

**EFFECT OF REMUNERATION IN PRIVATE SECURITY COMPANIES ON
THE CONTROL OF PROPERTY CRIMES IN URBAN AREAS IN KENYA: A
CASE OF NAIROBI CENTRAL BUSINESS DISTRICT**

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REQUIREMENTS FOR THE AWARD OF MASTER OF ARTS DEGREE IN
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DECLARATION

DECLARATION BY CANDIDATE

I, Ambogo Stephen Ouma, hereby declare that this Research Project is my original work and has not been submitted for examination in any other University.

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DECLARATION BY SUPERVISOR

This Research Project has been submitted for examination with my approval as the University Supervisor.

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DEDICATION

First and foremost, I wish to dedicate this work to Almighty God for giving me the determination to complete this programme. To my wife and children, for their love and sacrifice due to my absence in the course of my studies.

I also dedicate this work to my friends and colleagues at work, for constant encouragement and advice throughout the duration of the programme. Their words of encouragement were a source of great motivation. Finally, I wish to dedicate this work to members of my class for being good companions throughout this long and intellectually stimulating journey.

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ABBREVIATIONS

ACCORD	-	African Centre for the Constructive Resolution of Disputes
AP	-	Administration Police
BBC	-	British Broadcasting Corporation
CBD	-	Central Business District
CCTV	-	Closed Circuit Television
CIT	-	Cash in Transit
COTU	-	Central Organisation of Trade Unions
EAC	-	East African Community
ESRC –UK	-	Economic and Social Research Council of the United Kingdom
GSU	-	General Service Unit
GTZ	-	German Technical Cooperation Agency
G4S	-	Group Four Securicor Limited
IACP	-	International Association of Chiefs of Police
KIPPRA	-	Kenya Institute of Public Policy and Research Analysis
KSIA	-	Kenya Security Services Industry Association
KPSWU	-	Kenya Private Security Workers Union
LOK	-	Laws of Kenya
MEAC	-	Ministry of East Africa Cooperation (Now EAC Affairs)
MNCs	-	Multinational Companies
NSIS	-	National Security Intelligence Service
PMCs	-	Private Military Companies
PSCs	-	Private Security Companies
PSIA	-	Protective Security Industry Association
SALWs	-	Small Arms and Light Weapons
UN	-	United Nations
UNODC	-	United Nations Office for Drugs and Crime

ABSTRACT

The numbers and revenue from PSCs has continued to grow but the remuneration of personnel has not improved therefore contributing to increased crime and insecurity. This study sought to assess the effect of remuneration in PSCs on the control of property crimes in urban areas in Kenya. The site of the study was Nairobi CBD which is within Starehe District in Nairobi County. Business premises were selected by systematic random sampling while guards were chosen by purposive sampling to make a total sample size of 40 persons to which questionnaires were administered. Seven key informants were selected purposively while additional information was sought from owners of the business premises.

The study revealed that stealing was the type of property crime known by a number of the respondents (65 percent) followed by smuggling (27.5 percent). Some respondents (42.5 percent) indicated that the role played by private security during incidents of crime is omission while a similar number indicated that the reason why guards omitted to perform their duty or chose to participate in crime was because of low salaries and delays in payment of salaries. A number of the respondents (37.5 percent) encountered property crimes very often followed by those who encountered property crimes often (32.5 percent).

The familiar measures to control or prevent crime were access control and patrol (45 percent) followed by increasing risk of arrest and punishment (42.5 percent). Majority of the respondents (57.5 percent) indicated that the strongest challenge that they faced was collusion by employees while the best strategy to improve the measures to control or prevent property crimes was to enhance levels of supervision for key controllers as chosen by 25 percent of the respondents. Majority of the respondents placed the importance of remuneration in controlling property crimes to be very high (62.5 percent). Important recommendations include government to play a leading role in ensuring that adequate crime research is conducted, stem the tide of proliferation of sophisticated arms and fast track the pending Private Security Regulations Bill of 2010.

CHAPTER ONE: INTRODUCTION

1.1 Background

Private Security Companies (PSCs) is used in Kenya to refer to companies providing predominantly defensive services to domestic properties, businesses, offices and embassies and are mostly unarmed despite operating in areas of great risk (Small, 2006). According to Abrahamsen and Williams (2005a, 2006), private security providers proliferated due to high levels of violence and crime together with a lack of confidence and trust in public security. Chakrabati (2009) states that many governments were no longer capable of controlling the spiraling of violence and in ensuring effective implementation of law and order. The state's inability to provide employment contributed to urban unemployment, swelling shanty towns and informal settlements around major cities which provided the conditions for an increasingly criminalized environment (Abrahamsen and Williams, 2005a). As a result, there was proliferation of property crimes such as stealing and breakings in cities like Nairobi.

Mexico led the world with 751,750 cases of robbery, Algeria recorded the highest number of robbery cases in Africa with 19,103 cases while Kenya had 3,262 cases of robbery in 2012 (UNODC, 2010). At 789,612 cases, France had the highest number of cases of theft in the world while in Africa, Egypt recorded the highest number with 87,129 cases in 2011 (UNODC, 2011a). Kenya recorded 13,797 cases in theft in 2011 (UNODC, 2011a). The rate per 100,000 of population for homicide cases was highest for the world in India with a count of 42,923 in 2011 followed by Mexico (27,199) while in Africa, South Africa led with a count of 15,940 in 2010 (UNODC, 2011b). Kenya recorded 2,641 homicide cases in 2011 (UNODC, 2011b). In 2011, there were 3,262 cases of robbery, 7,325 cases of breaking and 13,797 cases of stealing in Kenya (GoK, 2012a).

Every year, the minimum wage is increased but employers in the informal sector do not effect these changes and instead place workers permanently on contracts which are not backed by any documentation. On the 1st of May 2013, the government announced a 14 percent wage increase which will see the lowest paid worker being paid Kshs 9,780/= (Standard correspondent, 2013). Musoi et al (2012) reveal that the most common types of

crime perpetrated in Nairobi were theft followed closely by robbery. In one case, two managers of Kingsway Tyres were charged for the theft of tyres worth Ksh 8.7 million in Nairobi (Nation reporter, 2013). G4S alone has been grappling with cases of Cash in Transit (CIT) theft and has lost more than Sh500 million in less than a year between 2009 and 2010 (Kagwe, 2010). The company recently lost Kshs 40 million being ferried to Kisumu from Busia (Nation Correspondent, 2013).

Over 90 percent of the global urban growth is now taking place in Africa, Asia Pacific and Latin American and the Caribbean, adding an estimated 70 million new residents to urban areas annually (UN-HABITAT, 2013a). About 40% (or 413 million) of Africa's 1 billion population resided in cities of which 51% or 225.9 million resided in slums (UN-HABITAT, 2010; UN-HABITAT, 2013b). About 23.6% or 77,194,000 persons in Eastern Africa and 22.18% in Kenya resided in cities by the year 2010 (UN-HABITAT, 2010). According to the UNODC (2010), only 24.7% of citizens in Kenya considered themselves as safe while 28.4% considered themselves as very unsafe. Commercial enterprises and affluent sections of the public hire the services of PSCs in response to insecurity thus making the sector important in the world.

The Private Military and Security Companies (PMSCs) industry worldwide is valued at between \$20 billion and \$200 billion annually while the US Department of Defense alone employs 170,000 military contractors, 25,000 of which provide armed services such as personnel, transport and site protection (Pattison, 2010). In Kenya, the sector employed 50,000 people and supported indirectly a further 195,524 people hence it is an important part of the economy by providing much needed employment (Abrahamsen and Williams, 2005a; ICTJ, 2010). The industry in Kenya had an annual turnover of nearly Kshs. 2 billion and was valued at 43 million USD in 2004 (Ngugi et al, 2004; ICTJ, 2010). The earnings from the Law and Order industry for the country also increased from Kshs. 40,977,600 in 2010 to Kshs. 44,963,700 in 2011 (GoK, 2012b).

1.2 Problem Statement

Lack of policies and regulation to guide the registration and operations of the PSCs in Kenya is a threat to security (Mkutu and Sabala, 2007). This scenario is coupled with little cooperation and coordination between PSCs and the Police in the face of very high crime and insecurity levels in Kenya. The two private security associations have disagreements over payment to guards whereby KSIA supports a new minimum working wage as contained in the Private Security Bill of 2010 (ibid). KSIA argues that low-paid guards represent a significant security threat and reveal that this condition also harms the sector's reputation (ibid). On the contrary, PSIA argues that increasing the minimum working wage significantly adds to the cost of salaries of PSCs which would make security available only to the wealthy and therefore aggravate the security situation (ibid).

The government has not attempted to enforce the minimum wage legislation resulting in non-compliance by most PSCs and subsequently the maintenance of a vicious cycle of low pay and accompanying temptation towards crime that makes private security a source of insecurity. The current low wages and poor working conditions contribute to the cycle of poverty and crime. The employment situation in PSCs is characterized by low pay, long working hours without overtime and annual leave, lack of insurance and social benefits and poor and hazardous working conditions.

From the above observations it is clear that the capacity of PSCs to address the challenge of property crimes has not been adequate despite the existence of KSIA and PSIA, the Kenya Police and the pending Private Security Bill of 2010. The numbers and revenue from PSCs has continued to grow but the remuneration of personnel has not improved therefore contributing to increased crime and insecurity. Considering the rampant cases of property crimes in urban areas in Kenya and despite the moral and legal mandate of PSCs and the Police to protect the public from property crime, it is critical to examine to what extent remuneration in PSCs has affected property crime in the Nairobi CBD. Little is also known about this relationship between remuneration of personnel in PSCs and property crimes in urban areas in Kenya. This study therefore sought to assess the effect of remuneration in PSCs in controlling property crimes in urban areas in Kenya.

1.2.1 Research Questions

This study was guided by the following research questions:

1. What is the nature of property crime in urban areas?
2. What are the measures by PSCs on the control of property crime in urban areas?
3. What is the effect of remuneration in PSCs on the control of property crime in urban areas?
4. What are the appropriate strategies to improve the measures to control property crime in urban areas?

1.3 Objectives of the Study

1.3.1 General Objective

The general objective of the study was to examine the effect of remuneration in PSCs on the control of property crime in urban areas in Kenya.

1.3.2 Specific Objectives

1. To examine the nature of property crime in urban areas.
2. To identify and analyze measures in the control of property crime in urban areas.
3. To assess the effect of remuneration in PSCs on the control of property crime on urban areas.
4. To evaluate the appropriate strategies to improve measures in controlling property crime in urban areas.

1.4 Rationale

According to Kempa et al (1993), empirical measures of the private security industry have proven to be conceptually and methodologically problematic due to varied definitions of private security sector in compiling statistics rendering the measures quite unreliable. Other nations completely do not collect data on the industry (ibid). Wairagu et al (2004) state that PSCs report frequent violent incidents towards guards but despite these high incidences of violence, no nation or industry-wide statistics of guards hurt or killed on duty exists and this issue has received little public attention. No data also exists

on the number and location of the PSCs. However, a study by Mkutu and Sabala in 2004 estimates that there were 450 PSCs in Nairobi alone and an estimated 2000 PSCs in the entire country.

Mkutu and Sabala (2007) state that despite the increasing presence of PSCs, public and intellectual debate on the matter has been lacking. Similarly, in spite of the efforts by PSCs and the government to curb crime through specialized police units and promotion of policing models such as community policing, there appears to be little impact. This study aims at collecting data that is relevant to the role played by remuneration in PSCs in the control of property crimes which has not been explored. This study also aims at unraveling the socio-economic and possibly political dimensions of the problem and demystifying the secrecy surrounding the issue of security.

In Kenya, only a few research studies have focused on the occupational culture of private policing as compared to those on public policing. In view of the increasing prominence of private security, there is need to reveal the role it plays in addressing insecurity. According to Scull (1977), those studies focusing on private policing have typically examined those instances in which state functions have been contracted out to private organizations which reinforces the notion of state monopoly over policing (Ohen, 1979). Majority of sociologists who have studied the modern development of private security have treated private security as private adjunct to the public criminal justice system while common problems in all case studies concern a pervasive sense of insecurity, a low level of trust in public security forces, general poverty and the exploitation of guards (Shearing and Stenning, 1983).

According to KIPPRA (2007), one of the goals in the Private Sector Development Strategy is to improve Kenya's business environment for existing and potential investors by designing additional measures to combat crime and insecurity. This follows the realization that crime and insecurity are key constraints that have negatively impacted on the growth of private sector investment. Similarly, the Kenya Vision 2030 also embraces matters of security under the political pillar and to achieve the vision, an enabling

environment must be put in place for the private sector to grow investments (KIPPRA, 2007). A study on the relationship between remuneration in PSCs and property crime in Nairobi will therefore inform on the effective interventions for control of crime, provide information to policy makers and stakeholders and also create opportunities for further research.

1.5 Scope and Limitation

The scope of this study included guards from KSIA and PSIA affiliated PSCs providing security services to commercial premises such as financial institutions, business offices and hotels in Nairobi CBD. The purpose of including the respondents was to investigate their awareness and attitudes to remuneration, property crime and the role of PSCs in controlling the crimes. In addition, the Ministry of Labour, Kenya Police, KSIA, PSIA, Kenya National Private Security Workers' Union and COTU were also consulted for important information related to the study. Nairobi CBD is an area with the largest concentration of businesses which attracts high incidents of property crime. The study examined the role of PSCs in controlling property crime and emphasis was put on informing guards from PSCs and the local Police on how best they could be able to control property crime.

The research was not able to cover the entire CBD due to time and financial constraints. However, the researcher selected a sufficient number of guards from the PSCs in Nairobi that represented the whole population. Lack of cooperation by some respondents also posed a challenge for the research. This is because PSCs may have feared exposure due to the existing poor working conditions emanating from poor regulation while security guards may have been hesitant to share information due to the fear of losing employment. The private security sector is still highly closed to outside scrutiny from government and the public and competition leads to secrecy. Police officers may have also been reluctant to give information by perceiving questions on security to be specifically meant for the state. The researcher overcame these limitations by assuring respondents and key informants that the study was purely for academic purposes and that all information was to be treated with confidence.

1.6 Definition of Key Concepts

Social control: Is organized and planned responses to deviance and socially problematic behavior.

The State: Is the authoritative political institution that is sovereign over a recognized territory.

Remuneration: Means the total value of all payments in money or in kind, made or owing to an employee arising from employment.

Property Crime: Includes crimes of burglary or breaking, stealing and smuggling or collusion in smuggling.

Private Security: Includes formal private policing organizations such as uniformed in-house and contract security corporations and their affiliates such as technical security and alarms specialists which together constitute the paid private security sector. The term excludes non-paid forms of community crime prevention such as vigilantism and other civil policing initiatives as well as complex public-private initiatives such as community policing.

Slum: Is a settlement where inhabitants such as private security guards have generally low incomes. The guards may come into contact and be influenced into crime by criminals who are also inhabitants of the slums.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

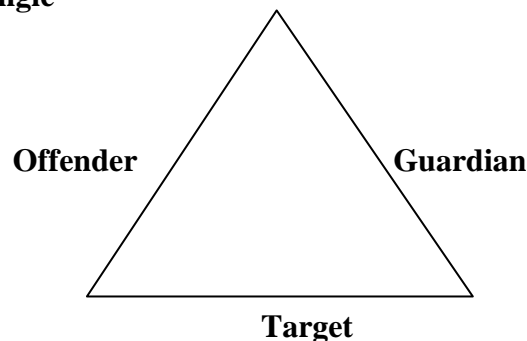
This chapter consists of review of the relevant literature which is necessary in assisting us to understand the subject of the study. The chapter involves discussions done in four parts. It begins by reviewing the theoretical literature then covers the empirical literature to explore the present levels of crime and remuneration in PSCs. Under the empirical literature, conditions and aspects of PSCs presented by previous researchers are reviewed as well as the theoretical and conceptual frameworks, which are also presented here.

2.2 Theoretical Literature

2.2.1 Elements of Crime

Felson (2002) identified three elements of a criminal act namely a likely offender, a suitable target in the form of a property or victim, and the absence of a capable guardian against the offence.

Figure 1: Crime Triangle



Source: Felson (2002)

Crime opportunity is least when targets are directly supervised or controlled by guardians such as private security guards and police officers, when offenders are supervised by handlers such as friends and acquaintances, and when places are supervised by managers such as landlords, street stall owners and ticket clerks. Clarke (1999) identifies six properties of items that invite theft as being concealable, removable, available, valuable, enjoyable and disposable. This theory is summarized as:

Likely Offender + Suitable Target – Capable Guardian = Crime Opportunity

Crime risks occur at three points namely Nodes, which are settings such as homes, schools, work places and shopping malls; Paths which lead from one Node to another ;and Edges which are places where two local areas touch and crime is most risky since outsiders can intrude easily and leave without being stopped or noticed (Felson, 2002). Eck (2003) argues that crime arises when offenders and targets come together in the context where the key controllers namely handlers, guardians and managers fail to prevent crime due to a limited sphere of influence resulting from either a lack of awareness, low capacity or sheer unwillingness to assert control. Strengthening particularly the use of approaches that enhance the levels of supervision that key controllers assert within a context is key in crime prevention (Cherney, 2008).

2.2.2 Social Control

Cohen (1985) states that a decline of secondary social control occupations or agents such as care takers, receptionists, bus conductors, teachers, prefects and park keepers is the reason for the rise in private security. These persons occupied physical space and were capable of performing a surveillance function but as a consequence of broader shifts in the economy and employment patterns, they were phased out. This created a security vacuum that resulted in persons demanding of the public police a greater number of services which they have not been able to fulfill owing to finite resources. It is this surplus demand for security that the private security industry and various civil agencies have expanded to fill (ibid). However, despite the resurgence of the private security (PS) industry that has been observed over recent decades, public policing agencies have not substantially diminished in size, whether quantified in terms of manpower or tax resources allocated to the enterprise (Kempa et al, 2004).

There are three levels of social control namely primary which includes crime prevention, peace keeping, investigatory and related policing activities carried out by police and commercial security sector. It includes all activities referred to as policing. Secondary social control is performed by functionaries such as teachers, park keepers and care takers. Tertiary social control is exerted by work groups such as churches, trade unions,

clubs, societies and community groups. Current trends in policing can therefore be related to the decline of the above indirect and more effective sources of social control (ibid).

