



ASSESSMENT OF POLICE EFFICIENCY AND EFFECTIVENESS IN CRIME INVESTIGATION THE STUDY OF ADAMA CITY

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Abstract

This study has been undertaken to assess police efficiency and effectiveness in crime investigation. To critically analyze theoretical, empirical and conceptual frame work was viewed depend on three specific objectives of the study. This research had used descriptive research design with both quantitative and qualitative research approaches. Primary, secondary source of data and census method of data collection were included in this study. In addition, a total of 84 investigators police for Questioners, 15 key informants for interview and 2 groups (8-12 members) for focus group discussion were used to collect data. Data was also analyzed through using table, pie and bar chart, frequency count and percentage. The findings result revealed that the current performance of Adama regular police in crime investigation is inefficient and effectiveness. The conclusion of this research indicated that due to police inefficient and ineffective in crime investigation, majority of criminal case were unsolved and happened for increasing crime against person and property day to day. Lack of police performance, skill, experience, modern investigative techniques, resource and work facility; unwillingness of community participate in police work; political interference and corruption among others account for the police to had been ineffective and inefficient in criminal investigation at Adama city. To recommend that, community, different stalk holders, government and non government may be very important on performing police in crime investigation through attending and evaluating their work; supporting both idea and raw material as well as facilitate to get different investigative course

Keywords: efficiency, effectiveness, Crime, Criminal Investigation, Police, Adama city.

1. INTRODUCTION

1.1. Back ground of the study

Globally all police agencies have a common purpose, which means delivering effective and efficient service to the communities in which they are situated (Sonderling, 2003). One of the means to implement this common purpose is ensuring police efficiency and effectiveness in crime investigation. However, most of the country has common factors and gaps among police efficiency and effectiveness in crime investigation. Such as, skill, training, knowledge, not Understanding current demand, More complex demand, lack of good Governance, insufficient resources, lack of Workforce and Leadership capability, having less Working integrity with other organizations, Planning for the future, Leadership succession planning, political interference, Recruitment and Planning for future demand accordance (U.S Department of Justice, 2018).

In Africa crime is increasing day to day because of skill, knowledge, performance and technology gap among investigator police and investigation department (Eke, 2013). In Ethiopia context According Ethiopia Federal Police Commission proclamation No. 313/2003 the adequate training and efficiency in the police

profession, that serves and ensures peace and security of the public and duly respects human and democratic rights and freedoms. Also, Oromia police regulation No. 191/2009 keeping sustainable peace and order of people. One of the method of police implement its' mission is, when they are performed and succeed or effective in crime investigation. police performance in our country has not experienced an increase in satisfaction with the police service (Mesfin,2014).

In Oromia region police commission the five years evaluation report (2016_2020) indicated that, police efficiency and effectiveness in crime investigation was weak, as well as satisfaction of the society toward to police crime investigation is less. It is important to understand that the measurement of police performance is a complicated task that has multiple dimensions (Coleman, 2012; Maguire, 2003; Moore and Braga, 2003).At Adama city undetected crimes of various criminal activities recently has raised a general feeling of insecurity of lives and property.

Hence, in Adama city because of police inefficient and ineffective in crime investigation, made people to live in fear. i.e., at the current fear of being victims of criminal violence; complaints on investigation department is increasing from day to day. Therefore, this research by taking the above issues into consideration and other equally compelling matters, it tried to analyze and came up with a concise research finding of police efficiency and effectiveness in crime investigation in Adama city depending on the research question.

1.2. Statement of Problem

Specific policies, practices and targeted resource allocation related to investigative work can enhance investigators' ability to resolve crimes (Y. Lee, 2001).Detective work is a mainstay of modern law enforcement, but its effectiveness has been much less evaluated than patrol work (S. Koper, 2021). In Ethiopia a number of researches have been conducted on different dimensions on police investigation law, performance and quality service. According to Belaynesh(2008) study addressed that most of the police investigators are not well educated due to which they do not exactly know what procedure they should follow take while investigating a suspect because they only care about rules of the administration rather than the law. In addition, Oromia Police College (2016) study showed that selection (employment) and training problems are the major factors affecting police performance. Fikadu (2017) study result indicated that Delivering quality service was challenged with police administration gap, leadership incompetency, attitudes of police officers toward police work, Inadequacy of logistic and basic facilities needed for police members.

Despite the fact that, the study of Police performance problem (Belaynesh, 2008), scope was limited to Police investigation law and practice at Addis Ababa city and only secondary data source was used in the study as well as any respondents were not participated rather focused on articles. Also, the study of factors affecting Police performance (Oromia Police college, 2016), has only focused on challenges of Police performance , ahead of assessing the current practice of Police officers, and participant of the study were only police organization. Additionally, the study of police quality service problem (Fikadu 2020), was only focused on four Adama sub city as sample area of the study and his respondents were police, community policing, police customer rather than including all components of justice, Such as, correctional administration, prosecute and court.

However, to the best of the researcher knowledge, the researcher have not been come across, the studies conducted on the topic related to the police efficiency and effectiveness in crime investigation, further on above mentioned study. Therefore, a researcher decided to study the issue of police efficiency and effectiveness in crime investigation, through systematically and methodologically organizing evidences for the study. Therefore, a study had assessed the police efficiency and effectiveness in crime investigation; with commitment to fill the above mentioned methods and scope gaps (assess the practice of police efficiency, participated appropriate respondents to the study and the study will be conducted in a view of generalize the finding of the study to all investigator police of Adama city).

