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THE INFLUENCE OF ADMINISTRATIVE CAPACITY ON ADDRESSING DOMESTIC VIOLENCE IN POLICE GENDER DESKS IN TANZANIA: A CASE OF ILALA MUNICIPALITY

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ABSTRACT
This study examined the influence of administrative capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality, Tanzania, focusing specifically on human resource capacity and financial resource capacity. The study was guided by Street-Level Bureaucracy Theory and Resource Dependency Theory. A mixed-methods approach and descriptive correlational design were employed. Data were obtained through questionnaires administered to 400 respondents, comprising 14 officers and officials and 386 community members, semi-structured interviews with 14 officers and officials, and documentary review. Quantitative data were analysed using descriptive statistics, Pearson correlation and simple linear regression, while qualitative data were analysed thematically. The findings revealed that human resource capacity was positively and significantly associated with addressing domestic violence ($r = 0.61$, $R^2 = 0.37$, $p < 0.001$). Staffing sufficiency (mean = 2.14) and the sufficiency of trained officers (mean = 2.09) were the most constrained indicators. Interview findings showed that staff shortages increased workloads, delayed case handling and encouraged prioritisation of cases, while limited specialised training affected victim interviewing and case documentation. Financial resource capacity was also positively and significantly associated with addressing domestic violence ($r = 0.52$, $R^2 = 0.27$, $p < 0.001$). Emergency fund availability recorded the lowest mean (1.98), while operational funding adequacy, timely disbursement, follow-up visits and support for medical examinations were also rated poorly. Interviews indicated that funding shortages and delayed disbursements constrained victim transportation, medical examinations and follow-up activities. Documentary evidence showed that each Gender Desk received an allocation of TSh 285,000 per quarter, while actual disbursement averaged 62.5% of the allocation. The study concludes that human and financial resource constraints weaken the operational capacity of Police Gender Desks to respond consistently to domestic violence. It recommends increasing the number of trained officers, institutionalising refresher training, improving the adequacy and predictability of operational funding, and establishing an emergency fund for victim transport and medical referrals.

Keywords:
Administrative capacity; human resource capacity; financial resource capacity; domestic violence; Police Gender Desks; Ilala Municipality; Tanzania

2. INTRODUCTION

Domestic violence remains a major human rights, public health and governance concern. It affects the physical and psychological well-being of survivors, undermines family stability and places additional demands on public institutions responsible for protection, investigation and justice. The World Health Organization (2021) estimated that approximately one in three women globally had experienced physical or sexual violence, commonly perpetrated by an intimate partner. The prevalence and consequences of domestic violence make the capacity of public institutions, particularly police services, central to effective prevention and response.

The establishment of pecialized police units has been an important institutional response to domestic violence and other forms of gender-based violence. Such units are expected to provide accessible reporting channels,

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receive complaints, document evidence, support victims and coordinate referrals to health, social welfare and justice institutions. However, the existence of pecialized units does not automatically guarantee effective service delivery. Their performance depends on whether they have sufficient personnel with appropriate competencies and adequate financial resources to carry out their responsibilities.

Human resource capacity is important because officers are the frontline public servants who interact directly with survivors, record complaints, collect evidence and undertake follow-up activities. Inadequate staffing can increase workloads, delay responses and reduce the time available for each case. Similarly, limited pecialized training may affect officers' ability to conduct sensitive interviews, pecializ different forms of abuse and prepare complete case files. Street-Level Bureaucracy Theory (Lipsky, 1980) explains that frontline public servants exercise discretion while working under conditions of limited resources and high demand. These conditions can influence the quality and consistency of services received by members of the public.

Financial resource capacity is equally important because case handling requires operational funding for transport, communication, stationery, victim support, medical referrals and follow-up visits. Even where officers understand the procedures to be followed, they may be unable to implement them when funds are inadequate or released late. Resource Dependency Theory (Pfeffer & Salancik, 1978) explains that organisations depend on resources controlled by external actors and that their performance is affected by the availability, timing and control of those resources.