According to Sommerville (2009), social order is a state of affairs where any constituted group of people follow a common set of rules of conduct. It includes Hunter's (1995) parochial and private orders as well as the public orders of state and market. The private order is based upon the family and informal primary groups including interpersonal friendship networks or peers and the institutions of kinship. The parochial order arises from the interlocking of these networks and local institutions which service the sustenance needs of the local residential community such as stores, schools and churches. The public order is found mainly in the bureaucratic agencies of the state such as police and social services.

Crawford and Newburn (2002) express the view that the maintenance of social order refers to the processes by which the shared rules of conduct are established, upheld and enforced. This maintenance is called **policing** and is defined as the intentional action involving the conscious exercise of power or authority by an individual organization that is directed towards rule enforcement, the promotion of order or assurances of safety.

Jones and Newburn (2002) opine that state monopoly in security has been fractured during the past 30 years due to the creation of a host of private and community-based agencies that prevent crime, deter criminality such as law breakers, investigate offences and stop conflict. There has also been increasing doubts about the effectiveness of police traditional strategies (ibid). This is the reason for the police being reduced to act on emergencies instead of patrolling, a search for new approaches such as community policing (CP) and Order Maintenance Police which is a hybrid of CP and Crime-Oriented Policing (Jones and Newburn, 2002).

There is also the increasing role by police in protective services traditionally provided without charge, the hiring of police officers as private guards and the increasing civilization of public policing. This end of monopoly marked the end of low crime rates

and relative social harmony produced by a wide variety of structural influences which underpinned a more effective network of informal social controls. It is the breakdown of these effective informal controls that have been a primary contributor to the growing demands upon public policing services and the rise of private security (Cohen, 1985; Jones and Newburn, 2002). Therefore, the public police are no longer the sole providers of security in modern societies (Sotlar, 2009).

Mkutu and Sabala (2007) opine that physical and property security is critical in ensuring human and economic development. Security is also a pre-requisite for generating wealth and by extension brings about reduction in crime and lawlessness. However, they note that the provision of adequate physical security for the citizens and properties in any country remains a major challenge for many states in the developing world.

2.2.3 Measures in Control of Property Crime

Crime prevention is any activity by which an individual or group whether public or private, attempts to either eliminate crime prior to it occurring or before any additional activity results. It also entails any action designed to reduce the annual level of crime or the perceived fear of crime (Chainey and Ratcliffe, 2005). There are three approaches to modern crime prevention. The first approach is saving those at risk before they become victims of crime, and altering the social fabric by building thriving communities that are cohesive and able to control the behavior of persons in the neighborhood (Chainey and Ratcliffe, 2005).

The second approach is changing the physical environment by removal of physical features conducive to crime or showing signs of incivility such as broken windows to make the area less promising as a site for crime. The third approach is organizing for crime prevention through citizen surveillance to include interaction and engagement between the police and active local residents (Chainey and Ratcliffe, 2005).

Situational crime prevention focuses on the settings for crime rather than on criminals. This is achieved by directing measures at specific forms of crime that involve making or

managing environmental changes for crime to be more difficult, risky, less rewarding or excusable. It is situational because they often only work for that particular target in this case like a car or a building. Chainey and Ratcliffe (2005) outline three main strategies adopted in situational crime prevention in order to provide a way to influence a person not to commit a crime. First is increasing the risks or making the chance of capture much higher which will result in offenders making a rational choice in seeking a less well defended target. Second is increasing the effort required to commit a crime through installation of alarms, engine immobilizers and tracking systems while third is reducing the rewards of crime.

Crime prevention is a means of achieving crime reduction which aims at intervening directly in the events and their causes. Crime reduction also promotes a spirit of optimism that actions towards a problem will reduce crime or reduce the seriousness of criminal events while making the assumption that crime is already high (Chainey and Ratcliffe, 2005). The Crime Prevention Model proposed by Chainey and Ratcliffe (2005) describes three levels of activity starting with primary prevention which identifies conditions of the physical and social environment that provides opportunities for or precipitates criminal behavior.

The objective is to alter these conditions so that crimes cannot occur through considerations of the design or modification of the social environment to reduce temptations or impulses towards criminal behavior. Secondary prevention engages in early identification of potential offenders to ensure that such identified high risk offenders never commit a crime and this includes screening of individuals. Tertiary prevention focuses on dealing with actual offenders through intervening in the lives of offenders to prevent them from committing other crimes through arrest and prosecution.

One of the more common forms of policing for crime reduction is community policing which is defined by IACP-CPC (1994) in Chainey and Ratcliffe (2005) as collaboration between the police and community which identifies and solves community problems. All members of the community become active allies in the effort to enhance the safety and

quality of neighborhoods. Community policing has its origins in the lack of police interaction with the community that led to the crisis of legitimacy of the police.

Another form of policing for crime reduction is Intelligence – led policing which originated from the realization in many developed countries during the late 1980s and early 1990s that the traditional mode of policing was not combating rocketing crime rates. Its emphasis is on crime fighting and on targeting the criminal. Another form of policing is Problem –Oriented Policing (POP) which is an approach whereby data collection and analysis procedures are used in a systematic way to conduct in depth examination of, develop responses to and evaluate crime and disorder problems (Chainey and Ratcliffe, 2005).

Cherney (2008) argues that POP is facilitated through the adoption of analytically informed and creative police practices that move away from incident –driven policing towards strategies that are preventive in nature. Relevant to promoting innovative problem solving is the willingness of police to engage third parties in furtherance of crime control. Many public safety problems the police have to address require some level of partnership with external agencies. One reason for this is that many factors that lead to crime have very little to do with police directly but instead originate in the functioning of other institutions and the capacity of actors within those settings to assert effective social control. This includes PSCs guards whose action or inaction can create opportunities for crime. Many crime prevention approaches aim to strengthen social control mechanisms by harnessing relevant spheres of influence that individuals or institutions assert within a given context (Cherney, 2008).

Sliter (2006) states that when crime reaches the level of organized crime, the solution is in integrated policing philosophy which involves all levels of law enforcement working cohesively with each other, exchanging strategic and criminal intelligence, sharing tactical and operational knowledge, planning joint and individual actions and communicating effectively. Intelligence led policing advocates for a proactive approach which includes decision makers wanting to be informed about significant and emerging

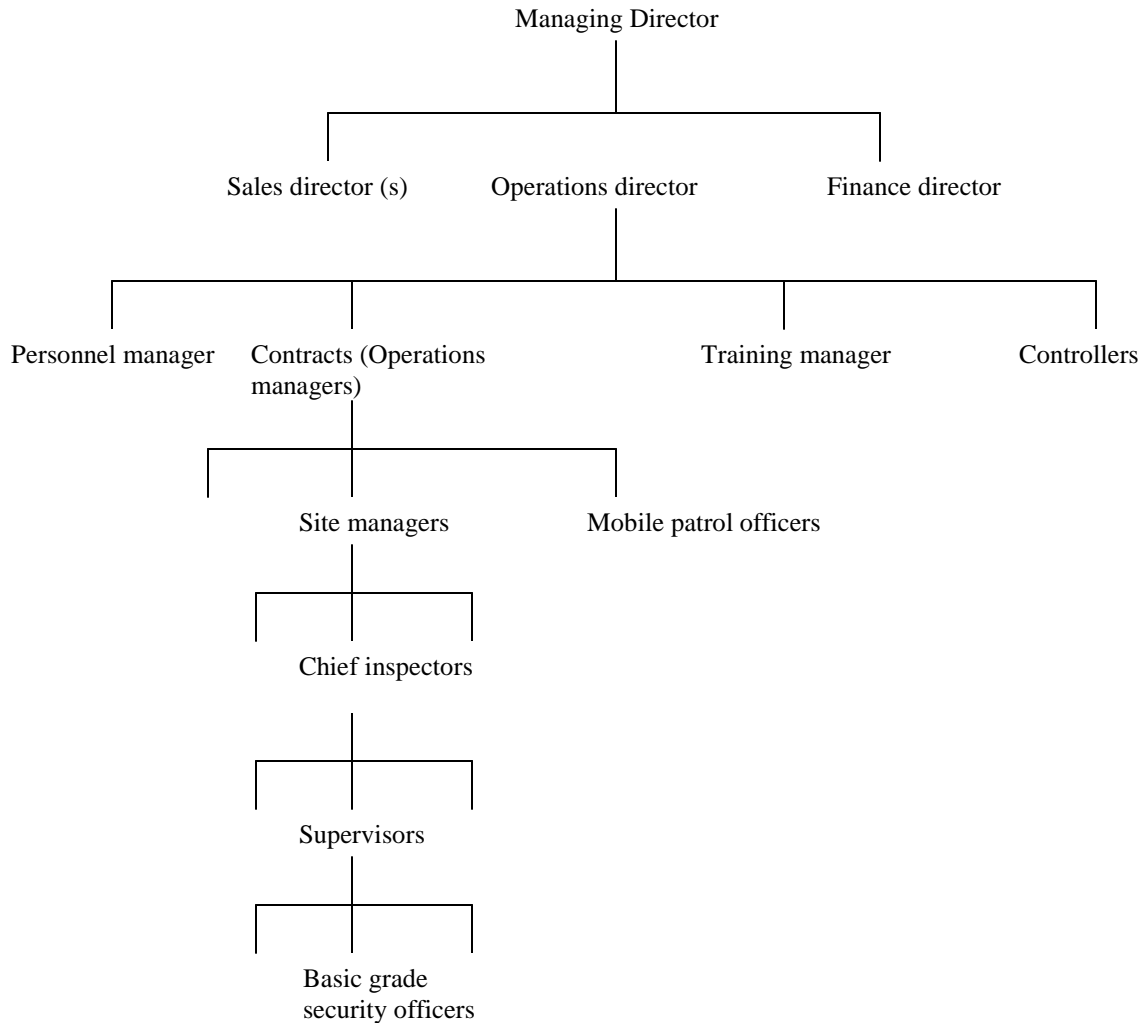
challenges and threats to anticipate, plan and take appropriate preventive action and target their crime control efforts better (Verfaillie and Vender Beken, 2008).

2.2.4 Role of Private Security Companies

According to Wakefield (2008), cultural characteristics of private policing are conceptual avenues for capturing culture ethnographically. There are three cultural characteristics of private policing namely cultural orientation, cultural knowhow and cultural beliefs (Wakefield, 2008). Cultural orientation is when the people being described are situated in terms of their physical location, major activities or world view and for the purpose of defining the boundaries of time, place and circumstance of the lives being described. It includes objectives and specific objectives of policing which is defined as a specific set of functions directed at preserving the security of a particular social order or primary function of order maintenance (Shearing and Stenning, 1987).

Objectives of policing also include structure in the form of supply teams of personnel comprising of up to five operational ranks headed by a site manager as illustrated below.

Figure 2: The Organizational Structure of the Contract Security Firms



Source: Wakefield (2003)

The third item under cultural orientation is Territory which includes the assignment area and also the area monitored by CCTV surveillance. Other items are time in terms of shifts and persons in terms of age, gender, education and experience (Wakefield, 2008).

Cultural know-how includes functions of policing understood as those organized forms of order maintenance, peace keeping, crime investigation and prevention. Other functions are customer care or serving as contact points for customers needing assistance and preventing crime and antisocial behaviour through preventative patrols or escorting of staff as well as monitoring of the visiting public. Enforcing rules and administering

sanctions through informing persons to desist from prohibited behaviors and asking those who do not comply to leave is another function. Other functions are responding to crime, non-crime emergencies and offences in progress and gathering and sharing information including CCTV recording and reporting (Wakefield, 2008).

Sotlar (2009) reveals that the private security industry includes PSCs performing activities on a professional basis for third parties in preservation of security of persons and property and preservation of law and order using mainly human resources. Private security also includes private in-house security services for their own firm for the same reasons and using the same personnel with or without a private central alarm (ibid). Other activities done by PSCs entail CCTV monitoring stations which perform functions for third parties on a professional basis using detectors that transmit their findings by telecommunication links to one or more central points where the findings are recorded and evaluated (Sotlar, 2009).

Sotlar (2009) also identifies another activity done by PSCs to be private security transport companies transporting limited quantities of cash and other valuables for third persons on a professional basis. Sotlar (2009) summarizes those activities performed by PSCs as the protection of movable and immovable property, guarding of property, surveillance on the public highways and transporting cash and valuables. This also includes protection of persons and management of alarm monitoring stations (Sotlar, 2009). Others are in-house security, store security, in-house detectives, access control, managing attendance at events, custody of detainees or prisoners and security of car parks (ibid). Security of shopping malls, supervision of apartment blocks, messenger and courier services, reception and hall porter services are other activities performed by PSCs (ibid). In addition, PSCs also handle alarms and alarm systems, monitor CCTV, perform emergency response and disaster relief duties and conduct routine traffic control and security consultation (Sotlar, 2009).

Lipson (1988) describes the position of private security to have encompassed three areas namely non-specialized character whereby private security personnel were employed

mainly to supervise the performance of security functions by non-specialized personnel such as checking whether they have locked up. Secondly, client defined mandate showed that the mandate and objectives of private security were typically defined in terms of the particular interests and objectives of those who employed them. Private policing is most typically a form of policing for profit in line with the objectives of its corporate clients (Lipson, 1988). Private security policing is essentially victim controlled policing since social control exists solely to reduce threats to the interests of the client while the focus of attention shifts from discovering and blaming wrong doers to eliminating sources of such threats in the future (ibid).

Thirdly, the character of sanctions is that when invoked, sanctions draw a private and corporate power rather than state power (Lipson, 1988). Private security can restrict access to private property and to deny the resources which such access provides. Private security can also use force in legally limited cases in which they act as agents of the state in using citizen powers of arrest, detention and search (Lipson, 1988). Mkutu and Sabala (2007) identified the role of a security guard to be that of controlling access at entrances, attend to minor crises, take notes, write reports, interview victims and testify in court.

2.3 Empirical Literature

2.3.1 Causes of Crime in Urban Areas

UN-HABITAT (2005) states that crime does not occur suddenly but rather takes place gradually and grows out from conditions of economic and social inequalities, exclusion and from dismal performance by institutions and social control. This situation is aggravated when the criminal justice system comprising the police, courts and prisons is not able to address security requirements of urban residents especially the poor due to the rapidly changing urban environment (UN-HABITAT, 2005). One of the reasons given for the changes in the occurrence of property crimes in the world is economic crisis as indicated by unemployment (UNODC, 2012a). For example, the 2008/2009 financial crisis evidenced by negative Gross Domestic Product Growth (GDP) and rising consumer prices may have played an important role in the evolution of crime trends (UNODC, 2012a).

In cities such as Nairobi, crime occurs in the presence of factors such as mass poverty and inequality, high unemployment among the youth, high urbanization rates, weak criminal justice systems and ready availability of firearms (UNODC, 2005). Majority of criminal offences are committed by youth aged between 12 and 25 years, a group which is characterized by out of school youth who are too young to be gainfully employed or lack the necessary skills, capital or opportunities for self-employment (UN-HABITAT, 2010). Poverty, inequality and the flow of SALWs have therefore been found to be the reasons for the increasing crime situation in Nairobi (Sabala and Mkutu, 2007).

Ngugi et al (2004) argue that due to insecurity, firms spend an average of 7% of total sales or about 11% of the total costs in provision of security services in the form of infrastructure and personnel. Victims of crimes may experience damage or loss of property which has implications on their ability to accumulate wealth while business operations are constrained by insecure environments arising from incidents of criminal activities (ibid). Insecurity therefore adversely affects economic growth by slowing down business growth, limiting employment creation and hampering poverty reduction (ibid).

The armed conflict which continues in the Horn of Africa has resulted in the proliferation of small arms in the entire sub-region while the flow of illicit arms into Kenya is aggravated by the inability of the government to control this flow from the marginalized areas (Mkutu and Sabala, 2007). Mkutu and Sabala (2007) also state that the exhibited weak governance has resulted in loss of trust and confidence in the public security apparatus and the subsequent development of zones of insecurity. UNDP (1999) identifies unemployment, endemic poverty and poor economic growth as the cause of crime. Rural-Urban migration in search of opportunities in business, employment and education has contributed to an influx of people in the slums in Nairobi which are perceived as hideouts to criminals (Muchai and Jefferson, 2001).

KIPPRA (2007) reveals that one of the major causes of crime in Kenya is poverty and unemployment where the poverty rate is 4.6% with a small elite of 10% controlling 42% of all wealth. As a consequence of rural-urban migration in search of employment,

escalating growth in urban population produces crime in residential areas. According to Small (2006), crime and insecurity follow the lines of wealth thereby revealing that money buys security in modern Kenya. Another major cause of crime is corruption in the police force and the Judiciary propagated through collusion of criminals with police and manipulation of judiciary in order to escape punishment resulting in a lack of law and order (KIPPRA, 2007).

KIPPRA (2007) also reveals that lack of an effective intelligence system within the police to prevent crimes before they occur contributes to the commission of crimes just as drug abuse among the youth leads them to commit crime under the influence of drugs. Other causes of crime are police invisibility, lack of adequate crime research, poor synchronization among various agencies, proliferation of sophisticated arms and political irresponsibility (KIPPRA, 2007). The decline of public security and proliferation of slums opens the window for the proliferation of small arms (Mkutu, 2007).

Among the crimes that are prevalent in Africa, Kenya and specifically in Nairobi include homicides, assaults, rape, sexual assaults, burglary and robberies (UNODC, 2005). The Kenya Police has listed crimes that occur in Nairobi to be robbery, rape, burglary, assaults, drug and substance abuse and homicide. Other crimes committed include suicide, defilement, incest, procuring abortion, creating disturbance, arson and malicious damage to property. Most of these crimes occur late in the evening or early in the morning (Kenya Police, 2010).

2.3.2 Growth of Private Security and Private Security Companies

Mkutu and Sabala (2007) state that privatization is simply understood to mean the divestiture of public enterprise to private owners and more generally the placing of a larger share of the economy into the private sector. Privatization is a confusing term since private companies are often under indirect control of the state (Mkutu and Sabala (2007)). According to Small (2006), privatized security essentially refers to an industry that is exclusive and self-sufficient of the state, trades in professional military and security services, equipment, training, logistics and know-how.