1.3. Research questions

This study was guided by the following research questions:

- What are the practices among efficiency of Police in crime investigation?
- What is the status of current polices effectiveness in crime investigation?
- What are the challenges to Police efficiency and effectiveness in crime investigation?

1.4. Objective of the study

1.4.1. General objective/Aim/purpose

The general aim of this research was to assess police efficiency and effectiveness in crime investigation a study of Adama city

1.4.2. Specific objective

- To describe the practices among efficiency of Police in crime investigation
- To demonstrate the status of current polices effectiveness in crime investigation
- To assess the challenges to police efficiency and effectiveness in crime investigation

1.5. Significance of the study

The study assumes that it may has merits to identify efficiency and effectiveness of police among investigating crime. Another purpose of the study is to reduce customers' complaint on police efficiency and effectiveness in crime investigation. The findings of the study may be helpful to people who have responsibility of planning to reform the structure of police organization. This study acknowledges common concerns about the concepts of police efficiency and effectiveness in crime investigation and the inaccuracies of official data. Moreover, it will give hint to all police organization at different level. Finally, the study result will serve as bedrock for other researchers who are interested in this research title area.

1.6. Scope /Delimitation of the Study

This study was attempted to assess police efficiency and effectiveness in crime investigation in Oromia regional state, at Adama city. The scope of this study was limited in terms of study population and the issues it addresses. It will be very interesting if the researcher is able to study the issue of the research in different aspect like police efficiency and effectiveness in police organization in all zone and city of Oromia as well as in regions of Ethiopia. But due to the widest of the issue, area, time consume, finance and energy it was not possible for the researcher to do so as well as quality of research will be reduced. The time to which it was scoped mainly ranges from the month of March 2022 to September 2022

1.7. Conceptual frame works

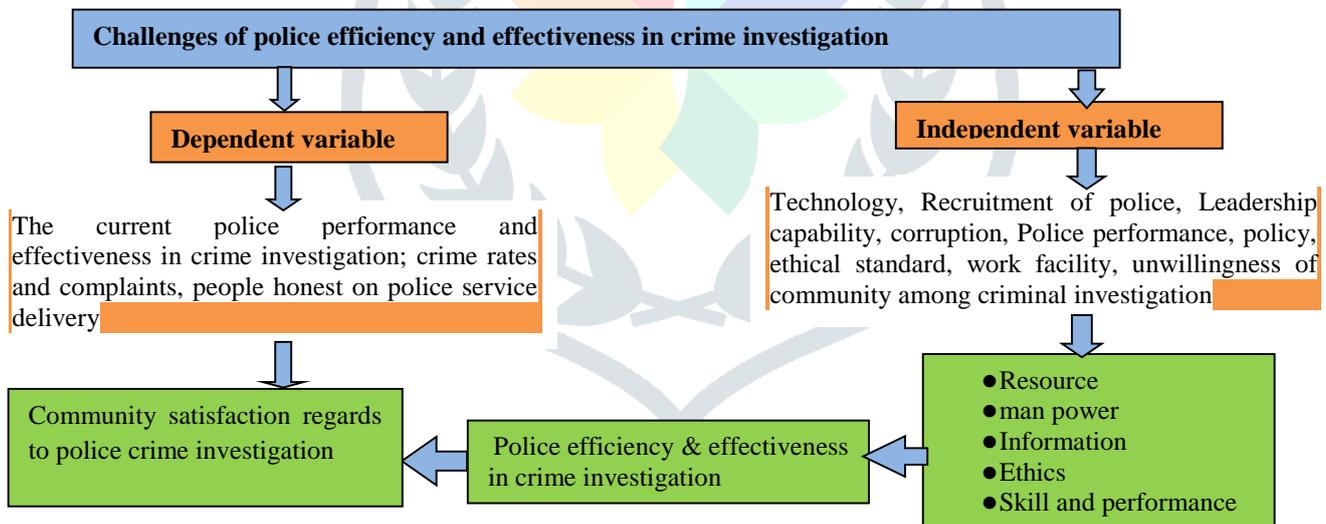


Figure 1. Conceptual frame works

According to the above figure indicated that dependent and independent variable has interrelationship. This means according to this relationship there are either effective or ineffective between Police institutional factors and crime investigation department in service delivery. The main goal of the conceptual framework was to find out the relationship between dependent and independent variables relates to police efficiency and effectiveness in investigating criminal case. The study conceptualized the relationship between different factors among police efficiency and effectiveness in crime investigation. Factors such as training, skills, facilities, corruption, and police recruitment quality, work facility, technology and ethical standard among others account for effective police service delivery (Fikadu Tafese, 2020).

if we solving lack of resource, technology, man power, information, police skill and performance as well as ethics problems among police institution, police will be efficient and effectiveness in crime investigation and also the community will be satisfied with police service delivery (U.S Department Of Justice report, 2018).

1.8. Operational Definition Terms /Definition of Key Terms

Efficiency: in policing is the extent to which the police department the ability to accomplish its purpose with the least amount of wasted time, money, sacrifice and effort or competency in performance, while

Effectiveness: is defined as the degree to which police agency is undertaking its activity or successful in producing a desired result and success (Andrew Gager, 2018)

Crime: is an intentional act in violation of the criminal law committed without defense or excuse, and penalized by the state as a felony or misdemeanor (Lanier & Henry, 2001) .

criminal investigation: is refers to the methodological and systematic every day hard work of investigators with good attention and communication skills to collect, analyze and examine evidence and gather information from a number of sources in order to identify and apprehend the perpetrator and provide evidence to support a conviction in court (O'Neill & Milne, 2014).

