



# **Assessing the Effectiveness of Counseling Services on Rehabilitation of Criminal Behavior: A Case Study of Malindi Sub-County**

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**Abstract:** Counseling services are beneficial interventions meant to enable an offender take responsibility for their actions by changing thoughts, feelings and actions so as to lead a crime free life. Committing crimes is one of the major social concerns in Malindi Sub- County. A situational analysis conducted to identify gaps in offender management in the Department of Probation and Aftercare Service. The results revealed that the department had adopted utilization of systematic evidence-based treatment programs which include corrective therapeutic approaches. The study however did not indicate whether these treatment programs have made any impact in the rehabilitation of community-based offenders. The objectives of the study were; to establish the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County; to establish the types of offences that are being committed in Malindi Sub-County and to find out the criminogenic factors responsible for criminal behaviors in Malindi Sub-County. A descriptive design was used for this study. A population of 25 counselling service providers from Malindi administered the questionnaires. The data collected was coded, arranged, classified and analyzed using tabulation and frequency calculations and percentage distribution. The data was presented in frequency tables. The response rate was 83.33%, the findings establish that a majority 56% of the respondents were male. 32% indicated that counselling results to Improved interpersonal skills, 36% indicated that assault crimes rates are very high. 68% indicated that drug and substance abuse factor is responsible for criminal behavior phenomenon.

## **1.0 Introduction**

### **1.1.0 Background of the study**

Many countries worldwide have viewed a state of unprecedented increase in crime rates. It is a fact that those offenders deserve punishment for their wrongdoings (Usher, & Stewart, 2014). The nature of punishment directed to the offenders has however proven to be ineffective over time as it has been more retributive than reconciliatory (Cuomo, Sarchiapone, Di Giannantonio, Mancini & Roy, 2008).

Currently the Correctional agencies are urged to adopt to counselling approaches, and move from punitive methods. The agencies are encouraged to develop treatment programs that focus on individual assessment and therapeutic interventions to promote effective rehabilitation which is also in line with International Conventions on the treatment of offenders such as the United Nations Minimum Rules for Non-Custodial Offenders. In addition, correctional agencies to focus on programs which take into account the personality traits of the offender, aptitude and circumstances leading to the offence (Tokyo Rules 13:3).

According to Khodayarifard (2010), Individual counseling services is essential to apply cognitive behavior approaches because this plays an important role in assisting offenders to evaluate their own thoughts and how they contribute to their present circumstances. This makes them take responsibility for their actions and move towards changing their conduct. Effective rehabilitation of offenders necessitates the application of a wide range of evidence based interventions.

### **1.1.1. Individual Criminal behaviors**

A person may acquire a criminal behavior from their immediate environment and the family is the productive breeding ground for criminal behavior. In order to correct this, it is sensible to include the family in the treatment process so as to enable the offender to draw the family members support and move towards complete recovery. Many corrective agencies in Canada are now moving towards risk assessment, identification of individual criminogenic needs, developing and implementing appropriate individual treatment plans (Bonta, 2006).

A survey conducted in South Australia to determine the effectiveness of rehabilitation programs amongst male offenders, results showed that family counseling has been embraced in domestic violence programs and it assists men to acknowledge their own violence, understand the effects of violence, to empathize with their partners experience and help them develop skills geared towards prevention of future violence. In the end it helps rebuild interpersonal trust with their partners and children besides enabling them to take responsibility of monitoring and evaluating their behavior (Howells, 2004).



A study done in America by Darbouze (2009) revealed that counseling services are meant to promote effective rehabilitation so as to stop the vicious cycle of recidivism. In the study conducted by Diego (2005) about the use of family members on community-based reintegration of children. The results showed that family involvement enables effective case management and a successful reintegration process.

### **1.1.2. Malindi sub-county**

Malindi is a town on Malindi Inlet at Sabaki River, lying on the Indian Ocean coast of Kenya. It is 120 kilometers northeast of Mombasa. The population of Malindi was 119,859 as of the 2019 census. It is the largest urban centre in Kilifi County. Tourism is the major industry in Malindi. The city is popular among Italian tourists. Malindi is served with a domestic airport and a highway between Mombasa and Lamu. Malindi sub-county is comprised of 5 wards namely Malindi Town Ward, Jilore Ward, Kakuyuni Ward, Shela Ward and Ganda Ward

### **1.2. Problem Statement.**

Counseling services are beneficial interventions meant to enable an offender take responsibility for their actions by changing thoughts, feelings and actions so as to lead a crime free life. Since counseling services were introduced in the Department of probation and aftercare services, very little has been done to evaluate the effectiveness of these programs on the rehabilitation of offenders. In view of the rate of absconders there is a great need to evaluate their effectiveness on rehabilitation so as to make necessary adjustment and enhance effective offender rehabilitation (Bonta, 1997).

Probation and After Care Service existence is based on the recognition that incarceration alone is not effective in behavior change, and may have negative effects to offenders leading to increased recidivism. The department has over the years strived to improve methods of offender management by introducing counseling services. The need for counseling services was brought about by the belief that crime is caused by a collection of psychological and social factors which are unique to each individual. Hence in order to prevent future crime there is need to address the set of factors that drove the individual into lawbreaking (Gatoto, 2011).

A situational analysis conducted to identify gaps in offender management in the Department of Probation and Aftercare Service, the respondents were 349 Probation officers from 112 stations nationwide. The results revealed that the department had adopted utilization of systematic evidence-based treatment programs which include corrective therapeutic approaches. The study however did not indicate whether these treatment programs have made any impact in the rehabilitation of community-based offenders (Obondi, 2009). This study is therefore addressed the gap by focusing on the effectiveness of counseling services on rehabilitation of criminal behaviors.

### **1.3. Research Questions**

The study was undertaken to answer the research question below

1. What is the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County?
2. What types of offences are being committed in Malindi Sub-County?
3. What are the criminogenic factors responsible for the criminal behaviors in Malindi Sub-County?

### **1.4. Hypotheses**

The following hypotheses were focused on:

The counselling services provided by the Service providers are helping the clients to change behaviors. Most committed offences are misdemeanor offences. These offences may have been committed due to social economic and psychological factors.

### **1.5. Purpose of the study**

The purpose of the study was to evaluate the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County with the goal of providing evidence to guide rehabilitation interventions henceforth.

### **1.6. Research Objectives**

#### **1.6.1. General objective**

The aim of this study was to assess the effectiveness of counseling services on rehabilitation with a focus on Malindi Sub-County, Kenya.



