UNIVERSITY OF NAIROBI

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

THE ROLE OF PRIVATE SECURITY IN COMMUNITY POLICING: Case of Kikuyu

Sub County, Kiambu County, Kenya.

By

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DECLARATION

This research project report is the product of my own work and is not the result of anything done in collaboration. It has not been previously presented to any other institution.

Signature_____ Date_____

TABITHA NDANU ANICENT

C50/70608/2009

I confirm that the work reported in this research project was carried out by the student under my supervision.

_____   _____

Sign   Date

Dr. MUTSOTSO

DEDICATION

I dedicate this work to the Almighty God for His grace that enabled me to go through the course successfully. Also, it is dedicated to my parents for their love and incessant support to me and their love for education. The research is also dedicated to my son - Keilly for the challenge he continuously offers me which propels me to even work harder to attain more.

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ACRONYMS AND ABBREVIATIONS

CCPCJ	Commission on Crime Prevention and Criminal Justice
PSTF	Private Security Task Force
LEAA	Law Enforcement Alliance of America
ASIS	American Society for Industrial Security
CPO	Community policing Officer
CIT	Cash in transit
DCI	Department of Criminal Investigation
DFID	Department for International Development
KSIA	Kenya Security Industry Association
NHIF	National Hospital Insurance Fund
NIS	National Intelligence Service
NPS	National Police Service
NSAC	National Security Advisory Council
NSSF	National Social Security Fund
PSIA	Protective Services Industry Association
PSS	Private Security Services
PSCs	Private Security Companies
SAIDSA	South Africa Intruder Detection Service Association
SESA	Small Employers Security Association
SAPS	South African Police Service
UNCCPCJ	United Nations Commission on Crime Prevention and Criminal Justice

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ABSTRACT

The primary duty of every legitimate state is security and safety of her citizens and all persons within their jurisdiction. Rise of insecurity has led to more and more people turning to the private security to ensure their personal safety and that of their families and property. This demand arises due to the inability of the state to provide adequate security to its people. Simonsen (1998) noted, there should be partnerships between the public and private sector institutions that provide many of the same services. This study sought to identify the role played by the private security in community policing.

The study aimed at determining the level of engagement of private security in community policing, finding out the capacity of private security in supporting the implementation of community policing and to establish the relationship between the private security officers and the police. It was grounded on the differential association theory and the social control theory and adopted a descriptive research design. The primary target population constituted both male and female private security officers drawn from different private security companies in Kikuyu Sub-County. The unit of analysis of this study was the role played by the private security in community policing and the unit of observation was the private security officers. Purposive sampling and simple random sampling was utilized in selecting a sample size of 120 officers drawn from the management teams, field supervisors and the security guards. The study used primary data collected from the private security providers. Questionnaires and interview guides were used to collect data. The data obtained from the questionnaires was edited, coded and entered in the computer for analysis with aid of statistical software (SPSS v20). The study used descriptive analytical methods which included percentages tables, graphs and charts to enhance clarity.

The study identified various services offered by private security sector in Kenya which included: cash carrying, guarding, alarm response and executive protection and security consulting. The study noted that there is no standardized form of training among the private security officers a factor which has an effect on their recognition as credible partners in community policing. The respondents rated the private security providers to be more advantaged than the police officers in access to information on crime due to their greater public confidence, their static deployment as well as their greater numbers in deployment compared to the police. They further noted that the level of cooperation and the level of information sharing between the private security providers and the police in fighting crime to be low. In community policing, the respondents perceived the level of engagement in it to be low due to low level of mutual mistrust and rivalry that exists between the two entities. The respondents identified several synergies between police and the private security providers in areas where joint operations are carried out. They were however of the opinion that the level of cooperation may be enhanced through joint training, regular joint security briefing meetings and crime mapping, physical and information resource sharing as well as reduced suspicion between the two entities. On the possible improvements on the policy and regulatory frameworks governing the practice of private security providers, the respondents recommended establishment of participatory regulatory bodies, enactment of Private Security Bill as well as training on how to deal with the emerging types of crime such as terrorism and cybercrimes. This will increase the participation of the private security providers in community policing.

CHAPTER ONE: INTRODUCTION

1.1 Background to the study

States have a primary duty of protecting the security of their citizens and all persons within their jurisdiction and maintaining and promoting crime prevention and community safety. As insecurity rises, more and more people are turning to the private security to ensure their personal safety and that of their families and properties. This demand is seen to arise due to a state's inability to provide adequate security to its people (Wairagu, et.al 2004). Consequently, private security agents working for governments, local communities and the corporate sector have been identified to play an important complementary role in preventing crime and enhancing community safety.

The private security is regarded as an instrument of crime prevention whereby they are involved in efforts aimed at preventing, limiting or controlling the level of crime and disorder in society. This is due to the fact that the private security continuously undertakes tasks akin to that of conventional policing (Jones and Newburn, 1998). The private security is seen to meet the needs of the clients willing to pay for their services and they operate in settings which the state has never had nor claimed effective monopoly of. As such the ultimate goal of the private security is not prosecution, conviction or punishment but rather protecting property and reducing risks. Williams, (2005) notes that to the private security crime is no more than a threat to the profit margins and that the law is a resource that is to be managed in the interests of limiting adverse publicity and minimizing exposure to financial risk.

Stenning (2000) notes that globally recognized as vital partners in preventing and detecting crime. Increased pressures upon the law enforcement community have resulted in many places

around the world in the privatization of some police functions, with the civilian private security industry filling the gaps left by the overstretched police and playing a growing role in crime prevention and community safety. Many States have responded to the growth of the civilian private security industry by enacting legislation to regulate it. Shaw (2002), notes that each citizen has a right to protect and defend their lives, families and property a fact that leads to a theoretical foundation that the private security exist to fulfill this need. As each person endowed with a right to protect his/her private property, then everyone is at liberty to either do it themselves or hire security professionals to do it for them.

Bayley et.al (2001), notes that the size and role of the private security industry have grown dramatically across the globe in recent years. The demand growth of the industry is constantly growing upwards in most countries. UNODC (2011), indicates that several countries have posted increasing number of the private security officers over the years, for instance in France, a growth of the industry from 100,000 personnel in 1982 to 160,000 in 2010 was recorded, in Japan a growth of the industry from 70,000 guards in 1975 to 460,000 in 2003 was recorded while in South Africa a growth of the industry from 115,000 in 1997 to 390,000 in 2010 was recorded..

The private security business has grown considerably across Africa. For instance, in South Africa, Shaw (2002) notes that private security industry grew greatly in the late 1970s and though out the 1980s when the South African Police withdrew from the main policing duties for purposes of maintenance of political control. The government thus allowed the private security to fill the gap left by the police. Besides, the South African Police Service (SAPS) Shaw (2002) ,notes that it is understaffed, under paid , over worked and dogged by accusations of corruption

and inefficiency. Consequently, most of the individuals, property owners and business owners have sought for security services from the private firms. He further, most companies are owned by people who have military, intelligence and police back grounds. The companies offer services ranging from guarding, cash in transit, armed response to private investigations among other functions. He further notes that there are about three times the numbers of private security officers in South Africa as the police which means that the public is more likely to come in contact with the private security officer than the police. Due to the fragmentation and diversity of the private security industry in South Africa, there are 22 security associations with each formed due to a particular reason. For instance the South Africa Intruder Detection Service Association (SAIDSA) represents the armed response and electronic component of the industry while the Small Employers Security Association (SESA) represents the small business interest in the industry.

Berg (2004) notes that the primary role of the private security providers is seen as providing security while maximizing on profits. Nonetheless, he notes that the boundaries between private and public policing are waning and the private security are increasing performing some tasks previously performed by the police but for commercial purposes. For instance, that some neighborhoods are being patrolled by the private security officers. However, he notes that the public regards the private security industry as more efficient in crime control duties than the police.

The United Nations Commission on Crime Prevention and Criminal Justice (UNCCPCJ) at its Eighteenth Session decided in the Resolution 18/2 of 24th April, 2009 to establish an ad hoc

open-ended intergovernmental expert group, inviting experts from academia and the private sector to become members of that group (UNCCPCJ, 2009). This was in accordance with the rules of civilian private security services and their contribution to crime prevention and community safety and to consider issues relating to their oversight by competent state authorities, and invited Member States and other donors to provide extra budgetary contributions in accordance with the rules and procedures of the United Nations. The expert group noted that the provision of public security and the prevention of crime has been the responsibility of the state though this is gradually changing as crime is too complex to be dealt with solely by the police. Further the group found out that the private security can be seen as the private police since they too like the police provide order and security in the areas they are deployed to. The report acknowledges that successful crime prevention requires partnering between government, law enforcement, civil society and the private sector.

Wairagu,*et.al*. (2004), in their study on the private security in Kenya, noted that the police is characterized by increasing incidents of criminal activities, collusion between the police and the criminals in acts of lawlessness and a growing mistrust from the members of the public. They noted that this disconnect between the police and the community members is best demonstrated by the rising number of private security companies due to the demand of security by individuals, companies and institutions. They further noted that due to lack of a policy to regulate the sectors operations, it has become difficult for the companies to coordinate their activities with the National Security Institutions to help in controlling crime activities in Kenya.

Due to the increasing insecurity people who can access and are willing to pay for security services are turning to the private security to ensure their personal safety and that of their families and properties. The private security companies are seen to come in to fill the gap left by the police who are unable to offer adequate security to all. (Wairagu, *et.al* (2004).

Shaw (2002), notes that the private security has the potential to play an increasingly greater role in proactively preventing crime and that crime prevention is not just a responsibility of those in the criminal justice system. He says that a system should be developed regarding how information and resources amongst the police and the private security could be shared so as to enhance service delivery to the citizenry. The competences possessed by the state and private security providers should be identified and the need for partnerships between the groups encouraged so as to effectively and efficiently providing security services.

Various studies have been conducted on the field of community policing and on private security. There however exists insufficient literature on the role of the private security in community policing. The present study thus to explored the roles that private security providers can play in community policing in order to reduce crime and public disorder and also provide effective and efficient security services.

1.2 Statement of the Problem

The private security providers and the police officers are responsible for crime prevention, personal safety and public order maintenance within a society. The private security is driven by the profit motive. Their main service product is the protection of their clientsø interests at a profit

while the police aim at protecting the public and their property as an obligation and public good. Simonsen (1998) noted that there should be partnerships between the public and private sector institutions that provide common services. This opinion informed the findings of The Task Force on Police reforms led by Hon. Justice Retired Justice Philip Ransley, GOK (2009) which noted that the private security providers are a significant player in the countries security segment. Part of the findings was that the private security providers contribute to broadly defined policing, specializing mainly in such services as: cash carrying, guarding, investigation work, alarm response, executive protection and security consulting. According to the report, the private security industry ranges from extreme informality to well organized multinationals offering a wide array of products. The players vary from formal and registered companies to informal unregistered companies of varying sizes. Despite the monumental growth of the private security and the crucial role they play in security, their cooperation with the police is not yet clearly defined. This study seeks to investigate the nature of the relationship between the private security and the police in crime prevention.

Community policing is defined as the partnership between the police and the community in addressing issues of security and social disorder in an area. The police view the private security as part of the community despite the crucial role they play in security of the areas that they are deployed. In view of the fact that success in community policing relies on success in partnerships building, there is a need for the police to establish partnerships with the private security providers and further to establish which roles private security providers can play in community policing. Given that the private security are a vital component of security and safety, their role needs to be adequately defined with regard to community policing and crime prevention and

areas for collaboration effectively identified. This is because private security are found in more places than police officers and therefore have a greater access to criminal information and so their contribution to security is immense. However, the role they play in the context of community policing is not yet clear. Hence the study is designed to investigate this fact.

1.3 Research Questions

The study sought to answer the following research questions:

1. What is the level of engagement of private security in community policing?
2. What is the capacity of private security in supporting the implementation of community policing?
3. What is the relationship between the private security officers and the police?

1.4 General Objective

The general objective of the study was to establish the role played by private security providers in community policing in Kenya.

1.5 Specific Objectives

The study was guided by the following specific research objectives:

i. To determine the level of engagement of private security in community policing
ii. To find out the capacity of private security in supporting the implementation of community policing
iii. To establish the relationship between the private security officers and the police.

1.6 Justification of the Study

The Task Force on Police reforms noted that the private security agents have the potential of complementing police work. There is increased demand of security services from the members of the public on police officers but due to the low police to public ratio of 1:1150 as per the findings of The Task Force on Police reforms led by Hon. Justice Retired Justice Philip Ransley, GOK (2009) as opposed to the recommended UN ratings of 1:400, the police service has not been able to meet that demand. This has caused the emergence and increase of the private security providers who fill the gap left by the overstretched police service at a profit. In addition, the increase in crime rates, the changing faces of crime with emergence of sophisticated crimes such as terrorism, human trafficking and cyber crimes require more proactive strategies and thus the need for the police to establish and maintain partnerships with stakeholders like the private security so as to address effectively these security challenges. This is because the police on their own cannot manage crime effectively as crime is predominantly local in nature. As noted earlier, the private security providers are in more places than the police and so they are more likely to know the local perpetrators of crime more than the police. As such there is need for the private security providersø participation in addressing issues of crime and social disorder within a locality. Partnerships between police and the private security providers would improve joint response to critical incidences, coordination of infrastructure protection, bolster information and intelligence sharing, prevent and investigate high tech crime. These partnerships when effectively executed will lead to trust building among the members of the public and hence a boost to community policing. Therefore, the study sought to establish the role of private security guards in community policing.