2. RESEARCH METHODOLOGY

The methodology section outline the plan and method that how the study is conducted. This includes research design, descriptive of the study population, sample size and sample techniques, tools and methods of data collection and methods of data analysis. The details are as follow;

2.1. Research design

This research had used mixed research or both qualitative and quantitative research approach and descriptive survey research method, by following sequential mixed research procedure. Greene, Caracelli, and Graham (as cited in Turner et al, 2007) stated when mixed methods designs is useful in the case that a research is need to collect and analyze data by using both quantitative method (designed to collect numbers) and qualitative method (designed to collect information, perceptions, idea and opinion). The qualitative research method was used to explore attitudes, behaviors and experiences of respondents through such methods as individual (one-by-one) and interview; while quantitative research method was used to collect statistics data through using questionnaires. Thus, to assess police efficiency and effectiveness in crime investigation Cross-sectional survey was used and a survey questionnaire which was both open ended and close ended, key informant interview and in-depth interview was developed to fit the situation of the study area and to collect all the necessary data.

2.2. Description of Study Population

The populations of the study was selected from investigator police officers for questionnaire and police leaders, investigator police, prosecutor, court, correction administration, service customers, custodian of all criminal cases and community policing board members for key informant interview.

2.3. Sample size and Sampling techniques

Non-probability (purposive or judgmental sampling) for key informant interview and focus group discussion was employed in order to get depth information from a smaller number of carefully selected units (Patton, 2002). This means the study issue needs professional knowledge and awareness about the problem. Aside from the Adama city investigation department, it was comprised of six (6) sub city and one directive police station. Census survey method was used for study. Due to the number of police members in investigation department was small or less than hundred the whole 84 investigator polices were my respondents.

A census is often assumed to be an elementary exercise, eliciting the same information from everyone, with the serious issues being the cost and the choice of questions (Kertzer & Arel, 2002). The number of key informants from 12-15 alters the results of the community readiness assessment(BMC Res Notes, 2021). It is preferable to start with fewer 15 key informants was participated in semi structured interview, since often more people end up being interviewed than is initially planned. A common guideline for focus group research is to conduct at least two focus groups for each demographic stratum in the study and (8 - 12 people per group) was assigned to discuss on the given question (Krueger and Casey 2015). To have all rounded data for the study; the researcher had conducted focus group discussion with two groups of police service delivery customers. For focus group discussion 16 members were selected accidentally; because, to calculate accurate group members at a time is not viable.

2.4. Data Types and Sources

For this study both primary and secondary data sources were used. The primary data was collected from key informants Interview, focus group discussion and questionnaire survey members. Secondary data was obtained from crime records (CR), police daily situation record, conducted research and from different reference relates with police efficiency and effectiveness in crime investigation.

2.5. Tools and Methods of Data Collection

Data was collected through questionnaire, Key Informant Interviews (KIIs) and Focus Group Discussions (FGD). Concurrent designs were characterized by the collection of both quantitative and qualitative data type during the same stage.

2.6. Methods of Data Analysis

The quantitative data was analyzed and presented using Tables and charts (pie chart and bar chart) for interpretation in relation to the research questions. Descriptive statistics data was analyzed through statistical software program (SPSS-24 version) and analyze it in frequency, percentage and mean. Since Descriptive statistics was used in this study, frequencies and percentages for categorical (ordinal and nominal) data; and averages for means was included to represent most personal information variables and incorporates the score from every subject in the research study. To describe thematic analysis qualitative data was deployed. Descriptive and quantitative data was analyzed through using nominative, ordinary, ratio and interval. Rating systems are choice (A, B, C, D,...), dichotomous (“Yes”, or “No”) and respectively. Likert scales (E.g, extent of agreement or disagreement on a five point scale ranging from “strongly disagree” to “strongly agree”) are popular in survey research because they allow you to easily operational personality traits or perceptions. To collect data I used participants with Likert type questions or statements and a continuum of possible responses with 5 items. The qualitative data was obtained from semi-structured interview. Focus group discussion and documents was transcribed, edited and organized around the subtopics derived from the research questions. Furthermore the data from the interview, focus group discussion and documents triangulated were checked against the quantitative ones. Besides this, the findings was discussed and interpreted in relation to the relevant literature.

3. RESULTS AND DISCUSSION

3.1. The Practices among Efficiency of Police in Crime Investigation

The below table 1 shows the degree of police efficiency in investigating crime case. The table shows that majority 46(54.8%) indicated that the police investigating crime case was fairly efficient while 14(16.7%) was efficiently good and appropriate in solving criminal investigation matters 11(13.1%) signified the approach to be poor efficient and 4(4.8%) respondents were not really sure whether the polices were efficient in investigating crime or not. Significant was the 9(10.7 %) of the respondents who indicated that the police efficiency in investigating crime case was excellent.

Table 1: degree of efficiency of police in investigating crime

What is degree of police efficiency in investigating crime case?		Frequency	Percent
Valid	Excellent	9	10.7
	Good	14	16.7
	Fair	46	54.8
	Poor	11	13.1
	Not Sure	4	4.8
	Total	84	100.0

Source: field survey, June2022

As table 1 intimated that, the degree of police efficiency in investigating crime case is not good in Adama city.