### **1.6.2. Specific objectives**

This study was guided by the following specific objectives;

1. To establish the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County
2. To establish the types of offences that are being committed in Malindi Sub-County.
3. To find out the criminogenic factors responsible for criminal behaviors in Malindi Sub-County.

### **1.7. Significance of the Study**

This topic was significant to be studied because of the growing rate of relapse among offenders. Therefore, the study report will assist those in charge with the responsibility of rehabilitating offenders to enhance the psychological services for behavior modification. Counselors may indeed benefit from this study as this could encourage them to improve the counseling models so as to promote effective rehabilitation of criminal behavior. Lawbreaker's significant others might also gain from the study because the study may provide information to demonstrate the significant role, they play through participation in the treatment programs and providing social support in a move towards making them to become responsible citizens. Furthermore, Planners might find the study essential for purposes of formulating relevant policies related to general psychosocial support.

### **1.8. Assumption of the Study**

All the respondents gave their information correctly. All the respondents cooperated and gave honest responses and the study was successful.

### **1.9. Delimitations of the study**

Some of the respondents were not comfortable to share information. The researcher did not insist on finding information from people who have their own personal reasons leading them not to share the information.

### **1.10. Scope of the Study**

This study assessed the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County, Kenya. The study was undertaken in Malindi Sub-County. The target population was 30 people comprising of counselling service providers notably the children department, the probation, the police, the NGOs and FBOs involved in the rehabilitation of criminal behavior in Malindi Sub-County.

## **2.0 Literature Review**

### **2.1 Introduction**

This chapter contains a review of literature on the studies on the effectiveness of counseling services on rehabilitation of criminal behavior. The reviewed literature discussed comprehensively on how the counseling services affect offender rehabilitation of criminal behavior, the types of offences committed in Malindi Sub-County and the criminogenic factors responsible for criminal behaviors in Malindi Sub-County. Relevant empirical literature related to the central focus of the study will be reviewed. The conceptualization of the problem under study is illustrated in Figure 1.

#### **2.1.1 Counseling services on rehabilitation of criminal behavior**

Many corrective agencies are moving from punitive measures to more humane interventions of offender management. Cullen et al. (2001) says that effective rehabilitation programs should take cognizance of the fact that offenders are not homogeneous as they often present a wide range of both criminogenic and non-criminogenic needs. In Australia Howells et al. (2004) conducted a survey on the status of rehabilitation programs amongst 82,000 offenders 73% of them in community corrections while 277 of them were in prisons. The methodology involved face to face interview with representatives from each of the state/territory. This research was meant to assess the impact of individualized counseling services with a focus on anger management, drug and substance abuse and sexual offenses. The results revealed a 7% decrease of re-offending on the previous two years. However, it is noted that only government officials in charge of rehabilitation were interviewed and the feelings of the offenders who are the beneficiaries of the interventions were not sought. This is why this study is meant to not only get the views of the government officers but to also get responses from the offenders so as to address their concerns. This explains why this study will not isolate any specific offence but will move towards assessing the effectiveness of counseling services by focusing on the offender themselves and the care providers as opposed from getting the views from the general public.

Each correction agency has an obligation to ensure that offenders do not return to the community worse than before conviction. This is where the risk principle involves matching the level of service to the risk of



reoffending, need principle aims at assessing the criminogenic needs and targeting them during treatment while the responsivity principle is to maximize the offenders' ability to learn from rehabilitative interventions by providing therapy and tailoring the intervention to meet the needs of the offender. The sample of 8 participants was obtained from the Department of Juvenile Services in South Louisiana. This purposeful sample of male violent offenders expressed positive experiences in the counseling sessions. The study was based in America but each country is unique in term of culture and levels of development. The risk need responsivity model of individual counseling has been adopted in Kenya by the Department of Probation and After care service but no study has been under taken to assess the effectiveness of this model and therefore the need to conduct the study.

In South Africa Maptha et al. (2012) conducted a study to assess the impact of individual counseling on post traumatic growth; in this study desistence is related to post traumatic growth. The study focused on 14 offenders who voluntarily joined the program for 21 contact hours spread over 7 weeks at Khulisa Prison. The result indicated that the respondents expressed zest for new life that contrasted with the way they had wasted their lives before. However, the study focused on offenders who had been incarcerated, how about offenders who are out of prison serving community-based sentence.

Agaya (2005) conducted a study to examine the effectiveness of individual counseling services on offender rehabilitation in Kenya's Prisons. The study focused on two prisons Langata and Nairobi West Prisons whose target population was 10,061 and a sample size of 105. The findings indicated that there was lack of effective individual counseling services and the major impediment sighted was lack of trained personnel. Nevertheless, the study focused on Kenya Prisons Service where perhaps most personnel lack knowledge in counseling skills.

This explains why this study will be under taken to the assess the effectiveness of counseling services on rehabilitation amongst non-custodial offenders. The view of Cullen et al. (2001) that offenders are not homogenous is supported however he does not state which specific interventions need to be used and their possible effects on offender rehabilitation. This gap is what this study intends to address by investigating of the effectiveness of counseling services on offender rehabilitation.

Family involvement and therapy is an important part of the offender rehabilitation process. Supportive families are said to assist the offender overcome difficult program experiences while going through the rehabilitation process. In America, Darbouze (2009) conducted a study to examine rehabilitative programs at Baltimore with a focus on 30 youth offenders under taking family counseling services. He concluded that family counseling services allows the whole family to be rehabilitated because strong social bonds are created through the therapy process and offenders are less likely to recidivate. However, the study was conducted in America.

Each country is unique in terms of culture and levels of development. Agaya (2005) conducted a study to examine the effectiveness of offender rehabilitation programs. The study focused on two prisons Langata and Nairobi West Prisons whose target population was 10061 and a sample size of 105. Her study revealed that offenders recidivate due to lack of acceptance by the family at completion of their prison term. One of her recommendations is that a full- fledged counseling unit should be established in every prison. The unit will assist in the preparation of the family for effective reintegration of the offender at completion of their prison term.

This study was conducted in America questions have been asked whether African male offenders under taking family therapy will experience the same effects. Muntingh (2005) view that family counseling services provide support system for offenders is very important but how about in a society where offender stigmatization and affected families sometimes go into denial will the therapy have the same effects. This explains why this study will be conducted to fill up these identified gaps.

