATE** NA
- **APPROVAL DATE** May 17, 2017
- **EXPIRATION DATE** May 16, 2018
- **TYPE OF MEETING** Expedited

After the expiration date this research may only continue upon renewal. For purposes of renewal, a progress report on a standard AUREC form should be submitted a month before expiration date.

- **SERIOUS ADVERSE EVENTS** All serious problems having to do with subject safety must be reported to AUREC within 3 working days on standard AUREC form.
- **MODIFICATIONS** Prior AUREC approval is required before implementing any changes in the proposal (including changes in the consent documents)
- **TERMINATION OF STUDY** Upon termination of the study a report has to be submitted to AUREC using standard form obtained from AUREC.

Yours Faithfully



MITI G.P. AUREC Administrator
FOR CHAIRPERSON, AFRICA UNIVERSITY RESEARCH ETHICS COMMITTEE

AFRICA UNIVERSITY
RESEARCH ETHICS COMMITTEE (AUREC)

18 MAY 2017

APPROVED
P.O. BOX 1320, MUTARE, ZIMBABWE

Appendix 2: Information Letters/Consent Forms

My name is Howard Katonde. I am a final year Masters in Human Rights Peace and Development (MHRPD) student from AU. I am doing a study on a topic: Analysing government efforts towards a people centered community policing system in Zimbabwe. I kindly ask you to participate in this study by answering questions or filling in this form.

All respondents to this questionnaire have been purposively selected and you have been selected through this method. You are therefore requested to an interviewee in this research.

The duration of it is from December 2016 to May 2017. If you decide to participate in this study, you will be engaged in this exercise for approximately an hour.

Participation in this study is voluntary. If you decide not to participate in this exercise your decision will not affect you in any way.

I hope that this study will be helpful in promoting understanding the roles of police and people of the community in community policing. Reimbursement for your transport will be provided (\$2 in total).

If you are incapable of writing or reading you may let someone to do it on your behalf. Or the researcher will do it on your behalf.

To keep you informed of the outcome of the research, that is if you wish to know, the researcher may take your contact details, or you may contact the Africa University Research Ethics Committee on telephone (020) 60075 or 60026 extension 1156 email aurec@africau.edu.

The information you provide is requested for educational purpose only, will not be against you in any way and will be treated confidentially. As such, note that you are not required to write your name anywhere on this guide and do not hesitate to contact me should you need any clarification regarding this interview. Also take note that your responses remain confidential and will only be used for the purpose of this dissertation. You are therefore encouraged to honestly answer all questions without seeking other people's opinions as there is no right or wrong answer.

Before you sign this form, please ask any questions on any aspect of this study that is unclear to you. You may take as much time as necessary to think it over.

If you have decided to participate in this study please sign this form in the space provided below as an indication that you have read and understood the information provided above and have agreed to participate.

Name of Research Participant (please print)

Date

Signature of Research Participant or legally authorized representative

If you have any questions concerning this study or consent form beyond those answered by the research, your rights as a research participant, or if you feel that you have been treated unfairly and would like to talk to someone other than the researcher, please feel free to contact the Africa University Research Ethics

Committee on telephone (020) 60075 or 60026 extension 1156 email
aurec@africau.edu

Name of Researcher: Katonde Howard

Appendix 3: In Depth Interview Guide for the Community Members from Different Organizations

Thank you for being an interviewee in this study. This research is part of my Masters dissertation study at Africa University, Mutare, Zimbabwe, under IPLG. It analyses government efforts towards a people centered community policing system in Zimbabwe. You may opt not to answer a particular question if you deem uncomfortable, and/or you may withdraw your consent to participate in this interview at any time, in case you prefer to do so.

Section A: Respondents Information

Gender

Age

Organizational affiliation

Section B: The extent to which the police exercise their constitutional mandate in community policing programs

What is the prevalence of unlawful arrests in your area?

What are the forms of unlawful arrest?

Are dragnet arrests by the police common in your area?

What is the prevalence of arbitrary search and seizure?

What is the prevalence of excessive force during arrest and crowd dispersal?

Does the ZRP employ torture and illegal means to obtain confessions and evidence?

If yes what is the nature of torture that exposed to accused persons?

Appendix 4: In Depth Interview Guide for Police Officers

Thank you for being an interviewee in this study. This research is part of my Masters dissertation study at Africa University, Mutare, Zimbabwe, under IPLG. It analyses government efforts towards a people centered community policing system in Zimbabwe. You may opt not to answer a particular question if you deem uncomfortable, and/or you may withdraw your consent to participate in this interview at any time, in case you prefer to do so.

Section A: Informants Information

Gender

Age

What is your rank?

How long have you been in the Zimbabwe Republic Police (Z.R.P) Service?

At which Station/District do you work?

Section B: The mechanisms and the nature of the currently implemented community policing programs in Chitungwiza.

Have you ever heard about the concept of community policing?

If you heard about it what are the mechanisms and the nature of the currently implemented community policing programs in Chitungwiza?

Section C: Examine the extent to which residents of Chitungwiza are involved in community policing programs: The Role of Different Actors in Community Policing

To what extent are the residents of Chitungwiza involved in community policing programs?

What are some of the agencies/ social organizations involved in community policing?

Section D: The implementation challenges faced by the ZRP and Chitungwiza community members

What are some of the implementation challenges faced by the ZRP and Chitungwiza community members?

What strategies can strengthen the community policing framework to improve human rights promotion and protection in Zimbabwe?