

**FACTORS AFFECTING CUSTOMS IN MANAGING NARCOTICS SMUGGLING IN
SOUTHERN REGION**

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DECLARATION

This project is my original work and has not been presented for a post graduate diploma in any other academic or non-institution.

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Date

HDB 335-C016-2511/2016

This project has been submitted for examination with my approval as the supervisor

.....

SIMON MUMU

Date

DEDICATION

I dedicate this research to my parents Mr. & Mrs. Ndururi, Sister Nancy and brother Clement and friends for their support, inspiration and encouragement during the entire research period.

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The journey to completion of this course has been positively challenging and inspiring at the same time. I thank the Almighty God for his grace and sustenance that has seen me complete this course successfully. My sincere appreciation is extended to my family for being helpful and patient with me. I am extremely grateful to my Supervisor, Simon Mumu for his advice, suggestions, criticisms and encouragements that he gave me during the research period. I sincerely thank him for creating time to ensure that I gave out the best in this research .I am indebted to the Kenya School of Revenue Administration for accepting me to the Postgraduate Diploma program in Customs Administration and all the lecturers for their guidance and constructive criticisms during the entire course. Finally, I wish to thank the management of various organizations who availed their time to participate in this research project and your contributions are highly valued.

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LIST OF ACRONYMS/ABBREVIATIONS

C&BC	Customs and Border Control
EAC	East Africa Community
EACCMA	East Africa Customs Community Management Act
EC	European Commission
FBI	Federal Bureau of Investigation
INTERPOL	International Police Organization
JICA	Japan International Cooperation Agency
KAA	Kenya Airport Authority
KPA	Kenya Ports Authority
KRA	Kenya Revenue Authority
MAST	Mombasa Anti-Smuggling Team
MIA	Moi International Airport
NACADA	National Authority for the Campaign against Alcohol and Drug Abuse
NIS	National Intelligence Service
RILO	Regional Intelligence Liaison Offices
TFA	Trade free Agreements
UNODA	United Nations Office on Disarmament Affairs
UNODC	United Nations Office of Drugs and Crime
USD	Unites States dollar
WTO	World Trade Organization

DEFINITION OF TERMS

Coordinated border management It is the arrangement and management of border agency control activities to meet the challenge of allowing the movement of legitimate people and goods while sustaining safe borders and adhering to national legal requirements (World Bank Group, 2005).

Drug trafficking It is a worldwide illegal exchange including the development, production, dispersion and offer of substances which are liable to sedate restriction laws (UNODC, 2008)

Physical inspection Examination of goods to determine the description, quantity matches details provided in the goods report (EACCMA, 2004)

Risk management The efficient application of organization procedures and practices which equip Customs with the essential information to deal with movements or consignments that present a risk. (JICA, 2012)

Seizure Customs act of taking possession of goods on which the owner has contravened the provisions of the (EACCMA, 2004)

Smuggling The importation, exportation, carriage coastwise, or move of goods into or out of a country with aim to dupe the Customs income or to avoid prohibition and restrictions (EACCMA, 2004)

Targeting The selection for physical examination or documentary check for passengers or Conveyance based on risk analysis and profiling (JICA, 2012)

ABSTRACT

Kenya's transformation into a trafficking hub has been increasing in the past 10 years. Drugs are smuggled into Kenya through shoreline and porous borders with Somalia and Tanzania. In Kenya there are spirited efforts of inter-organizational agencies to manage narcotics smuggling. This study comprises three objectives. The first objective is to analyze the effect of customs internal process in managing narcotics smuggling in southern region. The second objective is to examine the effect of inter-organizational coordination in managing narcotics smuggling in southern region. The third objective is to analyze the effects of adaptation strategies of Customs in managing narcotics smuggling in the southern region. A descriptive design was used for the study, using cluster sampling technique to obtain sample size of 171 respondents from target population of 300 respondents, where the respondents sampled across all clusters were customs officers, airport and port police, KAA officers, KPA officers, anti-narcotics and NACADA officers in southern region. A structured questionnaire was used to collect information from the respondents and statistical package for social sciences (SPSS) version 23 was used to analyze the collected data. The linear regression model was used to describe the relationship between the independent variables to the dependent variable. The study findings indicated that the independent variables explain 66.1% of the dependent variable. Customs internal process was found to be affecting the managing of narcotics smuggling by 26.3%, Inter-organization Coordination having 33.7% while Adaptation strategies of Customs 29.3%. the Regression analysis results are supported by the Correlation analysis which shown a strong relationship between the independent variables and the dependent variable for the variables Customs internal process, Inter-organization Coordination and Adaptation strategies of Customs having coefficient of correlation r of 0.644, 0.680 and 0.647 respectively. The researcher therefore recommends frequent training of customs officer on detection and prevention techniques so that they can efficiently and effectively fight narcotics smuggling. This study therefore recommends constant evaluation on countries that have been able to fight narcotics smuggling so as to improve performance in managing of narcotics and proper coordination between organizations nationally and internationally by sharing intelligence and use of informants.

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

The National customs has a mandate in which they encourage the streams of legal trade while simultaneously discouraging illegal trade across the border. Illicit trade encompasses a diverse range of goods and services that creates the formation of black markets around the world. The World Economic Forum characterized illicit trade as cash, products or value gained illegal which creates financial, social, environmental or political harms (Basu, 2014). The logistic process by which illegal traders carry their goods to market refers to transnational smuggling. The United Nations Office of Drugs and Crime gauges the worldwide illegal opiates exchange between USD350 billion and USD425 billion every year (UNODC, 2012). The European Commission estimates that the direct loss in customs revenue for smuggled cigarettes is approximately Euro10 billion a year within the European Union (European Commission, 2008). The global arms market is approximately USD60 billion per year, of which 10-20% is estimated to be illicitly traded (UNODA, 2012). The trafficking of endangered species and animal parts such as ivory, tiger skins, and rhino horns is estimated to be a USD19 billion per year.

The smuggling of illegal migrants is a big business for criminal associations where expenses go upwards to USD75, 000 for carrying an unlawful act in Chinese Nation to the United States of America (Keefe, 2011). Because of the shrouded nature and absence of obvious information on unlawful exchange, it is hard to compute accurately the exact market size; however most Customs, border and law implementation authorities, policymakers, and scholars agree that illegal exchange brings about major monetary and social expenses to worldwide society. Customs and border control offices has dealt with a considerable task of disrupting illegal trade and dismantling organization required with smuggling tasks (Basu, 2014). National governmental institutions are often at odds in considering illegal drugs as either a health or a criminal problem, evidenced by the differing views on law enforcement, criminalization and penalties assigned to drug offenders in different countries. Managing the illegal narcotics trade is a focal point for many customs and border control agencies (Bacon, 2017).

Several government agencies have tried to prevent narcotic smuggling trade at the southern region but still encounter a resistive and more established illegal trade. The southern region of Kenya is one of the most proliferated regions intensified with narcotic smuggling.