Martinson (2009) noted that guidance and counselling played a crucial role in rehabilitating prisoners and enabling them not to reoffend. Losel and Bleisner (2012) as well as Rothman (2003) argued that crime was a compulsive behavior. This behavior could only be changed if the prisoner's attitude towards the behavior changed. However, if the prisoners' attitude towards the behavior remained the same, then it was difficult for the rehabilitation programs in prison to succeed in reforming the prisoner. Martinson (2009) pointed out that offering guidance and counselling services to prisoners was one of the ways in which prisoners could be reformed. The guidance and counselling services were to be tailored as per the prisoners' criminal activity. This approach categorized prisoners as either first time offenders, habitual offenders or high-risk offenders who had committed high risk crimes.

### **2.1.2 Types of offences committed by offenders serving non-custodial sentence**

There are different non-custodial sentences that a court might give to people who have offended, including; fines, probation order, community service order, a combination of probation and community service orders and a conditional or absolute discharge. A study by the national crime research Centre (2019), revealed that the perceived most common crimes/offences for which most offenders are placed on Probation Orders



sentence include; assault causing actual bodily harm, general stealing, possession of illicit brew/drugs, creating disturbance, being drunk and disorderly and malicious damage to property.

### **2.1.3 Criminogenic factors responsible for criminal behaviors**

A criminal act occurs when there is a motive, a means, and an opportunity. Criminal behaviors that lead offenders to recidivate are often called risk factors or criminogenic needs (National Institution of Corrections & Services). One of the ways to attempt to understand criminal behavior is to gain comprehension and knowledge of criminogenic needs. These needs are traits associated with criminal thinking and behavior. It has also been dynamically defined as crime producing factors that are strongly associated with risk. There are several factors related to increasing risk and criminality related to individuals exhibiting criminogenic traits; however, there is an identified beginning to criminal behavior, and it starts with biology and genetics (Latessa & Lowenkamp, 2005).

Biological risk factors can be defined as anything that impinges on the child from conception to birth. Genes influence how parents bring up their children; genes affect the responses that children evoke from their families and the others around them; and, as children grow older, genes sway their choice of companions and surroundings. Genes can define an individual's ability to control temperament, impulsivity, low self-esteem, and a lack of empathy (Kaiser & Rasminsky, 2010).

Identified criminogenic traits includes anti-social values, Criminal Peers, Anti-social personality, Dysfunctional family, Low self-control and Substance abuse. Once an officer conducting an assessment has an idea of the risk level and has identified the criminogenic traits involved, they can begin the supervision using appropriate tactics that will help motivate the individual to be successful, but also hold them accountable by using appropriate sanctions to correct negative behavior during the entire course of supervision (Latessa, E. J., & Lowenkamp, 2005).

## **2.2 Theoretical Framework**

This study was guided by behavioral theory and social control theory.

### **2.2.1 Behavioral Theory**

The theory was developed by John Watson. Watson argued that thinking and intentions are internal processes that cannot be observed and therefore should not be studied. Only observable behaviors are of interest to scientific study. Through experiments with animals, B.F. Skinner advanced behavioral theory to develop the theory of operant conditioning. Operant conditioning is learning in which voluntary behavior is strengthened or weakened by consequences or antecedents. Skinner showed that behavior could be changed by events taking place before (antecedent) or after (consequence) the behavior (Woolfolk, 2001).

### **2.2.2 Social Control Theory**

This theory explains criminal behavior as being the result of a lack of internal control of the individual or the absence of articulated and effective mechanisms of external social control. The theory was developed by Ivan Nye (1958), who proposed that there were four types of control: Direct, internal, indirect and control through needs satisfaction. Direct control is by which punishment is threatened or applied for wrongful behavior, and compliance is rewarded by parents, family, and authority figures. Internal is by which a youth refrains from delinquency through the conscience or superego while indirect control is by identification with those who influence behavior, because his or her delinquent act might cause pain and disappointment to parents and others with whom he or she has close relationships. Control through needs satisfaction assumes that if all an individual's needs are met, there is no point in criminal activity. Travis Hirschi (1969), a proponent of social control theory elaborated a central theme on the link between individuals and society, which has four components.

The first component is attachment to other members of society as affective ties. The second component is commitment to the common direction of action, involving investment of time and energy in order to live together in conformity. The third component is involvement in regular and conventional activities. The fourth component is trust in legal and moral rules. Deviant acts appear attractive to individuals, but social ties stop most people to commit such acts. Deviance is understood as a result of intense exposure to social situations in which individuals develop certain behaviors to avoid the urge to conform to social norms. Other proponents of social control theory include Edward A. Ross, Albert J. Reiss, Jackson Toby, Walter Reckless and David Matza.

Behavioral Theory and Social Control Theory support rehabilitation of probationers through education, vocational training, guidance and counselling as well as providing them with tools and equipment to empower them get a livelihood. According to proponents of this view, probationer committed crimes as result of ignorance, social pressure and unemployment (Cann, Falshaw & Nugent, 2003). The proponents argue that it is





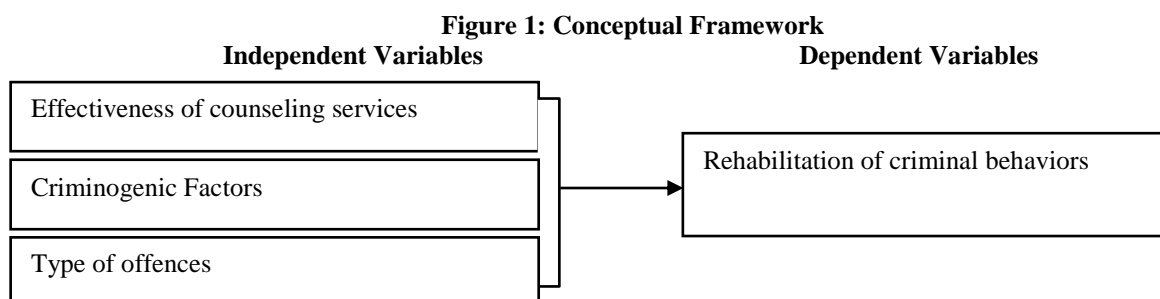
through idleness that the convicts ended up committing crime. This approach therefore sought to educate the prisoners and make them better members of the society. The education entailed formal and vocational educational training, the purpose of this training was not to keep the prisoners busy but to equip them with commercial skills that would enable them to break their former habits and be integrated into the society (Omboto, 2010).