Makki et al (2002) posit that PSCs are businesses or profit-driven entities that market themselves on their ability to provide specialized state-like security services. They have the ability to provide a proximate capacity for violence through providing defensive security services, equipment and training to mostly MNCs, businesses, humanitarian agencies and individuals (Ibid). They also operate in high risk environments for the protection of private property, assets and individuals (Ibid). Their provision of security is similar to that supplied or demanded within the domestic context by the police and enforcement security apparatuses (Makki et al, 2002).

According to Lipson (1988), in the last two decades, the modern era of private policing has seen changes from do - it - yourself home security devices and electronic aids on sale in department stores to fully fledged private security services. Sherman (1983) states that security service takes place in three different ways namely watching, walling and wariness. Watching entails observing people and the places that criminals may attack and apprehending them in the act while walling is preventing criminals from assessing persons or property by putting up fences, bars, alarm systems, electrified fences, razor and electric wires and other obstructions. Wariness simply means adjustment in behavior to avoid crime through acts such as self-defense, firearm classes, staying at home at night or leaving lights switched on when away from home.

Jones and Newburn (2002) argue that private security had been there in US, Canada and Britain and what happened was only a continuation of long term trend extending several decades back. There has also been a long term trend within business organizations towards contracting out of non-core tasks such as security. A large body of literature has linked current trends in crime control and penal systems to wider structural developments in capitalist societies in the late 20th and early 21st centuries (Jones and Newburn, 2002).

Shearing and Stenning (1983) state that the 1980s and 1990s saw a dramatic increase in the number of countries achieving economic success and countries in Asia, Europe and South America commonly referred to as emerging markets made significant economic strides to become key players in global trade. With rapid economic development came

changes in property relations and the identification of safety and protection as a commodity and an offshoot of this development is the growth in employment of private security personnel (Shearing and Stenning, 1983). Growing demands by the public have stimulated the expansion of both public and private sectors in policing while central government has aided the growth in PSCs through policies aimed at direct privatization of policing tasks (Jones and Newburn, 1999).

Jones and Newburn (1999) state that recent growth in private security is closely connected to changes in organizations other than the public police force. The drive towards cost savings in 1980s saw organizations under increasing pressure to shed off staff not considered essential such as those with care taking functions. These included bus conductors and park keepers whose disappearance resulted in the increase of certain forms of crime and disorderly conduct. Organizations were forced to attempt to instill order when the crimes rose to unacceptable proportions by replacing the previous agents of social control with private security. However, on a wider scale these were not replacements for public police officers (Jones and Newburn, 1999).

There has been growing consensus that the policing systems of western industrial societies are experiencing profound changes with authors highlighting a range of developments including the expansion of private security and the growing importance of transactional policing organizations and practices (Jones and Newburn, 2002). Other developments include changes in the organization and management of public police forces, impact of new technologies upon policing and crime control and emergence of new 'risk-based' policing strategies (ibid). Presently, personnel in the private security industry far outnumber those employed in all phases of law enforcement. According to the Geneva Graduate Institute's Small Arms Survey of 2010, PSCs world wide have between 19.5 and 25.5 million personnel compared to 10.8 million Police Officers.

In Kenya, the reason for the growth of PSCs in the last two decades has been the inability of the state to provide adequate security to its people resulting in a security vacuum (Ngugi et al, 2004; Mkutu and Sabala, 2007). The rapid enlargement of the private

security sector over the last ten years in Kenya is related to the presence of large numbers of small arms in circulation in urban and rural areas hence the occurrence of frequent criminal activities (Mkutu and Sabala, 2007). Further, the past ten years has witnessed an increasing dissatisfaction and declining confidence among Kenyans in the country's law enforcement agencies while on the other hand, terrorism attacks have contributed to a feeling of insecurity (ibid).

2.3.3 Size of PSCs in Kenya

Private security provision has a long history in Kenya and some PSCs like KK Security, Factory Guards, which is now Security Group and Securicor, now Group 4 Securicor have been in operation since the 1960s. The main expansion of the sector however came in the late 1980s and early 1990s. The private security industry continues to be one of the fastest growing sectors of the Kenya economy (Abrahamsen and Williams, 2005a). PSCs vary in size with the majority being small to medium – sized, owner managed companies employing less than 100 people. Majority of these PSCs operate in several main towns as well as in rural areas but the highest concentration is in Nairobi.

The sector is dominated by approximately 10 leading companies led by G4S with nearly 10,000 employees and operations spanning 68 different locations in the country. Other major PSCs are KK Security, Security Group, BM Security, Securex and Riley Services Limited. Most of these PSCs operate throughout the country although a few have chosen to restrict their operations in Nairobi (Abrahamsen and Williams, 2005a). The private security market in Kenya is characterized by leading PSCs which offer a package of advanced integrated security services and a vast majority of PSCs providing only low skilled manned guarding services. The market is described by a three-tier structure with the top consisting of a few big companies offering integrated security solutions at a high cost, a larger middle tier providing mainly guarding and some use of technology and a bottom – tier of small, often unregistered companies offering only manned guarding at very low prices. However, guarding remains the preferred service which results in intense competition from PSCs in all the 3 tiers.

The main market for PSCs is commercial clients such as industries, banks, government agencies, embassies, NGOs, refugee camps and also residential and commercial premises. PSCs offer full range of services including electronic intruder alarm systems, alarm response, perimeter protection and access control, guard dogs, satellite tracking as well as in some cases fire and rescue services. Majority of PSCs provide manned guarding for access control and perimeter patrol. C.I.T. and cash management is growing and expanding as more clients realize their vulnerability in an increasingly armed environment (Abrahamsen and Williams 2005). The private security services listed by Section 16 (2) of the Private Security Industry Regulation Bill of 2010 include provision of private security guard services, installation of burglar alarms and other protective equipment and private investigations and consultancy (GoK, 2010d). Other services include car tracking or surveillance, close-circuit television, provision of guard dog services, security for cash in transit and access control installation (ibid).

The current trends in private security reveal that guarding is a dangerous occupation since guards armed only with a baton and whistle are expected to counter criminals who are often armed with firearms, machetes and similar crude weapons and as a result, many guards are injured and even killed (Ombati, 2011a). According to Thomas Ochieng', the former secretary general of the Kenya Union of Private Security Workers (KPSW), 50 security guards were killed while on duty in 2010 through shooting, hacking or slaughtering and there are fears that the figures have risen with the spiraling rate of crime (ibid). He also notes that 112 guards were found to be in prison in the same year as a result of participating in or failing to prevent crimes (ibid).

Mkutu and Sabala (2007) note that PSCs in Kenya are registered as business enterprises under the companies act thus categorized as businesses and not as security firms. Apart from the owner indicating the nature of the business, informing the police and producing a certificate of good conduct, PSCs are governed only by the general laws that apply to the operation of any company such as trade licenses, council by laws, Factories Act and labour laws (ibid). No law also defines the relationship between PSCs and public police which is a definition vital for efficiency and effectiveness of both (ibid).

Out of the nearly 2000 PSCs, only 900 are registered and less than that number are able to provide basic wages and facilities for their employees. Many are formed on a purely commercial basis. Mkutu and Sabala (2007) reveal that most guards indicated that majority of burglaries in urban towns were committed with the collusion of security guards since low pay is an incentive for crime. Mkutu and Sabala (2007) state that the roles performed by security guards require education and training. However, most PSCs still employ uneducated persons, giving them a few hours to know how to march then assign them guarding duties. The reason for this is mainly because an uneducated guard is easier to command and control, has little bargaining power, easily fired and does not have the capacity to take the employer to court (Mkutu and Sabala, 2007).

Proper training is probably the most problematic part of private security in Europe and Africa since good training is a pre-condition for well-executed tasks (Sotlar, 2009). PSCs vary greatly in terms of the level of initial training required for a career as private guard. The requirements for guards are simple such as a high school certificate and a certificate of good conduct granted in the absence of criminal records (Alain and Crete, 2009). According to Terry Downes the managing director of SANECA Security, in addition to basic training, a guard should undergo training on CCTV and customer service (Downes, 2012). After being tested for aptitude, a guard should be posted to guard a certain area such as hospitality industry or industrial plant from a process called security segmentation (ibid).

The introduction of regulation of the private security industry is urgent therefore the government is planning to establish a Private Security Industry Regulatory Authority mirroring the South African and British models for licensing and monitoring of domestic private security services (Bearpark and Schulz, 2007). The on-going dispute over the enforcement of the minimum wage and other labour laws for the unarmed security guards is currently one of the biggest issues for the domestic regulation (Bearpark and Schulz, 2007). Indeed the biggest hurdles that private security industries in Kenya and in Africa would have to overcome when considering self regulation are the competitive nature of the industry and the risk of competing trade associations vying for privileged access to

government. As in the case of Kenya, perhaps self regulation may not be necessarily a feasible option (Bearpark and Schulz, 2007).

2.3.4 Employment Laws

The Regulation of Wages and Conditions of Employment Act, 1998 is the principal Order amended to produce the Regulation of Wages (Protective Security Services) (Amendment) Order, 2003 which came into operation on 1st of May 2003 and has been the source of division between KSIA and PSIA due to the increased amounts in wages and entitlements. This order has been amended several times to produce the current Regulation of Wages (General) (Amendment) Order, 2013 which came into operation on 1st of May 2013. According to the order, day watchmen and night guards are to be paid a monthly wages of Ksh. 9,780.95 and Ksh. 10,911.70 respectively (GoK, 2013; Standard correspondent, 2013).

The Employment Act of 2007 is an Act of Parliament to declare and define the fundamental rights of employees and to provide basic conditions of employment of employees (GoK, 2008). Section 3 (1) of the Act specifies that it applies to all employees employed by any employer under contract of service while Section 26 (2) sets the basic minimum conditions of employment by adherence to a collective agreement or contract between the parties or enacted by any other written law, decreed by any judgment award or order of the Industrial Court. The Act also provides entitlements such as Annual leave in Section 28 (1), Sick leave in Section 30 (1), Medical attention in Section 34(1) and reasonable housing or rent in Section 31 (1). This means that security guards have the right to be employed under contract and consequently be provided with housing or rent, medical care and paid annual leave.

Section 35 (1) (c) provides that a contract of service not being a contract to perform specific work, without reference to time or to undertake a journey shall, if made to be performed in Kenya, be deemed to be where the contract is to pay wages or salary periodically at intervals of or exceeding one month, a contract terminable by either party at the end of the period of twenty-eight days next following the giving of notice in

writing. This is the clause that is being misused by employers in PSCs who hire guards monthly on a casual basis over a long period of time to avoid providing them with entitlements which are due to them if they were employed on permanent basis or term contract. Guards are entitled to workman's compensation, access to medical activities, off-duty days, leave and travelling allowance as well as free uniform, boots, rain coats and torch batteries.

The Act also provides in Section 37 (1) for the conversion of casual employment to term contract. It provides that where a casual employee (a) works for a period or a number of continuous working days which amount in the aggregate to the equivalent of not less than one month; or (b) performs work which can not reasonably be expected to be completed within a period, or a number of working days amounting in the aggregate to the equivalent of three months or more, the contract of service of the casual employee shall be deemed to be one where wages are paid monthly and section 35 (1) (c) shall apply to that contract of service.

Section 37 (2) provides that in calculating wages and the continuous working days under subsection (1), a casual employee shall be deemed to be entitled to one paid rest day after a continuous six days working period and such rest day or any public holiday which falls during the period under consideration shall be counted as part of continuous working days. Section 37 (3) also provides that an employee whose contract of service has been converted in accordance with subsection (1), and who works continuously for two months or more from the date of employment as a casual employee shall be entitled to such terms and conditions of service as he would have been entitled to under this Act had he not initially been employed as a casual employee. This clause expressly provides for the conversion from casual to term contract in the event of an employee working for more than a month.

The Labour Relations Act of 2007 is an Act of Parliament to consolidate the law relating to trade unions and trade disputes, to provide for the registration, regulation, management and democratisation of trade unions and employers organisations or federations. It also

aims to promote sound labour relations through the protection and promotion of freedom of association, the encouragement of effective collective bargaining and promotion of orderly and expeditious dispute settlement. Sections 12 and 13 of the Act provide for the establishment and registration of Trade Unions and Employers' Organisations. This is the Act which guides the conduct of both employee trade unions such as KPSW and COTU and employer organizations or federations such as Federation of Kenya Employers, KSIA and PSIA.

Abrahamsen and Williams (2005) opine that guards are paid very low salaries and often work very long hours for very little remuneration. However, salaries continue to vary considerably between companies whereby the majority of guards (50.1%) earn between 1,500 and 2,500 shillings per month (ibid). According to the Secretary General of the Kenya National Private Sector Workers' Union, Isaac Andabwa, security companies have refused to comply with the Wages Order due to among other things, government laxity in enforcement (Ombati, 2012).

A common practice in many companies is to pay guards different wages depending on which contract they are assigned to, thus causing considerable discontent as guards at the same level of experience can earn very different wages (Ombati, 2012). This practice also means that guards are at risk of losing out as competition forces companies to lower their prices. The highest paid guards were employed on the biggest single security contract in the Kenyan market in 2005 namely, KK Security's contract with the American Embassy which was an extensive operation involving 750 guards earning between KSh 18,000–50,000 a month. On 21st August 2013, guards from KK attached to the American Embassy benefited from a Collective Bargaining Agreement (CBA) between KK and KPSWU. The guards will receive a salary of Ksh. 25,000 in addition to increases to other benefits such house, cleaning and night allowances (Ombati, 2013b).

The Private Security Regulation Bill, 2013 though currently on hold is a Bill for an Act of Parliament to provide for the regulation of the private security industry, to establish and provide for the functions of a regulatory authority and to prescribe conditions for the

operation of private security firms. Section 3 (1) of the bill provides for the establishment of the Private Security Industry Regulatory Authority whose object for establishment under Section 4 is to regulate the private security industry and to exercise effective control over the provision of private security services in the interest of the public.

The Private Security Regulation Bill of 2013 also bars members of the armed forces and NSIS from running PSCs and will require all former members of these forces to get a clearance certificate before registering a PSC. The proposed bill however pays scant attention to industry standards in terms of training, wages and services and there are also fears that its powers may be insufficient (Abrahamsen and Williams, 2005a). Secondly, the Act does not emphasize on vetting for managers on integrity neither does it provide for any necessary relevant skill or expertise in security matters. Thirdly, the law does not compel companies to compensate the client for damages or loss of property neither does it call for a minimum capital requirement which is important for compensation. There are also no standards to define and control the quality of any security product or services neither are there vigorous background checks of criminal records or military service records. In addition, no law exists to govern the design and installation of electronic alarm systems (ibid).

2.3.5 Associations within the Private Security Industry

Abrahamsen and Williams (2005a) identify two rival industry associations namely KSIA and PSIA whereby the former is an association of bigger companies while the later consists of medium to smaller PSCs. KSIA is the older of the two. Some of the aims of KSIA include; to establish and maintain quality standards and good practices in the industry, to provide a central forum to discuss common issues and represent the industry interests and to provide a central organization for liaison with government, police, emergency services and other organizations. Other aims are to coordinate resources for commercial, professional and public education on security issues, technology and practices and to administrate the KSIA charter as an effective customer assurance programme (KSIA, 2013).

KSIA is affiliated to the Federation of Kenya Employers (FKE) hence has to comply with all legal wages and staff welfare requirements. KSIA is owned by members and run by their elected council and also has a secretariat that administrates activities of the association under the council's direction. The council has drawn on the Laws of Kenya, internationally accepted technical and system specification and the professional experience of all member companies to establish a set of benchmarks. These represent the minimum requirements that are necessary to ensure that each particular type of security complies with the law, achieves the promised and expected level of protection, and contains adequate, fail –safe and back-up systems. The requirements also ensure that the company is diligently manned, managed and maintained.

The above standards cover the level of personnel skills, equipment, facilities and systems and conduct integrity necessary to achieve effective and reliable security cover in each of the three main security areas of guarding services, electronic alarm services and CIT services (KSIA, 2013). As part of efforts to ensure higher quality and standards, KSIA requires all its members to subscribe to conducting a staff check in a database containing names of employees and guards previously employed by PSCs for misconduct. Most firms within PSIA justify their failure to effect the minimum wage increment to liberalization of the market hence the levels of payment to guards vary as companies have different overheads and client fees. Members of PSIA are not required to subscribe to this service hence the quality of vetting and background checking of potential employees is highly variable between PSCs (Abrahamsen and Williams, 2005b).

Abrahamsen and Williams (2005b) identify another issue which differentiates the two associations as the stipulation of the new minimum working wage which is the main and most controversial area of regulation of the private security sector contained in the Private Security Bill of 2010. In an effort to contain the level of exploitation where guards are paid low salaries and work for long hours, the government in May 2003 increased the minimum wage by 12.5% for the sector through legal Notice number 53. The working conditions vary in PSCs with some employees working for twelve hours with a day off every week or every fortnight while other PSCs report no overtime and

annual leave. Lack of insurance and social benefits is also a problem and there is little enforcement and control of working conditions (Abrahamsen and Williams, 2005b).

KSIA argues that low-paid guards represent a significant security threat and this scenario also harms the sector's reputation (Abrahamsen and Williams, 2005b). There are also political overtones to the controversies and conflict between the two associations: KSIA is portrayed as being made of foreign and expatriate companies while PSIA presents itself as composed of indigenous companies which are unfairly disadvantaged by their lack of access to international capital (ibid). PSIA was founded in direct response to the increased new minimum wage contained in Legal Notice No. 53 which significantly added to the cost of salaries of PSCs (Abrahamsen and Williams, 2005b). As a result, PSIA argues that the new minimum wage would make security available only to the wealthy and will also force a number of smaller PSCs out of business.

PSIA is currently lobbying the government for a more differentiated private security where different wages are permitted depending on the level and quality of service provided as followed through a three tier model. The top tier companies are to be characterized by highly trained guards and integrated security solutions while the lower tiers are to offer less intensive and less sophisticated solutions such as standard residential guarding and services which vary according to the quality and level of service. According to PSIA, this would allow for provision of security to all sections of the population. PSIA also objects to the claims of exploiting the labor force in paying below the minimum wage and argue that there is widespread unemployment (ibid).