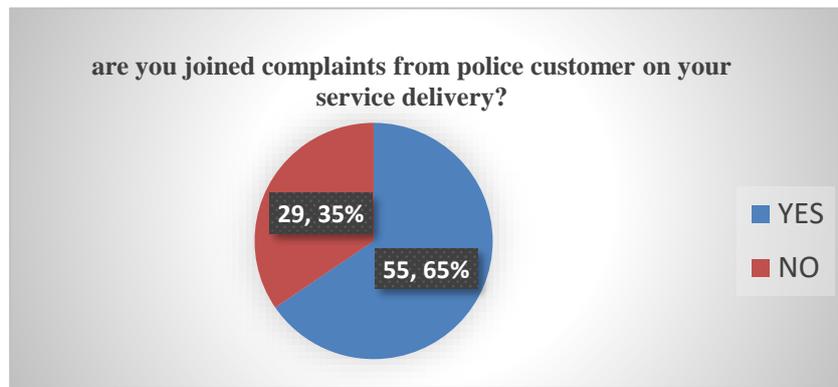


Figure 2: complaints from police customer on your service delivery

Source: field survey, June2022

The above figure 2 indicated that majority 55(65%) of respondents had said YES while the other 29(35%) of respondents had said NO. This result indicated that majority of police customers had complaints or were not satisfied on investigators police among service delivery in Adama city.

Table 2:existing practice of police efficiency in crime investigation

statement	Str. dis		dis		N		Agr		Str.agr		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
Investigators police are abusing police customers	10	11.9	21	25.0	5	6.0	39	46.4	9	10.7	84	100
justice has been delaying	13	15.5	18	21.4	8	9.5	34	40.5	11	13.1	“	“
false evidence and witness have been providing to court	12	14.3	25	29.8	4	4.8	36	42.9	7	8.3	“	“
Investigator police has been logging in his work	9	10.7	29	34.5	6	7.1	27	32.1	13	15.5	“	“
Violate right of imprisonment	14	16.7	23	27.4	10	11.9	31	36.9	6	7.1	“	“
There is no high integrity with different stakeholder	16	19.0	19	22.6	8	9.5	27	32.1	14	16.7	“	“
Investigators have no high commitment for their work	19	22.6	22	26.2	5	6.0	28	33.3	10	11.9	“	“
Investigators are not trustful for their police customers	10	11.9	26	31.0	9	10.7	31	36.9	8	9.5	“	“
Investigators have not been investigating crime by using advanced technology	8	9.5	19	22.6	6	7.1	41	48.8	10	11.9	“	“
Most of investigator have not experience to investigate crime scene	11	13.1	25	29.8	6	7.1	31	36.9	11	13.1	84	100
Total	122	145.2	227	270.3	67	79.6	325	386.8	99	117.8		
Grand percentile(mean)	12.2	14.52	22.7	27.03	6.7	7.96	32.5	38.68	9.9	11.78		

Source: field survey, June2022

Notes:-Str. dis: Strongly disagree, **Dis:** Disagree, **N:** Neutral, **Agr:** Agree, **Str.agr:** Strongly agree

The above table 2 indicated that majority of grand percentile 32.5(38.68 %) of respondents agreed to each statements of existing practice of police efficiency in crime investigation while grand percentile 22.7(27.03%) of respondent disagreed. The other grand percentile 9.9(11.78%) of respondents strongly agreed and 12.2(14.52%) of respondent was strongly disagree while 6.7(7.96%) was neutral. According to this finding result showed that majority of investigators police had many gap among their efficiency in investigating crime. Such gap are: Investigators police were abusing police customers; justice had been delaying; false evidence and witness were provided to court; Investigators police were logging in their work; Violating rights of imprisonments; There was no high integrity with different stakeholder; Investigators had no high commitment for their work; Investigators were not trustful for their police

customers; Investigators had not been investigating crime by using advanced technology and Most of investigator had not experience to investigate crime scene. When police is inefficient in investigating crime, the police customers will miss trust on investigation department and police organization as well as complaints of police customers will be increased. In an oral interview conducted with one police customer, it was revealed that

“Most of a time our justice and complaints are delaying as well as not get solution, because investigators are giving attention for person who has money and relation with them. Additionally, they have not commitment to investigate criminal case extremely with aiding evidence from the field rather depended on witness who come at police station”.

This indicated that investigators police were inefficiently and had been weak in investigating criminal case in Adama city.

3.2. The current status of police effectiveness in crime investigation

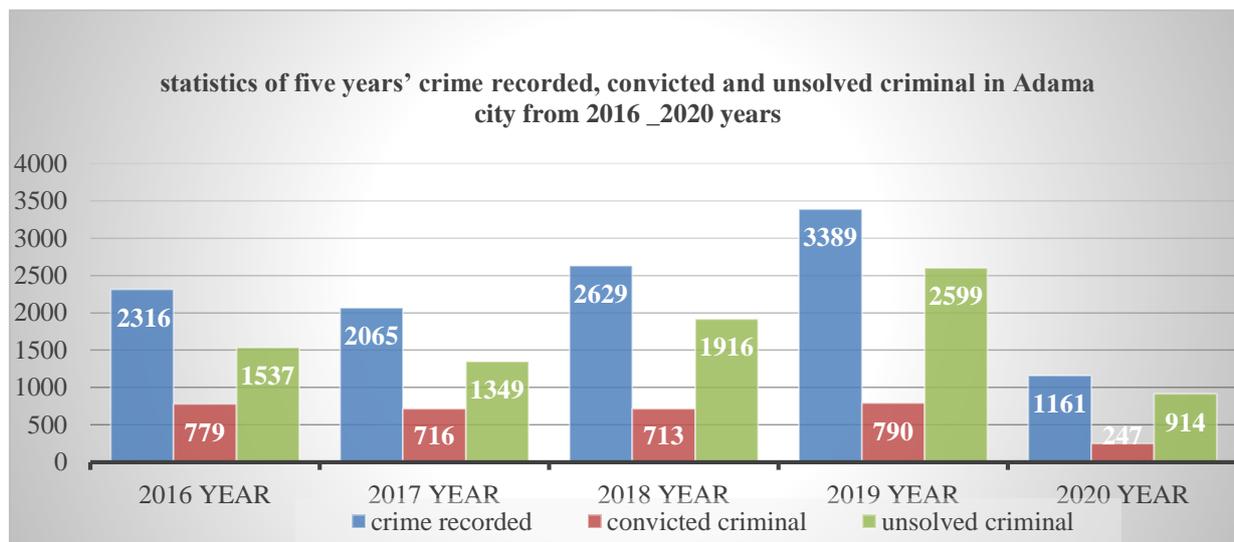


Figure 3: statistics of five years' crime recorded, convicted and unsolved in Adama city