### 2.3 The empirical review

Policymakers, correctional practitioners, psychologists and researchers have often wondered which treatment programs will enhance offender rehabilitation to enable offenders lead more fruitful lives and protect the public from harm. A study on the effectiveness of counseling services on rehabilitation amongst non-custodial offenders revealed that 96% of the non-custodial offenders undergoing counseling indicated that the individual counseling services had impacted on their beliefs, feelings and behavior. Most of the respondents rated the linkage between group therapy sessions and their beliefs, feelings and behaviour change as high. The study further revealed that family counseling services is critical in the success of the rehabilitation process of the offenders serving non-custodial sentences as most of the probationers rated the relevance of family sessions in their rehabilitation as fair. In addition, 88.9% of the respondents felt that family psycho-social support impacted on offender rehabilitation and crime control. Finally, the study revealed that 83.6%, 61.2% and 65.7% of the offenders undergoing various forms of counseling stated that they have reformed, empowered and they have progressed respectively (Masese, 2015).

### 2.4 Conceptual Framework

The conceptual framework (Figure 1) represents the independent and dependent variables of the study.



Source: Author (2024)

### 2.5 Summary of literature review

In conclusion, this comprehensive review of the literature has outlined the Theoretical review, focusing on the Behavioral Theory and Social Control Theory. The empirical review focused on what previous researchers observed in the effectiveness of counseling services on rehabilitation among non-custodial offender, the types of offences have been committed by the probationers serving non-custodial sentence and the criminogenic factors responsible for criminal behaviors among probationers. The conceptual framework representing the independent and dependent variables of the study.

## 3.0 Research Methodology

### 3.1 Introduction

This chapter describes in detail the strategy that were used by the researcher in conducting the research. The researcher used these methods in order to achieve the research objectives. The research is design descriptive, which provides an accurate portrayal or account of the characteristics of a particular individual, situation or group. The target population were officers comprising of counselling service providers notably the children department, the probation, the police, the NGOs and FBOs involved in the rehabilitation of criminal behavior in Malindi Sub-County. Comprising of both male and female.

The selected respondents gave satisfying and useful information concerning the effectiveness of counseling services on rehabilitation of criminal behaviors. The study adopted primary data collection only. The main data collection techniques were questionnaires comprising both structured and unstructured questions. This study used both quantitative and qualitative methods.



### **3.2 Research Design**

A descriptive design was used for this study. This research design was preferred because it described the state of affairs as it exists and it was used to answer questions, which are pertinent in the study (Mugenda & Mugenda, 2003). Kothari (2004) explains that descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. The term survey is commonly applied to a research methodology designed to collect data from a specific population, or a sample from that population, and typically utilizes a questionnaire or an interview as the survey instrument (Robson, 1993).

According to Creswell (2003) a descriptive survey provides an accurate portrayal or account of the characteristics, for example behavior, opinions, abilities, beliefs, and knowledge of a particular individual, situation or group. The design was chosen to meet the objectives of the study, namely to effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County.

### **3.3 Study Variables**

The study focused on counseling services as the independent variable (predictor) in which effectiveness of individual, group and family counseling services on offender rehabilitation were covered. Rehabilitation was used as the dependent variable. Counseling services are given to individual with criminal behaviors. In a group scenario while other times their families join them to undertake family counseling services.

### **3.4 Location of the Study**

The study was undertaken in Malindi Sub- County. The site has been chosen because the student has been practicing the counseling services in the area.

### **3.5 Target Population**

The target population of 30 people comprising of counselling service providers notably the children department, the probation, the police, the NGOs and FBOs involved in the rehabilitation of criminal behavior in Malindi Sub-County. The population comprising both male and female has been identified. A population is any set of persons or objects that possesses at least one common characteristic (Busha, Harter, 1980).

### **3.6 Sampling Techniques and Sample Size**

This study used stratified random sampling to pick the respondents. This was most preferred because the population was not homogeneous. Orodho (2003) states that stratified sampling is applicable if a population from which a sample is to be drawn does not constitute a homogeneous group. Hence the total sample size will be 30 respondents. Israel (1992) argues that a census is attractive for small populations.

### **3.7 Research Instrumentation**

The study used both structured and unstructured questionnaires. Questionnaire were used as the main instrument of data collection, which were prepared and administered to the respondents. The use of questionnaires was presumed to be more appropriate because they had the ability to collect huge amount of information within a very short time. According to Nyandemo (2006) questionnaires have an advantage because they can be kept for future reference. The questionnaires are also objective than interviews because they gather responses in a standardized way (Kothari, 2008).

### **3.8 Validity and Reliability**

This study, took measures to ensure that the study is free from bias and distortion. Reliability is the extent to which results are consistent of the total population in the study (Nyandemo, 2006). The pilot study used a test-retest method to promote consistency of all the items in the questionnaire. The research supervisor went through the instrument to critique and to validate them for quality control.

### **3.9 Pilot Study**

Before administration of the questionnaires to the intended respondent. The researcher did a pilot-test to the questionnaires. They were subjected to reliability tests through the test and pre-test of the study. The pre-test was carried out to the service providers who were not part of the main study. The major reason to do the pilot study was to identify any problems of instrumental deficiency so as to make relevant adjustments.

### **3.10 Data Collection Procedures**

The researcher administered the questionnaires to the respondents. This was done by physically administering the instruments. Kombo and Tromp (2006) say a researcher can interact directly with respondents



(allows clarification, follow-up questions, probing) and can gain information from non-verbal responses to supplement (or even contradict) verbal responses.

### 3.11 Data Analysis and Presentation

Data collected in this study was scrutinized, coded and analyzed using Statistical package for social scientists (SPSS). The study used descriptive statistics to describe the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County. The data was analyzed using relative frequency and percentage to determine the scores. The information was presented in frequency tables.

### 3.12 Data Management and Ethical Considerations

The study maintained the rule of confidentiality. The study used codes to protect identities of participants. Participants participated at their own will. The researcher obtained informed consent from the respondents at the beginning. The researcher obtained an introductory letter from the institution to get authority to conduct the study. The study sought to uphold the dignity, respect, and welfare of the respondents in the entire study process.

## 4.0 Data Analysis, Presentation and Interpretation

### 4.1 Introduction

This chapter presents analysis and interpretation of data collected from 25 counselling service providers from public and private sectors in Malindi Sub-County.

### 4.2 Response rate

The researcher collected the data for three days. A total number of 25 respondents participated in the study. There was 83.33% response rate to the questionnaires.

### 4.3 Respondents characteristics

This section describes selected demographic characteristics of the research respondents. The characteristics were analyzed in order to obtain a clear understanding of who they were. Some of the key characteristic analyzed were; gender, age and education.

#### 4.3.1 Sex of respondents.

The respondents were categorized into male and female as shown in table 4.1 below.