Abrahamsen and Williams (2005b) state that the government has not attempted to enforce the minimum wage legislation and as a result, PSIA companies continue to sign new contracts with government agencies thus gaining competitive advantage on companies that comply with the regulation. Additionally, this non-compliance with the regulation maintains a vicious cycle of low pay, low service and accompanying temptation towards crime that can make private security a source of insecurity. Abrahamsen and Williams (2005b) argue further that though it is possible that the minimum wage if enforced would

make security less available to the poor, it is also equally clear that the current low wages contribute to the cycle of poverty and crime.

2.3.6 PSCs and Public Police Collaboration

According to Shearing and Stenning (1983), the relationship between PSCs and the police is that of cooperation based principally on the exchange of information and services. This is evidenced by movement of personnel from the public police to PSCs and is mainly at the management level (Shearing et al, 1980). Many PSCs also report to rely on former police officers to gain access to the police through their former colleagues (Shearing and Stenning, 1983).

PSCs directly serve the interest of clients and only incidentally serve the public who use the mass public property. They are guided more by a commercial imperative and will not employ a security solution that is more expensive than the problem it is designed to remedy. PSCs usually liaise with police and receive information designed to make exclusion of known offenders and suspicious characters. Such offenders consist of those who have and those who have not been convicted (Wakefield, 2003).

Abrahamsen and Williams (2005a) posit that the relationship between PSCs and Police is influenced by both lack of any clear regulatory framework for the private sector and the absence of a clear and consistent policy framework. There is little formalized cooperation together with a high degree of suspicion. The police regard PSCs guards as frequent law breakers and while on the other hand, PSCs point out that police officers are involved in criminal activities. The most important form of cooperation between PSCs and Police is in the form of responding to incidents and alarms from clients. It has been argued that this favors the wealthy by providing them with security while subjecting the poor to more crime as a consequence of criminals moving to the now accessible poorer neighborhoods. At the moment, the relationship between the Police and PSCs is personal and is between company directors, high level police officials and individual station commanders. PSCs in Kenya have however stressed for this relationship to be formalized and documented to

minimize the arbitrary and ad-hoc nature of this relationship (Abrahamsen and Williams, 2005).

The most straight forward cooperation is that of the AP being hired by supermarkets, banks, embassies, and in PSC's CIT vehicles (Abrahamsen and Williams, 2005a). GSU are also hired by some embassies and other high risk sites where they cooperate with PSCs. The relationship is characterized by competition and suspicion while a lack of policy on the appropriate role of PSCs and the relationship between the two as well as the divisions within the PSC sector have worsened the situation. According to Sotlar (2009), mutual respect and understanding between police and PSCs is of importance. Since private security does not necessarily tackle the causes of insecurity, it cannot replace the state as a provider of security but if handled well may complement official policies and measures.

According to Abrahamsen and William (2005b), activities and growth of PSCs impact profoundly on the day to day provision of security through commodification and politisation of security. It is important to acknowledge that public policing is desperately inadequate for the poorer sections of the population. Kenya has one Police Officer per 850 people or a police to citizen ratio of 180 to 100,000 which is well below the recommended minimum ratio by the UN of one Police Officer per 400 people (UNODC, 2005). Individuals and businesses will therefore have to continue to rely to a large extent on private providers. This cannot be approached as an ideological or normative question of whether or not security should be a public duty but is quite simply a reflection of the material resources of the present Kenyan state (Abrahamsen and Williams, 2005b).

It is essential that the overall provision of security both public and private is such that it increases security for all and not just for some. Given adequate level of cooperation between public policing and PSCs, private policing can act as a force multiplier hence increasing security to all sectors of the society. On the other hand, a lack of coordination in intensification will cause deepening of existing inequalities. Private security, its

regulation and incorporation into wider networks of security provision is therefore a key future consideration for Kenya (Abrahamsen and Williams, 2005 b).

However, PSCs also impact negatively on public policing. Since State authority lies in security of the state, security provision is therefore at the heart of the state. The Weberian state through the Police institution is expected to wield the monopoly over the means of legitimate violence (Small, 2006). By providing state-like security services, PSCs attain state-like agency in the sense that they perform a core state sovereign function. This significantly challenges the notion of the Weberian state.

Privatizing security therefore undermines the authority of the state and the state-citizen relationship that is forged through the provision of security (Small, 2006). It also denies the state of its legitimacy towards financial entitlement since PSCs take up these finances (ibid). In addition, the state loses direct control over the created private security market as a result of the privatization and commodification of violence (Small, 2006). In addition, relying in the market security services creates massive inequalities in access of security. The use of a private force means that there is less of an incentive for many in the state to support a satisfactory community – wide provision of security (Pattison, 2010).

2.3.7 Strategies to Improve Measures in Control of Property Crime

There is a general sense that the top-tier and the second tier of the security market in Kenya and Nairobi in particular will undergo a period of consolidation and mergers as there are currently many PSCs competing for a relatively stable market. The upper-end of the security market is moving towards technological solutions and that the future may very well be dominated by alarm response services rather than traditional guarding. With introduction of cheap alarm systems, large PSCs with a mobile response capability could provide unmanned security to a much wider client base and at a much lower cost. At the moment, the development of this model is inhibited by economic and technological barriers and by the lack of coordination between the police and the private security industry (Abrahamsen and Williams, 2005a).

There has also been growing consensus that the policing systems of western industrial societies are experiencing profound changes with authors highlighting a range of developments including the expansion of private security and the growing importance of transactional policing organizations and practices (Jones and Newburn, 2002). Other developments include changes in the organization and management of public police forces, impact of new technologies upon policing and crime control and emergence of new 'risk-based' policing strategies (ibid). Examples of attempts towards this end include those by a civil society lobby group from the policing sub-sector called Usalama Forum (Nation reporter, 2013). The organization donated desktop computers to selected police stations in Bungoma to ease crime analysis therefore ensuring that the gathered data can be accessed by different stakeholders in the sector (ibid). The government has also undertaken to set aside Kshs 4 Billion annually starting this year for the purchase of equipment to boost security in the country (Presidential Press Service, 2013).

Hafsa Moss, Chairperson of EAC Council of Ministers revealed that the East African region was faced with a number of security challenges including armed robberies and trafficking which are fueled by SALWs (GoK, 2010d). In responding to these concerns, the council adopted a regional strategy for peace and security in 2006 with one of the goals being implementation of measures to combat the easy availability and misuse of SALWs (ibid). EAC secretariat commenced partnership with GTZ to enhance capacity to effectively coordinate SALWs control activities. Gains have also been made in implementing the provisions of the Nairobi Protocol on SALWs to which all partner states are signatory. Capacity building of National Coordination Entities, harmonization of legislation, collection and destruction, stockpile management and security, marking and record keeping and public awareness creation have been undertaken. The goal is to meet the obligations of the Nairobi Protocol for the prevention, control and reduction of SALWs in the Great Lakes Region and the Horn of Africa to which all EAC partner states are party to (MEAC, 2010).

The above sentiments have also been echoed by the Solicitor General Wanjuki Muchemi who identified that failure to regulate the flow of weapons in Africa has led to the

senseless loss of lives and a negative impact on development due to the security risk (Standard reporter, 2013). Nairobi Declaration on the problem of SALWs in the Great Lakes and Horn of Africa is marked every 15th day of March every year and is associated with best practice guidelines on arms control and management. It is marked by symbolically destroying illegal firearms as a sign of commitment to eradicating these tools of violence (Ombati, 2011b).

2.4 Theoretical Framework

2.4.1 Conflict Theory

The proponents of this theory were Karl Marx (1818 - 1883), Max Weber (1864 - 1920), Lewis Coser (1913-2003), Ralf Dahrendorf (1929) and Georg Simmel (1858-1918). These Conflict Theorists are oriented towards the study of social structures and institutions and some of them see conflict and cohesion at every point in the social system (Batros and Wehr, 2002). According to them, whatever order there is in society is taken as stemming from the coercion created by the members at the top. This theory posits that all major institutions and traditions in the society are created to support those who have traditionally been in power, or groups that are perceived to be superior in the society (Collins, 1975). Conflict theory therefore seeks to catalogue competition, inequalities and the ways in which those in power seek to stay in power. For conflict theorists, basic questions about a social structure are “who gets what and why”.

Karl Marx was the founder and main proponent of Conflict Theory which proposes that the competition of individuals and groups for wealth and power is the fundamental process shaping social structure (Simmel, 1995). The work of Karl Marx mainly concentrated on economic issues and he identifies the two main elements within to be capital and wage labor. The Marxist conflict approach emphasizes a materialist interpretation of history, a dialectical method of analysis, a critical stance towards existing social arrangement, and a political program of revolution or at least reform (Ritzer, 1992).

According to Marx, capitalism is a class system in which class relations are characterized by conflict whereby the relationship of classes is an exploitative one since workers have no control over their labor and employers are able to generate profit by appropriating the product of workers' labor which is profit (Batros and Wehr, 2002). In Marx's dialectic, there is no simple one-way, cause-and-effect relationship among the various parts of the social world (Collins, 1975).

One factor may have an effect on another just but just as likely that the later will have a simultaneous effect on the former. When dialecticians talk about causality, they are always attuned to reciprocal relationships among social factors as well as to the dialectical totality of social life in which they are embedded. It was Marx's view that there are no hard and fast dividing lines between phenomena in the social world. For example, capitalists and proletariats are not clearly separated but gradually blend into one another. The goal of Marx's sociology lies in the ultimate emancipation of humanity from the enslavement of the capitalist society (Fletcher, 1971).

Marx believed that over the long run, the conflict of groups produces a progressive development of greater equality, democracy, autonomy and individuality as different forms of privilege are abolished (Fletcher, 1971). He believed that this progress only occurs when the rule of privileged groups such as slaveholders and aristocrats is overthrown leading to a more inclusive society.

According to Marx, first, the relationships of personal subordination characteristic of slavery and feudalism are replaced by relationships in the market. But in a capitalist society, Marx believed, the fact that owners of wealth, capitalists or the bourgeoisie can accumulate vast resources and can control the livelihood of others, workers or the proletariat. These allow them to dominate the society by acts such as political corruption and the whip of hunger (Collins, 1975). Marx believed that the abolition of monarchy and of aristocratic class abolished one kind of privilege but produces "wage slavery" which can only be stopped by the abolition of private ownership of the means of production

(Fletcher, 1971). All conflict theorists recognize that Marx's theories raise fundamental questions about inequality, social structure and social dynamics.

Relevance of the Theory

Conflict theory explains how PSCs as owners of capital give inadequate remuneration to their guards for their wage labour in order to maximize profits for the firms. As a result of inadequate rewards, guards are likely to engage in property crime at their places of work in order to fill the shortfall in living expenses or goals in life. The private security industry just as in any capitalist economy has tended to favour firms over the employees when it comes to remuneration matters therefore maintaining the status quo.

The relationship between the PSCs and their guards is an exploitative one since the employees have no control over their labor and the employers are able to generate profit by appropriating the product of the workers' labor. In response to this exploitation, some guards in PSCs engage in property crime in order to reduce this deficit. The desired goal for guards is to receive adequate remuneration from the PSCs and this explains attempts by KPSWU and government at improving the existing remuneration in PSCs in Kenya.

2.4.2 Rational Choice Theory

Among the proponents of this theory are Talcott Parsons and James Cohen. According to Parsons, action is rational in so far as it pursues the ends possible within the conditions of the situation by the means which, among those available to the actor, are intrinsically best adapted to the ends. The starting point here is that the actor knows the facts of the situation in which he acts and the conditions necessary for the realization of his ends or goals (Wallace, 1969). In other words, action is orientated to the attainment of goals and systems of action are evaluated by the individual who judges each system to be desirable or not, useful or not, gratifying or not and ranks all these systems according to their value to him in attaining his goals (Wallace, 1969).

Cohen is of similar view that persons act purposively toward a goal which is shaped by values and preferences (Ritzer, 1992). The application of this theory in criminology does

not give regard to Cohen's wider idea of individuals living within a social system striving to maintain common values through obeying rules. In application of the Rational Choice Theory to criminology therefore, criminals evaluate the risks of apprehension, the seriousness of punishments and the potential value or gains they are likely to derive from engaging in criminal activities (Siegel, 1995). The decision to commit crime is a matter of personal choice based on weighing of the available opportunities and risks. It therefore follows that if criminal behavior is rational, then imposing heavy penalties and making it difficult to commit crime can control it (Siegel, 1995).

Relevance of the Theory

Guards from PSCs who engage in property crime by way of commission or omission make this decision after evaluating the benefits to be gained in terms of financial rewards while at the same time considering the risks of sanctions or punishment when apprehended. Such suspects regard the remuneration they receive from PSCs to be inadequate to meet their upkeep and general aspirations in life. They would therefore risk arrest and participate in property crime than continue to suffer in poverty. Inadequate remuneration in PSCs may therefore lead to increased incidents of property crimes.

2.4.3 Control Theory

A major proponent of Control Theory is Travis Hirshi (1969). The theory starts with the assumption that humans are neither naturally wicked and prone to crime nor are they naturally virtuous and prone to conformity. Instead, humans are essentially rational and they will turn to crime when the advantages are seen to outweigh disadvantages and are more appealing than the likely rewards of conformity (Haralambos and Holborn, 2008).

Giddens (2001) opines that some control theorists see the growth of crime as an outcome of the increasing number of opportunities and targets for crime in modern society. As the population grows more affluent and consumerism becomes more central to people's lives, goods such as television sets are owned by more people. Residential houses are increasingly left empty during the day as more and more women take on employment outside the home and motivated offenders interested in committing crimes can select

from a broad range of suitable targets. Responding to such shifts, many official approaches to crime prevention in recent years have focused on limiting the opportunities for crimes to occur such as the idea of target hardening.

Control Theory is linked to an influential approach to policing known as the theory of broken windows which was set forth by Wilson and Kelling in 1982. It suggests that there is a direct connection between the appearance of disorder and actual crime. If a single window is allowed to go unrepaired in a neighbourhood, it sends a message to potential offenders that neither police nor local residents are committed to the upkeep of the community. In time, the broken window will be joined by further signs of disorder and the area will begin a gradual process of decay.

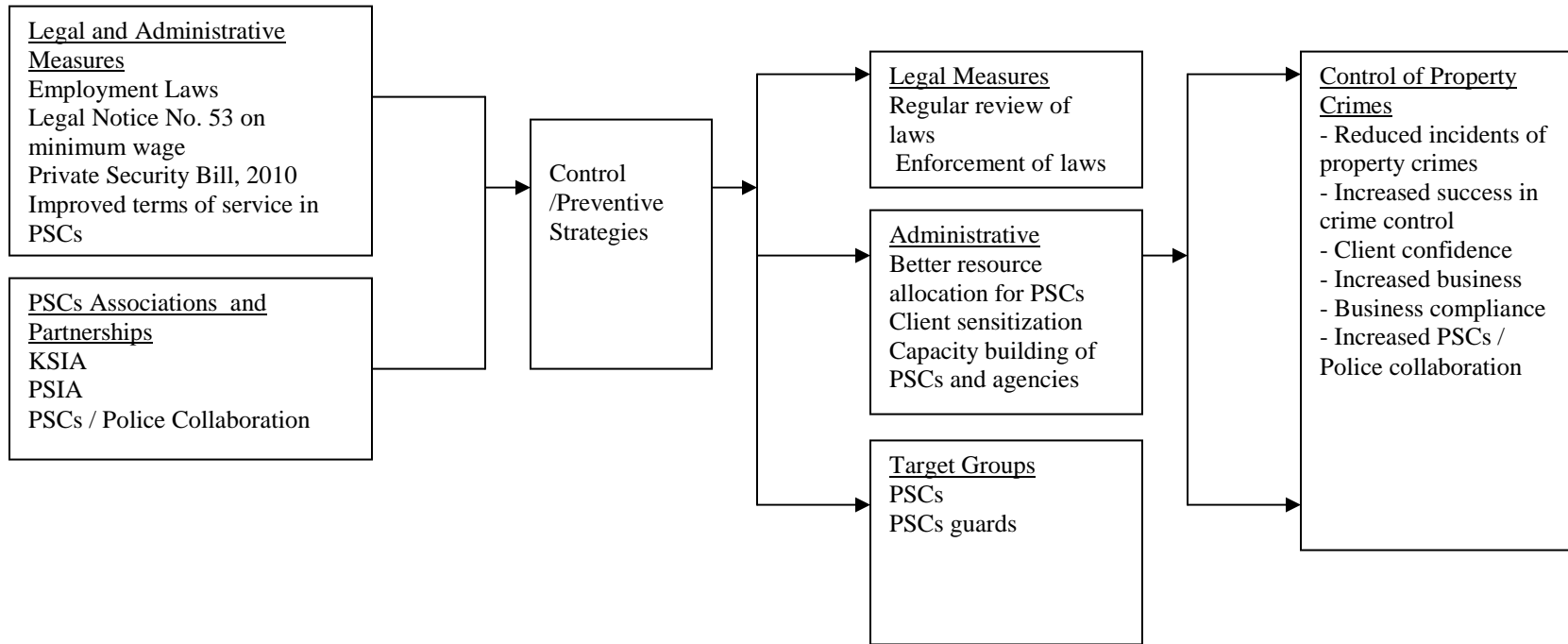
This theory served the basis of zero-tolerance policing or approach that emphasizes the process of maintaining order by reducing serious crimes in targeting petty crime and forms of disruptive conduct such as vandalism and loitering. Crackdowns in low-level deviance is therefore thought to produce a positive effect in reducing more serious forms of crime. The limitation of this theory is that it leaves it to the police to identify a 'social disorder' since it does not offer a systematic definition of disorder.

Relevance of the Theory

This theory can be used to explain the incidents of property crime in Nairobi CBD area. Property crimes may occur when private security guards either participate in crimes or willfully allow crimes to be committed at their places of work. This may be due to increased opportunities and targets as is evidenced by guards protecting property of great value. These guards may perceive that what they stand to gain from property crimes is greater than the rewards they receive as remuneration and the risk of apprehension. As more guards engage in property crime through either commission or omission, more are encouraged to do the same after realizing that they stand to gain more by participating in property crimes at their places of work.