1.7 Scope and Limitations of the Study

The study was carried at Kikuyu Sub county of Kiambu district which borders Nairobi to the south, and it is about seventeen kilometers from the Nairobi city centre. It is bisected by the main Nairobi/Nakuru highway and it is found in Kiambu County. The study focused on investigating the role played by private security in implementing community policing. It sought to determine the level of engagement of the private security in community policing, their capacity that can be exploited in supporting community policing and to determine the relationship between the private security and the police officers. The research was focused on the private security companies in Kikuyu Sub-County.

The limitations of the study included the suspicion from the members of the private security and the police officers towards the research due to the mistrust that exists among them. In addition, illiteracy and low level of education among the private security guards was also a limiting factor since the researcher had to interpret some sections of the questionnaires to the respondents for them to comprehend.

1.8 Operational definition of terms

Private Security

All types of private organizations and individuals providing all types of security-related services all aimed at crime prevention and detection

Law enforcement Agencies

Agencies offering policing services within the country and they include the Kenya Police Service and the Administration Police Service

Police officer

A person designated as a police officer serving under the National Police Service to maintain law and order.

Partnership

A mutual relationship between distinct parties defined on the basis of common objective of promoting security and safety of people

Community Policing

It is a crime prevention strategy that allows the community and police to work together with a view of identifying and solving problems of security and social disorder.

Security

It is the protection of people and property against damage, injury or loss from either internal and/or external causes.

CHAPTER TWO: LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

The public police are no longer the sole provider of security in modern society as crime is too complex to be handled by the police alone. Several organizations which were previously not primarily established for policing but perform some kind of security are categorized as policing in its broadest sense. Therefore, elements of policing can be also found in the activities performed by some state institutions like: prosecutor's office, the customs service, inspection services, intelligence-security services, services for the enforcement of criminal sanctions, local policing bodies, and last but not least, private security companies and private detectives or investigators (Crawford, 2003).

Bayley (1994), observed that to make policing productive and synergetic an inter-institutional cooperation between the police and the members of the private security agencies should be established. This is because the police officers and the private security officers are the most numerous representatives of the ̶police family̶ in Kenya and are both involved in crime prevention within the areas where they have been deployed.

The aim existence of the police and the private security is justified in different ways. The police are seen as an institution established and dedicated to the provision of security, public order while private security is first and foremost an economic activity guided primarily by profit. Thus, different forms of relationship between the police and private security can be found in modern societies, as well in Kenya. The relationship can is seen vary from co-existence as the most

neutral form of relationship, through conflict and competition, to cooperation and partnership as the highest level of relationship (Prenzler, 2005).

Besides, the high rate of insecurity has caused people to turn to private security so as to ensure their personal safety and that of their families and properties is guaranteed. The private security companies are seen to come in to fill the gap left by the police who are unable to offer adequate security to all. (Wairagu, *et.al*, 2004).

Shaw, (2002), notes that the private security has the potential to play an increasingly greater role in proactively preventing crime and that crime prevention is not just a responsibility of those in the criminal justice system. He says that a system should be developed regarding how information and resources amongst the police and the private security could be shared so as to enhance service delivery to the citizenry. The competences possessed by the state and private security providers should be identified and the need for partnerships between the groups encouraged so as to effectively and efficiently providing security services. The study seeks to establish the role played by the private security sector in community policing so as to enhance the security of the areas which they are deployed.

2.2 Defining Private Security
Private security exists because there are people who can afford their services and as such most of the time they are accountable more to their clients than the police, Shaw. (2002). According to him, because of the contractual agreement between the private security companies and the clients, the clients of the private security are always right and the criminals always wrong. He

further notes that the private security can only assist the police in addressing issues of crime and social disorder as long as the assistance will not be at the expense of their clients.

The private security industry is not a clearly defined homogenous group, but rather a whole host of industries both large and small who provide security related services, investigation, crime prevention, order maintenance, systems planning, technical consulting and security design. These industries differ from each other in terms of structure, authority, purpose and method. (Jones and Newburn, 1995).

Strom, (2010) defines the individuals providing all types of security-related services, including investigation, guard, patrol, detection, alarm, and armored transportation all aimed at crime prevention and detection as what constitutes private security. It is further observed that a broader definition of private security that includes physical, information and employment-related security is a more accurate representation of the roles and responsibilities of private security. It further noted that private security provides protection against not only crime but also on waste, accident, error, and unethical practice. As a result, he stipulates that the private security includes the self-employed individuals and privately funded business entities and organizations providing for a fee, security-related services to specific clientele in order to protect persons, private property, or interests from various hazards. Further, Abrahamsen (2011) described private security as those organizations other than the police who are occupied primarily with preventing crime, harm to specific individuals, organizations, or facilities.

These definitions however are geared towards personnel and businesses and exclude the agencies engaged in manufacturing, distribution, and installation of security equipment and technological systems. The private security is thus seen to embody a wide array of organizations, including corporate security, security guard companies, armored car businesses, investigative services among others. The persons hired by these companies can be armed or unarmed, can be employed as either in-house or contract employees and can have different powers, depending on where they work and what duties they fulfill.

2.3 Foundations of Private Security

Various theoretical foundations have been propounded with regard to private security. The private security is regarded as an instrument of crime prevention whereby they are involved in efforts aimed at preventing, limiting or controlling the level of crime and disorder in society. This foundation is firmed by the fact that the private security is continuously undertaking tasks akin to that of conventional policing (Jones and Newburn, 1998). He further notes that the private security is seen to meet the needs of the clients willing to pay for their services and that they operate in settings which the state has never had nor claimed effective monopoly of. As such the ultimate goal of the private security is not prosecution, conviction or punishment but rather protecting property and reducing risks. Williams, (2005) notes that to the private security crime is no more than a threat to the profit margins and that the law is a resource that is to be managed in the interests of limiting adverse publicity and minimizing exposure to financial risk.

The private security is also seen as a form of police privatization and new form of social control. This is because in its natures, the private security is entrepreneurial and springs up where

opportunities arise. Its niche of operations is usually properly calculated to meet a particular pocket of demand. According to Shaw, (2002), the private security industry only benefits those who can afford to pay for its services and as such it leads to a greater social stratification, fragmentation and equality. The introduction of new technologies within the private security as opposed to the state police gives them numerous opportunities for social control.

The private security is also regarded as an instrument of reduction of costs for public policing and particularly so during economic and financial crisis. Jones and Newburn (1998) notes that changed and changing priorities in public police work for instance the police withdrawal from parking enforcement, shopping malls, public events and gatherings increased prosperity (mass private property) and increased vulnerability of property has seen the private security increasingly perform these functions which then reduces the cost of policing. Cutting the costs of the police is made possible through the private security undertaking some crime preventive tasks which the police are supposed to perform. On the other side De Waard, (1999), states that the private security does not challenge the sovereign role of police but rather supplements the stateøs security resources and is rarely perceived to be equal to its traditional public forces.

Stenning (2000) notes that due to the upsurge of the demand and growth of the private security, there is now more reliance on private security as part of the overall policing strategies. Further those private security employees are globally recognized as vital partners in preventing and detecting crime. Increased pressures upon the law enforcement community have resulted in many places around the world in the privatization of some police functions, with the civilian private security industry filling the gaps left by the overstretched police and playing a growing

role in crime prevention and community safety. Many States have responded to the growth of the civilian private security industry by enacting legislation to regulate it.

Shaw , (2002), notes that each citizen has a right to protect and defend their lives, families and property a fact that leads to a theoretical foundation that the private security exist to fulfill this need. As each person endowed with a right to protect his/her private property, then everyone is at liberty to either do it themselves or hire security professionals to do it for them.

2.4 Global Overview of Private Security Providers

In the eighteenth session of the United Nations Commission on Crime Prevention and Criminal Justice (UNCCPCJ) of 24 April 2009 the Secretary General requested the member states to examine the role played on their territories by private security providers, assessing, the contribution of such services to crime prevention and community safety. In its twentieth session, an analysis of the replies provided by States was presented to the Commission on Crime Prevention and Criminal Justice (CCPCJ) and majority of responding States noted that the private security providers had a role to play with regard to crime prevention and community safety. Most States had adequate legal oversight of private security services with a department responsible for authorization, as well as for oversight and monitoring while a few States noted that the legal oversight over private security providers in their countries was deficient.

Bayley et.al (2001), notes that the size and role of the private security industry have grown dramatically across the globe in recent years. The demand growth of the industry is constantly growing upwards in most countries. UNODC (2011), indicates that several countries have posted

increasing number of the private security officers over the years, for instance in France, a growth of the industry from 100,000 personnel in 1982 to 160,000 in 2010 was recorded, in Japan a growth of the industry from 70,000 guards in 1975 to 460,000 in 2003 was recorded while in South Africa a growth of the industry from 115,000 in 1997 to 390,000 in 2010 was recorded.

The private security in China is one of the world¢s largest contingents security guards and is one of the booming businesses. The industry has flourished because of the growth in crime which has far outweighed the amount of public resources put into the public security regime. They also assist the police in apprehending offender for instance, in 2006 the security personnel helped capture 162,000 people suspected of committing crimes or misdemeanors and provided the police with 220,000 sources of information related to crime incidents.

There are more private security guards in the country compared to the police, for example, in Beijing there are 76,000 registered personnel compared to 50,000 police officers. Like other countries, there exist unregistered companies who are referred to as õheishi bao¢anö. These illegal companies operate in uniforms almost identical to those of their authorized counterparts.
The private security companies are engaged in a myriad of activities including guarding, performing surveillance work, patrolling private and public venues, escorting dangerous goods like explosives, acting as private body guards, performing security consultancy services among others.

Liu (ed.) (2005) notes that the police have a complete monopoly over the management and regulation of the private security firms and establishment and approval of new companies. Also

that the police are seconded to the private security companies as the firms official legal representative. Further, he notes that the private security companies lack the law enforcement powers which the police have and thus have to depend entirely on the police when they are deployed to guard public events as sports.

De Waard, (1999) remarks that Denmark, Finland and Sweden, have relatively small private security industries. This is because of the traditionally low crime rates officially reported in Scandinavian countries. Besides, historically the Danish police do not enter into public ó private partnerships and the Danish government is reluctant to cooperate with security services, although, remarkably, two of the largest multinational security firms in Europe (Falck and Securitas) were founded in Denmark and Sweden, respectively. He further notes that there may be over 5,000 private security personnel in Denmark (for a ratio of 1 to 0.38, police to private security) and double that number in Sweden, for a not dissimilar ratio of 1 to 0.56.

Further, he notes that Finland has a higher level of private security in comparison with its police force while per head of population; it has fewer security personnel (1 per 867) than Sweden (with 1 per 530). In Sweden and Finland, firearms carriage is permitted with special authorization. On the other hand Finland and Denmark have a law governing the guarding and protection sectors while in Sweden, the same regulatory regime covers most private security areas except alarm stations, in-house security and cash-in-transit.

Jones and Newburn,(1995) noted that Germany, the United Kingdom and France were indisputably the leaders in Western Europe in providing private security services with Germany

having 170,000 personnel and U.K. having 150,000 personnel. However, police officers are outnumbered by the private security in the United Kingdom by a ratio of 1 to 1.06. In France, the ratio is 1 to 0.81 and in Germany slightly lower at 1 to 0.68.

He further states that Germany has trade regulation laws that apply to security enterprises, although legal standards are also embedded in other legislation. Training and education are provided by the Chamber of Commerce and Industry and by professional organizations. Specialized private security personnel are allowed to carry arms.

De Waard, (1999), states that the private security does not challenge the sovereign role of police but rather supplements the stateøs security resources and is rarely perceived to be equal to the public. He notes that in 1983 and 1984, France issued legal regulations to guarantee better supervision over the private security industry and to improve the quality of private guarding, surveillance and protection.

Stenning (2000) notes that due to the upsurge of the demand and growth of the private security, there is now more reliance on private security as part of the overall policing strategies. He further notes that private security employees are globally recognized as vital partners in preventing and detecting crime. Increased pressures upon the law enforcement community have resulted in many places around the world in the privatization of some police functions, with the civilian private security industry filling the gaps left by the overstretched police and playing a growing role in crime prevention and community safety.

In responding to the expansive growth of the private security industry, many states have enacted legislations to regulate it. This varies from state to state where some states have amended the existing controls while others have also sought to integrate private security providers in the provision of crime prevention and community safety through formal measures such as obligations to participate in the response to emergencies, to cooperate with law enforcement personnel, to share information and in some States certain personnel have been given special legal powers (UNODC-UNHABITAT, 2011).

The states should ensure that there is sufficient oversight for the private security so as to ensure that they respect the law and do not abuse or overstep their powers when performing their functions. In some states the private security personnel are given special rights and powers for example to carry firearms or non-lethal weapons to request identification from the public, to use force, to conduct searches and to arrest individuals. In South Korea for instance the legislation distinguishes between General Security Officers and Special Security Officers. Only the latter can carry firearms (UNODC-UNHABITAT, 2011).