In Tanzania, the Police Force established Gender and Children Desks to provide pecialized responses to gender-based violence. Nevertheless, administrative constraints have continued to affect their operations. The dissertation reported that national assessments identified staffing shortages, limited operational funding and inadequate logistical support among the challenges affecting Gender Desks. In Ilala Municipality, 2,847 domestic violence-related cases were recorded in 2024, while internal case-handling audits identified gaps in follow-up, medical documentation and timely referral (Tanzania Police Force, 2024). These challenges raised questions about the administrative capacity available to pecialized police units.

Although previous studies have examined domestic violence and the operational challenges facing pecialized police units, there remains a need for context-specific evidence on how human and financial resource capacity relate to the handling of domestic violence cases in Ilala Municipality. This article addresses this need by drawing on the first two objectives of the wider dissertation. It focuses on the influence of human resource capacity and financial resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality. The logistical resource capacity objective and its findings are deliberately excluded from this manuscript.

2.2 Statement of the Problem

Tanzania has established legal and institutional arrangements for addressing domestic violence, including the Sexual Offences Special Provisions Act (1998), the Law of the Child Act (2009), the National Plan of Action to End Violence Against Women and Children, and the Police Force Standing Orders. Police Gender Desks were established to receive and document complaints, investigate reported cases, support survivors and coordinate referrals. However, the effectiveness of these responsibilities depends on the availability of adequate administrative resources.

In Ilala Municipality, the reported domestic violence caseload and case-processing gaps point to a continuing challenge in translating institutional mandates into effective responses. The dissertation identified shortages of trained officers, high workloads, inadequate operational funding, delayed disbursement and limited emergency financial support. Such constraints can delay investigations, limit follow-up visits, prevent victims from accessing medical examinations and contribute to incomplete case files. Despite the importance of these issues, limited local evidence had established how human resource and financial resource capacity were associated with addressing domestic violence through Police Gender Desks in Ilala. This study therefore examined the two resource dimensions and their relationship with addressing domestic violence in the municipality.

1.2 Research Objectives

The article was guided by the following two specific objectives:

2. To examine the influence of human resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality.

ii. To examine the influence of financial resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality.

2. LITERATURE REVIEW

2.1 Theoretical Review

2.1.1 Street-Level Bureaucracy Theory

The study was informed by Street-Level Bureaucracy Theory, developed by Lipsky (1980). The theory explains the role of frontline public servants in translating public policies into services and decisions experienced by

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citizens. It argues that street-level officials often work under conditions pecialized a by high workloads, limited resources, ambiguous expectations and pressure to make decisions. In such circumstances, frontline workers exercise discretion and develop coping practices to manage service demands. The theory is relevant to Police Gender Desks because officers are responsible for receiving complaints, interviewing victims, documenting evidence and following up cases. When the number of officers is insufficient or pecialized training is limited, officers may prioritise cases, reduce the time spent on individual complaints or simplify procedures. These practices can influence the consistency and quality of responses to domestic violence.

2.1.2 Resource Dependency Theory

Resource Dependency Theory, advanced by Pfeffer and Salancik (1978), explains how organisations depend on resources controlled by external institutions and actors. The theory pecialize that pecialized al performance is affected by the availability, adequacy and predictability of essential resources. Police Gender Desks depend on budget allocations and disbursements from government institutions to finance operational activities. Where funding is insufficient or released late, officers may be unable to conduct follow-up visits, facilitate medical examinations or transport victims to safe facilities. The theory therefore provides a useful explanation of how financial constraints affect the capacity of Gender Desks to perform their assigned responsibilities.

2.2 Empirical Literature Review

2.2.1 Human Resource Capacity and Addressing Domestic Violence

Mugisha and Mwenda (2022) examined human resource capacity and domestic violence case processing in Tanzanian police stations. Their findings indicated that staffing levels and pecialized training were associated with the completeness of case documentation. Stations with more favourable staffing conditions and trained officers recorded better documentation outcomes, while high caseloads per officer were associated with reduced completeness. The study highlights the importance of both the number and competence of officers assigned to pecialized units.