2.5 Conceptual Framework

Figure 3: Remuneration in PSCs resulting in Control of Property Crimes



The figure above explains how remuneration in PSCs and control or preventive strategies result in the control of property crime when applied on the Target Groups namely PSCs and PSCs guards. This is done through legal and administrative avenues which should be applied with consideration to partnerships, first between PSIA and KSIA and secondly between all PSCs and the Police. Remuneration in PSCs impacts on control of crime in two ways; first, by Legal channels achieved through Regular Review of Laws related to PSCs and enforcement of these laws. The second is Administrative which is achieved through better Resource Allocation by PSCs for improved terms of service for personnel and by Increasing Client Sensitization to allow higher charges to be imposed on clients in order for PSCs to provide better terms for personnel.

Capacity Building of PSCs, PSC Associations and Partnerships with employer/employee organizations and government agencies will also create an enabling environment for better terms of service for personnel. Application of the Legal and Administrative channels will lead to Control of Property Crime which will be indicated by Reduced incidents of property crimes, Increased success in crime control, Client Confidence and Business Compliance. Another indicator of Control of Property Crime will be increased PSCs/Police collaboration.

The study therefore strove to look into remuneration and its effects on the control of property crimes. It brought forward two Hypotheses as follows:

Ho Inadequate remuneration will lead to a decrease in property crimes in Nairobi CBD.

H1 Adequate remuneration will lead to a decrease in property crimes in Nairobi CBD.

2.5.1 Operationalization of Variables

The Independent Variable was operationalized as follows:-

Remuneration: In this study referred to Legal and Administrative Measures.

Legal Measures: In this study referred to legal provisions by government pertaining to welfare of personnel in PSCs. It was indicated by regular review of laws and enforcement of laws by the government.

Administrative Measures: In this study referred to actions taken by PSCs themselves to improve the welfare of personnel. They were indicated by better resource allocation to improve salaries and other emoluments, Sensitization of Clients and Increasing Capacity of PSCs and agencies.

The Dependent Variable was operationalised as follows;

Control of Property Crime: In this study referred to prevention or reduction of crimes such as robbery or violent robbery, burglary or breaking, stealing and smuggling or collusion in smuggling. The indicators in Control of property crime were Reduced Incidents of Property Crime/Success in Property Crime Control or the frequency of encountering crimes, Client Confidence and Increased business by PSCs. Others are Information by Stakeholders, Compliance of PSCs, and Increased Collaboration between PSCs themselves and between PSCs and the Police.

Reduced Incidents of Property Crime: In this study referred to the change in the number of incidents of property crimes taking place within the Nairobi CBD. It also meant the frequency of occurrence of the property crimes and was measured by the cost of property stolen and number of injured persons or lives lost.

Information by Stakeholders: In this study meant knowledge on Property Crimes and was measured by level of awareness on this by stakeholders.

Performance of PSCs: Meant the success or failure of local PSCs and was measured by annual profit margins for local PSCs.

Institutional Capacity: In this study meant the performance of KSIA and PSIA and was measured by their level of effectiveness in combating property crimes.

CHAPTER THREE: RESEARCH METHODOLOGY

This chapter outlines the research site, research design used, sample design and the methods of data collection and analysis which were utilized.

3.1 Research Site

3.1.1 Population and Geographical Characteristics

The site of the study was Nairobi CBD which is a rectangular area enclosed around Uhuru Highway, Haille Sellasie Avenue, Moi Avenue and University Way. Nairobi CBD is also within Starehe District in Nairobi County. According to the 2009 population census, Starehe district covers an area of 10.7 Km² and has a population of 274,607 persons. Starehe has a population density of 25,640 persons per sq.km which is much higher as compared to the other districts and Nairobi province (now County) which has a density of 4,515 from a population of 3,138,369 persons and 695.1 Km² (GoK, 2010c). When considering the movement of migrants and visitors from other areas of Nairobi County, other counties and other countries, Nairobi city itself has a population of 2,143,254 people (GoK, 2010a).

Motorized accessibility to all parts of the area is excellent therefore entry and exit from commercial premises is easy thereby aiding criminals in accessing property sites and escaping with stolen property. The telephone and cell phone networks are also good thus enabling criminals to communicate in order to commit crime. Nairobi CBD being the economic and political hub of the country receives visitors daily from other parts of Nairobi County, the country and the world.

3.1.2 Socio-Economic Characteristics

Nairobi CBD comprises of workers and owners of commercial enterprises, civil and local government employees and workers in foreign embassies and international organizations. Guards from PSCs offer protection services to most of the private and commercial enterprises within the Nairobi CBD. Guards from PSCs generally possess limited assets, are unskilled and earn low salaries. This has contributed to the guards being tempted to engage in crime in their work places. Majority of these guards live in slums which are a

home to the poor and the low class who live below the poverty line. The slum environment is characterized by high rates of crime and is also home to many criminals who interact with guards residing in these settlements.

Economic activities within Nairobi CBD consist of mainly retail and wholesale businesses dealing in a variety of goods and services which employ the services of guards from PSCs. Some of the businesses located here include financial institutions, supermarkets, petrol service stations and hotels. The proximity to the Nairobi National Park makes Nairobi to be a leading destination for both domestic and foreign tourists. Shops dealing in electrical products, textiles, automotive spare parts and stationery are also located in Nairobi CBD. Nairobi CBD being the seat of the country's economic and political activities is also served by various police stations and police posts namely Central Police Station, KICC Police Station, Parliament Police Station, Kamukunji Police Station and International House Police Post among others.

3.2 Research Design

The research utilized Survey design which was relevant for this site given the large number of PSCs represented within the area. This type of design enabled the researcher to use a questionnaire to obtain information from a cross section of respondents. The design aimed at collecting both qualitative and quantitative data from respondents namely PSCs guards, as far as awareness and attitudes to remuneration and property crime are concerned. In the qualitative approach, it was concerned with the subjective assessment of the respondents' attitudes, opinions and behavior (Kothari, 2004). Quantitative method was used to infer from the population of guards in PSCs within Nairobi CBD on the effect of remuneration on property crime from a given sample.

This was also a case study of Nairobi CBD distinguished for using in-depth investigation of a single unit or bounded system of a current phenomenon (Jupp, 2006). The sources of primary data were guards from PSCs whose role is to protect property, prevent and deter acts of property crime. Additional information was sought from owners of the business premises and selected personnel from KSIA, PSIA, KPSWU, COTU, Central Police

Station and Ministry of Labour. Secondary data was also analyzed to inform the study and was obtained from PSCs, government and non-government agency publications, mass media and related literature both in print and electronic forms.

3.3 Units of Analysis and Observation

3.3.1 Unit of Analysis

According to Singleton et al (1988) the unit of analysis is that which the researcher wishes to study, understand or explain. The unit of analysis for this study was the effect of remuneration in PSCs on the control of property crime in urban areas in Kenya.

3.3.2 Unit of Observation

The unit of observation is the element or aggregation of elements from which information is collected (Singleton et al, 1988). The units of observation in this study were the guards from PSCs who offer protective services within the Nairobi Central Business District.

3.4 Sampling Design

A sample is the segment of the population having a common observable characteristic that is selected for research (Jupp, 2006). Sampling is therefore a process of selecting a sample from a population to become the basis for predicting the prevalence of an unknown piece of information, situation or outcome regarding the population (Kumar, 2005). Nairobi CBD was purposively selected on the basis of its suitability as an urban area affected by crimes and for its resemblance to other urban areas in Kenya in terms of population and social – economic considerations.

The researcher used systematic random sampling to select the business premises with the starting point being City Hall Annex and headed in four directions namely North, South, West and East. In each direction ten business premises protected by guards from either KSIA or PSIA were picked at intervals of twenty meters. From each of the business premises picked, one guard was chosen by purposive sampling given that he or she satisfied the criteria of having worked as a guard for a period of more than one year. This made a total sample size of 40 persons to which questionnaires were administered.

To enrich the information received from the 40 respondents, six key informants were selected purposively as follows; a Labour Officer, a Police Inspector from Central Police Station, Secretaries of KSIA and PSIA and Secretary Generals of the Kenya National Private Security Workers' Union and COTU. In addition, the researcher also sought information from owners of business premises where the respondents were assigned to guard.

3.5 Methods and Tools of Data Collection

This study was both quantitative and qualitative whereby quantitative data was collected by use of a structured questionnaire containing open and closed ended questions for full explanations. The tools of collecting primary data which were used were questionnaires, direct observations and interview guide. The questionnaires for the 40 guards were administered through face to face interview while the in-depth interview guide was used to elicit data from the seven key informants and the owners of the business premises. Secondary data was obtained through document reviews and analyses of policy papers, strategic plans and official research documents in order to collect basic data on the research questions.

3.6 Data Analysis

The collected data in form of the completed questionnaires and interview schedules underwent editing to detect and correct errors and omissions. It was then put in categories or classes through coding, then tabulated and counted. The researcher then used SPSS computer package to organize and analyze the data into descriptive statistical measures namely percentages and frequency distributions. These results were presented in tabular and graphical form then interpreted. These results were complemented by results from the analysis of qualitative data.

CHAPTER FOUR: DATA ANALYSIS, INTERPRETATION AND PRESENTATION

4.1 Introduction

The main purpose of this study was to examine the effect of remuneration in PSCs in controlling property crime in urban areas in Kenya. The sample for the study included 40 respondents drawn from both KSIA and PSIA affiliated PSCs in Nairobi CBD. This chapter reports on the results of analysis of data and its presentation covering the respondents' background information, the nature of property crime in urban areas and the measures in the control of property crime in urban areas. The chapter also looked into the effect of remuneration in PSCs in the control of property crime in urban areas and the appropriate strategies to improve measures in controlling property crime in urban areas.

4.2 Background Information

This section presents the background information for the respondents detailing their demographic data and employment details.

4.2.1 Distribution of Respondents

All the four areas of Nairobi CBD were covered in the study and respondents were drawn from each of the four directions that were taken namely North, South, West and East. This implies that this study was inclusive and a good representation of the entire population of guards from PSCs affiliated to KSIA and PSIA in Nairobi CBD.

4.2.2 Gender of Respondents

Table 1 below shows that of all the respondents, 92.5 percent were male while 3 or 7.5 percent were female. This difference is attributed to the high numbers of male guards who comprise the bulk of those who are recruited to join PSCs. Another reason for this skewed distribution is that security work is difficult and tiring due to the long working hours and is also physically risky due to the myriad crime incidents occurring within the Nairobi CBD which may involve the use of violence. Majority of female candidates may therefore shun the profession because of this reason. The difference is however marginal to affect gender representation which was therefore accurately observed.

Table 1: Distribution of Respondents according to Gender

Respondents' Gender	Frequency	Percent
Male	37	92.5
Female	3	7.5
Total	40	100.0

4.2.3 Age of Respondents

Figure 4: Respondents' Age Category

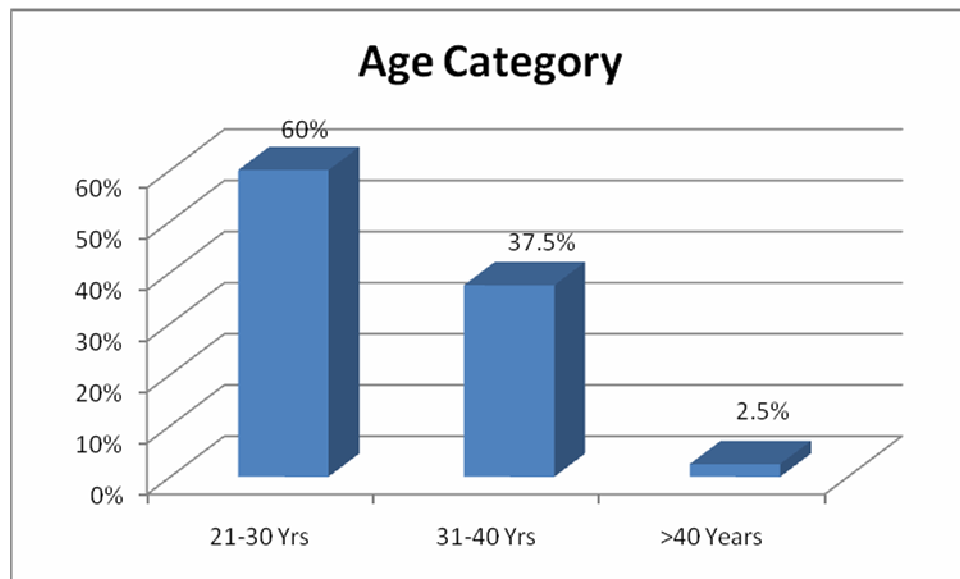


Figure 4 shows that 60 percent of the respondents were between ages 21 -30 years, 37 percent fell between ages 31-40 while only 2.5 percent were above the age of forty. It can be deduced that since the guarding profession involves long and tiring work, it attracts relatively younger persons. The issue of risk also arises since older people are less inclined to involve themselves in work which subjects them to poor and hazardous working conditions. Guarding is a dangerous occupation and guards armed only with a baton and whistle are expected to counter criminals who are often armed with firearms, machetes and similar crude weapons and as a result, many guards are injured and even killed.

4.2.4 Marital Status of the Respondents

Table 2 reveals that respondents who indicated to be single were 52.5 percent while those who said they were married were 47.5 percent. This is partly due to the relatively young age of those who are working as guards and partly due to the existing economic hardship which lead individuals to live on their own. Since it is normal for such persons to aspire to lead a happy married life, low pay and poor working conditions experienced in PSCs may contributes to a cycle of poverty and crime.

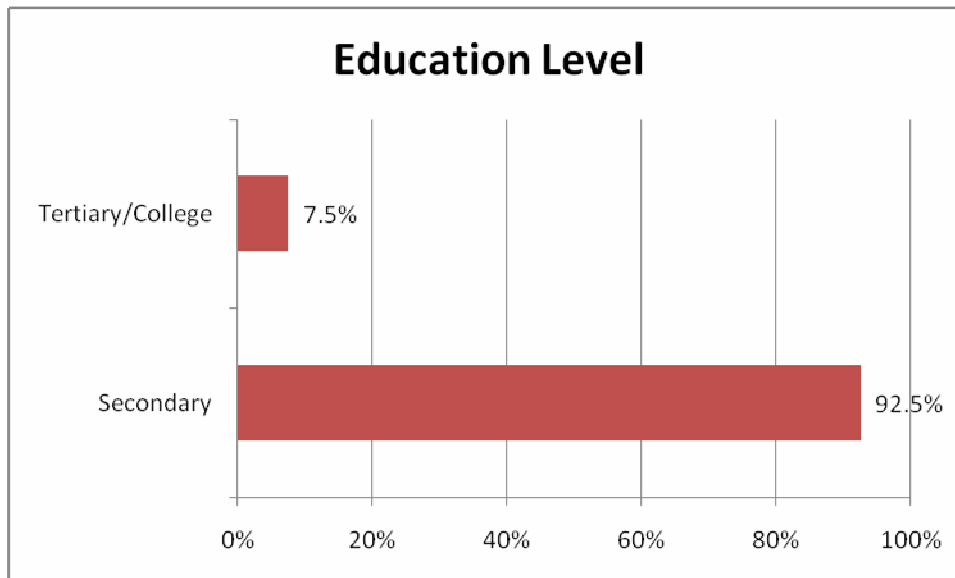
Table 2: Distribution of Respondents according to Marital Status

Respondents' Marital Status	Frequency	Percent
Single	21	52.5
Married	19	47.5
Total	40	100.0

4.2.5 Education Level of Respondents

Figure 5 below shows that majority of the respondents (92.5 percent) had attained secondary level of education as compared to only 7.5 percent of the respondents who had reached tertiary college. These results indicate that the guarding profession mainly attracts secondary school leavers due to the minimum criteria for recruitment set by majority of PSCs affiliated to KSIA and PSIA. These PSCs find it easier to manage and employ this cadre of personnel at lower costs than those with higher levels of education. These guards are therefore easier to command and control, have little bargaining power, easily fired and do not have the capacity to take the employer to court.

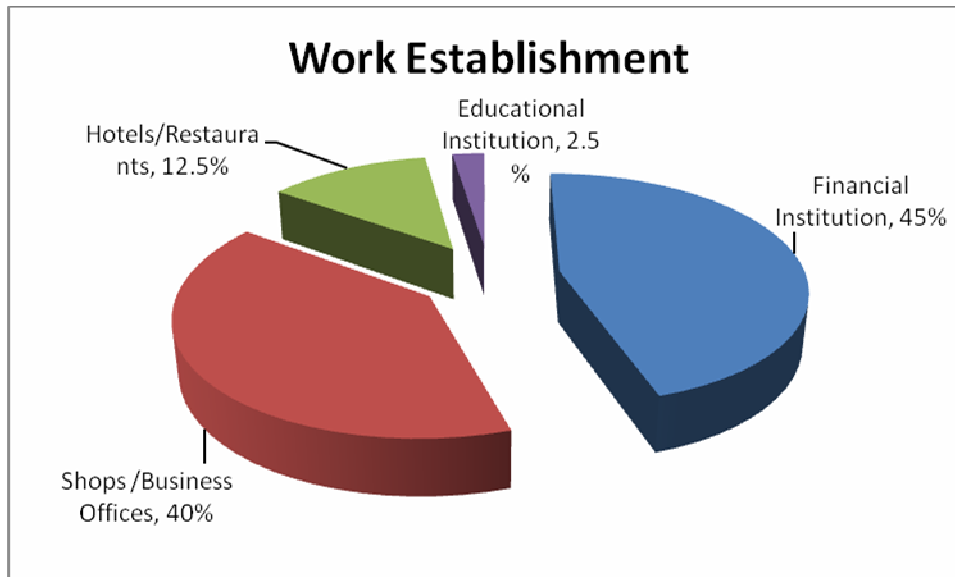
Figure 5: Respondents' Educational Level



4.2.6 Work Establishment of Respondents

Majority of the respondents (45 percent) offered protective services in financial institutions such as banks, micro finance institutions (MFIs), foreign exchange bureaus and establishments involved in sending and receiving money like Western Union or Money gram. Another 40 percent respondents work in shops or business offices such as shopping arcades and buildings housing offices while 12.5 percent of the respondents protected hotels. Only one respondent (2.5 percent) worked in an educational institution. The high numbers of financial institutions, shops and business offices can be attributed to Nairobi CBD being an economic hub serving visitors and residents alike. Another reason for this distribution is because of the high rates on rent attracted by the premises and therefore only businesses with huge capital investments and turnovers can afford to operate. Subsequently, PSCs offering protective services in these premises also charge relatively high fees for providing guards to these establishments. The downside of this is that these high fees are not reflected in the remuneration given to the guards.