Smuggling occurs in the following areas: Customs control points are Ports, Airports, and Warehouses, Passenger terminals, border points like Lunga Lunga, Kiunga, Vanga and Taita Taveta and also outside normal Customs control areas such as Porous borders. Kenya is also a transit country for South Asian heroin destined for Europe and North America, and for Indian methaqualone on its way to South Africa. There is significant potential for money- laundering activity given the country's status as a regional financial center, massive corruption, and relatively high levels of narcotics-associated activities. In spite of tremendous fight against narcotics smuggling by government as a team with non-profitable associations in the southern region drug smuggling is still a big menace (Stanly, 2018). In the period 1995-2006, reported seizures of heroin, cannabis and cocaine in the region covered by UNODC Eastern Africa are comparatively few and do not reflect the extent of trafficking, availability and growing abuse in the region.

The region is attractive to international drug trafficking syndicates as they are quick to exploit non-existent or ineffective border: land, sea and air controls, limited cross border and regional cooperation as well as serious deficiencies in the criminal justice systems. Hence, the low seizure figures is an indication that few resources are allocated to drug control and that international border controls are weak than a sign that no drugs are being trafficked through the region. According to annual crime report (2014) 1359 cases were detected of narcotics smuggling, 1513 people were arrested and 1478 were Kenyans. In 2016 a total of 693 cases were detected compared to 785 cases in 2015. This indicates a decrease of 12%. So far, Police Officers have arrested 872 locals and 21 foreigners for being in possession or drug trafficking. Most of the hard drugs traffickers were arrested at the Jomo Kenyatta International Airport, border points and along the Kenyan coastline (The National Police Service Annual crime Report, 2016).

1.2 Statement of the problem

The control of drug use and substance abuse is a global challenge; efforts that have been employed at international, regional and national level have not effectively deterred the production, trafficking

and consumption of illicit drugs and substances use (World Drug Report, 2000). Southern regions have been greatly affected by numerous customs lapses. World Drug Report (2010) report indicates that Cannabis remains the world's most widely produced and used illicit substance: It is grown in almost all countries on the world and is used by 130-190 million people at least once a year. The World Drug Report contains a chapter on the destabilizing influence of drug trafficking on transit countries, focusing in particular on the case of cocaine.

It shows how underdevelopment and weak governance attract crime, while crime deepens instability. It shows how the wealth, violence and power of drug trafficking can undermine the security, even the sovereignty of states. The threat to security posed by drug trafficking has been on the agenda of the Security Council several times during the past year. The damage caused by illicit drugs and substance abuse to the labor force and the entire economy has been of much concern to the Government of Kenya. The Government's action on this problem is evidenced by promulgation of various Acts such as Traditional Liquor Licensing Act, and the Narcotic Drugs and Psychotropic Substances (Control) Act of 1994. The Government resolve to combat the menace is further seen in the formation of NACADA with a clear mandate that complements these Acts. In a resolve to reign in on the problem of drug abuse, the government created the office of the National Coordinator for the Campaign against Drug Abuse, (Kaguthi, 2007).

In April 2014, an Australian Navy patrol seized heroin valued at 290 billion off Kenya's Coast. This amount is equivalent to all heroin seized in the East African region in the two decades 1990-2009 and 40 tonnes of heroin are believed to be trafficked through East Africa annually. Customs department has seen the surge of narcotics smuggling via the port, airport, and seaports (Opala, 2017). Key stakeholders such as customs, border and law enforcement officials, policymakers, and academics agree that illicit trade results in major detrimental financial and social costs to global society. The proliferation of narcotics in southern region has greatly surged hence the need for immediate attention. Border control agencies has dealt with a challenging task of preventing illegal trade flows and dismantling organizations and trade cartels engaging in smuggling activities. They face an interesting paradox in effective facilitation of legitimate trade and the prohibition of illegal trade. There is a need to improve the intelligence sharing between the Kenya drug enforcement agencies and to enhance the existing legal framework that integrates with the international

measures to combat the narcotics trade. The purpose of this study is to determine factors affecting Customs performance in managing narcotics smuggling in the Southern region.

1.3 Research Objectives

1.3.1 General Objective

To determine factors affecting customs in managing narcotics smuggling in Southern region.

1.3.2 Specific Objectives

- i. To analyze effect of customs internal process in managing narcotics smuggling in southern region.
- ii. To examine the effect of inter-organization coordination in managing narcotics smuggling in southern region.
- iii. To analyze the effect of adaptation strategies of customs in managing narcotics smuggling in southern region.

1.4 Research Questions

- i. What is the effect of customs internal process in managing narcotics smuggling in southern region?
- ii. What is the effect of inter-organization coordination in managing narcotics smuggling in the southern region?
- iii. What is the effect of adaptation strategies of customs in managing narcotics smuggling in southern region?

1.5 Significance of the study

This study will be beneficial to researchers and students as a reference material or a basis for further research on the same area. Customs Officers help by controlling exit and entry points to the country to ensure that prohibited and illegal goods do not pass through Kenyan borders. This research will help Customs Officers to easily identify loopholes that smugglers use to circumvent scanners among others, and to effectively utilize intelligence gathering and targeting so as to combat narcotics smuggling in southern region. Kenya Port Authority's basic role is connecting the hinterland to the overseas market and to offer economies of scale to move bigger volumes of cargo at lower costs with optimal utilization of ICT innovations to create efficiency and provide

an environment where all Partner Agencies interact to effectively clear cargo both in and out of the port to their final destinations.

This research will help KPA to effectively and efficiently handle containers by use of technology to minimize instances of narcotics being smuggled via the port and also having joint stakeholder meetings to discuss strategies of managing narcotics smuggling. The study shall be of great importance to the Kenya Airport Authority by coming up with measures to provide a good working environment by providing better tools and equipments that can detect and prevent entry of prohibited goods, and trained personnel who can work together with KRA and police in managing narcotics smuggling at the Airport .Airport and port police, NSIS's intelligence gathering work includes: Internal, external and strategic intelligence, NSIS develops techniques and strategies to neutralize such threats. This study will benefit NACADA by ensuring it lays down strict laws and regulations on narcotics substances and Immigration officers will use this information to seal loopholes that may facilitate smuggling of narcotics substances.

1.6 Scope of the study

This study focused on factors affecting customs in managing narcotics smuggling in southern region and was limited to the geographical area of Southern Region of Kenya which is prone to transit drugs from abroad and within as a conduit to different countries due to its strategic point. The target group was customs department and relevant government agencies working within the southern region. This study was conducted for a period of three months.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviewed various literature related to smuggling of illicit drugs. It got background information from books, journals, articles, reports, and newspapers. The broad information was needed to describe clearly the challenges that customs encounter in managing narcotics smuggling.

2.2 Theoretical Review

There are different theories, which explain issues relating to illegal drug smuggling. The theories relating to the problem taken in this study were deterrence, systems and constraint theories.

2.2.1 Deterrence Theory

Between 1738- 1794 Cesare Beccaria, came up with deterrence theory which states that crime or violations can be reduced through the use of deterrents (Tibbetts and Hemmens, 2015). General deterrence theory holds that crime can be stopped from happening by the treat of punishment and fear that they will be arrested, they will choose not to commit the criminal act. Capital punishment is an example of general deterrence (Layman & Potter, 2007). Special deterrence theory holds that penalties for criminal acts should be sufficiently severe that convicted criminals will never repeat their acts. The main idea of deterrence theory is that criminal acts are preventable. However, it requires severe sentences or punishment for criminals. This theory was applicable to the study because it pointed out the approaches to deal with violations. In the EACCMA, part xvii provides for the offences, penalties, forfeitures, and seizures in customs.