2.5 Private Security in selected African countries

The private security business has grown considerably across Africa. For instance, in South Africa, Shaw (2002) notes that private security industry grew greatly in the late 1970s and though out the 1980s when the South African Police withdrew from the main policing duties for purposes of maintenance of political control. The government thus allowed the private security to fill the gap left by the police. Besides, the South African Police Service (SAPS) Shaw (2002) ,notes that it is understaffed, under paid , over worked and dogged by accusations of corruption

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In Nigeria Abrahamsen (2005) observes that it is difficult to determine the number of security companies in Nigeria with accuracy because some companies are registered and some are not. He further notes that it is estimated that there are currently between 1500 to 2000 security companies in Nigeria employing in excess of 100,000 people though some companies also operate unlawfully. The companies include both local and multinational companies like Group for Securicor Private security has significantly grown in Nigeria due to the petroleum riches, high crime rate and increasing inequality in the population. Abrahamsen (2005) notes that as crime increases so does the demand for private security service. Besides, the Nigerian Police are not often unable to enforce law and order and the public mistrusts them. Most of the companies offering security are undergoing professionalism with majority of them integrating the use of

technology and equipment like satellite tracking systems, radio alarms, panic buttons and armored vehicles in their operations. The main market for the private security services in Nigeria according to Abrahamsen (2005) is the commercial sector, international organizations and embassies.

The private security sector in Nigeria is regulated by an Act of Parliament which sets the requirements before a company is registered as a private security company, the fact that the private security will use firearms or ammunitions neither the expression of õprivate detectiveö. Due to the prohibition against the use of a firearm and the corresponding high levels of insecurity in the country, the private security partner with the police so as to offer armed protection for key contracts. The police officers therefore are seconded to the private security companies and are integrated into their daily operations (Keku et.al (2003).

There is no required standard of training in the sector and as a result, the quality and extent of the training vary considerably. Some companies provide some form of training for their employees while others place guards on duty with little knowledge of basic security provision.

The high level of unemployment in Nigeria translates to a ready supply of labour. Many guards have formal education, with some possessing post secondary education. The working conditions too within the private sector are generally low and exploitative, making the retention of qualified and committed guard force difficult. Wages and working conditions are better within the larger and more professional companies and lowest in the unregistered companies. Guards are paid according to the value of individual contracts thereby leading to guards at the same level and with the same experience, earning different wages depending on the areas where the company

deploys them. This thus leads to dissatisfaction among the workers and a consequent lack of commitment to their work. **(**Keku et.al (2003))

In Bostwana, the private security in emerged as a way of accommodating the security gaps that were existing and has attracted the investment of international security markets. Private security in Bostwana has emerged from the mere guarding to the incorporation of modern devices so as to enhance their services. Like other countries, the private security companies have been accused of engaging in criminal activities as well as remunerating their employees poorly. In addition, most companies are not registered and hence operate illegally. The industry is regulated by the Control of Security Guard Services Act of 1984 and the officers are not allowed to carry firearms. (Molomo, et.al (2004)). They further note that to encourage self monitoring, the country has established security associations in which security companies discuss their rights, monitor each other compliance with the industry regulation and also exchange ideas. Besides the Controller of Service in Bostwana is the one charged with the responsibility of issuing licenses after the potential applicants have undergone a screening process to check for prior criminal records.

2.6 Overview of Private Security Industry in Kenya

Private security is one of the fastest growing service industries in Kenya and is well spread across the country covering both the urban and the rural settings. The Task Force on Police reforms led by Retired Justice Philip Ransley, GOK (2009) noted that the private security is a significant player in Kenyaøs security sector and contributes to broadly define policing specializing mainly in alarm response, cash carrying, guarding, investigation work executive protection and security consulting.

Wairagu, et.al (2004), notes that the private security sector provides employment to many Kenyans with 48% of the work force comprised of young school leavers aged between 15-30 years while   part of the other employees are some people who had been laid during the privatization and the structural adjustment programs.

It is composed of several big multinational companies that control a large share of the market, and offers comparatively higher service standards than the smaller locally incorporated companies. Most of the companies operate illegally since they are not registered with the government authorities (Wairagu, et.al (2004). They further note that competition is high among the companies and standards are generally low due to lack of professionalism in the management of the industry.

Wairagu, et.al (2004) further notes that the private security sector is unregulated since there is no government body charged with regulating it, neither is there a policy framework that sets out rules of conduct to   govern the sector, or operating principles that spell out how the industry relates with other government and non-government institutions. As a result, many of the companies exist illegally, flout labor laws with impunity, mistreat their workers, and pay little attention to work ethics and service standards.

As at 2004, Wairagu, et.al (2004), noted that there were at least 2000 private security companies in the country in 2004. They noted that it was difficult to substantiate the figure because most of the security companies are registered as private companies which Abrahamsen, et.al (2011) reiterates. The main reason for this discrepancy he notes is the fact that there is that no special

license is required and security companies are registered in the same manner as any other business, consequently, a vast number of companies are not registered at all.

Wairagu, et.al (2004), further noted that due to lack of a policy to regulate the sectors operations, it has become difficult for the companies to coordinate their activities with the National Security Institutions to help in controlling crime activities in Kenya. Abrahamsen, et.al (2011), reiterates the fact the coordination and cooperation with the police is unstructured, and often inefficient and ineffective. Wairagu, et.al (2004), further notes that anyone can start a security company anytime since there is no vetting authority in government or anywhere else to ensure that security companies are established and ran by people of integrity and commitment to the law.

The main expansion of the private security sector can be dated to the late 1980s and early 1990s where the country was experiencing a declining economic prosperity with a drastic reduction of the state expenditure and investment in line with the international donor requirements for economic liberalization and structural adjustment. Kenya has been experiencing an increase in criminal activities with some criminals colluding with security agents to commit crime.

The police have been accused of corruption and extortion which Abrahamsen, et.al (2011), notes is with a view of substituting their low salaries. Also the police was implicated in political intimidation and violence actions which have led to the public having little confidence in them. This perception of the police causes a deep and widespread distrust in the police so much that Abrahamsen, et.al (2011), notes that the police are frequently regarded as part of the problem rather than the solution to crime and disorder. He further notes that, even the most positive

appraisals, which acknowledge recent improvements following reforms and increased resources, concede that the reliability of the police force remains woefully below satisfactory standards, despite the dedication of many individual police personnel.

Due to the waning ability of the state to provide protection for its citizens, people have reorganized themselves in many ways to maximize their own safety. This reorganization include the use of private security services, a step which has led to the growth of the private security in the country, the formation of various forms of neighborhood watches and the use of vigilante groups. Since private security is on business, only the more affluent sections of the population can afford to hire them. As such, the majority of people in poor estates and informal settlements rely on more informal forms of protection making the vigilante groups popular in offering protection in the face of rising levels of crime and police inefficiency. Wairagu,et.al (2004), therefore notes that the high crime rates, combined with the inability of the public security services to provide adequate protection, are the main factors driving the expansion of private security in Kenya today.

Further, that the fear of international terrorism have increased demand for security services, especially among international clients. Nairobi is home to a number of international organizations and national embassies, including the second largest US embassy on the African continent. Nairobi is also the regional headquarter for the United Nations, and taken together international clients provide a substantial and particularly lucrative market for private security companies (Abrahamsen, et.al (2011).

Commercial clients who include industries, banks, and government agencies, commercial farms to embassies, international organizations, NGOs, and refugee camps are the main market for private security services. These companies offer an array of services ranging from electronic intruder alarm systems, radio alarm response, perimeter protection and access control, Cash-in-transit and cash management, guard dogs, satellite tracking and in some cases fire and rescue services. The consumer clients on the other hand offer a relatively small market for the private security because only a few segment of the population can afford it.

The relationship between private security providers and the police is characterized by lack of a clear regulatory framework and the absence of a clear and consistent policy framework. As such the police engage the private security at their own will and in no structured way. Hence their cooperation with the private security is ad-hoc and not formalized. Some police officers for instance will cooperate with the private security in the form of responding to incidents and alarms from the private security clients and also on offering security to cash on transit. Nonetheless, since the private security sector in Kenya is unarmed, and they rely on police backup for any serious incident involving firearms and other weapons. Suspicion also characterizes their relationship with each regarding the other as being involved in criminal activities (Abrahamsen, et.al (2011).

The Task Force on Police reforms led by Retired Justice Philip Ransley, GOK (2009) observed that there are approximately 430,000 security guards in Kenya though they are not allowed to bear firearms, have sirens and lights on their vehicles or use bullet proof vests. He further notes that there are two member associations in the private security sector in Kenya namely: Kenya

Security Industry Association (KSIA) and the Protective Services Industry Association (PSIA). KSIA has a membership of about 22 and it is owned by all members of the Association and run by the elected Council and they focus on guarding services, electronic alarm systems and cash in transit services. The KSIA council has set standards for the personnel, equipment, facilities systems and conducts integrity necessary to achieve effective and reliable security cover for its clients. They inspect every system of every member to ensure standards are met before membership is granted and it regularly audits compliance. PSIA consists of 80 companies and is involved with handling and management of emergencies like fires, natural calamities with an aim of supporting the community and the Government appreciate that security challenges are dynamic and hence are open to any company wanting to register with them as long as they offer security services.

2.7 Differences between the Private Security and the Police

The police and the private security are all ultimately driven to crime prevention despite both of them being having different motives for their activities. Liu (ed.) (2005) identified several differences between the police and the private security forces. First, that the aim of existence of the two institutions is justified in different ways. The police are seen as an institution established and dedicated to the provision of security, public order while private security is first and foremost an economic activity guided primarily by profit. Additionally, Shearing et.al (1983) noted that the drive of the private security and the police differs noting that the private security is first and foremost driven by the profit motive and its main aim is the protection of the clientsø interest while the police aim at protecting the public as an obligation. Consequently, the private

securities are accountable more to their markets and clients while the police are accountable to the state and the public at large.

Since the private security's accountability is market driven it is perceived as a sector favoring the rich more than the poor. Shearing et.al(1983) observes that the private security are seen to take power away from the state and that they do not distribute that power to all people but just those who can afford their services. This thus leads to the creation of enclaves and the relocation of crime to other areas where the police and the private security have little presence.

Liu (ed.) (2005) further noted that the authority of the two institutions to operate differs due to the laws governing them. For example, the police are governed by an Act of parliament while the private security operates under the dictates of commercial laws such as the Contract law. This thus confers to them different powers for operation, for instance, Shearing et.al (1983) observes that, the police have special powers which are exercised in the context of public accountability which the private security lack as the only powers they wield are those conferred to the ordinary citizens.

Their responsibilities also differ as for instance the police are responsible for among other things the enforcement of law while the private security is responsible for the tasks set out in their contracts. Besides, the police have special powers which are exercised in the context of public accountability which the private security lack these powers as the only powers they wield are those conferred to the ordinary citizens (Shearing et.al, 1983).

Additionally, their models of operation differ in that the police operate under a country wide system and can engage in covert operations while the private security are not allowed to operate covertly but operate individually to sell their services (Liu (ed.) (2005).

Liu (ed.) (2005) observes that the police are funded by the state while the private security is funded through private investment. He notes this further is the reason behind their different motivations for operations. Additionally, the training of the police is more rigorous that that of the private security and so is the certification and standards.

2.8 Community Policing

According to the National Police Service Act, 2011, community policing is defined as öthe approach to policing that recognizes voluntary participation of the local community in the maintenance of peace and which recognizes that the police need to be responsive to the communities and their needs, its key element being joint problem identification and problem solving, while respecting the different responsibilities the police and the public have in the field of crime prevention and maintaining orderö.

The Commonwealth Human Rights Initiative (2006), defines community policing as a structure of policing whereby the people work together with the police to prevent crime and disorder in their localities. According to the Initiative, community policing, is a model of policing that has come about due to community discontentment with police performance in the face of increasing crime rates. Community policing is thus aimed at improving police/public relations, providing the public with crime prevention tips, and a campaign to advocate the use of marking desirable

goods. As such community policing is seen as a conduit of communication between the public and the police.

Community policing focuses on police partnership with the communities that it serves with the intention of producing a joint process of identifying police priorities and to provide a more efficient method of achieving results by a joint effort of the police and the communities. It involves encouraging communities to participate in matters to do with their areas security so that ultimately each member of the community understands that security starts with an individual person. The approach encourages communities to find solutions to local crime problems with the assistance of their police. Communities are expected to gain more interest and confidence in police work, and to become more willing to assist the police in all its activities. Goldstein, (1990), notes that community policing advocates for a high degree of mutual trust, confidence and benefit between the police and the public. He notes that the approach is expected to address the mistrust between the police and the public and thereby forge effective and efficient means of controlling crime, improved police services, enhance peace and security within their areas thereby fostering social and economic development.

Murphy,(1988), observes that the basic elements of community policing involves consultation with community groups regarding their security needs and mobilization of agencies other than the police to assist in addressing those needs while addressing the conditions that generate crime and insecurity through focused problem solving. For that reason, community policing is seen as a way of policing, where by the community and the local police work together to prevent crime and disorder in their localities.