Table 4.1: Distribution of respondents by their sex

Gender	Frequency	Percentage of respondents
Male	14	56
Female	11	44
<b>Total</b>	<b>25</b>	<b>100</b>

A majority 56% of the respondents were male and female being the lowest by 44%.

#### 4.3.2 Age of respondents

The data on ages of respondents was categorized into four age brackets as shown in table 2 below.

Table 4.2: Distribution of respondents by age

Age (Years)	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
18 - 25	2	8	8
26-35	10	40	48
36-45	9	36	84
Above 46	4	16	100
<b>Total</b>	<b>25</b>	<b>100</b>	

Majorities 40% of the respondents were in the age bracket 26 - 35, age brackets 36-45 had 36%; above 46 years had 16%, and age bracket 18 – 25 years had the lowest of 8%.

#### 4.3.3 Education level of respondents.

The respondents were categorized into four categories according to the highest level of education. This is whether they hold Masters, Bachelors, Diploma or Certificate as shown in table 4.3 below.





Table 4.3: Distribution of respondents by educational level

Level of education	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Masters	3	12	12
Bachelors	13	52	66
Diploma	6	24	90
Certificate	3	12	100
<b>Total</b>	<b>25</b>	<b>100</b>	

Majorities 52% of the respondents hold a degree; 24% have a diploma, 16% have bachelors the lowest of 12% have masters and 12% certificate.

#### 4.3.4 Distribution of respondent skills that enables them to discharge duties

The respondents were categorized into 2 categories according to whether they possess skills or not as in table 4.4 below.

Table 4.4: Distribution of responses on relevant skills

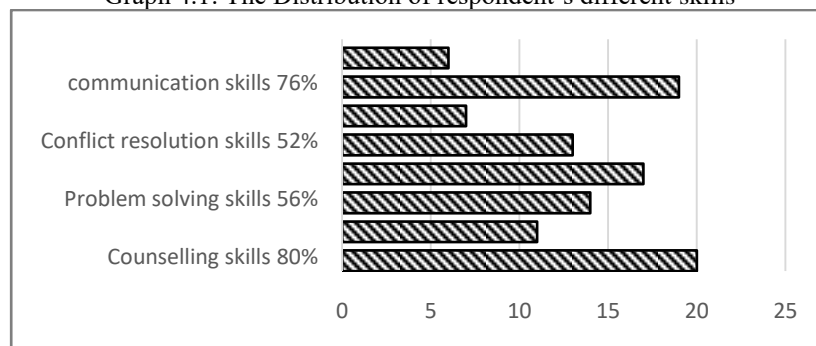
Status	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Yes	25	100	100
No	0	0	100
<b>Total</b>	<b>25</b>	<b>100</b>	

Majorities 100% of the respondent have skills that enables them to discharge their duties.

#### 4.3.5 Distribution of respondent's different skills

The respondents were asked to tick all the skills that enables them to discharge duties Respondents ticked all the skills that apply, as shown in the graph 4.1. below

Graph 4.1: The Distribution of respondent's different skills



Majorities 80% of the respondent possess counselling skills, 76% have communication skills; 68% have stress management skills; 56% have problem solving skills; 52% have conflict resolution skills. 44% have mediation skills. 28% have criminal justice skills and the least of 24% have trauma healing skills.

#### 4.4 The Effects of the counseling services on the rehabilitation of criminal behaviors.

The respondents were asked to what extent do they agree to the mentioned effects of the counseling services on the rehabilitation of criminal behaviors. The responses were recorded on table 4.5 below.

Table 4.5: The respondents' distribution on opinion rating on the effects of counselling services

Effects	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total	
	f	%	f	%	f	%	f	%	f	%	N	%
Reduced recidivism rates	0	0	1	4	3	12	15	60	6	24	25	100
Improved communication	0	0	1	4	6	24	11	44	7	28	25	100
Improved interpersonal skills	0	0	0	0	4	16	13	52	8	32	25	100
Greater acceptance	0	0	2	8	4	16	11	44	8	32	25	100
Ability to change self-	0	0	0	0	6	24	14	56	5	20	25	100



defeating behaviors												
Better expression of emotions	0	0	0	0	6	24	16	60	4	16	25	100
Better management of emotions	0	0	0	0	6	24	14	56	5	20	25	100

The majority of 32% strongly agreed that counselling results to Improved interpersonal skills and 32% also strongly agreed that counselling results to Greater acceptance. 28% strongly agreed that counselling results to Improved communication. 24% strongly agreed that counselling results to Reduce recidivism rates. 20% strongly agreed that counselling results Ability to change self-defeating behaviors and lowest of 16% strongly agreed that counselling results better expression of emotions. Majority of 60% agreed that counselling results to Reduced recidivism rates and better expression of emotions. lowest of 44% agreed that counselling results to Improved communication. Majority of 24% were neutral that counseling leads to Improved communication, Ability to change self-defeating behaviors, better expression of emotions and better management of emotions. lowest of 12% were neutral that counselling results to Improved Reduced recidivism rates. Majority of 8% disagreed that counseling leads Greater acceptance, the lowest of 0% disagreed that counselling Improved interpersonal skills, Ability to change self-defeating behaviors, better expression of emotions and better management of emotions. 0% strongly disagreed to all the effects of counselling.

#### 4.4.1 Distribution of how often the respondent meets with their clients

The respondents were categorized in to five groups, according to those who meet clients on weekly, two weeks, monthly, quarterly or six months basis. The responses were recorded on table 4.6 below.

Table 4.6: The Distribution of respondent's meetings with client

	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Weekly	4	16	16
Two weeks	4	8	24
Monthly	12	48	72
Quarterly	3	12	84
Six months	4	16	100
<b>Total</b>	<b>25</b>	<b>100</b>	

Majority of 48% of respondents meet with clients on monthly basis, 16% meet weekly or six months, 12% meet quarterly and a least of 8% meet in every 2 weeks.

#### 4.4.2 Distribution of how need for counseling determined

The respondents were categorized in to three groups, according to those who determine counselling need through client voluntarily decision, officer driven or both. The responses were recorded on table 4.7 below.