Figure 6: Respondents' Work Establishment



4.2.7 Respondents' Employer

Majority of the respondents (25 percent) were employed by Wellsfargo Security Company followed by G4S (15 percent), BM Security and Securex both of which had 7.5 percent guards each. The following security companies had 5 percent of guards each from the total number of the respondents: Fidelity, Senaca East Africa, Patriotic Guards and Hatari Security. Only 2.5 percent of the guards were employed by each of the following companies: COBRA, Factory Guards, Pinkerton's, RADAR, Lavington Security, Collindale Security, Amour Group and Apex Security.

The domination of the security market in Nairobi CBD by the larger companies affiliated to KSIA such as Wellsfargo, G4S, BM Security and Securex points to the prestige that owners of premises attach towards these companies and the perception that this will exhibit their genuine nature hence improve profitability in business. KSIA is portrayed as being made of foreign and expatriate companies while PSIA presents itself as composed of indigenous companies which are unfairly disadvantaged by their lack of access to international capital.

Table 3: Distribution of Respondents according to the Employer (PSC)

Respondent's Employer	Frequency	Percent
Wellsfargo	10	25.0
G4S	6	15.0
BM Security	3	7.5
Securex	3	7.5
Fidelity	2	5.0
Senaca EA	2	5.0
HATARI Security	2	5.0
Brinks	2	5.0
Patriotic Guards	2	5.0
COBRA	1	2.5
Factory Guards	1	2.5
Pinkerton's	1	2.5
RADAR	1	2.5
Lavington Security	1	2.5
Collindale Security	1	2.5
Amour Group	1	2.5
Apex Security	1	2.5
Total	40	100.0

4.2.8 Respondents' Employer's PSCs Association

The results below show that KSIA affiliated PSCs dominate the security market in Nairobi CBD as evidenced by 77.5 percent of the respondents compared to PSIA represented by 22.5 percent. Though KSIA member companies indicate their adherence to the increased new minimum wage contained in Legal Notice No. 53 and other minimum requirements of administrative and operational nature, they do not fair any better than PSIA affiliated companies as far as occurrence of crime is concerned. KSIA on their part argues that the new minimum wage would make security available only to the wealthy and will also force a number of smaller PSCs out of business. As a result,

PSIA is currently lobbying the government for a more differentiated private security where different wages are permitted depending on the level and quality of service provided as followed through a three tier model.

Table 4: Distribution of Respondents according to the Employer’s PSC Association

Respondents’ Employer's PSC Association	Frequency	Percent
KSIA	31	77.5
PSIA	9	22.5
Total	40	100.0

4.2.9 Respondents’ Security Training undergone

Table 5 reveals that majority of the PSCs for which the respondents worked for (77.5 percent) provided only basic training to their employees upon recruitment while 17.5 percent of the respondents indicated that they had received additional further training on a continuous basis. Only 5 percent of the respondents indicated that they had not received any form of security training from the time they had been recruited. It can be deduced that most PSCs conduct only basic training for newly recruited guards in order to orientate them into the company and do not go further to offer any more good training. This may be partly because of the high turnover of guards who leave employment in these PSCs or for purposes of saving costs.

PSCs which adhere to further training on a continuous basis are the largest, have adequate resources and often understand that good training is a pre-condition for well-executed tasks. Those PSCs that do not offer any training might either be lacking resources or are in a rush to assign newly employed guards on a new assignment obtained at short notice.

Mr Andabwa, the Secretary General of KPSWU offered the following explanation on the guards’ security training;

“Most of the security companies do not value training guards as they consider guarding to be a simple task and also take on new employees every so often to avoid paying

benefits to workers. This however is not good practice since it denies clients better services from well trained personnel.”

Mr Maina, a representative of the Secretary General of KSIA stated the following regarding training of guards;

“Members in our organization train their guards adequately. Indeed it is one of the regulations that all our members have to adhere to in order to meet the standards threshold.”

Table 5: Distribution of Respondents according to Security Training undergone

Respondent's Security Training undergone	Frequency	Percent
Basic Training	31	77.5
Further training on a continuous basis	7	17.5
None	2	5.0
Total	40	100.0

4.2.10 (a) Respondents’ Duration of Employment with Current Employer

A large number of the respondents (45 percent) had worked for the current employer for a period between 2 to 3 years followed by those who had worked for between 3 and 4 years (27.5 percent) and those who had worked for between 1 and 2 years (20 percent). Just 5 percent of the respondents indicated that they had worked for the same employer for a period of above 5 years while only 2.5 percent of the respondents had worked the current employer for between 4 to 5 years. These shorter periods of stay with a single employer can be attributed to the high turnover of employees in PSCs due to either movement for better paying engagements or as a result of discontinuation of employment brought about by crime incidents or other disciplinary offences. Those respondents who have stayed for relatively longer periods can be explained by their service contracts having been elevated to permanent terms therefore acting as an incentive for the continued longer stay.

Table 6: Distribution of Respondents According to Duration of Employment with Current Employer

Respondent's duration of employment with current employer	Frequency	Percent
1-2 years	8	20.0
2-3 years	18	45.0
3-4 years	11	27.5
4-5 years	1	2.5
Above 5 years	2	5.0
Total	40	100.0

4.2.10 (b) Respondents' Duration of Employment with Previous Employer

Majority of the respondents (62.5 percent) had worked for the previous employer for between 1 to 2 years followed by those who had worked for between 2 and 3 years (27.5 percent). There were 5 percent of the respondents who had worked for between 3 and 4 years while only 2.5 percent of the respondents had worked for their previous employers for either between 4 to 5 years and for a period above 5 years. Again, these shorter periods of stay with a single employer can be attributed to the high turnover of employees in PSCs due to either movement for better paying engagements or as a result of discontinuation of employment brought about crime incidents or other disciplinary offences.

It can also be deduced that those respondents who stayed for relatively longer periods did so because of service contracts probably being elevated to permanent terms hence becoming an incentive for continued stay. Another reason is the widespread unemployment situation which may necessitate employees to continue working for the same employer for longer periods of time.

Table 7: Distribution of Respondents according to duration of employment with previous employer

Respondent's duration of employment with previous employer	Frequency	Percent
1-2 years	25	62.5
2-3 years	11	27.5
3-4 years	2	5.0
4-5 years	1	2.5
Above 5 years	1	2.5
Total	40	100.0

4.2.10 (c) Respondents' Reason for Moving to the Current Job

Table 8 above reveals that an overwhelming majority of the respondents (57.5 percent) selected a better salary as the reason for their movement to the current employment position while 20 percent of the respondents chose expiry of contract. Another 15 percent of the respondents indicated that they moved to the current jobs due to disagreeing with their employers while only 7.5 of the respondents cited poor treatment by the employer as the reason for shifting to the current job.

With the current economic scenario, many employers exploit the labour force by paying low salaries which subject workers to financial difficulties in the way they lead their lives. A common practice in many companies in the private security industry is to pay guards different wages depending on which contract they are assigned to, thus causing considerable discontent as guards at the same level of experience can earn very different wages. This practice also means that guards often lose out as competition forces companies to lower their prices hence also lower salaries for the employees. Workers will therefore generally seek to maximize earnings from their labour by moving to better paying jobs.

Many employers and especially PSCs misuse Section 35 (1) (c) of the Employment Act and offer contracts to employees in which wages or salary is paid periodically at intervals

of or exceeding one month. These contracts are terminable by either party at the end of the period of twenty-eight days after the giving of notice in writing. Employers may also decide to terminate such contracts for varied reasons some of which might be disciplinary or on a personal basis and cause disagreements which may prompt employees to leave. PSCs therefore hire guards monthly on a casual basis over a long period of time to avoid providing them with entitlements which are due to them if they were employed on permanent basis or on term contract. Poor treatment occurs when employees work very long hours for very little remuneration, have no overtime and annual leave and also lack insurance and social benefits.

Mr Wanyama, a Labour officer based at National Social Security Fund House stated the following when asked about reasons why employees change jobs within PSCs;

“Most of the employees in PSCs are employed on casual terms which allow employers to misuse Section 35 (1) (c) of the Employment Act. The employers can terminate the contracts after a month without providing employees with entitlements. This encourages most PSCs to keep hiring new staff to save on costs brought by permanent contracts.”

Table 8: Distribution of Respondents According to Reason for Moving to the Current Job

Respondent's reason for moving to the current job	Frequency	Percent
Better salary	23	57.5
Expiry of contract	8	20.0
Disagreement with employer	6	15.0
Poor treatment by employer	3	7.5
Total	40	100.0

4.3 Understanding the Nature of Property Crime in Urban Areas

This section reveals the respondent's awareness of property crime, types of property crimes known and the role of private security in property crime incidents. It also tackles

the reasons for omission or commission of incidents of property crime, the most common time of occurrence of property crimes and the frequency of encountering property crimes.

4.3.1 Respondents' Awareness of Property Crimes

All the respondents (100 percent) indicated that they were aware of the occurrence of property crimes in their places of work either through experience or by being informed by colleagues or their employer. This indicates that most business premises have fallen victim to incidents of property crimes at one time or another and is also the reason why owners of the premises have sought the services of PSCs.

The comments of Inspector Amimo of Central Police Station regarding awareness of property of crimes were as follows;

“Many crimes take place within the CBD and therefore individuals whether victims or not experience crime either at personal levels or through awareness.”

4.3.2 Respondents' Knowledge on the Types of Property Crimes

Stealing was the type of property crime known by majority of the respondents (65 percent) followed by smuggling (27.5 percent). Burglary was selected by 5 percent of the respondents while only 2.5 percent of the respondents indicated to have known about incidents of breaking. It can be deduced from these results that most respondents are aware of cases of stealing and smuggling due to the ease with which they are committed. Guards either steal directly from their assignments sites as in the example of the numerous G4S cash heists or indirectly by first giving out information on the vulnerable points on the property to enable criminals steal or to deliberately fail to stop criminals from stealing. This occurs in financial institutions when guards give information to criminals to pick pocket or rob customers who have made substantial cash withdrawals, or in supermarkets when guards allow criminals to pass through without paying for goods or other members of staff to smuggle goods without the employer's permission.

Majority of burglary cases occur with the collusion of guards and follow the pattern of being tied up by criminals after the incident in cases of omission or collusion and outright

escape with the gang after the incident in cases of commission of the crime. Genuine cases of not participating in crime occur when serious injuries or even death of guards takes place on the premises protected. Cases of breaking are few since almost all premises are usually opened for business during the day.

Inspector Amimo of Central Police Station made the following comments regarding knowledge of crimes;

“Most of the property crimes that take place within the CBD are mainly cases of stealing and smuggling. This is because of the opportunities that are present and enable criminals to steal and smuggle. ”

Table 9: Distribution of Respondents according to knowledge on the types of property crimes

Respondents’ knowledge on the types of property crimes	Frequency	Percent
Stealing	26	65.0
Smuggling	11	27.5
Burglary	2	5.0
Breaking	1	2.5
Total	40	100.0

4.3.3 Respondents’ Opinion on the Role of Private Security in Property Crimes

About 42.5 of the respondents indicated that the role played by private security during incidents of crime is omission while 30 percent attributed this role to prevention. Another 17.5 percent said that the role was to arrest while only 10 percent of the respondents indicated that the role of private security in incidents of property crimes was commission. Most respondents chose omission as the most suitable response since omission or allowing crime to take place without intervening is the safest way for guards to escape arrest while at the same time be assured of the proceeds of crime. As a defense against accusations of involvement, guards claim innocence, feign ignorance about the incident and portray themselves as victims.

Omission by guards occurs during smuggling of goods from premises, in burglary and breaking when guards are tied up and slightly roughed up after the incidents and in robbery and stealing when they offer vital information to criminals. Prevention was chosen since responding to crime including property crime is the principal duty of all guards. The same can also be said on arrest since guards are expected to perform this role once a criminal has been identified.

Mr Andabwa, the Secretary General of KPSWU had the following regarding the role played by private security;

“Our members usually perform their role of prevention of property crimes and incidents whereby property is lost occur due to lack of knowledge or omission.”

Inspector Amimo of Central Police Station made the following comments regarding the role played by private security;

“Most of the private security guards actively engage in crimes and when they are not directly involved, they usually give information to criminals who use this information to steal from the premises. Therefore, most of these guards are criminals and trouble makers.”

Table 10: Distribution of Respondents according to the role of private security in property crimes

Respondents’ opinion on the role of private security in property crimes	Frequency	Percent
Omission	17	42.5
Prevention	12	30.0
Arrest	7	17.5
Commission	4	10.0
Total	40	100.0

4.3.4 Respondents’ Opinion on Reasons for Omission or Commission of Property Crimes

A number (42.5 percent) of the respondents indicated that the reason why guards omitted to perform their duty or chose to participate in crime was because of low salaries and

delays in payment of salaries while 35 percent chose lack of knowledge about the incident. Another 12.5 percent of the respondents chose presence of SALWs as the reason for omission and commission, 7.5 percent chose greed while only 2.5 percent of the respondents chose mistreatment by the owner of the business premises. It can be adduced that the reason for low salaries being the main contributor for participation of guards in crime is because of prevailing difficult economic situation. Despite this scenario, many employers pay low salaries sometimes because of competition which forces companies to lower their prices hence the salaries for the employees. Guards therefore seek to fill this shortfall by either committing property crimes or intentionally failing to prevent crimes at the premises under their watch. Some companies also delay payment of salaries which also leads guards to the same actions.

Since majority of the respondents indicated that the role played by private security during incidents of crime is omission (see subsection 4.3.3), it therefore follows that lack of knowledge about incident of property crimes is the reason for this omission. Therefore, during property crime incidents such as stealing, smuggling, burglary and breaking, guards find it profitable to either fail to prevent the crime from taking place or alternatively to give information to aid the crime. This is so because guards gain by not being injured or dying and instead get to share part of the proceeds of the crime with criminals for the role they play.

Guards are also not able to positively act to prevent crime when criminals use SALWs hence fear getting injured or losing their own lives and that of others. A few guards in PSCs affiliated to KSIA which pay better salaries as compared to other firms may decide to participate in crime in order to amass huge amounts of money in a short time. Good examples abound in the incidents where G4S C.I.T. crew steal and escape with huge amounts of cash that were intended for distribution to various banks. Though mistreatment by the owners of premises appears as not to be a logical reason for omission or commission of property crimes, it may occur in some excluded cases.

Mr Andabwa, the Secretary General of KPSWU stated the following regarding the reasons for omission or commission of property crimes by private security guards;

“Most private security companies in the country pay very low salaries and offer few or no benefits to guards. They do this in order to gain maximum profits and because of weak legislation. We hope that the Private Security Regulation Bill when passed will improve conditions of remuneration.”

Table 11: Distribution of Respondents according to reasons for omission or commission of property crimes

Reasons for omission or commission of property crimes	Frequency	Percent
Low salary and salary delays	17	42.5
Lack of knowledge about incident	14	35.0
Presence of SALWs	5	12.5
Greed	3	7.5
Mistreatment by owner of premises	1	2.5
Total	40	100.0

4.3.5 Respondents’ Opinion on the Most Common Time of Occurrence of Crimes

The most common time of occurrence of crimes was indicated by respondents to be daytime (chosen by 85 percent of the respondents) followed by late evening (12.5 percent) and early morning (chosen 2.5 percent of the respondents). As indicated in subsection 4.3.2, stealing and smuggling were the types of crime which occurred most often and therefore took place during the day after premises have opened their doors for business. Few crimes therefore occur in late evening and early morning since at these times, almost all business premises are closed and electronic intruder or burglar alarms are still activated which make the premises less attracting as targets for property crime.

Inspector Amimo of Central Police Station made the following comments regarding the role played by private security;

“Most of the crimes that are reported at Central Police Station, namely stealing and smuggling within the CBD usually take place during the day. These include cases of fraud, theft of money and goods and smuggling of goods.”

Table 12: Distribution of Respondents according to the most common time of occurrence of crimes

Most common time of occurrence of crimes	Frequency	Percent
Daytime	34	85.0
Late evening	5	12.5
Early morning	1	2.5
Total	40	100.0

4.3.6 Respondents’ Opinion on the Frequency of Encountering Property Crimes

Table 14 reveals that majority of the respondents (37.5 percent) encountered property crimes very often followed by those who encountered property crimes often (32.5 percent) while 30 percent of the respondents indicated that they encountered property crimes rarely. These results show that the rates of occurrence of property crimes within Nairobi CBD were generally high which is corroborated by Police and newspaper reports.

Inspector Amimo of Central Police Station made the following comments regarding the frequency of encountering property crimes by private security guards;

“Our station receives many reports of cases of stealing and smuggling within the CBD and especially from premises guarded by private security guards. This means that the frequency of encountering property crimes by guards from private security is high.”

Table 13: Distribution of Respondents according to the Frequency of Encountering Property Crimes

Frequency of encountering property crimes	Frequency	Percent
Very often	15	37.5
Often	13	32.5
Rarely	12	30.0
Total	40	100.0

4.4 Measures for the Control of Property Crimes in Urban Areas

This section dealt with the familiar measures to control or prevent property crimes, the effectiveness of these measures and the ways of sustaining effectiveness of these measures. In addition, the section also tackles knowledge of the measures in the control of property crimes and the challenges that are faced in prevention of property crimes.

4.4.1 Respondents’ Opinion on the Familiar Measures to Control or Prevent Property Crimes

Table 15 indicates that 45 percent of the respondents knew access control and patrol as a familiar measure to control or prevent crime followed by 42.5 percent who understood increasing risk of arrest and punishment as a familiar measure. Only 10 percent of the respondents were familiar with installation alarm systems and CCTV while only 2.5 percent of the respondents were familiar on collaboration with Police as a measure to control or prevent property crimes. Access control and patrol is the most familiar measure to control or prevent property crimes since it corresponds to guarding of property and persons which is the primary or traditional role that security guards in PSCs perform. The guards also appreciate that increasing risk of arrest and punishment is a practical and sure way of deterring criminals with intentions of committing property crime.