2.2.2 Systems Theory

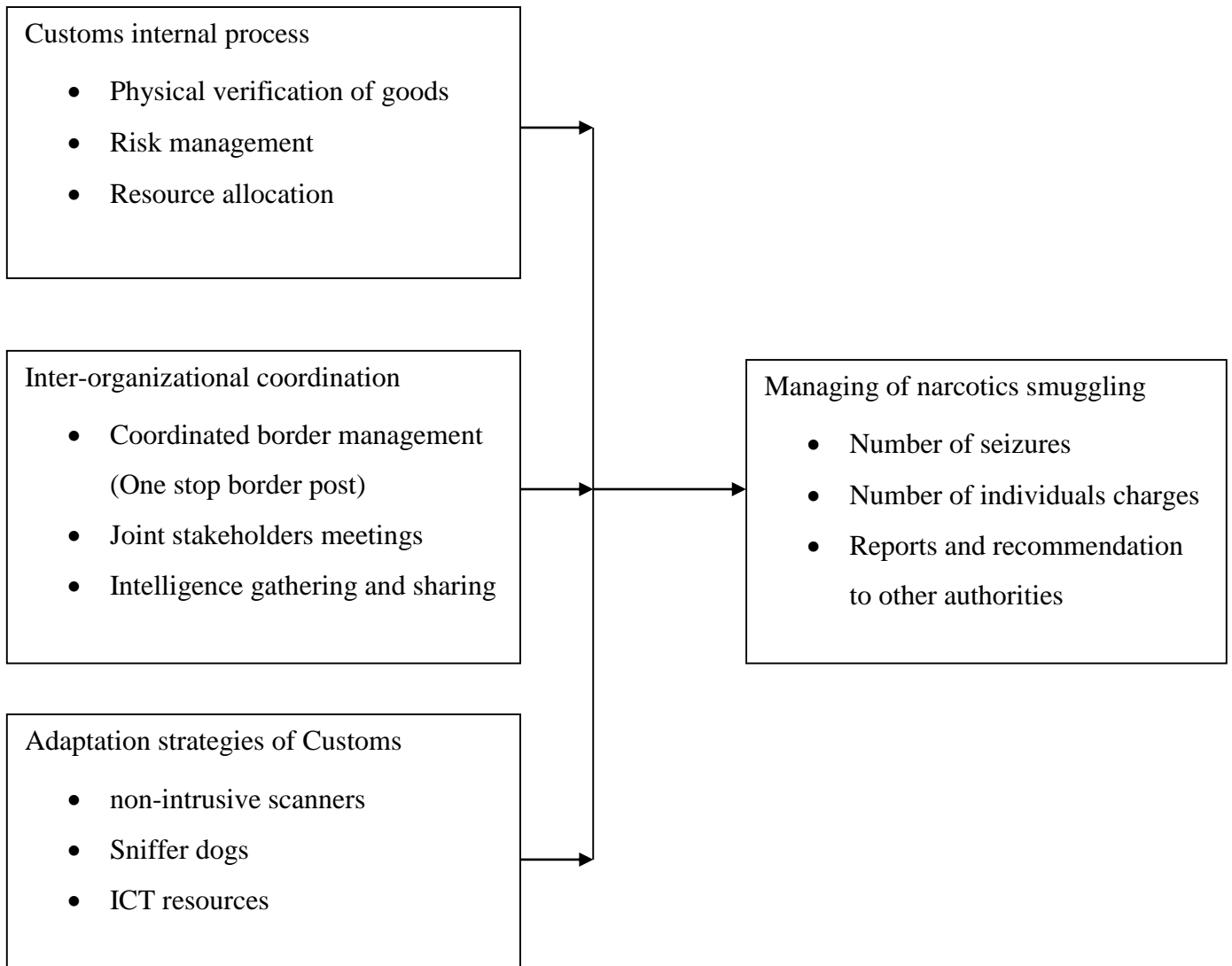
Bertalanffy (1968) proposed this theory where he stated in his book that: A system is the interdisciplinary study of the abstract organization of phenomena, independent of their substance, type or spatial or temporal scale of existence. Systems theory emphasizes the considerations of the relationships between organizations and its environment as well as what goes on within organizations. The systems theory is mainly concerned with the problems of relationships of structures and the constant attributes of objects (Katz & Kahn, 1966).

The fundamental idea in the central systems theory is the concept emergence and interactions (Oso & Owen, 2009). System theory is used to define an organization or a company to be whole and comprised of other sub systems, the various department of a company or a firm constitutes to be whole when they function together supporting each other in the overall organization (Armson, 2012). Over the years there has been a noticeable change in companies on how they operate and function bringing a paradigm shift on how the management views the organizations. Narcotics smuggling operations happen through the seaports, porous borders and functioning of these operations within the southern region are considered as a system and therefore organizations should share intelligence with each other and have coordinated border management to be able to effectively combat narcotics smuggling

2.2.3 Constraint Theory

The Theory of Constraints is a suite of administration ideas created by Dr. Eliyahu Goldratt in his 1984 book titled *The Goal*. This Theory is a technique used to distinguish critical restricting variable that impedes achieving a goal and after that it intentionally upgrades the basic points that it isn't any more the confining component. In assembling, the imperative is frequently alluded to as a bottleneck. Dr. Eliyahu Goldratt (1995) has referred to these three paradigms as decision making, performance measurement systems, and organizational mindset, respectively. Originally, the logistics paradigm had managers looking for, and elevating, system constraints in order to increase throughput. In the second paradigm, global performance measures were effectively utilized. The fundamental thesis of Theory of constraint is that constraints establish the limits of performance for any system. Theory of constraint advocates suggest that managers should focus on effectively managing the capacity and capability of these constraints if they are to improve the performance of their organization. The Theory of constraint paradigms that have evolved over the last twenty five years includes logistics, global performance measures, and thinking processes (Blackstone, 2001). The task of battling narcotics smuggling in southern region can be named as being constrained in accomplishing its execution by inadequate resource allocation, few customs officer trained on narcotics smuggling and also very expensive to invest in modern equipment and this limits them from achieving their goals.

2.3 Conceptual Framework



Independent variable

Dependent variable

Figure 2:1 Conceptual Framework

2.4 Review of variables

2.4.1 Customs internal process

Customs is a government Service responsible for the administration of Customs law and the collection of duties and taxes, application of other laws and regulations relating to the importation, exportation, movement and storage of goods. According to EACCMA (2004) examination of goods is the physical inspection of goods by the Customs to satisfy themselves that the nature, origin, condition, quantity and value of the goods are in accordance with the particulars furnished in the Goods declaration and the goods are not prohibited imports. According to Standard 6.3 of the Revised Kyoto Convention and the corresponding Guidelines, risk management is defined as the systematic application of management procedures and practices which provide Customs with the necessary information to address movements or consignments that present a risk (JICA, 2012).

This helps to achieve balance between facilitation of trade while maintaining control on movement of goods, people and means of transport, efficiently and effectively utilizing scarce resources, identify and quantify risks and to enhance efficiency and effectiveness of Customs controls. The technical and resource challenge in tackling drug related high tech crime are formidable and keeping up with technology implies constantly updating equipment and manpower is a major burden. Wilson (2007) estimated that all countries could benefit from more efficient Customs administrative procedures, with the greatest benefits accruing to those countries with the most efficient Custom administrative procedures.