The concept of community policing is gaining prominence in the modern day policing and is coined from two concepts of community and policing or to police. Mueller (1995), states that õcommunity policing generally consists of programs and polices based on partnerships between the police and the communities they serve.ö This means that there are two main stakeholders in community policing namely the police and the community. The police refer to the people in a society who are charged with the responsibility of maintaining law and order. Therefore community policing is seen as the partnership between the police and the community in addressing issues of crime and disorder. The police on the other side is seen as a group of people who keep law and order. Goldstein, (1990), states that, the police are public employees who enforce the law and maintain order. They work to protect the lives and property of the people of a community and to prevent crime. He notes that the police form part of a nation's criminal justice system. This function is echoed in the National Police Service Act, 2011 which acknowledges that the police work is maintain law and order amidst other functions.

Murphy, (1988) defines a community as a group of people living or working in the same place. This is echoed by Mushanga (1988), who defines a community as a large number of people who for economic, social, political and cultural reasons find themselves under one administrative agency such as a government. The police therefore serve and at times work with the communities where they are deployed. The working together is dependent on the trust built between the police and the community members whom they serve. Murphy,(1988), further notes that the creation of trust among the police and the communities is basis of modern day policing which he defines as a "way of policing, whereby the people in an area and the local police act together to prevent

crime and disorderøø The police thus must jointly with the communities explore creative ways of addressing neighborhood concerns beyond focus on individual crime incidents.

Article 244(e) of the Kenya Constitution, 2010 provides that the police shall foster and promote relationships with the broader society. This is further emphasized in the National Police Service Act, 2011, Section 96 to 100. Effective policing requires a supportive and a well informed public concerning the security of their areas who perceive their interest and needs as being fulfilled by engaging in partnership with the police. Indeed Goldstein (1990) indicates that community policing is both a philosophy and an organizational strategy that allows the police and community to work closely together in new ways to solve the problems of crime, fear of crime, physical and social disorders, and neighborhood decay. It is the police however to conduct an actor mapping in their areas to determine whom to establish partnerships with.

The report on the Ransley led Task Force on Police Reforms (2010), noted that community policing is a õcollaborative and democratic process, which entails cooperation between the police and the public whom they serve õthis thus meant that the police should offer leadership in the formation of relevant structures and that there should be continuous consultations to keep the communication lines open so as to enhance safety and security while inspiring public confidence in the work of the police.

Community policing is seen a crime prevention strategy which most policing institutions are adopting after the realization that policing is not the work of the police alone. The new paradigm in police work requires the integration of traditional police duties and functions into life and

activities of communities, policing is seen as a community service. (Goldstein, H. (1990). Community policing aims at hardening the targets which may be aimed at by criminals, changing the environmental designs of buildings or streets and eliminating the opportunities that the criminals may exploit. This policing strategy thus aims at developing a policing that is directly controlled by and responsible to the people at the local level with the realization that crime prevention is not a service people are given but rather an activity each person must be engaged in. According to Mushanga (1998), it would be futile to keep taking off individuals from situations that produce criminals and permit the situations to remain as they are. He notes that crime and deviance involves a whole work of social relations and that it is by dealing with these social relations that crime prevention is said to be taking place.

Many countries have adopted community policing as a tool for crime prevention and enlisting the support of the members of the public in policing. In his project, Kimilu (2003), noted that in Japan, each neighborhood has a mini police station which is termed as a ¬koban¬ The kobans receive complaints, patrols on foot or bicycles and search for runways. Besides these, the kobans play a vital role of gathering recommendations of what the police can do to help the community. The officers in the kobans provided security through constant contact.

Mueller (1995) notes in the implementation of community policing, individual officers are redeployed from their normal duties and appointed as community policing patrol officers (CPO). These officers were supposed to conduct foot patrols, functions as a planner, problem solver, community organizer and information link between the police and the community. This model of the Koban has been replicated in countries like Japan, Sweden, Norway and Singapore.

In his project, Kimilu (2003), notes that for community policing to succeed, the police must change its traditional operational functions. This will involve taking into considerations the aspirations of the residents, the diversity of their problems and the resources in each neighborhood. Therefore, the police should conduct an actor's mapping to determine which stakeholders are within their areas and the resources there of that can be utilized to bolster security. The private security therefore becomes a vital partner in the security of an area especially owing to their resources.

Community policing involves team policing where the police work with an elected community leadership to identify neighborhood security challenges and coming up with suggestive ways of addressing these crimes. This is why Mueller (1995), states that õcommunity policing generally consists of programs and polices based on partnerships between the police and the communities they serve.ö Many programmes have been described as community policing including: foot and mobile patrols, public education programs, neighborhood watch programs, neighborhood town meetings, mobile patrols and police sponsored community activities.

Bayley, (1994), states í ö the police are supposed to prevent crime; however, they are not demonstratively doing so. This is because crime prevention is not a police mission. Police judge themselves by the standards of crime containment and reduction. Deterrence through visible patrols and prompt apprehension and punishment of criminals do not solve crime problemö. As such, the police judged their successes by how much crime had been reduced or contained as per their statistics but not as per the communityøsø ratings.

The Task Force on Police reforms led by Retired Justice Philip Ransley, GOK (2009) identified the various challenges faced in the implementation of community policing in Kenya since its inception in 2005 by the President in Ruai. The challenges are: clash between police work and community culture; lack of interest in community policing by some officers; lack of trust and confidentiality regarding information shared with the security agencies; lack of cooperation due to the lack of trust and accusations leveled against the police by the community and vice versa. Others are: lack of guidelines and a policy on community policing; limited awareness on community poling by both the public and the members of the public; parallel informal security structures; lack of a legal framework and unhealthy working relationship between the lead security agencies that were expected to spearhead the strategy

2.9 Components of Community Policing

Problem solving is a component of community policing and is the process through which the specific concerns of communities are identified and the most appropriate remedies to abate these problems developed. It is based on the assumption that crime and disorder can be reduced in small geographic areas by carefully studying the characteristics of the problems in the area and them applying the appropriate remedies. And that individuals make choices based on the opportunities presented by the immediate physical and social characteristics of an area. Therefore by manipulating these factors then people will be less inclined to act in an offensive manner (Murray 2005).

Goldenstein (1990) observed that the problem solving process consists of a four-step decision making model known as S.A.R.A. (Scanning, Analysis, Response, and Assessment) which is cyclical in nature. He noted that scanning involved joint identification and prioritization by the

police and the community the security issues within an area. The primary purpose of scanning is to identify a basic problem, determine the nature of that problem, determine the scope of seriousness of the problem and establish baseline measures. Thus it entails conducting a preliminary inquiry to determine if a problem really exists and whether further analysis is needed. The police with the input of the community should therefore identify and prioritize the security concerns.

He noted that analysis on the other hand involves the understanding dynamics of the problem, develop an understanding of the limits of current responses, establish correlation, and develop an understanding of cause and effect. Thus it involves determining the extent of the problem and learning as much as possible about the problem in order to identify its causes.

Response involves the formulation of tailor-made strategies so as to come up with long-term, creative, problem-specific solutions to the problem that are broad uninhibited. The response should follow logically from knowledge learned during the analysis and should be tailored to the specific problem. The search for alternative responses should be wide ranging. In the assessment stage, the individuals evaluate the effectiveness of their responses. This is a step when the responses may be modified or changed as determined by the evaluation.

Murray (2005) observed that community partnership is the other component of community policing and it entails establishing and maintaining mutual trust between the police and the community members. The police therefore become an integral part of the community culture and the community assists them in defining their future priorities and in allocating resources. He

noted that the police should engage in several activities for purposes of developing trust between them and the community for instance, they should treat people with respect and sensitivity, avoid use of unnecessary force, arrogance, aloofness or rudeness as this will dampen the willingness of the community members to ally themselves with the police. This trust will enable the police to gain greater access to valuable information from the community that could lead to the solution and crime prevention of crimes, will engender support for needed crime-control measure, and will provide an opportunity for officers to establish a working relationship with the community.

Further, Murray (2005) notes that community policing expands police efforts to prevent and control crime and as such the community is never viewed by the police as a passive presence or a source of limited information. Rather, community concerns with crime and disorder become a target of efforts by the police and the community working in tandem. The police and community must therefore be collaborators in the quest to encourage and preserve peace and prosperity.

To develop community partnerships therefore, the police must develop positive relationships with the community, must involve the community in the quest for better crime control and prevention, and must pool their resources with those of the community to address the most urgent concerns of community members.

2.10 The Relationship between Private and Police

The police and private security share an ultimate same goal namely: safety, protection, and an overall good relationship with the public and the people that they protect. Shearing et.al (1983) notes that the private security is driven by the profit motive and its main aim is the protection of the clientsø interest first while the police aim at protecting the public as an obligation. The police

are seen as an institution established and dedicated to the provision of security, public order while private security is first and foremost an economic activity guided primarily by profit. Also, that the private security are accountable to their markets and clients while the police are accountable to the state and the public at large. Additionally the private security aspires to reduce the risk of crime and loss while the police aim at deterring future crime. Besides, the police have special powers which are exercised in the context of public accountability which the private security lack as the only powers they wield are those conferred to the ordinary citizens. They both are important to society since they are necessary to the protection of society and both are responsible for crime deterrence.

De Waard, (1999),notes that the cooperation between the police and private security takes many forms with the national level engaging in information sharing while the local level engages in operational partnerships. This is true because the information shared at the national level is communicated to the local levels for execution. Cooperation thus is vital between the two agencies since the police tend to have the threat information while the private security has control over the vulnerable sites therefore underscoring the importance of partnerships. Private security protects some of the nation's critical infrastructure and thus their safety is dependent partly on the competence of the private security.

The relationship between the private security and the police vary considerably despite the groups having much to offer each other. This is because the two are not confident of each other and there exist mistrust among them. Prenzler, (2005) observes that some police officers see the private security providers as a threat to their domain and thus are not comfortable in dealing with

them. The private security feel like the police officers do not respect them as security partners and they have not appreciated the role they play in relation to security because they do not have the same authority as police officers. The private security officers feel that police officers ask for information that they need from private security providers but seldom share any information they have with the private security agencies. He further noted that the police see the private security as unprofessional and that their training is subordinate to theirs and not standardized. They also regard the private security as recruiting people with lower academic grades a factor which Schmalleger (1995) negates as he notes that many officers in the private industry hold college degrees and are experts in certain areas such as technology.

Prenzler,(2005) further observed that the police see private security officers as people who wanted to be a law enforcement officers but could not pass the training. As a result, the private security endeavors to mirror the police in several ways including their uniforms. Further he notes that police officers see private security officers as unequal partners in prevention of crime.

Due to this difference therefore, different forms of relationship between the police and private security can be found in modern societies, as well in Kenya. The relationship between the private security and the police are seen to vary from co-existence as the most neutral form of relationship, through conflict and competition, to cooperation and partnership as the highest level of relationship (Prenzler (2005).

Where the relationship is characterized by conflict and competition, the association is characterized by antagonism due to poor communication, attitudes, perceptions and procedures. This is due to a growing concern among the police officers that the private security is eroding

their role and function thereby viewing them as a threat to their domain. The private security's accountability is market driven and as such is seen as a sector favoring the rich more than the poor. Shearing et.al (1983) further notes that the private security are seen to take power away from the state and that they do not distribute that power to all people but just to those who can afford their services. This thus leads to the creation of enclaves and the relocation of crime to other areas where the police and the private security have little presence.

Abrahamsen, et.al (2011), states, "Despite Kenya's very high level of crime and insecurity, there is remarkably little co-operation and co-ordination of security initiatives. The relationship between the police and the private sector is often characterized by competition and suspicion, and a lack of policy consistency undermines oft-stated desires to achieve greater coordination and effectiveness. A lack of clear direction from the police and/or the government over the appropriate role of private security and the relationship between the public and private security sectors has exacerbated this situation, as have divisions within the private security industry itself." This further emphasizes the fact that the police and the private security don't have a formal way of interaction and therefore a coordination of security initiatives.

A relationship characterized by cooperation and partnership is where the police have recognized that there are opportunities for the private security and the police to work cooperatively. The police and private security thus function in a mutually exclusive manner with respect to the provision of protection for the people. De Waard, 1999, states that the private security does not challenge the sovereign role of police but rather supplements the state's security resources and is rarely perceived to be equal the police. He notes that in 1983 and 1984, France issued legal

regulations to guarantee better supervision over the private security industry and to improve the quality of private guarding, surveillance and protection.

Shearing et.al (1983) notes that when a crime occurs in an area guarded by the private security guards, it is usually at the discretion of the private security guard to either involve the police or not. The decision of whether or not to involve the police is usually dependent on the interest of the security company's client.

The relationship between the police and the private security is different for different areas and as a result, in some areas it is viewed as negative and in other areas it is viewed as positive. Nonetheless, a partnership between the private security and the police would be beneficial to both parties. Although there appear to be some similarities in the responsibility of private and public security, there are major differences. According to Schmalleger (1995) public policing is an arrangement that makes sure that all citizens are orderly and are law abiding. The main objective of public policing is crime prevention and public safety. In most cases, private security officers are contracted by individuals or companies to protect private property, personnel, or their interest from harm Both police officers and private security officers believe that more could be done to encourage a better working relationship as at the moment   mistaken perceptions and a lack of communication among the two agencies hamper a positive working relationship.