Since installing alarm systems and CCTV respectively fell under the purview of the PSCs themselves and owners of premises, most guards did not feel directly associated with these measures. The reason for this is because in most cases, an owner of a business premise sourced for guarding services and alarm services separately from two different

PSCs. The reason for this is because only large PSCs and those specialized firms provide alarm services from which premise owners and other PSCs seek these services. Respondents did not favour collaboration with Police and indicated that police officers are involved in criminal activities. The police themselves regard guards as frequent law breakers. As a result, there is little formalized cooperation together with a high degree of suspicion between the two groups.

Mr Kibet, the representative for the secretary of PSIA made the following comments regarding the familiar measures to control or prevent crime by guards in PSCs;

“Guards employed by PSCs have a number of measures to control or prevent crime at their disposal. These include alarm systems and CCTV, access control and patrol, increasing risk of arrest and punishment and collaboration with Police. These four are the most common measures to control or prevent crime that are used by guards in PSCs.”

Table 14: Distribution of Respondents according to the familiar measures to control or prevent property crimes

Familiar measures to control or prevent property crimes	Frequency	Percent
Access control and patrol	18	45.0
Increasing risk of arrest and punishment	17	42.5
Installing alarm systems and CCTV	4	10.0
Collaboration with Police	1	2.5
Total	40	100.0

4.4.2 Respondents’ Opinion on Effectiveness of Measures

Majority of the respondents (62.5 percent) indicated that the measures to control or prevent property crimes that they were familiar with were not effective while 37.5 percent of the respondents were in agreement that the measures were effective. One of the reasons for this is because of the prevailing payment of low wages and poor working conditions among PSCs which has contributed to the cycle of poverty and property crime.

Adherence to the measures without addressing the issue of wages has therefore not prevented occurrence of property crimes.

Table 15: Distribution of Respondents According to Effectiveness of Measures

Effectiveness of measures	Frequency	Percent
No	25	62.5
Yes	15	37.5
Total	40	100.0

4.4.3 Respondents’ Opinion on Ways of Sustaining Effectiveness of Measures

Table 17 shows that most of the respondents (35 percent) were of the opinion that effectiveness of the measures can be sustained by maintaining and improving them while 25 percent chose to increase the number of personnel. Another 22.5 percent of the respondents chose equipping guards while only 17.5 percent of the respondents indicated that training was the best way of sustaining the measures.

It can be deduced that most respondents appreciated the role played by the measures but saw a need to make them better in order to realize maximum results. Since human resource is key in achieving success, the improvement of guards was seen as important and was expressed as the need for an increase in the number of personnel, equipment and training for guards. More personnel would improve the effectiveness of the guards, carrying firearms would aid them counter the use of SALWs while training would expand their knowledge.

Table 16: Distribution of Respondents according to ways of sustaining effectiveness of measures

Ways of sustaining effectiveness of measures	Frequency	Percent
Maintaining and improving the measures	14	35.0
Increasing number of personnel	10	25.0
Equipping guards	9	22.5
Training	7	17.5
Total	40	100.0

4.4.4 Respondents' Knowledge of Measures in Control of Property Crime

An overwhelming majority of the respondents (55 percent) indicated that their knowledge of the measures in control of property was good while 10 percent of the respondents cited their knowledge was excellent. However, 30 percent of the respondents indicated that their knowledge of the measures in control of property crime was poor while only 5 percent of the respondents cited their knowledge to be very poor.

Those who indicated their knowledge to be good or excellent can be attributed to the large KSIA affiliated PSCs which have drawn on the LOK, internationally accepted technical and system specification and the professional experience of all member companies to establish a set of benchmarks. These standards cover the level of personnel skills, equipment, facilities and systems necessary to achieve effective and reliable security cover in each of the three main security areas of guarding, electronic alarms and C.I.T. services. Because of this, personnel in these PSCs are relatively knowledgeable on the measures in control of property crimes. The same does not apply to the bulk of PSIA affiliated PSCs hence those respondents who have poor or very poor knowledge of the measures in control of property crimes.

Mr Maina, a representative of the Secretary General of KSIA made the following remarks regarding the levels of knowledge of the measures in control of property by guards;

“Guards in our member PSCs ensure that guards are well informed about measures in control of property crimes. Guards are made aware of each of the three main security areas of guarding, electronic alarms and C.I.T. services. Therefore, the level of knowledge for these guards on the measures in control of property crimes is high. Our competitors in PSIA can however not speak of the same levels.”

Table 17: Distribution of Respondents according to knowledge of measures in control of property crime

Knowledge of measures in control of property crime	Frequency	Percent
Very poor	2	5.0
Poor	12	30.0
Good	22	55.0
Excellent	4	10.0
Total	40	100.0

4.4.5 Respondents’ Challenges in Prevention of Property Crimes

Majority of the respondents (57.5 percent) indicated that the strongest challenge that they faced was collusion by employees. Other challenges that respondents faced were availability of SALWs (20 percent), poverty (17.5 percent) and incapacity by police and judiciary (5 percent). For both owners of business premises and guards, collusion by employees is the most difficult issue to deal with since employees are privy to the operations of the business premises. It is also difficult to identify an employee who colludes with criminals due to the sharing of information among employees within business premises.

Poverty and unemployment was also a challenge since it is one of the major causes of crime in Kenya. The escalating growth in the urban population in Nairobi of which a larger section is poor produces property crimes. Similarly, incapacity by Police and Judiciary occurs due to corruption propagated through collusion of criminals with police and manipulation of judiciary in order to escape punishment. This results in a lack of law

and order and impunity becomes the norm. Guards are therefore not able to perform their preventive role effectively and may opt to participate in crime.

Mr Andabwa, the Secretary General of KPSWU made the following comments regarding the challenges faced by PSCs guards in prevention of property crimes;

“Our members (guards) often complain that they face challenges in prevention of property crimes. These challenges included employees within the premises colluding with others to steal or smuggle goods and criminals scaring them with firearms. Another challenge included low incomes which result in poverty and which make guards vulnerable to influence. Guards also complain that the police and judiciary have not been doing their duty satisfactorily and this collusion by results in criminals not being arrested and punished adequately.”

Mr Shah, the Manager of Ebrahims Electronics along Kimathi Street observed following issues regarding the challenges faced by guards in prevention of property crimes;

“We have had cases of our sales and stores staff colluding with some guards to steal or smuggle goods out of the shop. Guards who are honest are therefore let down by their colleagues who engage in smuggling. All the employees that we find to have participated in smuggling and stealing are sacked immediately. We have also had attacks by gangsters wielding guns.”

Table 18: Distribution of respondents according to challenges in prevention of property crimes

Challenges in prevention of property crimes	Frequency	Percent
Collusion by employees	23	57.5
Availability of SALWs	8	20.0
Poverty	7	17.5
Incapacity by Police and Judiciary	2	5.0
Total	40	100.0

4.5 Strategies to Improve Measures to Control Property Crimes

This section looked at the strategies to improve measures to control property crimes.

4.5.1 Respondents' Opinion on Strategies to Improve Measures to Control or Prevent Property Crimes

Most of the respondents (25 percent) indicated that the best strategy to improve the measures to control or prevent property crimes was to enhance levels of supervision for key controllers while 22.5 percent vouched for the improvement collaboration between the Police and PSCs. Another 6 or 15 percent chose reduction of the number of entrances and exits while three sets of 12.5 percent of the respondents chose the following strategies; positively review legal instruments and enforce laws, combat easy availability of SALWs and increase use of alarm response services rather than guarding.

Collusion by employees was indicated by respondents in subsection 4.4.5 to be the leading challenge in prevention of property crimes. It therefore follows that the best strategy to improve the measures to control or prevent property crimes is to enhance levels of supervision for key controllers. Doing this will ensure that employees are monitored as per the importance of the information that they will possess on the business. Subsequently, it will be easier to apportion responsibility in the event of the occurrence of property crimes. Another reason for the preference of this strategy is that the tendency for the Police to first arrest guards without proper investigations in the event of property crimes will not occur since those who are responsible will be the first to be identified.

Though collaboration between the Police and PSCs is important, this relationship has been influenced by both lack of any clear regulatory framework for the private sector and the absence of a clear and consistent policy framework. This relationship however is important as it entails cooperation based principally on the exchange of information and services to facilitate exclusion of known offenders and suspicious characters. Another area that the relationship lends help to guards is when PSCs and Police respond to incidents and alarms from clients together, therefore making it safer for guards. Reviewing legal instruments positively and enforcing laws, combating easy availability

of SALWs and increasing use of alarm response services ensures that the frequency of crimes is lowered, guards are safe from threats of firearm use and crime incidents are instantly detected and addressed.

Mr Maina, a representative of the Secretary General of KSIA noted the following issues on strategies to improve the measures to control or prevent property crimes;

“Our members and KSIA came up with a number of strategies to improve the measures to control or prevent property crimes. These include improving levels of supervision for key controllers and enhancing levels of collaboration between the Police and PSCs. Reduction of the number of entrances and exits and better laws and their enforcement are other strategies. In addition, something should be done on use of firearms against guards and alarm services.”

Table 19: Distribution of Respondents according to opinion on strategies to improve measures to control or prevent property crimes

Strategies to improve measures to control property crimes	Frequency	Percent
Enhance levels of supervision for key controllers	10	25.0
Improve Police/PSCs collaboration	9	22.5
Reduce number of entrances and exits	6	15.0
Positively review legal instruments and enforce laws	5	12.5
Combat easy availability of SALWs	5	12.5
Increase use of alarm response services rather than guarding	5	12.5
Total	40	100.0

4.6 Effect of Remuneration on the Control of Property Crime in Urban Areas

This section tackled the respondents’ residence in Nairobi, terms of service and the respondents’ duration of service. The section also dealt with the benefits received by the respondents in current employment, the respondents’ current monthly salary, and the

respondents’ awareness of employment legislation. In addition, the section tackled the opinion of respondents on enforcement of laws, on improvement in welfare by employer and on the importance of remuneration in controlling property crimes. A cross tabulation was also done of the respondents’ current monthly salary and the frequency of encountering crimes.

4.6.1 Respondents’ Residence in Nairobi

A majority of the respondents (70 percent) indicated that they lived in slums in Nairobi while 30 percent lived formal settlements. Since inhabitants of slums are characterized as having inadequate housing and basic services as a result of generally low incomes, the same can be said of the guards who live in these informal settlements. Though guards from both KSIA and PSIA affiliated PSCs are represented here, those in PSIA form the bulk of this category due to lower salaries or house allowances. Those guards who lived in formal settlements were able to do this either because of their single status allowing them to spare more of their salary or house allowance on housing or they received slightly higher salaries or larger allowances for housing such as in some KSIA affiliated PSCs.

The spillover effects of residence in the slums which are perceived as hideouts to criminals is that the guards may interact with criminals who in some cases draw them into crime with business premises under their watch being the obvious targets.

Table 20: Distribution of Respondents according to residence in Nairobi

Residence in Nairobi	Frequency	Percent
Slums	28	70.0
Formal settlement	12	30.0
Total	40	100.0

4.6.2 Respondents’ Terms of Service

Majority of the respondents (67.5 percent) indicated that they had been employed on a casual basis while 22.5 percent of the respondents were on term contract. Only 10 percent

of the respondents were employed on a permanent basis. Most PSCs employ and maintain their guards as casual workers in order to pay them smaller salaries and provide them with few or no benefits in order to make large profits from the business. PSCs are also able to easily terminate services of casual employees without worrying about paying service benefits or being taken to court for wrongful dismissal of employees.

Term contract employees are nothing more than casual employees, the difference being that they receive a little more than casuals and are more assured of employment due to their long duration of service. PSCs often give these terms to casual employees whom they value for their good work but do not wish to employ as permanent employees. On the other hand, permanent employees are mostly the longest serving employees and are valued by the employer for one reason or another.

Mr Andabwa, the Secretary General of KPSWU had the following issues regarding the terms of service within PSCs;

“PSCs employ guards mostly on a casual basis and a few on term contract and permanent employment. This enables PSCs to pay smaller salaries and few or no benefits in order to make large profits. This also enables them to easily terminate services of employees without worrying about paying service benefits or being taken to court for wrongful dismissal. All these issues act against the welfare of the employees”

Table 21: Distribution of Respondents according to terms of service

Terms of Service	Frequency	Percent
Casual	27	67.5
Term contract	9	22.5
Permanent	4	10.0
Total	40	100.0

4.6.3 Respondents’ Duration of Service

Table 23 shows that 45 percent of the respondents have worked for their current employer for a duration of between 2 years - 3 years while 27.5 percent have worked for

over 3 years. Those respondents who indicated to have worked for between 1 - 2 years were represented by 15 percent while those who had worked for between 3 months - 1 year were represented by 12.5 percent of the respondents. Despite very low salaries and poor terms of service such as casual terms in most PSCs, a good number of employees have continued to work for the same employer for long periods of time. This can be explained by the prevailing economic conditions which have resulted in fewer vacancies being created.

The shorter durations of service can be explained by the high turnover rate of employment in PSCs due to expiry of contracts or dismissals due to impropriety. Another reason for these shorter durations is because PSCs strive to adhere to the Employment Act and therefore avoid retaining casual and term contract employees in their service for long durations. PSCs also prefer to recruit young people who they employ on casual terms.

Table 22: Distribution of respondents according to duration of service

Duration of service	Frequency	Percent
3 months - 1 year	5	12.5
1 year - 2 years	6	15.0
2 years - 3 years	18	45.0
Over 3 years	11	27.5
Total	40	100.0

4.6.4 Benefits Received in Current Employment by Respondents

Most respondents (42.5 percent) indicated that they received medical attention or an allowance for the same while 27.5 percent of the respondents received a house allowance or were housed. However, 17.5 percent of the respondents indicated that they received no benefits in their current employment but 10 percent of the respondents were given annual leave while 2.5 percent of the respondents were given sick leave. The high number of those who receive medical attention can be explained by the requirement by most PSCs

for employees to join the National Hospital Insurance Fund (NHIF) while a few PSCs run their own health centers. Provision of house allowance is one of the provisions placed by the Employment Act and was reinforced by the Regulation of Wages and Conditions of Employment Act.

The results on annual leave and sick leave can be attributed to the little number of employees employed on permanent terms or on term contract. Therefore casual employees do not usually receive these benefits. Some PSCs and especially those affiliated to PSIA do not provide any benefits to employees hence the respondents who indicated not to have received any benefits in their current employment.

Mr Sakwa, a representative of the Secretary General of COTU made the following comments regarding the benefits received by guards in PSCs;

“Most of the PSCs do not give benefits to guards commensurate with requirements and the legislation laid down. Benefits like medical attention, housing, annual leave and sick leave are basic and should be given by all employers. These issues are outlined clearly in the Employment Act which provides entitlements such as annual leave in Section 28 (1), Sick leave in Section 30 (1), Medical attention in Section 34(1) and reasonable housing or rent in Section 31 (1).”

Table 23: Distribution of respondents according to benefits received in current employment

Benefits received in current employment	Frequency	Percent
Medical attention or allowance	17	42.5
Housing or house allowance	11	27.5
Annual leave	4	10.0
Sick leave	1	2.5
None	7	17.5
Total	40	100.0

4.6.5 Respondent's Current Monthly Salary

Most of the respondents (47.5 percent) received a salary of between Kshs 7,001 – 10,000 followed by 45 percent who received between Kshs 4,001 – 7,000. Only 5 percent of the respondents indicated to have received between Kshs 10,001 – 13,000 while only 2.5 percent of the respondents had received a salary of above Kshs 13,000. Those respondents who indicated to have received between Kshs 4,001 – 7,000 are attributed to those who are employees of PSIA affiliated PSCs and a few KSIA affiliated PSCs which have not fully implemented the new minimum wage requirements. Those respondents who earned between Kshs 7,001 and Kshs 10,000 are guards from KSIA affiliated PSCs which have implemented the new wage requirements.

The higher salaries of between Kshs 10,001 – 13,000 and that of above Kshs 13,000 are attributed to the permanent and long serving term contract employees in KSIA affiliated PSCs. These results reveal that guards are generally paid very low salaries despite working very long hours. The introduced new minimum wage for the sector which included a monthly housing and other allowances is what raised the minimum wage for guards in KSIA affiliated PSCs to the present levels. This was through the Regulation of Wages (Protective Security Services) (Amendment) Order of 2003 which has been the source of division between KSIA and PSIA due to the increased amounts in wages and entitlements.

Table 24: Distribution of respondents according to current monthly salary

Respondent's current monthly salary	Frequency	Percent
Kshs 4001 – 7000	18	45.0
Kshs 7001 – 10000	19	47.5
Kshs 10001 – 13000	2	5.0
Above Kshs 13000	1	2.5
Total	40	100.0

4.6.6 Respondent's Awareness of Employment Legislation

Most respondents (47.5 percent) were aware of the Regulations of Wages and Conditions of Employment Act while 20 percent were aware of the Employment Act. Another 20 percent were not aware of any employment legislation while only 12.5 percent of the respondents knew about the Labour relations Act. These results can be attributed to the wide publicity given to the Regulations of Wages and Conditions of Employment Act in both the print and electronic media. Awareness on the Employment Act can be attributed to common knowledge while that on the Labour relations Act are attributed to the few respondents who are more educated and are therefore more knowledgeable. However, those respondents who did not know about any employment legislation can be attributed to low levels of education.

Table 25: Distribution of respondents according to awareness of employment legislation

Awareness of employment legislation	Frequency	Percent
Employment Act	8	20.0
Labour relations Act	5	12.5
Regulations of wages and conditions of employment Act	19	47.5
None	8	20.0
Total	40	100.0

4.6.7 Respondent's Opinion on Enforcement of Laws

Majority of the respondents (42.5 percent) indicated that Employment laws had not been adequately enforced while 30 percent of the respondents did not know whether the laws had been adequately enforced. The results also show that 27.5 percent of the respondents were of the opinion that the Employment laws had been adequately enforced. The large number of those who said that the laws had not been adequately enforced can be attributed to failure by PSCs to implement most of the laws especially the Employment Act and the Regulation of Wages and Conditions of Employment Act.