Odhiambo (2021), in a study of training frequency and domestic violence case-handling quality in Nairobi police stations, found that a five-day training programme improved documentation completeness from 41% to 68% three months after training. However, the improvement declined to 52% after six months where formal supervision and refresher training were limited. The findings suggest that initial training should be supported by continuing professional development and supervision.

Mosha and Kimaro (2021) examined resource distribution and performance challenges in Tanzanian police units. They reported that Gender Desks received comparatively limited institutional resources despite their pecialized responsibilities and case workloads. Their findings point to the need for staffing and resource allocation arrangements that reflect the operational demands placed on pecialized police units. These studies provide a basis for examining staffing sufficiency, pecialized training, professional knowledge and refresher training in Ilala Municipality.

2.2.2 Financial Resource Capacity and Addressing Domestic Violence

The United Nations Development Programme (UNDP, 2022) examined resource constraints affecting gender-based violence response systems in Tanzania, Uganda, Zambia and Nepal. The study found that inadequate operational funding, fuel and communication resources delayed responses and affected the completeness of case documentation. It pecialize that the predictability of budget disbursement was as important as the total amount allocated.

Mosha and Kimaro (2021) found that limited budget allocations to Gender Desks restricted access to transport, communication tools and case documentation resources. Officers were sometimes required to rely on personal resources or operate without essential support. Their findings indicate that funding arrangements should reflect the pecialized responsibilities and operational workload of Gender Desks.

Amnesty International (2023), drawing on case studies from Tanzania, Kenya, South Africa and Nigeria, reported that financial constraints affected the ability of police gender units to provide protection and support to survivors. Shortages of fuel and emergency funds constrained follow-up visits and victim transportation. The report highlighted that such constraints could prevent survivors from accessing medical services and weaken the evidence available for case proceedings.

The reviewed studies demonstrate that financial resource capacity involves more than the existence of an annual budget. It also includes the adequacy of operational allocations, timely disbursement and the availability of emergency funds for activities that cannot be postponed. The present study examined these dimensions through the experiences of officers, officials and community respondents in Ilala Municipality.

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3. METHODOLOGY

The study adopted a mixed-methods approach and a descriptive correlational research design. The mixed-methods approach combined quantitative and qualitative evidence to establish the relationship between administrative capacity and addressing domestic violence and to explain the operational experiences behind the statistical patterns. The descriptive correlational design was appropriate because the study described the conditions of Police Gender Desks and examined associations between the resource-capacity dimensions and addressing domestic violence without claiming to establish causation.

The study was conducted in Buguruni and Kivukoni wards in Ilala Municipality, Dar es Salaam Region, Tanzania. The two wards were purposively selected to provide different urban settings in which Police Gender Desks handled domestic violence cases. The target population comprised officers and officials involved in or affected by the handling of domestic violence cases, together with adult community members residing in the two wards.

The questionnaire strand involved 400 respondents: 14 officers and officials and 386 community members. The planned questionnaire sample was 411, comprising 397 community members and 14 officers and officials. The 400 completed questionnaires represented an overall response rate of 97.3%. The 14 officers and officials were also selected purposively for semi-structured interviews because of their direct involvement in frontline case handling, institutional oversight, municipal coordination and victim support. Community members were selected through simple random sampling, while institutional respondents were selected purposively.

Data were collected using structured questionnaires, semi-structured interviews and documentary review. The questionnaire used a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Five items measured human resource capacity and five items measured financial resource capacity. Interviews explored staffing pressure, specialised training, experience, workload, operational funding, disbursement delays and emergency funding. Documentary review covered police staffing records, municipal budget documents and relevant national reports.