Williams,(2005) notes that there is an enormous potential from an enhanced relationship between the police and the private security. This is because the police on their own cannot adequately prevent and control without the active of the broader community. Due to the increasing crime

rates and the low police public ratios the private security would perform some of the tasks currently performed by the police. This can be done through the development of a coordinated, cost efficient and holistic crime prevention and safety programs. The police and the private security are all ultimately driven to crime prevention despite both of them being having different motives for their activities. The police for instance exist to serve the public good while the private security sector exists for profit motive. Despite the motivations, since both are involved in the business of crime prevention, there are opportunities for formation of partnerships so as to provide a more concerted, efficient attack on crime and ultimately make people feel safer.

The partnerships between the police and the private security should focus on crime prevention and public safety. The formation of the partnerships between the police and the private security should be geared towards the lower management areas who are primarily concerned with the crime prevention activities. To enhance the police and private security providers relationship, Schmalleger (1995), observes that police officers should hold regular meetings between them and the private security agencies who work within their areas of deployment. Also that there should be enhanced relationship and communication between the private security and the police through the establishment of a liaison office at the national level and strong partnerships between the, the private security companies and the police commanders at the local levels. He notes that due to the low police public population and increasing crime rates coupled with the distrust from the members of the public and the expanding private security sector, the private security can be seen to act the ‗ears and eyes' of the police while the police concentrate on other functions.

2.11 The Capacity of Private Security in Supporting the Implementation of Community Policing

An effective community policing strategy is said to reduce neighborhood crime, citizensøfear of crime, and enhance the community quality of life. Another indicator of effective community policing is the extent to which community is satisfied with services provided by the police. The question of concern is the extent to which partnership between private security and police have contributed to community members feel as if they are participants in the community policing effort, Sarre, and Prenzler (2000).

According to Sarre, (2000), private security governance has rapidly evolved. As a result, they are in a better position to support in development and implementation effective community policing. The private security officers have traditionally been accorded low status regardless of sensitivity of information they gather at the grass root level. For effective support in community policing there is need for culture change in both how the public and the police views them.

Security firms are first and fore most profit making enterprises and have some that can be utilized in enhancing crime control and prevention if a partnership is forged between them and the police officers. A study carried out by Wairagu, et .al (2007) on Private Security Companies in Kenya revealed that security firms are better equipped with vehicles and other resources and are also more in terms of their personnel as compared to police. The study also pointed out that the security staff and the equipment were more and widely distributed in the peri-urban as well as rural areas.

Ohlhausen (2002) notes that the private security have resources to develop specialization beyond the capacity of most law enforcement agencies such as protection of computer networks, chemical plants, financial institutions, health care institutions and retail establishments.

Johnston et.al (1992) notes that the police should establish partnerships with the private security so as to allow them to leverage the vast resources of the private security industry so as to enhance public safety. This will be mitigation to the limited policing resources. Besides, he notes that the private security tends to have control over the vulnerable sites while, the police have information regarding threats and therefore emphasizing on the need for partnerships among the two agencies that serve both of their needs.

2.12 Level of Engagement of the Private Security in Community Policing

Lyons (2002) notes that the protection of critical infrastructure within a country is usually in the hands of the private security providers and relatively few law enforcement agencies have established police óprivate security partnerships for this undertaking. Thus the protection of a countryøsø critical infrastructure depends on the competence of the private security officers. He further notes that the police engage the private security in getting information from them, in joint response to critical incidents from the private security clients, coordinating the protection of critical infrastructure, improving communications and data interoperability, preventing and investigating high-technology crimes, and devising responses to workplace violence. He further notes that after the September 11, 2001 in America, that the private security are involved in crime prevention, intelligence gathering and information sharing with the police if the safety and welfare of the citizens is to be guaranteed.

Murray (2005) observes that there are three key components to the community policing philosophy which include the creation of and reliance on effective partnerships with the community and other public/private-partners, the application of problem- solving strategies or tactics, and the transformation of police organization and culture to support this philosophical shift. In other words, community policing is not in itself a tactic or strategy, but instead a philosophical approach to how policing is conducted. At its core, community-oriented policing is based on law enforcement and the community joining together to identify and address issues of crime and social disorder. In this regard, the private security are involved in the problem identification and solving strategies of a particular area owing to the vast information they have concerning criminal activities and criminals within their areas owing to their static deployment.

The private security is also involved in identifying possible criminal threats and infrastructure vulnerabilities within an area. Effective community policing involves not only developing partnerships between law enforcement and citizens, however, but also intergovernmental and interagency collaborations. These partnerships are essential for the collection and exchange of intelligence, the identification of threats and vulnerabilities, and the sharing of resources in the event of an attack.

Murray (2205) notes that in community policing, problem solving is a broad term that describes the process by which specific issues or concerns are identified and the most appropriate remedies to abate the problem(s) are identified. Problem solving is based on the assumption that individuals make choices based on opportunities presented by the immediate physical and social characteristics of an area. By manipulating these factors, people will be less inclined to act in an

offensive manner. The idea is that if the underlying conditions that create problems can be eliminated then so will the problem. Such conditions range from the type of individuals involved to the physical environment in which these problems are created.

This core of problem solving in community policing is that policing required police officers together with the community to jointly recognize relationships that lead to crime and disorder and direct their attention to issues of causation. Therefore, thought and analysis is fundamental to problem-oriented policing in order to effectively respond to the cause of the problem. Problem-oriented policing converges on three main themes: increased effectiveness, reliance on the expertise and creativity of officers, and closer involvement with the community. These themes are implemented by attacking underlying phenomena that deplete patrol officersø and detectivesø time, and educating officers to study problems and develop innovative solutions to ensure that police address the needs of citizens. The private security officers therefore have a stake in conducting the problem solving process within their areas of jurisdiction (Lyons, (2002).

2.13 Theoretical Framework

2.13.1Differential Association Theory

Edwin Sutherland was a sociologist from the Chicago School and first presented his theory in 1939 though it was revised several times. He developed the differential association theory to explain how criminals learn the techniques and means of particular criminal activities and how to rationalize such behavior as normal and enjoyable. He postulated that criminal behavior is learned in intimate social groups though the groups may not be anti social in themselves and that an individual will learn the values, attitudes, techniques and motives for criminal behavior. He

observed that criminal behavior is learned in interaction with other persons in a process of communication and that the principal part of the learning of criminal behavior occurs within intimate personal groups. Cottino, (2004) notes that when criminal behavior is learned, the learning includes the techniques of committing the crime, which are sometimes very complicated and at times simple, and the specific direction of motives, drives, rationalizations, and attitudes. The specific direction of motives and drives is learned from definitions of the legal codes as favorable or unfavorable. A person then becomes delinquent because of an excess of definitions favorable to violation of law over definitions unfavorable to violation of the law. Differential associations may vary in frequency, duration, priority, and intensity. The process of learning criminal behavior by association with criminal and anti-criminal patterns involves all of the mechanisms that are involved in any other learning.

Cressey, (1960) observes that though criminal behavior is an expression of general needs and values, it is not explained by those needs and values, since non-criminal behavior is an expression of the same needs and values. Therefore, criminals engage in criminal activity because they have associated with and absorbed pro-criminal definitions with greater frequency, duration, priority and intensity than with anti-criminal definitions. His theory is intended to differentiate between the deviant and the conformist whatever their race, class, or ethnic background. Thus it isn't a lack of social organization that characterizes communities and neighborhoods high in crime, but a differential social organization, that is, a set of practices and cultural definitions that are at odds with the law.

Glasser (1956) observed that in an area where the delinquency rate is high, a boy who is sociable, extroverted, active, and athletic is very likely to come in contact with other boys in the neighborhood, learn delinquent behavior from them, and become a gangster; the psychopathic boy who is isolated, introverted and inert may remain at home, not become acquainted with other boys in the neighborhood, and not become delinquent

One of the components of community policing is problem solving where the police officers together with the community jointly recognizes relationships that lead to crime and disorder and direct their attention to issues of causation. Since community policing aims at addressing either the opportunity, the target of the victim of crime or the perpetrator, the police together with the community in addressing the perpetrator of any crime will aim at addressing their excessive definitions favorable to violation of law over definitions unfavorable to violation of the law. They will also ensure that they limit the frequency which criminals can meet through enhance patrols by the police for instance which then will impact on the frequency of the gang meeting thereby limiting the learning of criminal behavior.

2.13.2 Systems Theory

According to Senge (1990), the world is unhealthy because people fail to see it as a whole and rather choose to see it in static snapshots. He contends in his book The Fifth Discipline: the Art and Practice of the Learning Organization that the beauty of a person, poem or flower lies in seeing it all (Senge, 1990). His advice is that we should therefore develop sensitivity for the subtle interconnectedness that gives living systems their unique characteristics. He looks at our failure to understand the world as one as caused by our perception (cause-effect) and campaigns

for a systems approach which is cyclic. He therefore came up with the art of seeing the whole, the structures behind complex situations as well as change which he called systems thinking.

Buckley (1967) notes that systems thinking is a framework for seeing interactions rather than things, seeing patterns of change rather than static snapshots as society cannot be static. Indeed he argues that we need to understand the structures since they confer the patterns and the patterns present behavior. If you know the structure then you can predict the behavior, for example, all the police officers in Kenya tend to deal with the private security officers in the same way because of the lack of a regulatory framework which thus leads to a commander engaging the private security officers at their discretion. This discretionary engagement is informed by the lack of structures for the police-private security engagement. In addition Buckley (1967) argues that people are õí actors who actively shape their reality and not helpless reactorsö

Ritzer (1992) notes that an action leads to another that in turn leads to another and hence forms a circle. He therefore faults the idea of linear thinking that is, cause -effect in favor of cyclic systems. He notes that to view the whole the society must change this and adopt systems thinking because nothing is influenced in one direction; every influence is cause and effect.

Senge (1990) observes that in general systems thinking looks at the world systems as indivisible and that nature is made up of wholes within wholes. Similarly, people are joined together by invisible forces of interrelated action. Systems therefore are complex and can have either detail or dynamic complexity. The system is dynamic in that doing an obvious action may not lead to obvious expectations.

Success in community policing relies in success in partnerships building and especially with any actor within the community who can contribute to the general security of the area. The police who are the main stakeholders and whom the law mandates to establish community policing structures and also partnerships as per Section 98, NPS Act, 2011 are always engaged in linear thinking as per this theory. They are always conscious about the effects of their actions and hence are always cautious to follow to letter what the law requires of them thereby leaving a very small room for creativity and innovation. Thus, since there is no law concerning the police ó private security engagements, the police engage them seldomly in their operations despite their immense contribution to security. Francis (1982), notes that cyclic thinking enhances better thinking which is what the police are to adopt if they are to engage the private security productively in community policing. The police therefore fuse the private security officers with the community thereby limiting their interactions despite the crucial role they play with regard to community policing and security at large.

The police and the private security officers should embark on seeing interactions rather than things, seeing patterns of change rather than static snapshots as the society cannot be static as Senge (1990) advocates in his theory. Additionally, the police should view the private security as a whole within a whole and focus on their uniqueness of service for purposes of productively engaging them to boost the security of their localities. Indeed he notes that that there is need to understand the structures since they confer the patterns and the patterns present behavior.

2.14 : Conceptual Framework

The major aims of a research should be either to relate data to a theory or to generate a theory from data. The conceptual framework below indicates role of the private security in community

policing as the dependent variable, with several moderating variables and three independent variables.