Source: Adama city five year (2016 - 2020) Police crime statistics

The above figure 3 implied that the statistics of five years' crime recorded, convicted and unsolved crime in Adama city. The crime recorded, prosecuted and convicted were not constant and proportional. Even though higher rate of crime case was recorded, however, small numbers of crimes were prosecuted and convicted. Which means the others crimes recorded was unsolved. From 2016 - 2020 years, a total of 11560 criminal cases was recorded in Adama city. Out of this, 3245(28.07%) of the cases were convicted and the remains 8315 (71.91%) criminal case was unsolved. Which means from the total crime recorded only small numbers of cases were convicted while majority 8315(71.91%) of criminal cases were released free, 'under-investigation, even closed for want of evidence, aborted charge, pending and closed in reconciliation and also the extent of crime recorded, convicted and unsolved in five years were not constant in Adama city.

This statistics implied that police were ineffective in investigating criminal case due to many factors. Additionally, it need very significant improvement in the prosecuting capacity and ability of the police and also a welcome development as well as dwarfs the improvement made on conviction, because the significant number discharged and acquitted is not unconnected to improper investigation. From the life experience that I have in police, number of crime recorded and unsolved crimes which are not reported are assumed more than reported. Even if, the statistics man is ordered to do few crime statistics reports in order to be free from accountability or evaluation and sustaining their authority.

The supporting finding, Chinwokwu Eke, (2013) concluded that inadequately responded to the high rate of unsolved, undetected, and pending criminal matters in the state regardless of the numerous strategies and techniques developed to tackle criminality and other sundry vices as well as improving its response and solvable rate in crime investigation and ensure a free crime society.

Table 3: police investigative techniques to police effectiveness in crime investigation

From the following which one is your Investigative Techniques?		Frequency	Percent
Valid	Detective	40	47.6
	Undercover	11	13.1
	Intelligence	8	9.5
	Surveillance	13	15.5
	Informant data base	7	8.3
	Modus operandi	5	6.0
	Total	84	100.0

Source: field survey, June2022

The above Table 3 shows some of the investigative techniques or strategies which members of the Adama Police Criminal Investigation Department adopted in their efforts to unravel the culprits behind criminal cases. Majority 40(47.6%) of the respondents indicated detective techniques while 13(15.5%) signified Surveillance and 11(13.1%) indicated undercover. The other 8(9.5%) signified Intelligence and Significant in this study is the number 7(8.3%) of respondents who identified informant data base as well as 5(6%) respondents that implied Modus of operandi. This results shows majority of investigator police had been using detective techniques to investigate crime less using under recover, intelligence, surveillance informant data and modus of operandi.

Table 4: Detective training course of police attended

From the following alternative which detective training course you attended?		Frequency	Percent
Valid	Cyber crime	2	2.4
	Finger Print	3	3.6
	Anti-Fraud	4	4.8
	Anti-Robbery	6	7.1
	General Detective	23	27.4
	Photographic	3	3.6
	Records Keeping	6	7.1
	Modus Operandi	8	9.5
	None of the above	29	34.5
	Total	84	100.0

Source: field survey, June2022

In order to solve problem among ineffectiveness of police in crime investigation, polices have to develop their knowledge through training or learning different course relates to investigating crime case. Especially, the above courses listed in table 4 are important for each of crime investigator police. However, as the above table 4 showed that majority 29(34.5%) of the respondents did not attend any kind of detective training or even a refresher course before being posted to the investigation department and the very handful 23(27.4%) of the respondents attended the general detective course. The others 8(9.5%) of respondents took modus of operandi and 6 (7.1%) of respondents had took both recording keeping and ant robbery course. The remains 3(3.6%) respondents attended both photographic and finger print while only about 2(2.4%) attended cyber crime course. It is important to note that every police station especially the crime branch ought to learn or train cyber crime in order to investigate crimes which were born in twenty one generation, but this was not so rather investigating traditional way and crime case in the Adama city. The idea that was raised from key informant through interview is also support this result. During interview was made with key informant interview, the leader of investigation department said that

“Majority of investigators had not advanced their knowledge and skill relates to crime investigation. Even if, they are shamed to ask or sharing experience from their seniors rather they investigate blindly.

Also, the investigative techniques they had been using was general investigation but not trained by technology investigative techniques”.

Table 5: police education level by police science with profession of investigation

What is your education level by police science with profession of investigation?			
		Frequency	Percent
Valid	certificate	38	45.2
	diploma	1	1.2
	degree	0	0
	None	45	53.6
	Total	84	100.0

Source: field survey, June2022

According to table 5 showed that the educational level of the respondents majority 45 (53.6%) have not any police science certificate relates with profession of investigation while 38(45.2%) had Certificate. Significant in this study is that only 1(1.2%) of officers in the criminal investigation hold a diploma and no one hold degree and above. This means very minimum and absent of educated person with police science by investigation has not been reflected in the rate of clearance rate of criminal investigations in Adama city. The result implied that there is very low level of educated personnel with diploma and no degree certificates by profession of crime investigation. This lacking of highly educated personnel with police science by profession of investigation had impact on output of criminal investigation department. Working with profession and developing academic level of investigator are the most important in criminal investigation.