Table 4.7: The Distribution of respondent's on determining the need for counselling

Need for counselling	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Voluntarily	9	36	36
Officer driven	4	16	52
Both	12	48	100
<b>Total</b>	<b>25</b>	<b>100</b>	

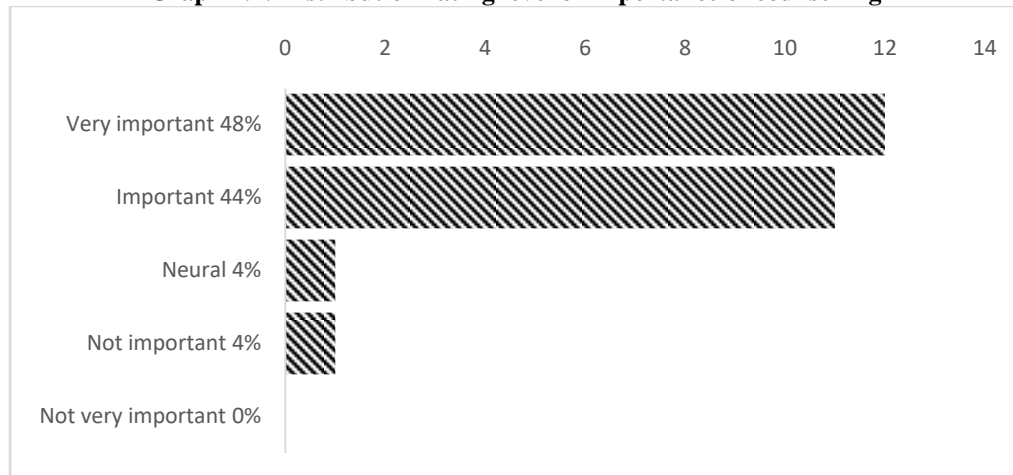
Majority of 48% of respondents mentioned that counseling is determined both officers driven and voluntarily by the client, 36% mentioned that counseling is determined voluntarily by the client and a least of 16% mentioned that counseling is determined by the service provider.

#### 4.4.3 How important do the respondent find counseling of individuals with criminogenic behaviors

The respondents were asked the extent they find counseling of individuals with criminogenic behaviors to be important. The responses were recorded in the graph 4.2. Below.



**Graph 4.2: Distribution rating level of importance of counselling**



Majority of 48% of respondents find counseling of individuals with criminogenic behaviors to be very important. 44% of find counseling to be important. And least of 4% of respondents were neutral 4%. find counseling to be not important and no respondent find counseling to be not very important.

#### 4.4.4 Distribution of how often the officer conduct group therapy sessions to the clients

The respondents were asked how often they conduct group therapy session to their clients; the responses were illustrated in the table 4.8 below.

**Table 4.8: Distribution rating respondent opinions of conducting group therapy session**

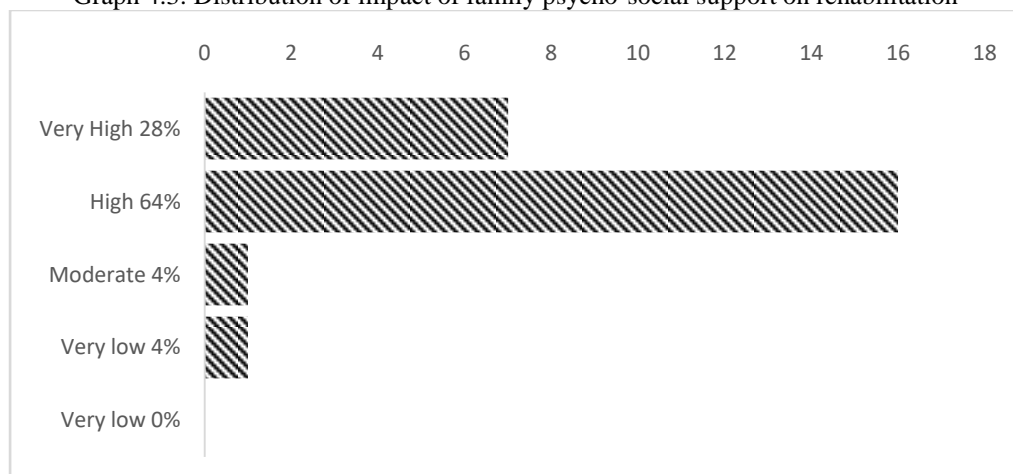
Need for counselling	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Very often	2	8	8
Often	9	36	44
Neutral	0	0	44
Rare	9	36	80
Very Rare	5	20	100
<b>Total</b>	<b>25</b>	<b>100</b>	

Majority 36% of the respondents stated that they conduct the session on often. 36% of the respondents said rare, 20% said very rare and a least 0% were neutral.

#### 4.4.5 Distribution of the impact of family psycho-social support on rehabilitation of criminal behavior and crime control

The respondents were asked about the impact of family psycho-social support on rehabilitation of criminal behavior and crime control. The responses were recorded on graph 4.3 below.

**Graph 4.3: Distribution of impact of family psycho-social support on rehabilitation**





Majority of 64% of respondents felt that family psycho-social support impact on rehabilitation is high. 28% of respondents felt that family psycho-social support impact on rehabilitation is very high. 4% or respondents were moderate, 4% felt impact is low and 0% of respondents felt that the impact is very low.

#### 4.5 Types of the crimes committed in Malindi

The respondents were asked about the level of the offenses/crimes committed in this locality. The responses were indicated in the table 4.9 below.

Table 4.9: Distribution rating the offenses/crimes committed in the locality.

Crime	Very low level		Low level		Moderate		High Level		Very high level		Total	
	f	%	f	%	f	%	f	%	f	%	N	%
Stealing	1	4	0	0	2	8	14	56	8	32	25	100
Assault	0	0	1	4	3	12	12	48	9	36	25	100
Possession of Narcotics	1	4	1	4	5	20	12	48	6	24	25	100
Grievous Harm	5	20	2	8	5	20	10	40	3	12	25	100
Threatening to Kill	1	4	4	16	6	24	8	32	8	24	25	100
Calling Another a Witch	0	0	3	12	1	4	13	52	8	32	25	100
Malicious Damage to Property	2	8	7	28	6	24	7	28	3	12	25	100
Obtaining Money	5	20	3	12	5	20	8	32	4	16	25	100

The majority of 36% noted that Assault crimes rates are very high, followed by 32% Calling Another a Witch, 32% Stealing, 24% Possession of Narcotics, 24% Threatening to Kill, 16% Obtaining Money. The least of 12% respondents noted Grievous Harm and Malicious Damage to Property is very high.

The majority of 36% respondents noted that Stealing crimes rates are high, followed by 52% Calling Another a Witch, 48% Possession of Narcotics, 48% Assault, 40% Grievous Harm, 32% Threatening to Kill, 32% Obtaining Money. The least of 28% respondents noted Malicious Damage to Property is high.