2.4.2 Inter-organization coordination

Coordinated border management is the organization and supervision of border agency control activities to meet the common challenge of facilitating the movement of legitimate people and goods while maintaining secure borders and meeting national legal requirements (World Bank Group, 2005). Increasingly, the attention is shifting to international 'coordination' of border activities, not only national coordination. These activities include the establishment of one stop border posts between neighboring countries and 'virtual integration' where border agencies of countries engage in the advance electronic transmission of data or, to prevent duplication, undertake inspections on behalf of each other through mutual recognition arrangements.

The border also connects countries with each other and the effectiveness and smooth operation of these connections are central to the economic and social development of countries. At the same time, the protection of the border is essential for the protection of the state and its people and economy. Neighboring countries meet at regional and central levels to discuss matters such as coordination of joint patrols, creation of contact offices to aid communication and exchange of information. Standard 3.35 of the Revised Kyoto Convention lays down the principle that the Customs inspection of goods should take place in coordination with other competent authorities. The SAFE Framework of Standards takes the same approach as the TFA. Varavayi & Shirkes (2015) affirms that coordination between related bodies, transparency among other administrative structures greatly affects the management of smuggling in a country.

2.4.3 Adaptation strategies of Customs

Due to the recent growth of trade, there have been threats to the supply chain security in the world. Therefore, there is need for customs administrations to check for containers, trucks and other vehicles carrying cargo. The containers are checked to ensure no contra-bands, smuggled goods, drugs, explosives and any mis-declared cargo (Bastan & Breuel, 2009). The scanning procedure was introduced to ensure compliance and security with trade supply chain. non-intrusive technology are inspection systems that take advantage of an externally applied source to perform traditional imaging of, or to stimulate characteristic emissions from, an inspected object. The cargo scanners are used worldwide to inspect baggage and cargo for hidden and prohibited items.

However, scanners cannot identify suspicious images without skilled, trained operators (WTO, 2015). There are two types of scanners, Mobile scanners and fixed scanners are used in examination of goods to facilitate faster clearance of cargo and prevent damage of goods during physical examination. The trained personnel analyze the images that have been created by the scanners. The officers are fully trained to use the scanners including their safety. They can easily identify any concealed, under declared cargo in containers (Bichou, 2011). This may lead to seizure of cargo or the owner may be penalized. K9 unit is used to search and intercept narcotics entering Kenya through the various points of entry. Customs Marine Enforcement Team is used to prevent entry of contraband through the coastline by carrying out sea and land patrols along the coastline. Scanners Analysts Team carries out non-intrusive inspection of cargo, baggage and individuals for

hidden and prohibited items and Mombasa Anti-Smuggling Team searches for narcotics entering into Kenya through various entry points.

2.5 Empirical Review

Mashiri and Favourate (2015) did a study on illicit trade, economic growth and the role of Customs. In light of limited information on the value of illicit trade due to its very secretive nature, the analysis was restricted by the availability of data. Nevertheless, the findings show that illegal economic activity distorts local economies and reduces legitimate business and tax revenues. The paper concludes that the costs of illicit trade are not only economic but also have social implications, as illicit trade undermines the social stability and socio-economic welfare of communities preventing the equitable sharing of public goods. Further, it was found that Customs is a high risk area in which corrupt officials can facilitate duty evasion, causing significant financial damage to the government's budget and to the economic stability of compliant traders. The review highlights the need for improved customs practices and suggests areas for further research. Khaled (2013) looked at the effect of illicit trade on the global economy and observed that illicit market especially those dealing with narcotics constitute grievous threats to the world's economy and threaten global safety, economic progress and security. He points out that some of the effects of this illicit trade are that the trade gradually turns business rules upside down. He argues that the revenue from illegal drugs in 2011 alone was roughly ten per cent of global GDP.

Hübschle (2011) asserts that illicit trade leads to huge amounts of income that is unaccounted for. For instance, in 2009 the overall amount of money from trade in illegal narcotics was roughly USD1.25 trillion that is not yet accounted for. In reality, illicit trade generates a range of effects on the global economy, effects that touch on crucial economic factors linked to production as well as consumption and distribution. Thomas (2015) did a study on Borders, Informality, International Trade and Customs asserts that by its nature, informal trade cannot be measured but its non-existence is impossible to accept and its effects are impossible to ignore. Many studies invite reflection on the connection between the informal, the illegal, and the legitimacy of the informal, especially the different ways of representing the economic benefits or otherwise of informal activities by region, the history of a given goods in the region, and the family and regional links of the players involved in informal trade.

Nevertheless, the thinking behind them remains clearly divided between a critique of the disappearance of informal trade in terms of its social dimension and the need to make it disappear in the name of reintegration in a calculator mode of thought. The debate often revolves around this irreconcilable difference between a social representation of informal trade, interpreted as conservative and its hollow representation as a measurement vacuum to be filled.

2.6 Critique of existing literature

The study critic indicates that customs, border control and law enforcement agencies plan and operationalize interdiction initiatives designed to deter flows of international illicit trade. These agencies receive funding from their respective governments and allocate human and technological resources accordingly. Modern Customs should not only collect revenue but should also play two other important national roles: expediting cross-border trade to promote economic development and preventing international trafficking in illicit goods (Andreas, 2012). As per Powell (2012) it is clear that from the time institutional administration structures started to be separated into divisions and organizations there have been disagreement that one office does not realize what the other is doing, and that their projects are conflicting, repetitive or both. Legitimate coordination inside and over the different administrative establishments is important to accomplish levels of adequacy and proficiency. Institutional administration structures are types of energy and expert examples of relationship, rights, and commitments among the general population inside associations. Drug traffickers used fast boats and fishing trawlers in the 1970s and 1980s for smuggling. In the 1990s and 2000s, drug smugglers started using semi-submersible vessels and are currently using unmanned aerial vehicles or drones for smuggling purposes (FBI, 2010).

Organizations engaged in smuggling developed specific capabilities to circumvent interdiction. Smugglers incur unique transaction costs of concealment and evasion based on the risks of detection and arrest by law enforcement agencies. Varavayi & Shirkes (2015) did a study on factors affecting fuel smuggling and ways to prevent it. The sample size of the study consisted of customs, judicial authorities, and personnel in the border. Increasing fuel smuggling was due to dramatic differences in fuel prices, with the neighboring countries creating a false crisis, problems in the administrative structure, lack of transparency in organizations and related bodies, some officials taking bribes and different interpretations of existing law. Recommendation was to include the severity of punishment, penalty rates and certainty of punishment of smugglers. The

coordination of the judiciary, police, customs and border control and neighboring countries to combat fuel smuggling in order to provide economic security.