Quantitative data were analysed using descriptive statistics and Pearson correlation, supported by simple linear regression. Qualitative interview data were transcribed and analysed thematically to identify recurring patterns and explanations. The quantitative and qualitative findings were integrated during interpretation. The study reported Cronbach's alpha values of 0.86 for the human resource capacity scale, 0.83 for the financial resource capacity scale and 0.85 for the addressing domestic violence scale, indicating good internal consistency. Ethical procedures included institutional clearance, informed consent, confidentiality and anonymity.

4. RESEARCH FINDINGS AND DISCUSSION

4.1 Human Resource Capacity and Addressing Domestic Violence

The first objective examined the influence of human resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality. Five questionnaire items assessed staffing sufficiency, pecialized training, professional knowledge, the number of trained officers and refresher training. Responses were obtained from 386 community members.

Item	Statement (shortened)	SD n (%)	D n (%)	N n (%)	A n (%)	SA n (%)	Mean	SD
B1	Desk has sufficient officers for reported cases	135 (35.0)	115 (29.8)	87 (22.5)	44 (11.4)	5 (1.3)	2.14	1.06
B2	Officers have adequate pecialized training	105 (27.2)	111 (28.8)	97 (25.1)	63 (16.3)	10 (2.6)	2.38	1.12
B3	Officers demonstrate professional knowledge	93 (24.1)	109 (28.2)	99 (25.6)	70 (18.1)	15 (3.9)	2.49	1.15
B4	Number of trained	138 (35.8)	120 (31.1)	87 (22.5)	36 (9.3)	5 (1.3)	2.09	1.03

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	officers is adequate for timely investigation							
B5	Regular refresher training is provided	99 (25.6)	109 (28.2)	99 (25.6)	66 (17.1)	13 (3.4)	2.44	1.14

Source: Field data (2026). Note: SD = strongly disagree; D = disagree; N = neutral; A = agree; SA = strongly agree; Std. Dev. = standard deviation.

The findings indicate that human resource capacity was generally rated low. Staffing sufficiency recorded a mean of 2.14, with 64.8% of respondents either strongly disagreeing or disagreeing that the number of officers was sufficient to handle reported cases. The sufficiency of trained officers for timely investigation recorded the lowest mean of 2.09, with 66.9% expressing disagreement. These results suggest that the two Gender Desks faced constraints in both the number of officers available and the number of personnel with relevant training.

The assessment of pecialized training was also low, with a mean of 2.38; 56.0% disagreed or strongly disagreed that officers had received adequate pecialized training. Professional knowledge recorded a mean of 2.49, while regular refresher training recorded a mean of 2.44. Although these indicators were slightly higher than staffing sufficiency, they remained below the scale midpoint. The results therefore indicate that respondents perceived gaps in the availability and continuing development of officers' competencies.

The correlation analysis showed a positive and statistically significant relationship between human resource capacity and addressing domestic violence ($r = 0.61$, $p < 0.001$). The regression result reported in the dissertation indicated that human resource capacity accounted for 37% of the variation in addressing domestic violence ($R^2 = 0.37$). This association suggests that more favourable assessments of staffing and officer competencies tended to accompany more favourable assessments of case handling. The result should be interpreted as an association rather than proof of a causal effect.

Variable	Pearson correlation ®	p-value	R^2 (reported)
Human resource capacity and addressing domestic violence	0.61	< 0.001	0.37

Source: Field data (2026).

4.1.1 Qualitative Findings on Human Resource Capacity

Four related themes emerged from interviews: staffing pressure, the training gap, the role of experience and coping with caseloads. Gender Desk officers reported that two officers were expected to handle a substantial volume of cases. One officer from Buguruni explained that the desk could receive more than sixty new cases in a busy month, making it difficult to give every victim the attention required. Another officer from Kivukoni described pecialized cases involving visible injuries or immediate danger when several reports arrived on the same day. These accounts indicate that staff shortages required officers to ration their time and prioritise cases, potentially delaying attention to cases involving less visible forms of abuse.