Independent Variables   **Moderating Variables**

```
┌─────────────────────┐     ┌──────────────────────────────┐
│                     │     │  • Legal frameworks          │
│   LEVEL OF          │     │                              │
│   ENGAGEMENT OF     │     │  • Regulatory frameworks     │
│   PRIVATE SECURITY  │     │                              │
│                     │     │  • Government policy         │
│                     │     │                              │
│                     │     │  • Availability of resources │
└─────────────────────┘     └──────────────────────────────┘
```

                                                    Dependent variable

```
┌─────────────────────┐          ┌──────────────────────────┐
│ CAPACITY OF PRIVATE │          │   ROLE OF PRIVATE        │
│     SECURITY        │ ────────▶│   SECURITY IN            │
│                     │          │   COMMUNITY POLICING     │
└─────────────────────┘          └──────────────────────────┘
```

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┌─────────────────────┐
│ RELATIONSHIP BETWEEN│
│ THE PRIVATE SECURITY│
│ OFFICERS AND THE POLICE│
└─────────────────────┘
```
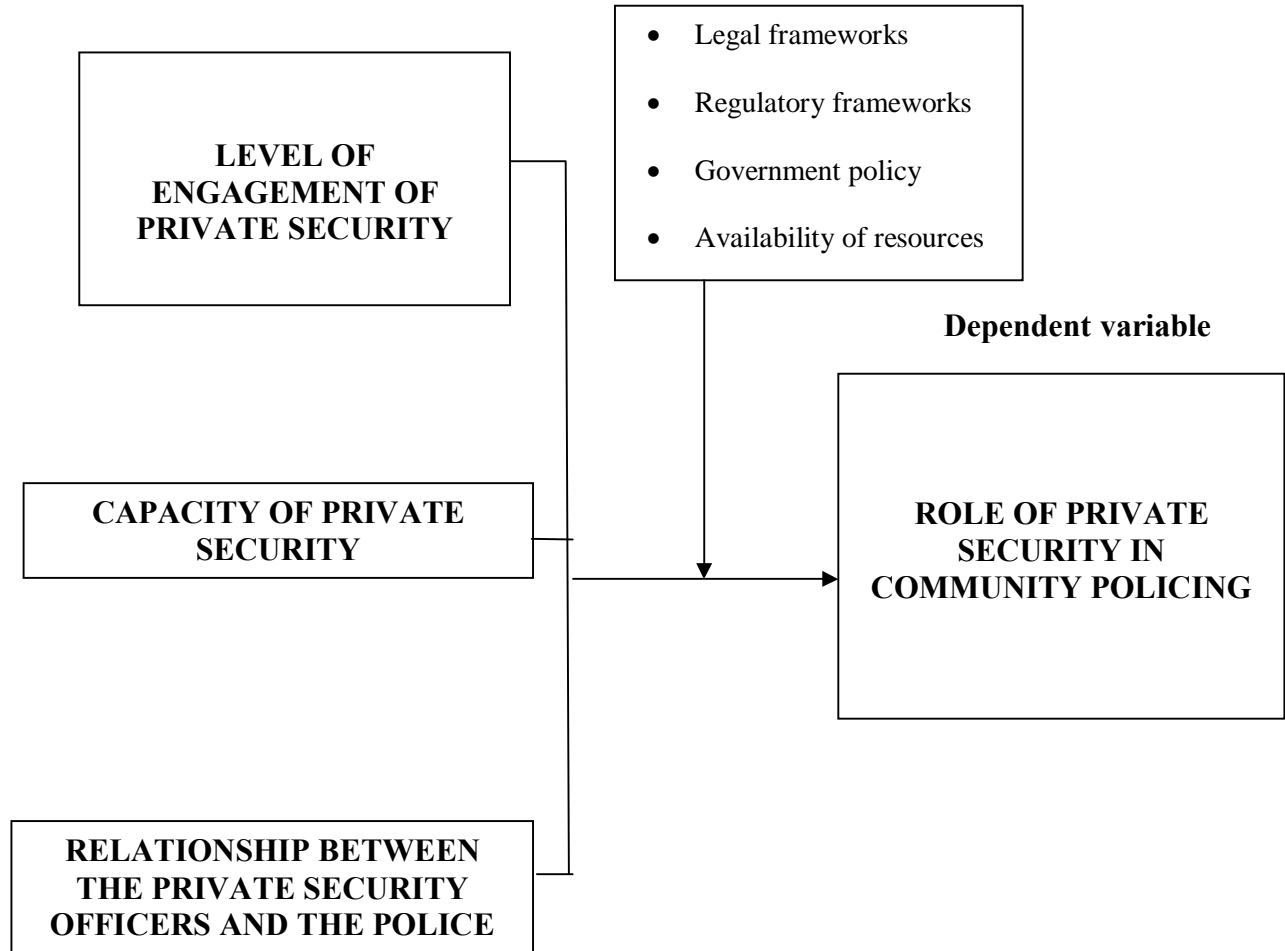
The conceptual framework presents the variables in the study and how they interrelate. The independent variables are level of engagement of private security guards in community policing, capacity of private security guards to participate in community policing and relationship between the private security guards and the police. The three independent variables influence the role of private security guards in community policing. The relationship between the variables is confounded by the moderating variables of legal frameworks, regulatory frameworks, government policy and availability of resources

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CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Introduction

Creswell (2003) defines methodology as a plan of action that links methods to outcomes. This section describes the methodologies that were used in carrying out the study. Research design, target population, sampling design, data collection instruments and data analysis techniques as well as sources and methods of data collection and analysis are discussed.

3.1 Site Description

Kiambu County is one of the 47 Counties under the Constitution of Kenya. It is located at the central region and has a population of 1,623,282 people as per the 2009 census. The County is predominantly rural but its urban population is increasing due to the rapid population growth in Nairobi. Several economic activities are practiced in the County including agriculture, real estate and tourism among, others. The study was conducted in Kikuyu Sub- County in Kiambu County which is located twenty kilometers North-west of Nairobi. It is bisected by the main Nairobi/Nakuru highway and it is has four administrative wards namely Karai, Kabete, Kikuyu and Kinoo. It has a population of about 265,829. Kikuyu Sub-County has two constituencies namely Kabete and Kikuyu. It is divided into administrative units of twenty eight sub locations and fourteen locations. Due to its geology and rich soil, a lot of livestock and crop farming is practiced in the area. Owing to its proximity to Nairobi, the area has seen over the years increased population from the city with majority of the people living in Kikuyu but working in Nairobi. The area is served by 116 Kenya Police Service officers and 195 Administration Police Service officers distributed in five Kenya Police Service Posts and twenty four Administration Police Service Posts. The ratio of the police to the public therefore is 1: 854 which is below the

UN recommended standard of 1: 400. The area has approximately 900 private security officers offering different security products and services in Kikuyu. Some of the security companies have registered with either KSIA or PSIA, while others have not registered with either of the associations due to financial constraints.

3.2 Site Selection

Kikuyu Sub County was selected as the area for the study due to the fact that a pilot project on community policing was carried there in 2010 under the auspices of the Police Reforms Implementation Committee and financed by the Sweden Government through a bilateral cooperation. The project was carried out for ten months and the evaluation report that was submitted by the evaluators indicated that crime had reduced within the area and that there was now an improved relationship between the police and the community members a factor which they attributed to the embrace of community policing in the area. However, in the implementation of the project, the private security was never identified as a exclusive group from the community in relation to community policing implementation. Consequently, they were viewed as part of the public and therefore were clustered together in the business community cluster. Consequently they were represented in the community policing committees by the representative from the business community. The area thus was selected so as to assess the role that the private security play in community policing and if their involvement in the pilot project would have brought more success in the project and the security of the area.

3.3 Research Design

The study adopted descriptive research design. Kothari (2004) defines a research design as what constitutes the blueprint for the collection, measurement and analysis of data. Further, Mugenda and Mugenda (2003), notes that a descriptive design can be used to collect information about peopleøs attitudes, opinions or habits. She further notes that descriptive designs are used to allow researchers gather, present and interpret information for the purposes of clarification. Cressell, (2008) stated that the descriptive survey method of research is to gather information about the present existing condition. This is because descriptive research involves gathering data that describe events and then organizes, tabulates, depicts, and describes the data collection. The emphasis is on describing rather than on judging or interpreting. The descriptive approach is quick and practical in terms of the financial aspect. The design was chosen because the researcher sought to analyze the role played by the private security in community policing in Kenya. Descriptive studies are not only restricted to fact finding, but may often result in the formulation of important principles of knowledge and solution to significant problems. The design was therefore deemed most efficient in analyzing role played by the private security in community policing in Kenya.

3.3.1 Unit of Analysis

Nachmias and Chava (2003) define the unit of analysis as the most elementary part of the phenomenon to be studied. Mugenda and Mugenda (2003) assert that the unit of analysis is units that are designed for the purpose of aggregating their characteristics in order to describe some larger group or abstract phenomenon. Singleton et al. (1988) also describe the unit of analysis as

õwhat or whom to be analyzed.ö The unit of analysis of this study was the role played by the private security in community policing.

3.3.2 Unit of Observation

The unit of observation of this study was what the researcher was able to observe and in this case it was the private security officers

3.3.3 Target Population

According to Kombo and Tromp (2006), a population is a group of individuals, objects or items from which samples are taken for measurement. Mugenda and Mugenda ,(2003) define the target population as the set of individuals, cases or objects with some common characteristics from which a researcher wants to generalize the results of the study. Further, Saunders, (2003), states that a population is a well defined or set of people, services, elements, events, group of things or households that are being investigated. While Creswell, (2008) defines a population as any set of persons or objects that possesses at least one common characteristic. In Kikuyu there are different companies offering different services and products but for the purposes of this study, the primary target population constituted both male and female private security officers drawn from different private security companies in Kikuyu Sub County, senior police officers, Administrators and religious leaders.

3.3.4 Sampling Procedure

Kombo and Tromp (2006) define sampling design as the part of the research plan that indicates how cases are to be selected for observation. The study used the probability and non probability

methods of sampling at various stages. Since it was difficult to get the exact number of the private security companies in Kikuyu, the study utilized purposive sampling method which is a non probability sampling method at the beginning of the study to select five security companies within Kikuyu Sub County as the sites of study. This was due to their wide coverage of the area and the fact that their companies had offices within the area.

Probability sampling method involved the use of the simple random sampling procedure. The researcher utilized the simple random method to select a sample population of 100 respondents from the selected companies.

For each selected company, the researcher selected 20 respondents using the simple random sampling method. The researcher got the number of employees from each company officesø and randomly selected the 20 respondents. This was done by the researcher giving a number to all the employees as per the employees register, and then small papers that were corresponding to the number of employees in a particular company were written and folded. The small papers were then put in a container and then the researcher picked 20 papers randomly from the container. The subjects corresponding to the numbers picked were then included in the sample. This process was repeated for all the five companies until a sample of one hundred respondents was obtained.

Further, the researcher purposively selected ten officers from the management team and ten from the field supervisors from companies registered with either PSIA or KSIA or those that were not

registered at all with the associations. A total of 20 officers were selected and they were included in the sample.

3.3.5 Sample Size

A sample size of 120 officers from the private security companies was used for the study. The sample comprised of 10 officers from the management teams, 10 from among the field supervisors and 100 from among the security guards. Table 2 displays the sample size.

Table 3.1 Sample Size

STRATUM	SAMPLE COMPANIES REGISTERED WITH KIPSA OR PSIA	SAMPLE FROM UNREGISTERED COMPANIES WITH KIPSA OR PSIA	TOTAL
Management team officers	3	7	**10**
Field supervisors	3	7	**10**
Security guards	20	80	**100**
TOTAL	**26**	**94**	**120**

The key informants comprised five officials drawn from PSIA and KSIA, five senior police officers drawn from the National Police Service, five Administrators and five religious leaders all selected purposefully. In total they were 20 key informants.

3.4 Sources of Data

The study used primary data collected directly from the private security providers to find out their level of engagement in community policing activities and hence find out if they play a role in community policing.

3.5 Methods and Tools of Data Collection

3.5.1 Qualitative methods

The study utilized qualitative method for data collection. The researcher conducted key informant interviews for the officials from PSIA and KSIA, senior police officers, administrators and religious leaders using an interview guide that had both open and ended questions as this enhanced an in-depth discussion

3.5.2 Quantitative methods

The study too used quantitative method of data collection which involved the face to face administration of questionnaires that contained both open ended and closed questions to the private security officers.

3.6 Data collection procedure

On securing authority to collect data for the study, the researcher administered the questionnaires face to face to private security officers and later collected the completed questionnaires after they were completed by private security officers. As the questionnaires were being filled, the researcher scheduled interviews with officials from KSIA and PSIA, senior police officers, administrators and religious leaders.

3.7 Pretest

It is important that the research instruments are pretested as a way of fine tuning them. This is vital as it enables both the reliability and the validity of the instrument to be determined. In an attempt to pilot and pretest the instruments, a pilot study was carried in one of the private

security in the location which was not to be included in the final study. The questionnaires and interview schedule were pretested using identical sample and data was collected a week before the actual data collection. The items in the research instrument found to elicit vague responses were removed in an attempt to improve the instruments.

3.8 Validity

According to Mugenda and Mugenda (1999), validity determines whether the research truly measures that which it was intended to measure or how truthful the research results are. In the current study, the researcher ensured validity in the research tools by asking a series of questions, and often looking for the answers in the answers of other research questions and found out whether the information given is consistent with the information expected. During the analysis of the data, the researcher validated the findings by rejecting the responses that were not consistent with the responses given by the particular respondent.

3.9 Reliability

Mugenda and Mugenda (1999), define reliability as the extent to which results are consistent over time and an accurate representation of the total population under study. Further, reliability refers to the extent to which the results of a study can be reproduced under a similar methodology. Reliability in the context of the current study was the extent to which items included in the research instrument yielded similar results across the two categories of the samples.

3.10 Ethical Considerations

In the process of carrying out the study the following ethical considerations were made:

- Honesty: The findings are reported with all the honesty and the researcher's opinions do not feature. The study presents the findings as they are without any manipulation or undue assumptions.

- Confidentiality: The responses gathered from the subjects were treated with utmost confidence to protect their privacy.