Table 6: degree of police effectiveness in investigative techniques

Degree of police effectiveness in investigative techniques			
		Frequency	Percent
Valid	Excellent	7	8.3
	Good	19	22.6
	Fair	28	33.3
	Poor	26	31.0
	a)Not Sure	4	4.8
	Total	84	100.0

Source: field survey, June2022

The above table 6 indicated that majority 28(33.3%) of respondents had said the investigative techniques adopted by the police was fairly effective while 26(31.%) showed that the techniques was effectively poor and less in solving criminal investigation matters. Another 19(22.6%) signified the approach to be effectively good and suitable in investigating criminal case and 4(4.8%) respondents were not really sure whether the techniques were effective or not. Significant was the 7(8.3%) of the respondents who indicated that the techniques were effectively excellent. All other things being equal, the clearance rate, the number of undetected and pending investigation cases indict the investigative techniques as ineffective in solving crime problems in Adama city.

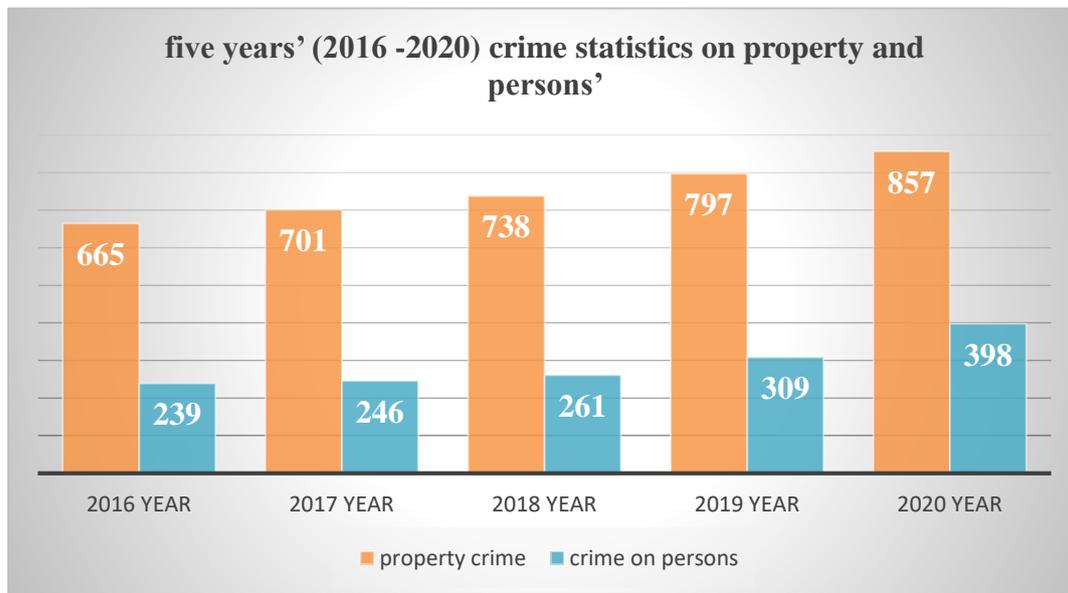


Figure 4. The five year (2016 - 2020) crime statistics relates to property and persons

Source: Adama city five year (2016 - 2020) police crime statistics

According to above figure 4 implied that the extent of crime on person and property crime recorded in Adama city from 2016- 2020 years had been increasing. This implied that continuously increasing of crime on person: such as, assault, sexual harassment, rape, homicide, murder, etc and property crime: theft, robbery, burglary, arson, damage property, etc has come from ineffectiveness of police in investigating criminal case. According to five years report indicated that the crime on person and property crime was not constantly decreased, Which means the existence of more unsolved criminal case due to police ineffectiveness in crime investigation and unsolved challenges in investigation department had been so glaring peoples' property and life to be vulnerable as well as for live in fear and threat, because of fear of being victims of criminal violence at Adama city.

3.3. The challenges to Police efficiency and effectiveness in crime investigation

Table 7: the challenges to Police efficiency and effectiveness in crime investigation

statement	Str.dis		Dis		N		Agr		Str.Agr		Total	
	F	%	F	%	F	%	F	%	F	%	F	%
There is lack of resource (man power, material for crime scene e.g. forensic, video camera and etc)	8	9.5	14	16.7	7	8.3	37	44.0	18	21.4	84	100
There is lack of commitment among leadership and police officers	16	19.0	22	26.2	5	6.0	30	35.7	11	13.1	“	“
There is Unsustainable politics	10	11.9	17	20.2	8	9.5	35	41.7	14	16.7	“	“
There is Service delivery depend on Self interest	15	17.9	19	22.6	6	7.1	32	38.1	12	14.3	“	“
There is Lack of technology material for investigation	7	8.3	11	13.1	5	6.0	45	53.6	16	19.0	“	“
There is Lack of skilled, knowledgeable and performed police	8	9.5	21	25.0	4	4.8	41	48.8	10	11.9	“	“
There is ethics problem among police service deliver	10	11.9	18	21.4	7	8.3	34	40.5	15	17.9	“	“
There is Political interference on police crime investigation	12	14.3	16	19.0	5	6.0	39	46.4	12	14.3	“	“
Community has less participation in police work	11	13.1	19	22.6	9	10.7	31	36.9	14	16.7	“	“
Lack of resource and work facility	12	14.3	21	25.0	6	7.1	35	41.7	10	11.9	84	100