The interviews also identified limitations in pecialized training. An officer explained that without training in victim interviewing, important details could be omitted when recording a survivor's account. A Ward Executive Officer similarly observed that officers were willing to assist but often learned through daily experience rather than structured training. These accounts reinforce the questionnaire results, particularly the low rating for the adequacy of trained officers. They also indicate that willingness and practical exposure do not necessarily replace pecialized competencies in sensitive interviewing, evidence collection and case documentation.

Experience was described as a useful source of practical knowledge, but participants noted that the transfer of experienced officers could result in the loss of institutional knowledge. A Municipal Social Welfare Officer explained that officers who had worked at the desks for several years understood case procedures, but this knowledge was not always retained when they were transferred. The finding suggests that institutional capacity should not depend solely on individual experience; formal training, documentation and knowledge-sharing arrangements are also required.

The interviews further revealed that high workloads affected the completeness of case files. One officer reported that when too many cases were handled at the same time, forms were sometimes completed with minimum details,

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which could later contribute to case dismissal. Overall, the qualitative evidence demonstrates how staffing shortages and training gaps can affect pecialized on, documentation and follow-up. These experiences are consistent with Street-Level Bureaucracy Theory, which explains how frontline officials adapt their practices when service demands exceed available resources.

4.1.2 Documentary Evidence and Discussion

Documentary review of Tanzania Police Force staffing records for Buguruni and Kivukoni showed that each Gender Desk had two officers against a recommended establishment of eight. Where additional officers were assigned on an ad hoc basis, they were drawn from other units and were not necessarily trained for Gender Desk duties. The Ministry of Home Affairs (2022) national report similarly indicated that 68% of Gender Desks operated with one or two officers and that only 32% had at least one officer who had received pecialized training during the preceding twelve months.

The quantitative, qualitative and documentary findings therefore converge on the importance of staffing levels and pecialized competencies. The positive and significant correlation ($r = 0.61$) indicates that human resource capacity was closely associated with addressing domestic violence in the study area. The interviews explain this pattern by showing that insufficient staffing contributed to workload pressure, case pecialized on and abbreviated documentation. The documentary evidence confirms that the reported staffing constraints were also reflected in institutional records.

These findings are consistent with Mugisha and Mwenda (2022), who associated staffing and training conditions with the quality of domestic violence case processing in Tanzanian police stations. They also align with Odhiambo (2021), whose findings showed that training improved documentation completeness but that the gains declined without supervision and refresher training. The current study adds evidence from Ilala Municipality by showing that respondents rated both staffing sufficiency and the availability of trained officers particularly poorly. From the perspective of Street-Level Bureaucracy Theory (Lipsky, 1980), officers' pecialized on of urgent cases and the reduction of documentation detail can be understood as coping responses to high caseloads and limited personnel. The findings consequently support the need to strengthen staffing and maintain pecialized competencies through regular training and supervision.

4.2 Financial Resource Capacity and Addressing Domestic Violence

The second objective examined the influence of financial resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality. Five questionnaire items assessed operational funding, emergency funds, timely disbursement, funding for follow-up visits and support for medical examination and referral.

Item	Statement (shortened)	SD n (%)	D n (%)	N n (%)	A n (%)	SA n (%)	Mean	SD
C1	Adequate funding for day-to-day operations	143 (37.0)	103 (26.7)	93 (24.1)	47 (12.2)	0 (0.0)	2.11	1.04
C2	Access to emergency funds for victim transport	145 (37.6)	164 (42.5)	19 (4.9)	57 (14.8)	1 (0.3)	1.98	1.02
C3	Budget disbursement is reliable and timely	94 (24.4)	189 (49.0)	36 (9.3)	52 (13.5)	15 (3.9)	2.24	1.08
C4	Funding is sufficient for victim follow-up visits	102 (26.4)	167 (43.3)	29 (7.5)	88 (22.8)	0 (0.0)	2.27	1.09
C5	Desk can support medical examination	110 (28.5)	108 (28.0)	130 (33.7)	22 (5.7)	16 (4.1)	2.29	1.07

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	and referral costs							

Source: Field data (2026). Note: SD = strongly disagree; D = disagree; N = neutral; A = agree; SA = strongly agree; Std. Dev. = standard deviation.