2.7 Research Gaps

Kafeero (2008) did a study on Customs and trade facilitation in the East African community he focused on the contribution of Customs to trade facilitation within the East African Community. He examined how and to what extent the trade facilitation-related aspects of the WTO are or are not reflected in the EAC customs law and administration. The World Customs Organization's Trade facilitation instruments, particularly the Revised Kyoto Convention, are also considered. After scrutinizing the EAC customs law and administration, suggestions are made for better coordination, harmonization and simplification of international trade/customs procedures within the EAC. Kafeero focused on other aspects not related to smuggling of narcotics. Abdullahi (2017) did a study on Migrant smuggling, human trafficking and national security in Kenya. The study established that conflict in the neighboring countries is the main cause of people being smuggled and trafficked and that some security issues attributed to migrant smuggling and trafficking was terrorism attacks. Nagy (2012) Tackled cigarette smuggling with enforcement, he provided an overview of the approaches taken to address cigarette smuggling and focuses on the experiences of Hungary, Romania and the United Kingdom to reduce illicit trade in tobacco products. In the studies conducted, none considered customs internal process, inter-organization coordination and adaptive strategies of customs as factors affecting customs in managing narcotics smuggling. Nagy's study was too shallow as it only focused on cigarette smuggling thus this study will analyze factors affecting customs in managing narcotics smuggling in southern region.

2.8 Summary

This chapter reviewed literature by other scholars and researchers on the subject of narcotics smuggling. Three main theories that were reviewed are Deterrence, systems and constraint theory. Deterrence theory whose theoretical framework was grounded in the perspective that theory holds that crime can be stopped from happening by the threat of punishment and fear that they will be arrested, they will choose not to commit the criminal act. The empirical review focused on a number of studies about smuggling.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter explains research methods and procedures adopted for this study. It highlights the research design and data collection instruments as well as methods to be used in data analysis and presentation of results.

3.2 Research Design

The study used descriptive research design to describe factors affecting customs in managing narcotics smuggling in Southern region. Descriptive research evaluates proactive measures taken to ensure customs operations are efficient and effective in managing narcotics smuggling. This study adopted a quantitative research design.

3.3 Population

Population is defined as all people or items with the same characteristic the researcher wish to understand (Mugenda & Mugenda, 2008). Any researcher draws a sample from all items in any field of inquiry constitute a population (Kothari, 2011).Therefore, the target population of the study consisted of 300 custom officers, airport and port police, KAA officers,KPA officers, anti-narcotics and NACADA officers in southern region..

Table 3:1 Target Population

CATEGORY	TARGET POPULATION	PERCENTAGE (%)
Customs Officers	151	50
KPA Officers	46	15
KAA Officers	32	11
Port and Airport Police	27	9
Anti-narcotics Officers	23	8
NACADA Officers	21	7
Total	300	100%

3.4 Sampling Frame

Sampling frame is a complete list of all the members of a population from which the sample will be selected for the study (Cooper & Schindler, 2003). For this study, sampling frame was customs officers, NACADA Officers, KPA Officers, Port and Airport Police, Anti-narcotics and KAA officers in southern region who were selected using cluster sampling technique.

3.5 Sample and Sampling Technique

The study used Cluster sampling which is a technique in which respondents are put in clusters that represent the population (Teddlie, 2007). The main aim of cluster sampling is cost reduction and to increase the level of efficiency of sampling. According to Mugenda & Mugenda (2009) a sample size of 10-30% of the target population is adequate to represent the entire population for research analysis, thus in this study a sample size of 171 customs officers and other relevant stakeholders which is 66.1% represented the population is sufficient. The research adopted Solvin's formula to calculate the sample size from the target population as shown below;

$$n = \frac{N}{1 + Ne^2}$$

Where;

n=Sample size,

N=Population

e= the level of precision

95% level of confidence will be used which gives $p=0.05$ chance of deviation from the actual

Therefore;

$$\text{Sample size } n = \frac{300}{1 + 300(0.05^2)}$$

$$n = 171$$

Table 3:2 Sample Size

CLUSTERS	SAMPLE SIZE	PERCENTAGE (%)
Customs Officers	87	51
KPA Officers	26	15
KAA Officers	18	10
Port and Airport Police	15	9
Anti-narcotics Officers	13	8
NACADA Officers	12	7
Total	171	100%

3.6 Data Collection Instruments

Data was collected using structured questionnaires, which contained closed-ended structured questions. The questionnaire was used because of standardization of questions, less costly and saves on time as they are easy to administer. Also information gathered through issuing of questionnaires was free from bias and influence from the researcher thus accurate and valid data is obtained (Kothari, 2011). These structured questionnaires were dropped and picked by the researcher at a later date to give the respondents time to fill them. Follow up was conducted to ensure and facilitate proper response rate.

3.7 Data collection procedure

Data was collected by handing out the questionnaires to the target respondents and picked at a later date to give them time to fill them. According to Ader, et al (2008) questionnaires are relatively easy and inexpensive to administer for the simplest of designs hence they were used as data collection method. Questionnaires had closed-ended questions prepared in line with the set objectives.

3.8 Pilot Testing

Pilot testing is a field observation undertaken by a researcher as a preliminary survey (Kothari, 2011). Pilot studies are usually executed as plan for the intended study, but on a smaller scale to test reliability and validity of questionnaires to be used during the study. Therefore, pilot test was done on 10% of sample size. Validity is the degree to which results obtained from the analysis of the data actually represent the phenomenon under study (Mugenda & Mugenda, 2008). Validity of the data collection instrument was determined by reviewing the research instrument with the supervisor and other research professionals. The important corrections, proposals and comments suggested by them assisted in the validation of the instrument. The answers provided by the respondents were tested and compared to the study objectives. Proof of content relevance, representativeness and relevance to the variables in the study signified that the research instruments are valid.

Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials (Mugenda & Mugenda, 2008). So as to ascertain the reliability of the questionnaire, a pilot testing was undertaken on 17 respondents not included in the sample. The study used SPSS version 23 to compute the Cronbach's alpha in reliability analysis of the questionnaire. According to Amin (2005), a data collection instrument is ruled to be acceptable if it achieves a Cronbach's alpha of 0.70 and above. Therefore the questionnaire was reliable to collect data for the study.

3.9 Data Analysis

The researcher before picking the questionnaires she confirmed they were dully filled. Data processing, editing, and coding, descriptive statistics and measures of central tendency, measures of deviation and correlation analysis were conducted using the Statistical Package for Social Science (SPSS) version 23. The advantage of using SPSS was enhanced data reliability and validity and tables and charts were used to summarize and explain the research findings. The study adopted a linear regression model to explain the relationship between the dependent and independent variables.

The linear regression model used was;

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \epsilon$$

Y –Managing of Narcotics Smuggling

β_0 - constant term, the intercept indicates level of customs in managing narcotics smuggling without other variables under the study

$\beta_1, \beta_2, \beta_3$ - coefficients explaining the effects of independent variable $X_1, X_2,$ and X_3 to dependent variable Y

X_1 - customs internal process

X_2 - inter-organizational coordination

X_3 - Adaptation strategies of customs

ϵ - The error term or other factors that might affect the dependent variable outside the model

CHAPTER FOUR

RESEARCH FINDINGS AND ANALYSIS

4.1 Introduction

This chapter focuses on analysis, presentation and interpretation of findings. The study sought to determine factors affecting customs in managing narcotics smuggling in southern region. The analysis is based on the research objectives and questionnaires. The presentation is made in forms of tables and figures. Pilot Results are discussed based on the reliability of the data collection instruments.

4.2 Response rate

Table 4.1: Response rate

	Frequency	Percentage
Respondent	112	65%
Non-respondent	59	35%
Total	171	100%

The researcher analysed the response rate in relation to the questionnaires given out to the respondents, out of 171 questionnaires sent, the researcher managed to receive 112 duly filled questionnaires giving a response rate of 65% which is adequate for a proper and reliable representation (Mugenda, & Mugenda, 2003).