The majority of 24% respondents noted that Threatening to Kill and Malicious Damage to Property crime rates are moderate level, least moderate recorded was 4% crime of Calling Another a Witch.

The majority of 28% respondents noted that Malicious Damage to Property crime rates are low level, and least low level is Stealing at 0%.

The majority of 20% respondents noted that grievous harm and obtaining money crime rates are very low level, and least very low level is calling another a witch and assault at 0%.

##### 4.5.1 Distribution of the clients who absconded / dropped out

The respondents were categorized into 2 categories yes, for the respondents who recorded client absconds and drop out, and No for no absconds / dropped out. The responses are illustrated on table 4.10. Below.

Table 4.10: Distribution of the clients who absconded / dropped out

Status	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Yes	15	60	60
No	10	40	100
<b>Total</b>	<b>25</b>	<b>100</b>	

A majority 60% of the respondents noted client dropouts and absconds. 40% of respondents did not have client dropout / absconds.

##### 4.5.2 Distribution of the respondents' major successes achieved

The respondents were asked whether there is a major success achieved, they were categorized into 2 categories, Yes and No. The responses are illustrated on table 4.11. Below.

Table 4.11: Distribution of the respondents' major successes achieved

Status	Frequency Respondent	Respondents (%)	Respondents Cumulative (%)
Yes	23	92	92
No	2	8	100
<b>Total</b>	<b>25</b>	<b>100</b>	



A majority of 92% of the respondents acknowledge to have major success achieved. 8% of the respondents did not have major success achieved.

#### 4.5.3 Distribution of the major success the respondents have achieved.

The respondents were asked to mention the major success they have achieved. The responses are illustrated on table 4.12. Below.

Table 4.12. Distribution of the major success the respondents have achieved

Major success achieved	F	%
Client going back to school, become self-employed after completing their courses	5	20
Functional client, Reforms, Change to a law-abiding citizen	10	40
Reconciliation, Client apologizes to the victim, A client reconciled with his family members	7	28
A client was counseled, he was accepted back by his family	3	12
	<b>25</b>	<b>100</b>

Majority 40% of the respondents stated that the major success they have achieved is having a Functional client, a reformed client, and a law client changed to a law-abiding citizen. 28% of the respondent mentioned the major success achieved is reconciliation, client apologizes to the victim, and client reconciled with his family members. 20% of the respondents mentioned that the client went back to school, become self-employed after completing their courses. And a least of 12% of the respondents stated that a counselled clients were accepted back by families who had earlier rejected them.

#### 4.5.4 Distribution of measures be undertaken to improve counselling of individual

The respondents were asked to suggest on the measures be undertaken to improve counselling of individual with criminal behaviors to make it more effective. The responses are illustrated on the table 13. below.

Table 4.13 Measures to be undertaken to improve counselling service

Measures to be undertaken to improve counselling services	F	%
Introducing an emergency free counselling helpline that will be able to offer immediate counselling support	10	40
Capacity development for service providers - on virtual counselling	3	12
Government facilities to establish premises conducive for counselling services	7	28
Encourage group and family counselling	5	20
	<b>25</b>	<b>100</b>

Majority 40% of the respondents prescribed introducing an emergency free counselling helpline that will be able to offer immediate counselling support. 28% of the respondent prescribed that Government facilities to establish premises conducive for counselling services. 20% of the respondents mentioned that the service providers should encourage group and family counselling. And a least of 12% of the respondents stated that a service providers should consider to do capacity development for service providers - on virtual counselling.

#### 4.6 Psycho-sociological factors responsible for criminal behavior phenomenon.

The respondents were asked to what extent do they agree to psycho-sociological factors responsible for criminal behavior phenomenon. The responses were recorded on table 4.14 below.

Table 4.14: The respondents' distribution on opinion rating of psycho-sociological factors responsible for criminal behavior phenomenon

Factors	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total	
	f	%	f	%	f	%	f	%	f	%	N	%
Dysfunctional family	0	0	0	0	2	8	11	44	12	48	25	100
Retrogressive culture (serendipity)	11	44	12	48	0	0	0	0	2	8	25	100





Drug and substance abuse	0	0	0	0	0	0	8	32	17	68	8	100
Poverty (serendipity)	0	0	1	4	5	20	8	32	11	44	25	100
Low level of education	0	0	3	12	2	8	12	48	8	32	25	100
Peer influence	0	0	0	0	2	8	12	48	11	44	25	100
Lack of employment	0	0	2	8	4	16	10	40	9	36	25	100
Anti-social attitudes	0	0	1	4	3	12	15	60	6	24	25	100
Social surroundings	1	4	0	0	6	24	8	32	10	40	25	100
Medical/health related issues (serendipity)	4	16	6	24	7	28	5	20	3	12	25	100
Harsh climatic situations	7	28	5	20	3	12	4	16	6	24	25	100

The majority of 68% strongly agreed that drug and substance abuse factor is responsible for criminal behavior phenomenon. 48% strongly agreed to Dysfunctional family. 36% mentioned Lack of employment. 32% mentioned Low level of education. 24% mentioned Anti-social attitudes. 12% mentioned Medical/health related issues (serendipity). The least of 8% of respondent strongly agreed that retrogressive culture (serendipity) factor is responsible for criminal behavior phenomenon. 44% mentioned Poverty (serendipity), 44% mentioned peer influence

The majority of 60% of the respondents agreed that Anti-social attitudes factor is responsible for criminal behavior phenomenon. 48% agreed to Low level of education. 48% agreed to Peer influence. 44% agreed to Dysfunctional family. 40% agreed to dysfunctional family, 40% agreed to Lack of employment, 32% agreed to Drug and substance abuse, 32% agreed to Poverty (serendipity). The least of 0% of respondent agreed that Retrogressive culture (serendipity) factor is responsible for criminal behavior phenomenon.

The majority of 28% of the respondents were neutral that Medical/health related issues (serendipity) factor is responsible for criminal behavior phenomenon. 24% neutral to social surroundings factors. 20% neutral to Poverty (serendipity), 16% were neutral to Lack of employment. 12% were neutral to Anti-social attitudes. 8% Dysfunctional family, 8% Low level of education, 8% Peer influence and Drug and substance abuse recorded neutral of 0%.

The majority of 48% of the respondents disagreed that Retrogressive culture (serendipity) factor is responsible for criminal behavior phenomenon. 24% disagreed to Medical/health related issues (serendipity) factors. 20% neutral to Poverty (serendipity), 20% mentioned harsh climatic situations. 12% mentioned Low level of education. 8% Lack of employment 4% Poverty (serendipity), 4% Anti-social attitudes. The lowest factors were dysfunctional family, drug and substance abuse, peer influence, peer influence and social surroundings, which the respondent disagreed that they are responsible for criminal behavior phenomenon and recorded 0%.