All five financial resource indicators recorded mean scores below the midpoint of 3.00, indicating generally unfavourable assessments. Emergency fund availability recorded the lowest mean (1.98), with 80.1% of respondents strongly disagreeing or disagreeing that the Gender Desk had access to emergency funds for transporting victims to medical or safe facilities. This was the lowest-rated item in the questionnaire. Operational funding adequacy recorded a mean of 2.11, with 63.7% disagreeing or strongly disagreeing that the desks had adequate funds for day-to-day operations.

The reliability and timeliness of budget disbursement recorded a mean of 2.24, with 73.4% of respondents disagreeing or strongly disagreeing. Similarly, 69.7% disagreed or strongly disagreed that available funds were sufficient to cover follow-up visits, producing a mean of 2.27. Support for medical examination and referral costs recorded a mean of 2.29. The relatively high neutral response for this item (33.7%) suggests that a substantial proportion of respondents were uncertain about the extent to which the desks could meet these costs.

Pearson correlation analysis established a positive and statistically significant relationship between financial resource capacity and addressing domestic violence ($r = 0.52$, $p < 0.001$). The dissertation reported an R^2 value of 0.27, indicating that financial resource capacity accounted for 27% of the variation in addressing domestic violence in the regression analysis. Although this was lower than the reported association for human resource capacity, the relationship remained statistically significant and indicated the importance of financial resources in supporting case-handling activities.

Variable	Pearson correlation ®	p-value	R^2 (reported)
Financial resource capacity and addressing domestic violence	0.52	< 0.001	0.27

Source: Field data (2026).

4.2.1 Qualitative Findings on Financial Resource Capacity

The interviews revealed four connected financial constraints: inadequate operational allocations, delayed disbursement, lack of emergency funding and the consequences of financial shortages for case handling. A Gender Desk Officer in Buguruni reported that the funds received were insufficient to cover fuel for follow-up visits, stationery for case files and other routine expenses. The officer explained that staff sometimes used personal money or asked victims to pay for transport. This account suggests that inadequate funding transferred part of the operational burden to officers and survivors, potentially limiting access to police support for victims with limited financial means.

A Municipal Social Welfare Officer explained that the municipal budget included a small allocation for gender response, but requests from Gender Desks exceeded the resources available. This indicates that funding constraints were not limited to individual police stations but also reflected the limited capacity of the municipal budget to meet operational needs. Officers further reported that funds sometimes arrived two months after the beginning of a quarter. By the time the funds were received, planned activities had already been postponed or abandoned. Uncertainty about the timing of disbursement also made it difficult to schedule follow-up visits.

The absence of emergency funding had immediate implications for victim support. One officer described situations in which victims who needed to attend hospital had to arrange their own transport because the desk had neither a vehicle nor money for transport. Some victims consequently did not attend the medical facility, meaning that the medical report required for case documentation was not completed. The Municipal Social Welfare Officer similarly observed that victims unable to afford transport were more likely to discontinue the process.

The interviews also showed how financial shortages affected compliance with established procedures. A Police Station Commander explained that a case file could remain incomplete not because officers were unaware of the required procedure, but because the desk lacked funds to transport a victim for medical examination. Another officer stated that follow-up visits could not be conducted when fuel funds were unavailable. These findings demonstrate that formal procedures alone cannot ensure effective case handling when the financial resources required to implement them are missing.

4.2.2 Documentary Evidence and Discussion

Documentary review of Ilala Municipal Council budget documents for 2024–2025 showed that the allocation for Gender Desk operations was TSh 285,000 per quarter per desk. Actual disbursement in the reviewed quarters

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averaged 62.5% of the allocated amount. This difference reflected delays in the municipal disbursement cycle rather than a formal reduction in the approved allocation. The Ministry of Home Affairs (2022) national report also indicated that 67% of Gender Desks reported insufficient fuel allocations, providing national context for the operational funding challenges identified in Ilala.