4.3 Pilot results

4.3.1: Reliability Test Results

The reliability is the measure of consistency when data is subjected under the same test over and over. Cronbach's alpha was used to measure the reliability of the instrument. From the table 4.2 below, the Customs Internal Process had an index of 0.715, while Inter-Organization Coordination had an index of 0.790, Adaptive Strategies of Customs had 0.789 while Customs managing of narcotics smuggling had an index of 0.801. Therefore, they were all accepted according to Amin (2005), an instrument is ruled to be acceptable if it achieves a cronbach's alpha of 0.70 and above. Therefore the questionnaire was reliable to collect data for the study.

Table 4.2: Reliability Results

Scale	Cronbach's Alpha	Comments
Customs internal process	0.715	Accepted
Inter-organizational coordination	0.790	Accepted
Adaptive Strategies of customs	0.789	Accepted
Managing of Narcotics Smuggling	0.801	Accepted

4.4 Demographic Analysis

The researcher sought to discover how respondents' demographic features impacted on factors affecting customs in managing narcotics smuggling. Results were as shown below.

4.4.1 Level of Education

From the figure 4.3 below, The findings show that 51% of the respondents are graduates, 38% have tertiary education and 11% have O level education. This shows that most of the respondents are knowledgeable in the area of study.

Table 4:3 Level of Education

	Frequency	Percent
Graduates	87	51%
Tertiary	65	38%
O level	19	11%
Total	171	100%

4.4.2 Work experience in the division

From figure 4.4 below, 42% of the respondents have work experience of between 5–10 years, while those respondents having working experience of above 15 years were 37%, and between 1-5 years were 21%. This indicates that majority of the respondents have experience in this field.

Table 4:4 Duration Worked

	Frequency	Percent
Below 5 years	36	21%
5-10 years	72	42%
Above 15 years	63	37%
Total	171	100%

4.5 Descriptive Analysis

4.5.1 Customs internal process

Table 4.5: Descriptive Statistics of Customs internal process

Statements	N	Mean	STD dev
B1 Verification of goods is effective in managing of narcotics smuggling in southern region	112	4.1607	1.07848
B2 Risk management is effective in managing of narcotics smuggling in southern region	112	3.5982	.85382
B3 inadequate resource allocation has been the key challenge on the initiatives of managing narcotic smuggling in southern region	112	4.0089	.59268

The first objective of the study was to analyze the effect of customs internal process in managing narcotics smuggling in the southern region. With a likert scale questionnaire having 1-5 where 1 was strongly disagree to 5 as strongly agree. As indicated in the Table 4.3 below, the respondents were in agreement with the statement that verification of goods is effective in managing of narcotics smuggling in southern region with a mean of 4.1607 having a standard deviation of 1.07848. Therefore the results were in agreement with Wilson (2007) that all countries could benefit from more efficient Customs administrative procedures, with the greatest benefits accruing to those countries with the most efficient Custom administrative procedures. The respondents agree with the statement that Risk management is effective in managing of narcotics smuggling in southern region with a mean of 3.5982 and a standard deviation of 0.85382. They also agree with

the statement that inadequate resource allocation has been the key challenge on the initiatives of managing narcotic smuggling in southern region mean of 4.0089 and a standard deviation of .59268.

4.5.2 Inter-organizational coordination

Table 4.6: Descriptive Statistics of Inter-organizational coordination

	Statements	N	Mean	STD dev
C1	Coordinated border management for example one stop border post is effective in managing narcotics smuggling in southern region	112	3.8750	.97837
C2	Joint stakeholder meetings are held often to discuss about narcotics smuggling in southern region	112	3.7411	.84625
C3	Intelligence gathering helps in managing of narcotics smuggling in southern region	112	3.9554	1.04311

The second objective of the study was to examine the effect of inter-organization coordination in managing narcotics smuggling in the southern region. The respondents agree that coordinated border management for example one stop border post is effective in managing narcotics smuggling in southern region having a mean of 3.8750 with a standard deviation of 0.97837, the results were in agreement with Oyier (2016) that teamwork and leadership have influenced organizations in managing of narcotics smuggling. With a mean of 3.7411 with a standard deviation of 0.84625 the respondents agree that Joint stakeholder meetings are held often to discuss about narcotics smuggling in southern region. A mean of 3.9554 and a standard deviation of 1.04311 the respondents agree that the Intelligence gathering and sharing help in managing narcotics smuggling in southern region.

4.5.3 Adaptation strategies of customs

The third objective of the study was to analyze the effect of adaptation strategies of customs in managing narcotics smuggling in the southern region. The respondents were in agreement with the statement that use of ICT Resources helps in managing of narcotics smuggling in southern region

having a mean of 3.8482 with a standard deviation of 0.90255, this concurs with Kesino (2012) when he acknowledged that the extensive use of information and communication technology by customs helps in managing narcotics smuggling. A mean of 3.8750 with a standard deviation of 1.00561 respondents agree that Non-intrusive scanners help in managing of narcotics smuggling in southern region. Respondents agree with the statement Sniffer dogs helps in detection and prevention of narcotics smuggling in southern region having a mean of 3.8482 and a standard deviation of 1.18709. The results were in agreement with (Bichou, 2011) that officers are fully trained to use the scanners including their safety and they can easily identify any concealed, under declared cargo in containers.

Table 4.7: Descriptive Statistics of Adaptation strategies of customs

	Statements	N	Mean	STD dev
D1	Use of ICT Resources helps in managing of narcotics smuggling in southern region	112	3.8482	.90255
D2	Non-intrusive scanners help in managing of narcotics smuggling in southern region	112	3.8750	1.00561
D3	Sniffer dogs helps in detection and prevention of narcotics smuggling in southern region	112	3.8482	1.18709

4.5.4 Customs managing of narcotics smuggling

The respondents agree with the statements that customs internal process is effective in managing of narcotics smuggling in southern region with a mean of 4.2857 and a standard deviation of 0.79897. Respondents agree with the statement Inter- organizational coordination is effective in managing of narcotics smuggling in southern region with a mean of 4.2232 and a standard deviation of 0.76770. This study therefore affirms the findings by World Bank Group (2005) that coordinated border management is the organization and supervision of border agency control activities to meet the common challenge of facilitating the movement of legitimate people and goods while maintaining secure borders and meeting national legal requirements. Respondents agree with the statement Adaptation strategies of customs are effective in managing of narcotics smuggling in southern region with a mean of 4.2857 and a standard deviation of 0.82121.

Table 4.8: Descriptive Statistics of Customs managing of narcotics smuggling

	Statements	N	Mean	STD dev
E1	customs internal process is effective in managing of narcotics smuggling in southern region	112	4.2857	.79897
E2	Inter- organizational coordination is effective in managing of narcotics smuggling in southern region	112	4.2232	.76770
E3	Adaptation strategies of customs are effective in managing of narcotics smuggling in southern region	112	4.2857	.82121

4.6 Correlation Analysis

4.6.1 Pearson Coefficient of Correlation

The researcher conducted correlation analysis to determine the relationship between independent variable and dependent variable and it involved coefficient of correlation. In order to find out the relationship between the independent and dependent variables, the researcher used the Karl Pearson's coefficient of correlation (r) to establish the relationship between the study variables. Customs internal Process with Narcotics Management has a moderate positive relationship of 0.644 implying a change in Customs internal Process leads to a moderate change in Narcotics Management. Inter organizational coordination has a strong positive correlation of 0.680 to the Narcotics Management, therefore a change in inter-organization coordination will strongly affect Narcotics Management. There is a strong correlation between Customs Adaptive Strategies with the management of Narcotics Smuggling given by a 0.647. therefore, implying a change in Customs adaptive strategies will strongly affect the management of narcotics smuggling in the southern region. The results were in agreement with Duval (2006) that automation serves as a tool to support Customs management practices making them efficient and effective in managing narcotics smuggling.