The majority of 44% of the respondents strongly disagreed that Retrogressive culture (serendipity) factor is responsible for criminal behavior phenomenon. 28% strongly disagreed to Harsh climatic situations factors. 16% strongly disagreed to Medical/health related issues (serendipity) factors. 4% strongly disagreed to social surroundings. The lowest factors were dysfunctional family, drug and substance abuse, Poverty (serendipity), Low level of education, peer influence Anti-social attitudes and Lack of employment, which the respondent strongly disagreed that they are responsible factors for criminal behavior phenomenon and recorded 0%.

## 5.0 Summary of Findings, Discussions, Conclusions and Recommendations

### 5.1 Introduction

This chapter presents the summary of the findings, discussions of the findings, conclusion, recommendations and suggested area for further research.

### 5.2 Summary of findings

The purpose of the study was to evaluate the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County. The objectives of the study were; to establish the effectiveness of counseling services on rehabilitation of criminal behavior in Malindi Sub-County

To establish the types of offences that are being committed in Malindi Sub-County and to find out the criminogenic factors responsible for criminal behaviors in Malindi Sub-County. The target population respondents were counselling service providers notably the children department, the probation, the police, the NGOs and FBOs involved in the rehabilitation of criminal behavior in Malindi Sub-County.

The findings demonstrate that a majority 56% of the respondents were male. Majority of 40% of the respondents were in the age bracket of between 26 – 35 years. Majority of 52% of the respondents hold a Bachelor's degree. Majorities 100% of the respondent have skills that enables them to discharge their duties. This study indicated that Majorities of 80% of the respondent possess counselling skills. 60% of the respondents



agreed that counselling results to Reduced recidivism rates and better expression of emotions. 48% of respondents meet with clients on monthly basis. 48% of respondents stated that counseling may be officers driven or voluntarily by the client. 48% of respondents find counseling of individuals with criminogenic behaviors to be very important. 36% of the respondents stated that they conduct the session often basis. 64% of respondents felt that family psycho-social support impact on rehabilitation is high. 36% of the respondents stated that assault crimes rates are very high. 60% of the respondents stated that a client dropped out / absconded. 92% of the respondents acknowledged to have major success achieved. 40% of the respondents stated that the major success they have achieved is having functional clients, reformed clients, and a client that changed to be law-abiding citizens. 68% of respondents strongly agreed that drug and substance abuse factor is responsible for criminal behavior phenomenon.

### **5.3 Conclusions**

The findings of this study clearly confirms that majority of respondents find counseling of individuals with criminogenic behaviors to be very important. This study also proves that that counselling individuals with criminal behaviors has resulted to reduced recidivism rates and better expression of emotions. While there could be many crimes happening, like Calling Another a Witch, stealing, Possession of Narcotics, threatening to Kill, obtaining Money, grievous harm and malicious damage to property. However, the majority of respondents felt that assault crimes rates are very high.

While there could be many factors linked to the criminal behavior phenomenon, like dysfunctional family, lack of employment, low level of education, anti-social attitudes, medical/health related issues, retrogressive culture, poverty and peer influence. however, the majority of respondents felt that drug and substance abuse could be a leading factor responsible for criminal behavior phenomenon.

Majority 40% of the respondents stated that the major success they have achieved is having a Functional client, a reformed client, and a law client changed to a law-abiding citizen. 28% of the respondent mentioned the major success achieved is reconciliation, client apologizes to the victim, and client reconciled with his family members. 20% of the respondents mentioned that the client went back to school, become self-employed after completing their courses. And a least of 12% of the respondents stated that a counselled clients were accepted back by families who had earlier rejected them.

The respondents while stating that they find counseling of individuals with criminogenic behaviors to be very important. The respondents were quite progressive in prescribing what needs to be done to make the services more effective. They emphasized there is need for introducing and marketing an emergency free counselling helpline that will be able to offer immediate counselling support to affected individuals before the symptoms escalate and turn illicit. The government facilities to establish premises conducive for counselling services. The respondents saw the need for encouraging group and family counselling. Further measures include, to consider to do capacity development for service providers - on virtual counselling. The respondents felt that this measure may extensively address the issues of absconding.

### **5.4 Recommendations**

1. This study report calls for effective counselling services, to support effective rehabilitation of criminal behaviors.
2. The government should execute the free helplines for general counselling support. This will help individuals to easily access counselling services.
3. The findings of the study show that crimes of assault, calling another a Witch, stealing, Possession of Narcotics, threatening to Kill and obtaining Money, to be happening in Malindi. The government of Kenya and Civil Society Organizations should therefore increase awareness campaigns on crime prevention.
4. The study findings linked some factors like dysfunctional family to the criminal behavior phenomenon. The society should therefore be sensitized on the importance of family and peaceful coexistence.

### **5.5 Suggestions for further research**

This study was carried out in Malindi sub-county. Further research needs to be carried out to evaluate the effectiveness of virtual counselling in Malindi Sub County.



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### Biography

**Safia Abdallah Iddy** is a dedicated Probation Officer with Kenya's Probation and Aftercare Services, where she has gained extensive experience in offender supervision, rehabilitation, and community reintegration. Driven by a passion for evidence-based correctional practice and gender-responsive justice systems, she has worked to strengthen rehabilitation frameworks across diverse communities. In 2024, she received the Best in Innovation Initiative and Policy Award for her outstanding contributions to advancing probation practice in Kenya.

Safia's academic and professional journey is deeply rooted in her commitment to service, resilience, and family. She dedicates this research to her beloved family: her mother, Madam Bitoto Mbaruku Athik; her supportive husband, Mr. Tsuma Baruwa Chakaya; her siblings; and, most profoundly, in loving memory of her late son, Captain Issah Chaka Tsuma, who tragically lost his life in a plane crash on 8<sup>th</sup> March 2025, and her late father, Abdallah Iddy Juma.

May Allah, the Most Merciful, grant them both the highest ranks of Jannatul Firdaus, forgive their sins, widen and illuminate their graves, shower them with His infinite mercy, and reunite them with their loved ones in the gardens of eternity. *Allahumma ighfir lahum, warhamhum, wa'āfihim, wa'fu 'anhum, waj'al qubūrahum rawdatan min riyādh al-jannah.*

Their memories continue to inspire her pursuit of excellence and meaningful impact in the fields of counseling psychology and community rehabilitation.