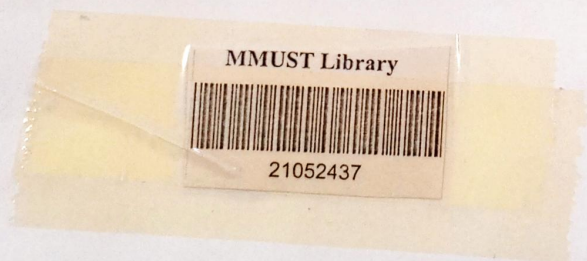


**PREPAREDNESS OF NAIROBI COUNTY INCIDENT COMMAND SYSTEMS
OF SELECTED ORGANIZATIONS INFLUENCING DISASTER RESPONSE
OPERATIONS, KENYA**

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Abbigail Njoki Wachuka

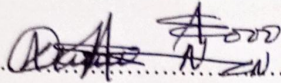
**A Thesis Submitted in Partial Fulfillment of the Requirement for the confirment of
the degree of Master of Science in Disaster Management and Humanitarian
Assistance of Masinde Muliro University of Science and Technology**



June, 2021

DECLARATION

This thesis is my own work prepared with no other than the indicated sources, support and has not been presented for a degree in any other university

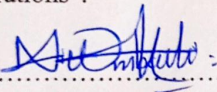
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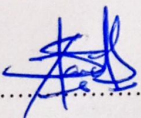
CERTIFICATION

The undersigned certify that they have read and hereby recommend for acceptance of Masinde Muliro University of Science and Technology a thesis entitled: "Preparedness of Nairobi County incident command systems of selected Organizations influencing disaster response operations".

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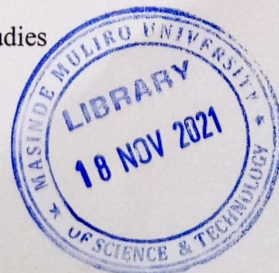
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DEDICATION

This thesis is dedicated to my brothers Moses Kirui for all his love and support. I would like to thank my mum Jane Njenga for her never-ending strength and incredible grace, and for valuing my education more than anything else, and for being there, always.

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This work would not have been possible without the encouragement and support of my thesis advisors, Rev. Dr. Elijah. O. S and Dr. Nicholas Kipkorir Ombachi who first put the idea of writing thesis in my mind. Not only did they start me on this journey but they also helped me stay on track despite many distractions. I truly appreciate all of the help they gave in editing this work and pushing me to make it something I am proud of. I would also like to thank all lecturers of SDMHA who contributed to this work, my peers, especially Katamu Constar, Hasero Carolyne and Esekon Lucas for their encouragement. Lastly, I would like to thank all my friends and family, my brothers Moses Kirui and mum Jane Njenga for their patience, understanding, support, and laughter over the past two years.

ABSTRACT

Response to disasters among response organizations reveal exceptionally complex management scenarios contributing to delay in response due to lack of Incident Command System. At global level, the aftermath of the 9/11 terrorist attacks and the dissemination of anthrax in 2001, the ability of the U.S. response organizations to provide effective and coordinated response to complex incidents came under intense scrutiny. In Africa, response to the Ebola virus outbreak in Sierra Leone overwhelmed the national capacity to contain it necessitating a massive international response. Lack of effective establishment of the incident command system, led to duplication of efforts between the coordination groups, slow resource mobilization and an overtly coordination and decision making system as challenges. In Kenya, the most evidence of operational decay was during the 1998 United States embassy terrorist attack Nairobi, in which 212 people were killed, and 4,000 wounded. Rescue efforts were conducted by Israel Rescue team due to their specialized equipment and saved a mother and a son trapped on the 22nd floor of the Co-operative House for more than 36 hours. In 2013, Westgate shopping mall terror attack in Nairobi, The siege lasted 80 hours and resulted in at least 67 deaths and more than 175 people wounded in the mass shooting. A fatal friendly fire incident between security forces undermined the response and left the attackers free to prolong their slaughter. During the pipeline fire caused by an explosion secondary to fuel, at least 122 casualties were admitted in Kenyatta National Hospital with severe burns. These shows that management structure that can discuss, analyze, and describe complex disaster scenarios and response under exceptional circumstances as a single system by various response organizations has not been explored for effective response to emergencies. The general objective of the study was, the preparedness of Nairobi County incident command systems of selected organizations influencing disaster response operations. The specific objectives of the study were: Examine the structure of Nairobi County incident command systems of selected organizations influencing disaster response operations, evaluate the mission of Nairobi County incident command systems of selected organizations influencing disaster response operations and assess the strategies employed on Nairobi County incident command systems of selected organizations influencing disaster response operations. The study adopted conceptual framework. Contingency theory and goal theory guided the study. The study used a descriptive study design. A stratified sampling technique was used to determine sample category of 155 respondents from, Red Cross Society, Kenya Police Service, Nairobi Fire Brigade and National Youth Service. The instruments of data collection were questionnaire, focus group discussion and interview guides. The SPSS version 27 was used to analyze data then presented it on tables and graphs. Validity was determined using content validity while reliability using test and retest technique. On specific objective one, the study found that the structure of ICS is important in disaster relief operations but it depends on how organization formulates it to fit emergency situation. On specific objective two, study revealed that infrastructure, training and information exchange is challenges affecting achievement of the mission of ICS by response organizations in Nairobi County. On specific objective three, Nairobi Fire Brigades and National Youth Service had no formalized ICS.

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