Table 4.9: Pearson's Correlations

	CI_Processes	Inter_Org _Cordination	C_Adaptive _Strategies	Narcotics_ Management
CI_Processes Pearson Correlation	1			
Sig. (2-tailed)				
N	112			
Inter_Org_Cordination.Pearson Correlation	.508	1		
Sig. (2-tailed)	.000			
N	112	112		
C_Adaptive_Strategies.Pearson Correlation	.469	.464	1	
Sig. (2-tailed)	.000	.000		
N	112	112	112	
Narcotics_ManagementPearson Correlation	.644	.680	.647	1
Sig. (2-tailed)	.000	.000	.000	
N	112	112	112	112

** Correlation is significant at the 0.01 level (2-tailed).

4.7 Regression Analysis

4.7.1 Coefficient of Determination (R²)

The coefficient of determination describes the degree to which variations in the dependent variable can be explained by the variation in the independent variables that is justified by all three independent variables. The findings shown in Table 4.10 below indicating R Square as 0.661, that 66.1% Change in the Narcotics Management is attributed to the variations of the independent variables under study, Customs Internal Process, Inter-organization Coordination and Adaptive Strategies of Customs, the 33.9% are not represented in the study which are other factors not explained. Adjusted R square is an adjustment of the R-squared which gives information on how

well a model can be used to make a generalization in the population. Adjusted R Squared is a corrected goodness of fit which outlines the accuracy of the model. It identifies the fraction of variance in the population that the independent variables explain. The adjusted R Squared above is 65.2%% therefore indicating a high predictability of independent variables to dependent.

Table 4.10: Coefficient of determination (R2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.813	.661	.652	1.44260

a Predictors: (Constant), Adaptive Strategies of Customs, Customs Internal process, Inter Organization Coordination

4.7.2 ANOVA

Table 4.11: Analysis of Variance (ANOVA)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	439.100	3	146.367	70.332	.000 b
	Residual	224.758	108	2.081		
	Total	663.857	111			

a Dependent Variable: Narcotics Management

b Predictors: (Constant), Adaptive Strategies of Customs, Customs Internal Process, Inter Organization Coordination

The analysis of variance was used to determine the significance of the model. It describes the overall variance accounted for in the model. During testing of significance, P-value of equal or less than 0.05 is considered to be statistically significant. From the above table, the independent variables are significant in predicting the dependent variable. With F = 70.332, and p value being < 0.05. This reveals that the independent variables; Customs Internal Process, Inter Organization Coordination, Adaptive Strategies of Customs, were significant in predicting the Managing of Narcotics Smuggling. This implies that the model is indeed statistically significant.

4.7.3 Regression Coefficient

The researcher conducted a multiple regression analysis as indicated in the Table 4.12 to determine the relationship between customs managing of narcotics smuggling and the independent variables.

Table 4.12: Multiple Regressions

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	3.429	.947		3.620	.000
	CI_Processes	.263	.060	.298	4.363	.000
	Inter_Org_Coordination	.337	.061	.373	5.486	.000
	C_Adaptive_Strategies	.293	.058	.333	5.022	.000

a Dependent Variable: Managing of narcotics smuggling

The regression model to be used is as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

β_0 - constant term,

$\beta_1, \beta_2, \beta_3$ - coefficients to be determined

ε - The error term,

Y –dependent variable (Managing of Narcotics Smuggling)

X_1 - customs internal process

X_2 - inter-organizational coordination

X_3 - Adaptation strategies of customs

Therefore;

$$Y=3.429+ 0.263X_1+ 0.337X_2+0.293X_3 + \varepsilon$$

The regression model above established that customs performance in managing of narcotics smuggling holding all coefficient at zero will be 3.429. The analyzed data findings also illustrate that considering all other independent variables are zero, a unit increase in customs internal process will result to a 0.263 increase in managing of narcotics smuggling at 95% level of confidence and 5% level of significance. From the results, a unit increase in inter-organizational coordination will result to a 0.337 increase in management of narcotics smuggling. With a p-value of 0.000 at 95% level of confidence which is less than 0.05, indicating a significant relationship between the inter-organizational coordination and the managing of narcotics smuggling. From the results, a unit increase in adaptation strategies of customs will result to a 0.293 increase in managing of the narcotics smuggling. With a p-value of 0.000 at 95% level of confidence which is less than 0.05, it indicated a significant relationship between adaptation strategies of customs and managing of the narcotics smuggling.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter summarizes the topic of research to determine factors affecting customs in managing of narcotics smuggling in southern region. It summaries the findings from collected and analyzed data, draws conclusion, recommendation and finally suggested areas for further studies and research.

5.2 Summary of Findings

5.2.1 Customs internal process

The first research question sought to answer what is the effect of customs internal process in managing narcotics smuggling in southern region? From the study the regression results of Customs Internal Process had a significant influence on managing of narcotics smuggling in southern region by 0.263 implying a unit change in customs internal process will lead to a 26.3% change in management of narcotics smuggling. This is supported by the Karl Pearson's correlation Coefficient r of 0.644 indicating a moderate positive effect in managing of narcotics smuggling. This study therefore affirms the findings by Wilson (2007) that estimated that all countries could benefit from more efficient Customs administrative procedures, with the greatest benefits accruing to those countries with the most efficient Custom administrative procedures.

5.2.2 Inter Organizational Coordination

The second research question sought to answer what is the effect of inter-organization coordination in managing narcotics smuggling in the southern region? From the regression results inter organizational coordination affects managing of narcotics smuggling by 0.337 implying a unit change in Inter organizational coordination will lead to a 33.7% change in managing of Narcotics Smuggling and this findings are supported by the Karl Pearson's correlation Coefficient r of 0.680 therefore showing there is a strong positive effect in managing of narcotics smuggling. This study therefore affirms the findings by World Bank Group (2005) that coordinated border management is the organization and supervision of border agency control activities to meet the common challenge of facilitating the movement of legitimate people and goods while maintaining secure borders and meeting national legal requirements.

5.2.3 Adaptation Strategies of Customs

The third research question sought to answer what is the effect of adaptation strategies of customs in managing narcotics smuggling in the southern region? From the linear regression model results adaptation strategies of customs affects managing of narcotics smuggling by 0.293, implying that a unit change in the adaptation strategies of customs will lead to a 29.3% improvement in the managing of Narcotics Smuggling. These findings are supported by Karl Pearson's Correlation Coefficient r of 0.647 which indicates the existence of a strong correlation between Customs Adaptive Strategies with management of Narcotics Smuggling. This study therefore agrees with the findings by Bichou (2011) that trained personnel analyze the images that have been created by the scanners and officers are fully trained to use the scanners including their safety. They can easily identify any concealed, under declared cargo in containers

5.3 Conclusion

The objective of this study was to determine the factors affecting Customs in managing of narcotics smuggling in southern region. The study concludes that;

5.3.1 Customs internal process

Customs internal process helps in managing of narcotics smuggling in southern region. Verification of goods helps in determining the nature, origin, condition, quantity and assessment of the goods are in accordance with the particulars provided in the Goods declaration and the goods are not prohibited imports. Risk management is a preventive measure and it helps in efficient and effective utilization of scarce resources and Customs controls.