Those respondents who indicated that they did not know whether the laws had been enforced can be attributed to low levels of education and lack of knowledge on these issues. The respondents who said that the laws had been enforced did so because of benefiting from some of these laws especially the Employment Act and the Regulation of Wages and Conditions of Employment Act which had been implemented by some of the KSIA affiliated PSCs.

Table 26: Distribution of respondents according to opinion on enforcement of laws

Opinion on enforcement of laws	Frequency	Percent
Yes	11	27.5
No	17	42.5
Don't know	12	30.0
Total	40	100.0

4.6.8 Respondent's Opinion on Improvement in Welfare by Employer in the Past One Year

Table 28 below reveals that 37.5 percent of the respondents indicated that their employer had provided them with medical care in the past one year while 15.0 percent received salary raises. Another 27.5 percent of the respondents received housing or house allowance while 20 percent indicated that they had not received any sort of welfare from their employer in the past one year. Provision of medical care can be attributed to the requirement by some PSCs for their employees to join the NHIF.

The results especially for salary raises and house allowances can be attributed to most KSIA affiliated PSCs adhering to some of the requirements of the Employment Act and the Regulation of Wages and Conditions of Employment Act. Those respondents who said that their welfare had not been improved in any way by their employers can be attributed to all PSIA affiliated PSCs and a few KSIA affiliated PSCs who have not adequately implemented the employment laws.

Table 27: Distribution of respondents according to opinion on improvement in welfare by employer in the past one year

Improvement in welfare by employer in the past one year	Frequency	Percent
Medical care	15	37.5
Housing or house allowance	11	27.5
Salary raises	6	15.0
None	8	20.0
Total	40	100.0

4.6.9 (a) Respondents’ Opinion on the Importance of Remuneration in Controlling Property Crimes

Majority of the respondents (62.5 percent) placed the importance of remuneration in controlling property crimes to be very high followed by 32.5 percent who said it was high. Only 5 percent of the respondents indicated that the importance of remuneration in controlling property crimes was low. These results can be attributed to the overwhelming consensus among the respondents that remuneration was vital in the control of property crimes. This is the reason why most guards indicated that majority of property crimes in urban towns were committed with the collusion of security guards since low pay is an incentive for crime. The two respondents who placed the importance of remuneration in controlling property crimes to be low can be attributed to those on permanent contract or term contract but are earning relatively higher salaries.

Mr Sakwa, a representative of the Secretary General of COTU made the following comments regarding the importance of remuneration in controlling property crimes;

“The importance of remuneration in controlling property crimes among guards in PSCs is definitely high. You cannot expect a person who looks after property worth a lot of money and is paid poorly to remain honest forever. All employees in all sectors should be paid well and accorded adequate benefits. Indeed, this is what the law demands of all employers.”

Mr Andabwa, the Secretary General of KPSWU had the following issues regarding the regarding the importance of remuneration in controlling property crimes in PSCs;

“PSCs pay low salaries and few or no benefits to guards. As a result, guards face poverty and live in slums where they interact with criminals. This makes them vulnerable to commit crime or omit to prevent crimes in their work stations The importance of remuneration in controlling property crimes among guards in PSCs is therefore high.”

Mr Maina, a representative of the Secretary General of KSIA noted the following issues regarding the importance of remuneration in controlling property crimes in PSCs;

“We at KSIA argue that low-paid guards represent a significant security threat and this scenario also harms the sector’s reputation. The importance of remuneration in controlling property crimes among guards in PSCs is therefore high.”

Inspector Amimo of Central Police Station made the following comments regarding the importance of remuneration in controlling property crimes in PSCs;

“Guards who are poorly paid are easily influenced into participating in crime. Most of the cases that are reported to us concerning crime in PSCs trace their roots to financial difficulties. The importance of remuneration in controlling property crimes among guards in PSCs is certainly high.”

Table 28: Distribution of respondents according to opinion on the importance of remuneration in controlling property crimes

Importance of remuneration in controlling property crimes	Frequency	Percent
Very high	25	62.5
High	13	32.5
Low	2	5.0
Total	40	100.0

CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This section provided for findings made, recommendations, conclusions and areas that needed further research. These items were based on the information from the background, literature review, research methods, data analysis and interpretation which preceded this chapter. The recommendations focused on the thematic areas of study namely nature of property crimes in urban areas, measures in the control of property crimes in urban areas, the effect of remuneration in PSCs in the control of property crimes in urban areas and the appropriate strategies to improve measures in controlling property crimes in urban areas.

5.2 Summary of Findings

The findings were made in light of objectives of the study and discovered that there is widespread awareness by stakeholders on the occurrence of property crimes in business premises in Nairobi CBD. The types of property crime mostly known by the respondents in descending magnitude were stealing, smuggling and burglary all of which may take place as a result of either omission or commission. However, the role that was mostly played by private security in cases of property crime was omission followed by prevention and arrest while the least role was played through commission. Most of the respondents gave the reason for omission in performing duty or in committing crime to be low salaries and delays in payment of salaries followed by lack of knowledge about the incident and presence of SALWs.

It was found that daytime is the most common time of occurrence of property crimes while the frequency of encountering property crimes was generally high within Nairobi CBD. Among the familiar measures known by respondents to control or prevent property crimes were access control and patrol followed by increasing risk of arrest and punishment. However, majority of the respondents indicated that these measures were not effective due to the current low wages and poor working conditions among PSCs which has contributed to a cycle of poverty and property crime. It was also found that the

most effective way of sustaining the measures was by maintaining and improving them followed by increasing the number of personnel, equipping guards and conducting training.

Most of the respondents indicated that their knowledge of the measures in control of property crimes was generally good but indicated that the strongest challenge they faced in prevention of property crime was collusion by employees hence the reason why there are many cases of stealing and smuggling. It was found that the best strategy to improve the measures to control or prevent property crimes was to enhance levels of supervision for key controllers followed by the improvement of collaboration between the Police and PSCs, reduction of the number of entrances and exits, reviewing legal instruments positively and enforcing laws, combating easy availability of SALWs and increasing the use of alarm response services.

Due to low salaries, majority of the respondents lived in slums in Nairobi as compared to those who lived in formal settlements and were therefore in danger of being influenced by criminals who lived in their midst. It was found that majority of the respondents had been employed on a casual basis followed by those on term contract as is evident in most PSCs. Consequently, these PSCs pay smaller salaries with few or no benefits in order to make large profits from the business. Another reason for PSCs preferring casual terms is to be able to easily terminate services of casual employees without worrying about paying service benefits or being taken to court for wrongful dismissal of employees.

It was also found that the duration of service for most respondents were generally short due to expiry of contracts or dismissals due to impropriety. The benefit that was received by most respondents was medical attention as is explained by the requirement by most PSCs for employees to join the National Hospital Insurance Fund (NHIF). Most of the respondents received a salary of between Kshs 7,001 – 10,000 and that of between Kshs 4,001 – 7,000 which reveals that most PSIA affiliated PSCs and a few KSIA affiliated PSCs have not fully implemented the new minimum wage requirements. The Regulations of Wages and Conditions of Employment Act and the Employment Act are the two types of employment legislation that are most known. The reason for this was because of wide

publicity in both the print and electronic media for the former, and general knowledge for the later.

Most of the respondents were of the opinion that the employment laws had not been adequately enforced due to failure by PSCs to implement most of them. Those respondents who indicated that they did not know whether the laws had been enforced can be attributed to low levels of education and lack of knowledge on these issues. Medical care was the most cited form of welfare provided by employers in the past one year and was attributed to compulsory membership in the NHIF. The opinion of respondents on the importance of remuneration in controlling property crimes was very high since majority of property crimes was found to be committed with the collusion of security guards hence low pay is an incentive for crime. Similar results are received when respondents' current monthly salary is cross tabulated with the frequency of encountering property crimes. During instances where lower salaries were paid, the respondents encountered property crimes very often.

5.3 Conclusion

From the above findings, conclusions can be drawn that stealing and smuggling occur frequently during daytime and take place as result of omission by security guards. Though ineffective in control of property crimes due to the current low wages, guards from PSCs relied on access control and patrol and in increasing risk of arrest and punishment. These measures could only be sustained effectively by maintaining and improving them and also by increasing the number of personnel, equipping guards and conducting training.

Collusion by employees was the strongest challenge faced by guards hence the best strategy to improve the measures to control or prevent property crimes was to enhance levels of supervision for key controllers and to a certain extent, improving collaboration between the Police and PSCs. Majority of the guards who were interviewed had been employed on a casual basis in order for PSCs to pay smaller salaries, offer few or no benefits and therefore make large profits from the businesses. Apart from medical

attention, PSCs did not offer many benefits and mainly paid guards a salary of between Kshs 7,001 – 10,000 and that of between Kshs 4,001 – 7,000 which is still lower than what is recommended in the new salary amendment order. Therefore this order and other similar laws have not been adequately enforced. The impact of remuneration in controlling property crimes was considered as very strong and was corroborated with a directly proportional relationship between current monthly salaries and the frequency of encountering property crimes.

5.4 Recommendations

5.4.1 Policy Recommendations

The relationship between PSCs and Police is influenced by both lack of any clear regulatory framework for the private sector and the absence of a clear and consistent policy framework. There is little formalized cooperation together with a high degree of suspicion. This relationship should be formalized and documented to minimize its arbitrary and ad-hoc nature. The police service should improve the use of technology in analyzing crime trends to enable other stakeholders such as PSCs to access the data. Apart from playing a leading role in ensuring that adequate crime research is conducted, the government needs to ensure good synchronization among various agencies, stem the tide of proliferation of sophisticated arms and eliminate political irresponsibility in matters of security.

The government also needs to urgently introduce regulation of the Private Security industry through the establishment of a Private Security Industry Regulatory Authority mirroring the South African and British models for licensing and monitoring of domestic private security services. Private security, its regulation and incorporation into wider networks of security provision is therefore a key future consideration for Kenya. The government should also fast track the pending Private Security Regulations Bill of 2010 which if passed would improve wages and allow guards to carry firearms. Government should also encourage the private security sector to move from the predominant guarding and alarm response services to intelligent value added security and worker safety

solutions of staff training and increased use of information technology to make assets and access to premises more secure.

5.4.2 Recommendations for Further Research

This study focused on the effect of remuneration in PSCs for the control of property crime in urban areas. The on-going dispute over the enforcement of the minimum wage and other labour laws for the unarmed security guards is currently one of the biggest issues for the domestic regulation. It was noted that this matter has not been given due attention by the central government and other stakeholders. Further studies are therefore recommended for other PSCs that are not members of KSIA and PSIA in order to get a true picture of the problem and promote the enhancement of remuneration and levels of supervision for key controllers as efficient strategies. A countrywide study for PSCs is also recommended.

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APPENDICES

APPENDIX I: INTRODUCTION LETTER



UNIVERSITY OF NAIROBI
DEPARTMENT OF SOCIOLOGY & SOCIAL WORK

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12th September, 2011

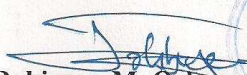
TO WHOM IT MAY CONCERN

RE: AMBOGO S. O. – C50/71350/07

Through this letter, I wish to confirm that the above named is a bonafide postgraduate student at the Department of Sociology & Social Work, University of Nairobi.

Further, I wish to inform you that the student is collecting data for his research proposal on **“EFFECT OF REMUNERATION IN PRIVATE SECURITY COMPANIES ON THE CONTROL OF PROPERTY CRIMES IN URBAN AREAS IN KENYA: A CASE OF NAIROBI CBD”**

Through this letter, I am kindly requesting you to provide the student with any form of support that is required to collect data.


Dr. Robinson M. Ocharo
Chair, Dept. of Sociology & Social Work



c.c. Prof. Mburugu

**APPENDIX II: RESEARCH QUESTIONNAIRE FOR GUARDS FROM PSCs IN
NAIROBI CBD**

Part A- Background Information

1. Respondent's Sex (Tick one)
 - a. Male
 - b. Female

2. Respondent's Age Category (Years)
 - a) <20
 - b) 21-30
 - c) 31-40
 - d) > 40

3. Marital Status
 - a) Married
 - b) Single
 - c) Separated
 - d) Widowed
 - e) Divorced

4. Education level
 - a) None
 - b) Primary
 - c) Secondary
 - d) Tertiary college
 - e) University

7. What type of establishment do you work in?
 - (a) Financial institution
 - (b) Petrol service station
 - (c) Shop or business office
 - (d) Hotel or restaurant
 - (e) Other (Please specify) -----

8. Which PSC do you work for? -----

9. Which association is the PSC allied to?
- (a) KSIA
 - (b) PSIA
10. What security training have you undergone?
- (a) Basic training for new employees
 - (b) Further training on a continuous basis
 - (c) Other (Please specify) -----
 - (d) None
11. What is the duration of your employment with the current employer?
- a) 1-2 years
 - b) 2-3 years
 - c) 3-4 years
 - d) 4-5 years
 - e) Above 5 years
12. What is the duration of your employment with the previous employer?
- a) 1-2 years
 - b) 2-3 years
 - c) 3-4 years
 - d) 4-5 years
 - e) Above 5 years
13. What was the reason for moving to the current job?
- (a) Better salary
 - (b) Expiry of contract
 - (c) Disagreement with employer
 - (d) Poor treatment
 - (e) Other (Please specify) -----
14. Have you ever witnessed or heard about the occurrence of property crimes for the period of time you have been in your current place of work?
- (a) Yes
 - (b) No

15. If yes, what were these crimes?
- (a) Robbery
 - (b) Burglary
 - (c) Breaking
 - (d) Stealing
 - (e) Smuggling
 - (f) Other (Please specify) -----
16. What was the role played by private security in the above incidents?
- (a) Commission
 - (b) Omission
 - (c) Prevention
 - (d) Other (Please specify) -----
17. If there was commission or omission, what were the reasons for this?
- (a) Low salary
 - (b) Greed
 - (c) Presence of SALWs
 - (d) Other (Please specify) -----
18. What is the most common time of occurrence of these crimes?
- (a) Daytime
 - (b) Late evening
 - (c) Early morning
 - (d) Other (Please specify) -----
19. How often do you encounter cases of property crimes in your current place of work?
- (a) Very often
 - (b) Often
 - (c) Rarely
 - (d) Never
20. What are some of the challenges you would associate with prevention of these crimes?
- (a) Poverty

- (b) Incapacity by Police and Judiciary
- (c) Availability of SALWs
- (d) Youth drug abuse
- (e) Other (Please specify) -----

21. What measures to control/prevent these property crimes are you familiar with?

- (a) Access control and patrol
- (b) Erecting barriers and installing alarm systems and CCTV
- (c) Increasing risk of arrest and punishment
- (d) Collaboration with Police
- (e) Training of guards (f) Other (Please specify) -----

22. Are the measures listed above effective in dealing with property crimes?

- a) Yes
- b) No

23. If yes, how would this result be sustained over the long term?

24. How would you rate your knowledge of the measures in the control of property crimes?

- a) Very poor
- b) Poor
- c) Good
- d) Excellent

25. What are the strategies to improve measures in controlling property crime?

- (a) Positively review legal instruments and enforce laws.
- (b) Enhance levels of supervision that key controllers assert
- (c) Improve collaboration between Police and the PSCs
- (d) Combat easy availability of SALWs
- (e) Increase use of alarm response services rather than traditional guarding

- (f) Other (Specify) -----

26. Where do you reside in Nairobi? -----

27. What are your terms of service?
 a) Permanent
 b) Term contract
 c) Casual
 d) Other (Specify)
28. If casual or on term contract, how long have you served on these terms?
 (a) 3 months
 (b) 3 months - 1 year
 (c) 1 year - 2 years
 (d) 2 years – 3 years
 (e) Over 3 years
29. Which of the benefits below do you receive in your current employment?
 a) Annual leave
 b) Sick leave
 c) Medical attention/allowance
 d) Housing/House allowance
30. What is your current monthly salary (Inclusive of house allowance)?
 a) Ksh 1,000-4000
 b) Ksh 4001-7000
 c) Ksh 7001-10000
 d) Ksh 10001-13000
 e) Above Ksh 13000
31. Which among the following employment legislation are you aware of?
 (a) Employment Act
 (b) Labour Relations Act
 (c) Regulation of Wages and Conditions of Employment Act
 (Protective Security Services)

- (d) Private Security Industry Regulation Bill
32. Are the laws listed above adequately enforced to produce positive results for employees?
- a) Yes
 - b) No
33. Which improvements has your employer instituted in the welfare of employees in the past 1 year?
- (a) Salary raises
 - (b) Medical care
 - (c) Annual leave
 - (d) Sick leave
 - (e) Housing or House allowance
 - (f) Other
- (Please specify)-----
34. What is the level of importance that you have given remuneration in PSCs in controlling property crime in urban areas?
- a) Very high
 - b) High
 - c) Low
 - d) Very low

Thank you for your cooperation

APPENDIX III: INTERVIEW SCHEDULE FOR KEY INFORMANTS

1. Which organization do you belong to? What is the role of the organization in relation to security in Nairobi CBD?
2. What is your position and duration of service?
3. What are your duties?
4. What is your understanding of the nature of property crime in urban areas?
5. What is the frequency of property crimes in Nairobi CBD? (b) Give us examples of these incidents (c) Were there deaths, injuries suffered or property lost? (enumerate with quantities) (d) What is the cause of the property crimes? (e) What should be done to control them now (measures) and in future (Strategies)?
6. What is your contribution as far as control of property crime is concerned?
7. What are the difficulties facing you and your organization in executing your mandate as regards to control of property crimes?
8. What action should be taken to address these difficulties?
9. What are the present levels of the following:
 - (a) Business (Annual profit margins)
 - (b) Client confidence
 - (c) Information (awareness) by stakeholders on control of property crimes
 - (d) Collaboration between PSCs and that between PSCs and Police.
10. Are there challenges facing guards in PSCs in Nairobi CBD? What solutions would you offer?
11. What are the characteristics of the terms of service or welfare (type of contract, benefits, salary) for guards in your organization (s)? Any improvements in the past 1 year?
12. Are Employment laws adequately enforced to produce positive results for employees in PSCs?
13. What is your assessment of the effect of remuneration in PSCs in controlling property crime in urban areas?