- Accuracy: The researcher presents the findings accurately and refrained from bias and subjective analysis of data.

- Accountability: The researcher was accountable in capturing and representing all the data and information collected objectively.

- Other considerations: The researcher obtained official permission to carry out the research in the locale of study from the Head of Sociology and Social Work Department from the University of Nairobi, heads of the private security companies, collected data from the private security officers and worked within the proposed time schedule.

3.11 Data Analysis

The data obtained from the questionnaires was edited, coded and entered in the computer for analysis with aid of statistical software. The study being descriptive required descriptive analytical methods which included percentages. To enhance clarity, the results were presented in tables, graphs and charts.

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter presents the analysis and discussion of the findings of the study. The objectives of the study were to determine the level of engagement of private security in community policing, to find out capacity of private security in supporting the implementation of community policing and to establish the relationship between the private security officers and the police. The study was of descriptive nature and thus the data was largely analyzed using percentages and presented using descriptive methods; that is, pie charts, bar graphs and frequency tables.

4.2 Social and demographic characteristics

This section analyses the characteristics of the sample of the sample of the study. This includes gender age, education, years of experience in the private security sector, income, uniform, hours of work and types of weapon utilized by the respondents.

4.2.1 Composition of the sample by gender

According to Figure 4.1, majority of the people who work in the private security sector are male 87(87%) and only 13(13%) of them are female. This implies that the sector attracts male employees more and thus it is male dominated. The respondents attributed this scenario to the fact that the society has labeled the private security as ̳watchman̓ thereby associating it with men. Consequently, most women are reluctant to join the profession due to the fact that they associate it with men. Additionally, they noted the long working hours and at times lack of adequate equipment and poor remuneration are conditions unfavorable thereby leading to few women being enlisted to serve in the profession (Wairagu, F.et.al, 2004). The supervisors noted

that because of the risk involved in their work and the lack of arms causes women to shun the profession.

Figure 4.1 Composition of the sample by gender
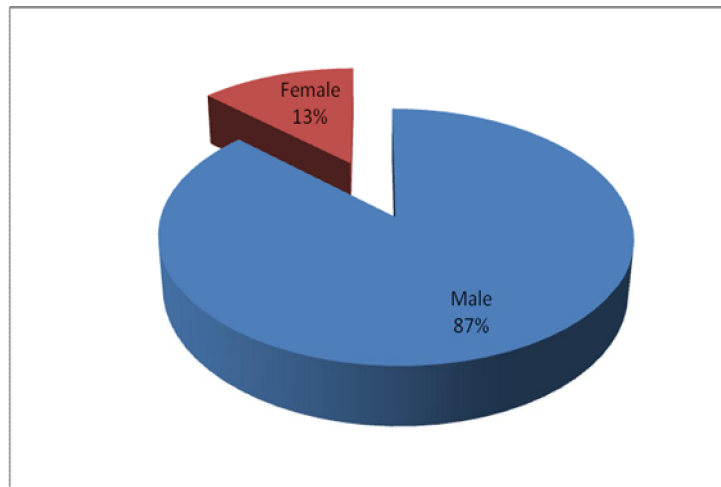
4.2.2 Composition of the sample by age

According to figure 4.2 majority of the security guards (91%) are aged between 20-35 years, 8(8%) are aged between 36-50 years, and only 1(1%) are aged over 50 years. The findings indicate that the sector mostly attracts youthful employees. This could be attributed to the high unemployment rates in the country and the fact that the work of private security guards is demanding a factor which is not favorable to people of higher ages. The managers of the private security companies attributed this to the fact that their work is demanding and hence the reason for the having more employees within the age of 20-35 years.

Figure 4.2 Composition of the sample by age of the respondent
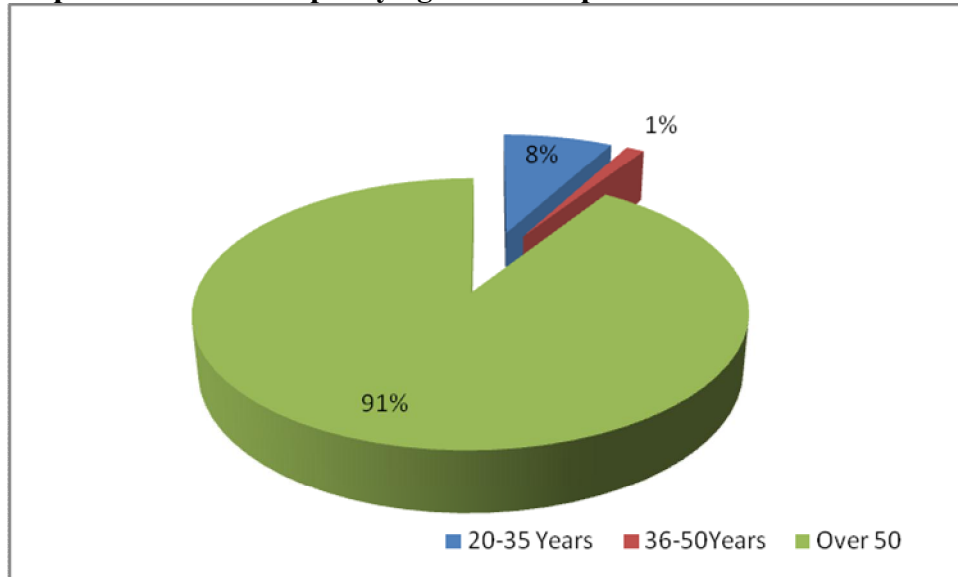
4.2.3 Highest level of education

According to Figure 4.3 majority of the security guards 60 (60%) have primary school education, 20% have secondary school education, and 10(10%) have tertiary education while 10(10%) of the security guards are semi illiterate. The findings indicate that majority of the security guards have low education qualifications while only a few have post-secondary level education. There were 60(60%) of the respondents who indicated their level of education to be of the primary level and 10(10%) of the respondents had no qualification. The respondents noted that due to the high unemployment rate within the country and the fact that they had to fend for their families, they were forced to work as security guards since the companies did not require higher qualifications. This finding resonates with what the managers from the security companies noted. The managers observed that they were forced to recruit employees who had lower grades as they can accept any salary that is offered to them since the salaries of the private security

providers are determined by the financial capability of the clients. They observed that people with higher qualifications would demand more salary which most companies cannot afford.

Figure 4.3 Highest Education Level
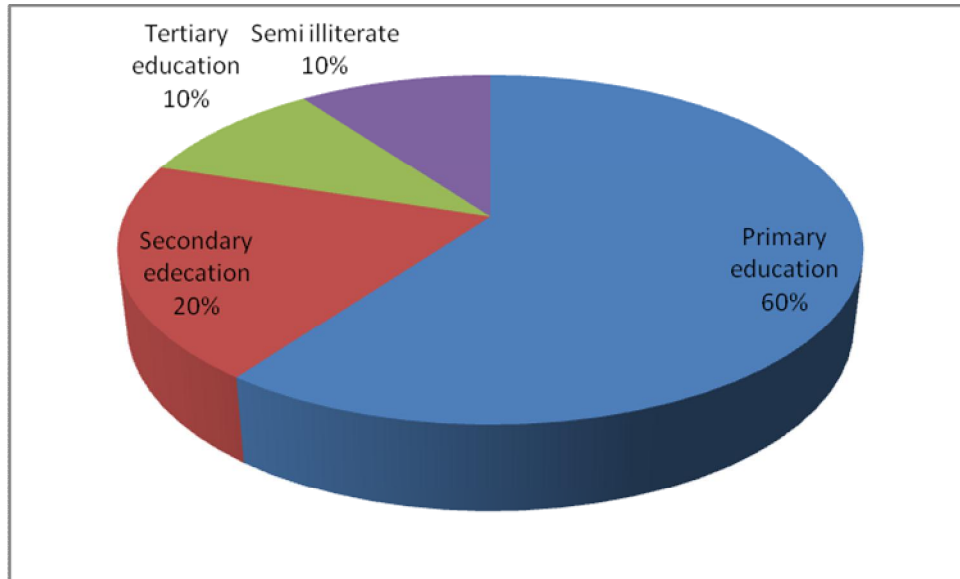
4.2.4 Average monthly income

According to table 4.1 majority of the respondents 54(54%) earn between 5001 and 8000 per month, 22(22%) earn between 8001 and 10000, 15(15%) earn below 5000, 7(7%) earn between 10000 and 15000 and only 2(2%) earn over 15000. Considering that the minimum wage in Kenya for day watchmen is Ksh 5217.95 and security guards earn Ksh 5000-8000, the findings of the study indicated that the staff in the sector largely earns a bare minimum of the recommended wages and there are cases where they earn less than the minimum wage. This disparity is explained by the fact that each Private security company decides on the minimum wage to pay their employees since there is no regulatory framework in Kenya. Further, the managers of the private security companies noted that salary determination for their employees is depended on the common bargaining agreement between the private security company and the

client, and further between the private security company and their employees who are to be deployed. This they noted is the reason for the varying salary scales among the employees from the different companies. However, representatives from KSIA noted that they encourage their members to abide by the minimum wage set by the Government of Kenya, though they do not enforce it on the members.

Table 4.1 Average monthly Income

Monthly Income (KSh)	n	% of respondents
Below 5000	12	12
5001-8000	84	84
8001-10000	2	2
10001-15000	1	1
Over 15000	1	1
TOTAL	**100**	**100**

4.2.5 Working hours

According to figure 4.4 majority of the respondents 32(32%) work for between 11-14 hours, 28(28%) work for between 7-10 hours, 19(19%) work for over 14 hours, 12(12%) work for between 4-6 hours and 9(9%) work for less than 3 hours. The findings indicate that cumulatively, most of the private security officers work for more than 8 hours per day. The respondents noted that normally they are supposed to work for a shift of 8 hours per day but at times they are forced to work overtime due to work dynamics. This finding concurs with Wairagu, F.et.al (2004) who noted that that many of the companies exist illegally, flout labor laws with impunity, mistreat their workers, and pay little attention to work ethics and service standards. Besides the long

working hours, the respondents also noted that they are only allowed to utilize a baton as the only weapon while on duty. However some of them noted that due to the nature of their work where at times they face armed gangsters, some of them use bows and arrows while on duty. The respondents unanimously indicated that they do not use firearms in their operations as they are not allowed by the Government and wished that the government could allow them to carry and use firearms. These findings concur with what Task Force on Police reforms led by Retired Justice Philip Ransley, GOK (2009) indicated that the Private security providers are not allowed to bear firearms, to have sirens or use bullet proof vests and jackets.

Figure 4.4 Working hours
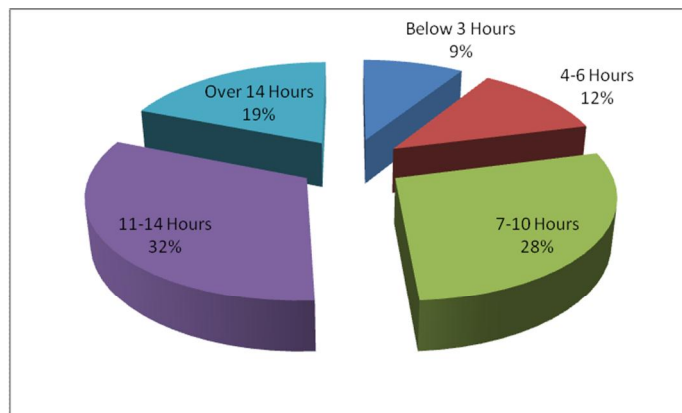
4.3 Private security engagement in Community Policing

The researcher sought to establish the ways through which private security providers are engaged in community policing. This included surveying the characteristics of the private security industry, their level of engagement and involvement in community policing as well as the determining the extent to which various aspects of their participation in community policing may add value to the effectiveness and efficiency of community policing.

4.3.1 Level of engagement in community policing

The study sought to establish the perception of the private security guards on the level of engagement in community policing. This included establishing the level of information sharing with the police, consultations on security issues, material resource sharing, joint operations as well as presence of formal cooperation with the police in community policing

Tables 4.2 summarize the perceptions of the private security guards on the various indicators of their engagement in community policing. On the various indicators of the level of engagement of the private security guards in community policing tested, majority of the respondents said the level was low (36.8%), (27.4%) said it was very low, 18.4% said it was average, (11.2%) said it was high and only (6.2%) said it was very high.

(42 %) respondents noted that the level of information sharing among the police and the private security was very low, while (36%) said it was low. This thus showed that majority of the respondents noted that the police and the private security do not share information. This they attributed to the fact that when the private security share criminal information with the police, most of the time they are arrested as accomplices to the criminals, or the police leak the information to the criminals thereby putting their lives at risk. Also that the police view them as inferior to them due to their inferior training and the fact that they are not armed as the police. Additionally, they noted that information sharing was one sided as the police never share with them any information since they regard them as untrained are suspicious of them and do not see them as partners in security. Consequently, the respondents noted that the police only expect the private security to share information with them and not the vice versa.

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These, the respondents noted was despite the fact that the community members entrust them with criminal information as they mistrust the police and that their deployment allows them to gather a lot of information concerning their areas. However, this crucial information they wield is never shared with the police. The representatives from KIPSA noted that they once tried to buy a radio that was placed in a police station in Nairobi so as to enhance information sharing among the two agencies, but the radio was never manned and ultimately it vanished.

On formal cooperation, (85%) respondents noted that it was low. This they noted is because of the mistrust existing between them and also lack of a clear regulatory framework and policy within the sector. Consequently, the police engage the private security at their own resolve and in no structured way. Hence their cooperation with the private security is ad-hoc and not formalized. Further the respondents from KIPSA noted that it had become difficult for them to secure a meeting with the NPS management for purposes of strategizing ways of cooperation among the two agencies. Further the officials from KIPSA noted that despite their contribution to security they are not members to the National Security Advisory Council (NSAC) in the country a factor which they attributed to the unstructured cooperation among the two agencies.

Despite the private security having important information on their areas of deployment, crime and criminals, the police do not engage adequately them in consultations on security issues as (71%) of the respondents noted that consultations with the police on security issues were low. This they attributed to the lack of a structured way of engaging with the police, the fact that the police see them as subordinate due to their inferior training and also the lack of liaison between the private security and the police. Besides, they noted that the two agencies are not confident of

each other thereby hampering information sharing. The police officers attributed these to the fact that there was no structured way of involving them on security issues and that most of the private security officers are not trained on handling and dealing with security information. Additionally, the police view that private security as part of the public and this therefore undermines their engagement. Also, the police see the private security as synonymous with a ―watchman‖ and therefore unskilled and knowledgeable on security matters.

The respondents noted that the police usually provide for them armed security while on cash on transit functions and as a result, (29%) indicated that material resource sharing among the two agencies was high while (39%) of the respondents noted that it was low. The respondents noted that the police ride in their vehicles when offering them security to cash on transit and also when responding to incidences. They however noted that the private security do not utilize police resources and as such the resource sharing was one sided. The informants from KSIA and PSIA noted that ―‖ our members have to provide the police with transport when they are providing them security for cash on transit or when responding to incidences‖. They too noted that though the police ride in their vehicles, their members have never enjoyed police transport and other police resources.

For joint operations, (48%) of the respondents noted that the police never involve them in joint operations. The times joint operations are carried out is during cash in transit and alarm response. This the respondents attributed to the fact that the police view them as part of the public which then undermines their engagement. They further noted that the police perceive them as inferior to them, untrained and do not recognize the role they play in terms of security of their areas. The

police on the other side noted that there is no mechanism for engaging the private security in joint operations and their engagement is dependent on a commander's discretion. The findings were echoed by the key informants who express the opinion that there is minimal engagement of the private security providers in community policing. They stressed on the need to engage the private security providers since they are widely deployed and would complement the role of the NPS in community policing.