5.3.2 Inter Organizational Coordination

Inter-organization coordination plays an important role in managing of narcotics smuggling in southern region. Through coordinated border management stakeholders are able to share information with each other through RILO and through other ICT platforms. This study therefore affirms the findings by Varavayi & Shirkes (2015) that coordination between related bodies, transparency among other administrative structures greatly affects the management of smuggling in a country.

5.3.3 Adaptation Strategies of Customs

The adaptive strategies adopted by the customs officers have a positive effect on the management of the narcotics smuggling. Use of non-intrusive scanners helps in detecting restricted and prohibited items. K9 unit helps in searching and intercepting narcotics entering Kenya through the various Points of entry. Kesino (2012) underscores that extensive use of information and communication technology is a key strategy, mainly in improving Customs processes ahead of arrival of cargo, automating processes, and minimizing human intervention.

5.4 Recommendations

The regression analysis findings are a unit increase in customs internal process will result to a 0.263 increase in managing of narcotics smuggling and from Pearson correlation findings there is positive correlation of r 0.644 between customs internal process and management of narcotics smuggling. This study recommends that for customs internal process to be effective and efficient there should be frequent training of customs officers on detection and prevention techniques that will help in the fight against narcotics smuggling and also application of risk management techniques in profiling and analysis of import and export containers for prohibited goods. From the regression analysis results a unit increase in inter-organization coordination will result to a 0.337 increase in managing of narcotics smuggling and from Pearson correlation analysis there is a strong positive correlation of r 0.680 between inter-organizational coordination and management of narcotics smuggling. This study recommends good working relationship between organizations internationally and nationally by sharing intelligence and use of informants as this will bring uniformity in implementation of laws on narcotics smuggling.

From the regression analysis results a unit increase in adaptation strategies of customs will result to a 0.293 increase in managing of narcotics smuggling and from Pearson correlation analysis there is a strong positive correlation of r 0.647 between adaptation strategies of customs and management of narcotics smuggling. This study therefore recommends for more cargo scanners to be purchased and placed at entry and exit points so as to curb prohibited goods and improve efficiency and effectiveness of customs processes and training of more K9 on detection and interception of prohibited drugs. Nagy's study was too shallow as it on focused on cigarette smuggling and this study filled the gap by focusing on factors affecting customs in managing of narcotics smuggling.

5.5 Limitations of the study

The study was faced by financial constraint, this was due to the movement and support during data collection, the researcher mitigated this challenge through proper budgeting and efficient resource management. Some of the respondents were withholding information because of the sensitivity of the subject but the researcher assured them of complete confidentiality and that information would be used for academic purposes only. Despite of these limitations, the research managed to have reliable data and accurate responses from the research respondents.

5.6 Areas of Further Research

This study concentrated on factors affecting customs in managing of narcotics smuggling in southern region. From the results only 66.1% was explained by independent variables in this study. The researcher recommends for further study in related areas and more so to research on the 33.9% that can be explained using other factors not under the study such as effects of smuggling in a country's economy and effect of narcotics smuggling in society for example on drug abuse, crime and health.

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ISO 9001:2015 CERTIFIED

KRA/KESRA/MSA/002

03rd May, 2018

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: REQUEST TO COLLECT RESEARCH PROJECT DATA

This is to certify that Ms. Gladys W. Ndururi of admission number HDB335/CO16/2511/2016 is a bona fide student of the Kenya School of Revenue Administration (KESRA), Mombasa Campus.

The above mentioned is in her final year of study and is currently conducting a research project in partial fulfilment of the requirements leading to the award of a Postgraduate diploma in Customs Administration.

In light of the above, the School would like to seek your permission to allow Ms. Ndururi to collect data that relates to her research project from your organization. The data collected and the research project produced thereafter, will strictly be used for academic purposes only.

Thank you for your support and cooperation.

Yours sincerely,

Mi

Mutuvi Masila,
Deputy Principal – KESRA, Mombasa Campus



Tulipe Ushuru Tujitegeme !



APPENDIX II: QUESTIONNAIRE

The questionnaire has been prepared for the purposes of collecting data aimed at evaluating factors that affect customs in managing narcotics smuggling in southern region. Please provide answers to the following questions against the most suitable alternative. Responses will be confidential and for academic purposes only.

SECTION A: DEMOGRAPHIC INFORMATION

1. Highest level of Education

O level [] Tertiary [] Graduate []

2. Work experience in the division

1-5 years [] 5-10 years [] above 15 years []

SECTION B: CUSTOMS INTERNAL PROCESS

The effects of customs internal process in managing narcotics smuggling in southern region. Tick (√) accordingly. [5= strongly agree, 4 = agree, 3=Neutral, 2=Disagree, 1=strongly Disagree]

	Statement	5	4	3	2	1
B1	verification of goods is effective in managing of narcotics smuggling in southern region					
B2	Targeting is effective in managing of narcotics smuggling in southern region					
B3	inadequate resource allocation has been the key challenge on the initiatives of managing narcotic smuggling in southern region					

SECTION C: INTER-ORGANIZATIONAL COORDINATION

The effects of inter-organizational coordination in managing narcotics smuggling in southern region. tick (√) accordingly. [5= strongly agree, 4 = agree, 3=Neutral, 2=Disagree, 1=strongly Disagree]

	Statement	5	4	3	2	1
C1	Coordinated border management for example one stop border post is effective in managing narcotics smuggling inn southern region					
C2	Joint stakeholder meetings are held often to discuss about narcotics smuggling in southern region					
C3	Intelligence gathering helps in managing of narcotics smuggling in southern region					

SECTION D: ADAPTATION STRATEGIES OF CUSTOMS

The effects of adaptation strategies of customs in managing narcotics smuggling in southern region. Use the scale given below to appropriately answer the questions that follow by ticking (√) accordingly. [5= strongly agree, 4 = agree, 3=Neutral, 2=Disagree, 1=strongly Disagree]

	Statement	5	4	3	2	1
D1	Use of ICT resources help in interception of narcotics in southern region					
D2	Non-intrusive scanners help in interception of narcotics in southern region					
D3	Sniffer dogs helps in detection and prevention of narcotics smuggling in southern region					

SECTION E: CUSTOMS PERFORMANCE IN MANAGING NARCOTICS SMUGGLING

Use the scale given below to appropriately answer the questions that follow by ticking (√) accordingly. [5= strongly agree, 4 = agree, 3=Neutral, 2=Disagree, 1=strongly Disagree]

	Statement	5	4	3	2	1
E1	customs internal process is effective in managing of narcotics smuggling in southern region					
E2	Inter- organizational coordination are effective in managing of narcotics smuggling in southern region					
E3	Adaptation strategies of customs are effective in managing of narcotics smuggling in southern region					

THANK YOU FOR YOUR PARTICIPATION