The findings from the three sources indicate that financial resource capacity was significantly associated with addressing domestic violence ($r = 0.52$, $R^2 = 0.27$). The questionnaire results identified emergency funds as the most constrained financial element, while interviews explained the practical consequences of that shortage for victim transportation and medical examination. Delayed disbursement further affected the planning and implementation of follow-up activities. Documentary evidence confirmed that the actual funds received were lower than the approved allocation during the reviewed quarters.

The findings are consistent with the UNDP (2022) conclusion that predictable disbursement is an important condition for effective gender-based violence response systems. They also support Mosha and Kimaro (2021), who found that limited funding restricted the operational resources available to pecialized police units. Amnesty International (2023) similarly highlighted the consequences of inadequate emergency funds for victim transportation and follow-up. The findings of this study extend these observations by showing how funding constraints in Ilala were linked, in officers' accounts, to incomplete medical documentation and interrupted follow-up. Resource Dependency Theory (Pfeffer & Salancik, 1978) provides an explanation for this pattern: the capacity of Police Gender Desks to perform their responsibilities depends partly on the adequacy and timing of resources controlled by other institutions.

5. CONCLUSION AND RECOMMENDATIONS

5.1 Conclusion

The study examined the influence of human resource capacity and financial resource capacity on addressing domestic violence in Police Gender Desks in Ilala Municipality. The findings established that both dimensions were positively and significantly associated with addressing domestic violence. Human resource capacity recorded a stronger correlation ($r = 0.61$) than financial resource capacity ($r = 0.52$), although the two dimensions were both important to the operation of the desks.

Regarding the first objective, the study concludes that insufficient staffing and limited specialised training constrained the ability of Police Gender Desk officers to manage reported cases consistently. Staff shortages increased workloads and encouraged prioritisation, while inadequate training affected victim interviewing and documentation. Regarding the second objective, the study concludes that inadequate operational funding, delayed disbursement and limited emergency funds constrained follow-up visits, victim transportation and access to medical examinations. These financial constraints could interrupt case handling and contribute to incomplete documentation. Strengthening the institutional response therefore requires adequate staffing and continuous training alongside predictable operational financing and emergency support.

5.2 Recommendations

Based on the findings of the two objectives, the study makes the following recommendations:

1. Strengthen staffing levels at Police Gender Desks. The Tanzania Police Force should review the staffing establishment of Gender Desks in Buguruni and Kivukoni and work towards the recommended establishment of eight officers per desk. The review should prioritise the deployment of officers whose duties include domestic violence case handling, rather than relying on ad hoc support from personnel without specialised preparation.
2. Institutionalise specialised and refresher training. The Tanzania Police Force, in collaboration with relevant gender and victim-support institutions, should provide structured training for all officers assigned to Gender Desks and conduct refresher training at least once every year. Training should cover survivor-centred interviewing, evidence collection, case-file preparation, referral procedures and the handling of different forms of domestic violence. Training records and periodic case-file reviews should be used to monitor application of the skills.
3. Improve the adequacy and predictability of operational funding. Ilala Municipal Council and the relevant police authorities should review the quarterly operational allocation to Gender Desks against actual caseloads and operating requirements. Approved funds should be disbursed according to a predictable quarterly schedule, with monitoring to identify and address delays. Budget planning should explicitly provide for fuel, stationery, communication and follow-up activities.
4. Establish a dedicated emergency support fund. The relevant municipal and police authorities should establish a ring-fenced emergency fund to facilitate victim transportation to health facilities and safe locations, as well as urgent medical referrals. Clear procedures should govern access to the fund, recording of expenditure and periodic accountability reviews. This measure should reduce the need for victims to meet costs that arise from the official case-handling process.

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