Total	109	120.2	178	211.8	62	73.8	359	427.4	132	157.2		
Grand percentile(mean)	10.9	12.02	17.8	21.18	6.2	7.38	35.9	42.74	13.2	15.72		

Source: field survey, June2022

Notes:-Str. dis: Strongly disagree, **Dis:** Disagree, **N:** Neutral, **Agr:** Agree, **Str.agr:** Strongly agree

According to table 7 showed that majority of grand percentile 35.9(42.74 %) of respondents agreed for all the statements in table relates to challenges to Police effectiveness in crime investigation while grand percentile 17.8 (21.18%) of respondent disagreed. The other grand percentile 13.2 (15.72%) of respondents strongly agreed and 10.9 (12.02%) of respondent was strongly disagree while 6.2 (7.38%) was neutral. This finding implied that lack of skill, knowledge, performance, resource, work facility technology material, commitment among leadership and police officers; Unsustainable politics; Service delivery depend on Self interest; ethics problem; Politics interference and less participation of Community in police work were factors that police to had been ineffectiveness in crime investigation. It also showed that the challenges facing the police during investigating crime had made great gap between crime recorded, prosecuted, convicted and unsolved. Due to these challenges, majority of complaints and criminal case was unsolved as well as increased complaint on investigation department. Also, Data was collected through interview and focus group discussion. Information that was gained from qualitative data through key informant interview and focus group discussion was also sure this finding. According to prosecute and court judge have said that *“the knowledge, skill, training and etc as it is but, government had not given attention for crime investigation department in equipping man power in different course or techniques, providing different technology material with trainer, increase salary of police and reshape or new policy regards to police organization. This made police to haven’t commitment and unethical as well as ineffective in investigating criminal case”*.

4. Findings

Descriptive methods and both quantitative and qualitative analysis results revealed that police efficiency and effectiveness in crime investigation. Among these: due to degree of efficiency of police in crime investigation was not good the complaints and crime rates was increased. According to Diez-Ticio and Mancebon (2002) discussed that A key strength of using the detection rate, as a relative term, more accurately reflects the efficiency of policing in relation to the level of the crime problem in a given district. Most of investigators police were joined complaints from police customers on their service delivery. This means, investigators police had been delaying justice, logging, abusing customers and not giving solution for police customers were listed as a main reasons. The Supporting finding, Kim M. Lersch, (2002) and Kimberly D. Hassell (2009) stated that Several police officer characteristics (sex, race, education, age and length of service), officer assignment and patrol areas, total arrests, and total number of excessive force complaints in their analyses, they found that officers who made more arrests were also more likely to receive complaints of excessive force by citizens. The degree of efficiency of police and effectiveness in investigating criminal case is weak in Adama city. Since police efficiency is the means to police effectiveness in criminal case, they are also ineffective in crime investigation. *The idea of scholars that supporting this findings*, according to Ivan Sun (2003) and Anthony M. Yezer (2013) stated that a police force is said to be technically efficient if it is producing the maximum output or effective (here, the detection of crime) from the minimum quantity of inputs, such as police strength. Additionally, Carol Archbold, (2010) and Weisburd & Braga, (2006) revealed that if the degree of police effectiveness in crime investigation is good, the citizen complaints on investigation department will be decreased.

The majority of criminal cases were released free, ‘under-investigation, even closed , aborted charge, pending and closed in reconciliation and also the extent of crime recorded, convicted and unsolved for want of evidence, traditional investigative techniques, lack of performance, lack experience in investigation and due to other factor in Adama city. The supporting finding, Chinwokwu Eke, (2013) concluded that inadequately responded to the high rate of unsolved, undetected, and pending criminal matters in the state regardless of the numerous strategies and techniques developed to tackle criminality and other sundry vices as well as improving its response and solvable rate in crime investigation and ensure a free crime society. Investigator police is weak in gathering information and evidence relates to criminals. Identifying informant data or information is very essential and a back bone for one effectiveness of police in investigating crime. The supporting idea of this finding by scholars, Ridley et al. (2013), Karen & Orthmann, (2010) and Willmer, (2007) discussed extensively the importance of intelligence in solving criminal cases discussed and the primary source of information and evidence for the investigator tends to be that which is gathered

from the witness/victim and Thus, information gained from witnesses/victims often forms the cornerstone in solving criminal investigation.

Investigator police has been using traditional methods of investigation. Technology is very important to investigate contemporary crime or computer crime. The supporting finding John K. Roman, (2008), Davis & Jackson, (2015) and Chen et al., (2002) discussed that knowledge and Technological improvements have increased police capabilities to investigate crime more effectively compatible with current technology and Electronic crime investigations require special expertise and training. The lacking of highly educated personnel with police science by profession of investigation had impact on output of criminal investigation department in Adama. Working with profession and developing academic level of investigator are the most important in criminal investigation. The supporting finding, Merrium webster, (2013), Nord Anglia, (2020) and TA Andreassen, (2020) revealed that learning or education is makes individual to develop self dependency; fulfill dreams and ambitions; build confidence; make a fairer world and underpin human progress and working with profession is makes individual to have the skill, good judgment, and polite behavior that is expected from a person who is trained to do a job as well as being professional can ensure a positive first impression, successful interpersonal relationships and a lasting reputation within your organization. As Hassell, (2009) revealed that Investigator Police should be effective in crime investigation in order to reduce or effective crime control as well as monitoring informal complaints.

Increasing of crime on person: such as, assault, sexual harassment, rape, homicide, murder, etc and property crime: theft, robbery, burglary, arson, damage property, etc has come from ineffectiveness of police in investigating criminal case. This made community to live in fear and threats as well as to be vulnerable to different crime in Adama city. The supporting of this discussion, U.S Department of Justice, (2018) and Sonderling, (2003) stated that controlling and reducing crime by delivering effective and efficient service to community through effective crime investigation is ensuring police effectiveness in crime investigation. The police inefficiency in controlling crime through effective criminal investigation has been so glaring that people now live in fear i.e. fear of being victims of criminal violence and difficult to reducing re offending; protecting vulnerable people; and tackling serious and organized crime in Adama city. Another scholar also supported this finding. Weisburd & Braga, (2006), Kim D. Hassell, (2009) and Chinwokwu Eke, (2013) discussed that challenges to police efficiency and effectiveness in crime investigation are corruption, lack of experience and inadequate training are responsible for the many cases which have remained undetected or unsolved and under investigation. Cognitive theories also indicate that if police are well trained, knowledgeable and skillful in crime investigation, they can get or develop information and evidence through interview from witness, victim and criminal mind memory as easily as well as will generate a greater number of complaints on investigator police among service delivery (wright & Powell, 2007). Therefore, the major findings of research revealed that the current performance of Adama regular police in crime investigation is inefficient and effectiveness.

5. CONCLUSIONS, SUMMARY AND RECOMMENDATIONS

5.1. Conclusions

The purpose of this study has been to assess police efficiency and effectiveness in crime investigation at Adama city. It has also defined and distinguished different types of “problems” that was examined and discussed separately in this research, and it has provided a central resource for information on problem solving, analysis, and crime investigation. The issue of criminal investigation is a very serious and fragile one to deal with in the sense that the crime rate in any society depends on the efficient and effective management of police criminal investigation department. Depending on specific question the finding results implied that due to police was inefficiently in criminal investigation, also they had been ineffectiveness in investigating crime. This study examined the practice among efficiency of police in relation to crime and criminal investigation with special reference to the Adama city police members.

Degree of police efficiency in investigating crime was weak. Additionally, abusing police customers; delaying justice; arrest person without evidence or release guilty person; logging in their service delivery; Violating rights of imprisonments; haven't integrity with different stakeholder, had not experience to investigate crime scene and haven't commitment for their work were the day to day practice of investigators police. Because of these practice of investigator police, society have been missing trust on police service and organization. The Society is also unwilling to participate in police work. The complaints of community have been increasing day to day and vulnerable to their property and life. This research is intended to assess police efficiency and effectiveness in crime investigation at Adama City Administration Regular Police Department. Generally the conclusion of this research indicated that due to police inefficient and ineffective

in crime investigation, majority of criminal case were unsolved and happened for increasing crime against person and property day to day. Lack of police performance, skill, experience, modern investigative techniques, resource and work facility; unwillingness of community participate in police work; political interference and corruption among others account for the police to had been ineffective and inefficient in criminal investigation at Adama city.

5.2. Summary

The purpose of this study is to assess police efficiency and effectiveness in crime investigation at Adama city. It has also defined and distinguished different types of “problems” that was examined and discussed separately in this research, and it has provided a central resource for information on problem solving, analysis, and crime investigation. The research was analyzed to limit methodology and research title gap through three fundamental research objective. Such as, to describe the practices among efficiency of police in crime investigation; to demonstrate the status of Police effectiveness in criminal investigation and to assess the challenges to police efficiency and effectiveness in crime investigation. This research used descriptive research design; both quantitative and qualitative research approaches; census method of data collection; primary and secondary source of data were included. In addition, method of data collection: 84 investigators police for Questioners, 15 key informant for interview and 2 group (8-12 members) for focus group discussion were deployed to collect data.

According to the findings showed that due to majority of criminal cases were unsolved and minimum of case was convicted or get solution; the police investigative techniques was not modernized and supported by different training course; the degree of police effectiveness in investigating crime was fair; the increasing of crime on person and property crime from day to day made police to be ineffective in crime investigation. Generally, the research was concerned with the practice among efficiency of police in investigating crime, a status of police effectiveness in crime investigation and challenges to police efficiency and effectiveness face in crime investigation.

5.3. RECOMMENDATIONS

Recommendations On the basis of the finding, conclusions reached and in order to further advance police strategic investigative techniques as well as to improve their performance in criminal investigation and crime solvable rate in Adama city in particular and Oromia in general, the following recommendations are forwarded:

- ✓ Reform Wage of investigators, material for crime scene (video camera, finger-print, spotlight and etc), , equipped man power on investigation crime may be important.
- ✓ The Police should give adequate and continuous training likes computer or cyber crime training to personnel in the field of criminal investigation is may better.
- ✓ Police organization has to Develop community participation in crime investigation in order to get evidence, information, rehabilitate victim, apprehend suspect
- ✓ Government has to provide technology material such as, document investigation, bio-chemistry investigation, finger print, fire army and intoxication investigation with trained person may be essential.
- ✓ graduates of various academic fields on crime scene, property crime and crime on physical may be recruited into the criminal investigation department. Policemen should be trained in the use of modern and scientific equipment in the investigation of criminal matters.
- ✓ computerized data bank where records of all persons arrested in connection with any criminal matters are kept and especially those involved in organized crime is necessary.

5.4. Recommendations for further study

Police efficiency and effectiveness has so far been assessed mainly in crime investigation. Particular emphasis has always been on efficiency and effects of police in crime investigation. Interesting findings may be revealed if the research could be conducted on police efficiency and effectiveness in crime prevention. Another study could be carried out on the policy of police organization to find its solution

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