Further majority of the key respondents noted that the private security aims at profit making and not for community service and thus most of the time they are loyal and more responsive to their clients more than the general public. As such, most of the private security officers identify more with their companies than the community since its from their companies that they earn a daily bread.

Table 4.2 Level of engagement in community policing

(N=100)

Level of engagement in community policing	Number and percentage of respondents					
	Very High	High	Average	Low	Very Low	TOTAL
Information sharing	2(2%)	8(8%)	12(%)	36(36%)	42(42%)	**100**
Consultations on security issues	5(5%)	9(9%)	15(15%)	42(42%)	29(29%)	**100**
Material resource sharing	10(10%)	19(19%)	32(32%)	21(21%)	18(18%)	**100**
Joint operations	13(13%)	17(17%)	22(22%)	31(31%)	17(17%)	**100**
Formal cooperation	1(1%)	3(3%)	11(11%)	54(54%)	31(31%)	**100**
TOTAL	**31(6.2%)**	**56(11.2%)**	**92(18.4%)**	**184(36.8%)**	**137(27.4%)**	**500**

4.3.2 Involvement in community policing activities

The study further sought to establish the frequency of involvement of the private security by the police in various aspects of community policing. The aspects were used as indicators of level of involvement in community policing. Table 4.3 summarizes the responses obtained.

According to table 4.3, majority of the respondents (45.9%) said they were never involved in community policing engagements at all, (24.9%) said that they are rarely involved, (15.7%) are randomly involved only when in distress, (9.4%) said they are never informed in advance but are normally called upon when a situation arises and only (4.8%) reported that they are always ready to support if called upon and therefore they do not wait for the police to call them. The responses therefore indicate that the private security providers are involved to a very small extent in community policing activities and engagements by the police.

For example, (62%) of the respondents indicated that they are never involved at all in identifying the communities key security concerns while (67%) noted that they were never involved in prioritizing communityøs key security concerns. This is despite the knowledge that private security have regarding their areas of deployment since their deployment is static as opposed to the police. This thus gives them an in-depth understanding of their areas including the security challenges affecting the areas and some of the criminals perpetrating the same. Besides, there are more private security providers in Kenya than police officers and hence their presence is more than the police officers. The respondents attributed this lack of involvement to the fact that the police have not considered them as a partner in security but rather categorizes them as the general ÷communityø As a result, the police do not receive reports from the private security

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providers concerning the security of their areas and neither do they get leads to criminal activities in the area from the private security.

Additionally, (54%) of the respondents noted that they are never involved at all by the police in gaining an in-depth knowledge of the community. This they noted is despite their static deployment which gives them an advantage of mastering their environment holistically more than the police. This they attributed to the lack of a structured way for coordination and cooperation among the two agencies which leaves the police with option of engaging the private security at their own desire. Consequently, the police loose on capturing crucial security information held by the private security providers.

Further, (41%) of the respondents noted that they are never involved at all in the establishment of the community policing committees while (48%) noted that they are never involved at all in joint community-police exercises. This they attributed to the lack of a structured way for coordination and cooperation among the two agencies and also the fact that the police have not identified them as a key partner and player in policing thereby treat them as the 'community'. The respondents noted that the police refer to them as watchmen a factor which undermines their interactions as the police perceive them as unskilled. As such the police engage the private security in community policing activities at their own discretion. The police observed that the private security providers are grouped together with the business community when it comes to community clustering for purposes of community policing committee representation and hence they are always represented in the community policing committees by the representative from the business community. The police noted that the community policing committees are

established from the village level to the police station level and that there are 204 community policing committees in the area and none has a private security person since they are represented by the business community representative. Consequently, the community policing committees lack the representation of the private security and so is their contribution. The key informants too noted that the private security are regarded as part of the public and that mostly they are represented in the community policing meetings by the representative from the business community.

These findings too resonate with the findings of Wairagu, F. et.al (2004) who noted that due to lack of a policy to regulate the sectors operations, it has become difficult for the companies to coordinate their activities with the National Security Institutions to help in controlling crime activities in Kenya.

Table 4.3 Frequency of involvement in community policing

Level of involvement in community policing	Number and the % of respondents					
	Never involved at all	Rarely, only when in distress	Randomly involved	Never informed in advance	Always informed and always support	TOTAL
Working with residents in the joint police community activities such as clean up exercise, bush clearing etc	48(48%)	28(28%)	14(14%)	8(8%)	2(2%)	100
Participating in security barazas	34(34%)	28(28%)	17(17%)	14(14%)	7(7%)	100
Supporting the community in establishing community policing committees and other structures	41(41%)	33(33%)	16(16%)	9(9%)	1(1%)	100
Attending community policing committee meetings	16(16%)	20(20%)	27(27%)	19(16%)	18(18%)	100
Gaining in-depth knowledge of the community.	54(54%)	21(21%)	14(14%)	7(7%)	4(4%)	100
Identifying communities key security concerns	62(62%)	21(21%)	9(9%)	5(5%)	3(3%)	100
Prioritizing communityøs key security concerns	67(67%)	17(17%)	9(9%)	5(5%)	2(2%)	100
Developing strategies to address community security concerns	56(56%)	25(25%)	14(14%)	3(3%)	2(2%)	100
Encouraging the community to share information with the police	34(34%)	27(27%)	21(21%)	12(12%)	6(6%)	100
Providing security sensitization programs to the local institutions such as churches, mosques, schools etc	47(47%)	22(22%)	16(16%)	12(12%)	3(3%)	100
TOTAL	**459(45.9%)**	**249(24.9%)**	**157(15.7%)**	**94(9.4%)**	**48(4.8%)**	**1000**

4.3.3 Extent of Value Addition

The study sought to establish the opinion of the respondents on how significantly they thought various aspects would add value to the cooperation between them (private security providers) and the police and the enhancement of community policing.

Table 4.4 shows that majority of the respondents (42.5%) were of the opinion that the factors tested would significantly add value to the cooperation between private security providers and the police towards enhancing community policing, (28%) significantly, (17.5%) insignificantly and only (12%) thought that they would add no value.

For example, (78%) of the respondents indicated that improving the understanding of each other would significantly improve their cooperation and therefore the enhancement of community policing. This they noted was because improved understanding would dissipate the mistrust, stereotypes and fragmentation among them and thereby leading to a more productive engagement. They further noted that this would lead to role definition of each of them and their scope of engagement thereby developing a more coordinated partnership.

Additionally, (89%) observed that the establishment of a liaison between the police and the private security would add value to the cooperation between them and the enhancement of community policing. The respondents noted that this would ensure that there is a linkage between the two agencies and still enhance information sharing among them through the liaisons. The respondents noted that having liaisons between them would address the challenge of leaking shared information to the police to the criminals. Besides it would enhance communication and

relationship among the two agencies by jointly holding meetings to consider strategic relationships that have the prospective of crime reduction within an area. Officials from PSIA and KSIA noted that there members have mostly been threatened by criminals for exposing them to the police and as such a liaison would address this challenge as the criminals will not know who reported them.

Also, (85%) of the respondents also noted that the establishment of a structured way of interaction would add value to the cooperation between them and the enhancement of community policing. This, the respondents noted would address the unpredictable engagement s between them and the police and also identify the functions and scope of the private security. Officials from KSIA observed that they have always tried to establish a structured way of engagement between their members and the police a task that has proved to be difficult.

Additionally, (78%) of the respondents noted that the enactment of a law regulating private security sector would add value to the cooperation between them and the enhancement of community policing. This is because the new legislation would recognize the private security sector as a key player and partner in the provision of security, define their roles, and responsibilities, ensure that there is a credible institution for licensing the private security personnel and specify the weapons if any the private security sector can use. That the law would provide for the regulation of conduct of the private security and the consequences of breaches which would make the private security more accountable for their actions. This, the officials from KSIA and PSIA noted that they had pushed for its enactment since 2003 and that they will not tire in pushing for its enactment.

Table 4.4 Extent of value addition to cooperation between police and private security providers towards enhancement of community policing

Aspect of cooperation	Very significantly	Significantly	Insignificantly	No value adding	TOTAL
Improve Understanding of each other	55(55%)	23(23%)	14(14%)	8(8%)	**100**
Establishing of structured way of interaction	52(52%)	33(33%)	11(11%)	4(4%)	**100**
Establishment of a liaison between the police and the private security	57(57%)	31(31%)	9(9%)	3(3%)	**100**
Define scope of functions for the private security firms	45(45%)	32(32%)	12(12%)	11(11%)	**100**
Improve training of private security	32(32%)	31(31%)	25(25%)	12(12%)	**100**
Increase accountability of private security	34(34%)	28(28%)	21(21%)	17(17%)	**100**
Improve selection criteria of private security personnel	12(12%)	19(19%)	36(36%)	33(33%)	**100**
Enactment of a law regulating private security firms	56(56%)	22(22%)	13(13%)	9(9%)	**100**
Establishment of communication system between security and police	48(48%)	33(33%)	12(12%)	7(7%)	**100**
Ensuring credible institution for licensing private security personnel	41(41%)	29(29%)	18(18%)	12(12%)	**100**
Provision for the promulgation, adherence and enforcement of code on conduct	35(35%)	28(28%)	21(21%)	16(16%)	**100**
TOTAL	**467(42.5%)**	**308(28%)**	**192(17.5%)**	**132(12%)**	**1100**

4.4 The Capacity of Private Security Firms

The study sought to establish the capacity and the endowment that can be exploited from the private security providers in order to enhance implementation of community policing. These include the aspects within the working environment in the private security providers, relationship between the private security providers and the police as well as the possible value adding aspects towards community policing.

4.4.1 Working Environment

The study sought to determine the strengths that can be harnessed from the private security sector to enhance effectiveness of community policing. The respondents were asked to indicate the level to which they agree or disagree to a set of statements deemed to measure the potential that can be harnessed.

Table 4.5 shows that cumulatively (29.1%) of the respondents agreed with the statements tested (12.2%) were neutral while (58.7%) disagreed with the statements. For that reason, (68%) agreed to the fact that there are more private security officers than police officers a factor which should be harnessed for purposes of enhancing security within the area. This large number of the private then can be exploited and the private security be seen as the ―ears and eyes ―of the police while the police are concentrating on other matters and then have enhanced information sharing among the two agencies. This finding resonate with the findings of The Task Force on Police reforms led by Retired Justice Philip Ransley, GOK (2009) which noted that there are approximately 430,000 security guards in Kenya who are thus more than the police officers in the country.

Additionally, (71%) of the respondents noted that the private security providers have more access information to security information than the police by virtue of their static deployment in an area which gives them the advantage of learning their areas, prevalent crimes and the criminal elements perpetrating the same. Besides, the respondents noted that more members of the public share with them security information since they lack trust with the police, but these information is never shared with the police. These too can be exploited by encouraging information sharing among the two agencies through the establishment of a liaison office, or the allocation of a radio channel to the private security providers for purposes of information sharing. This will enhance community policing as the police will be more proactive in their operations thereby building public confidence and trust from the members of the public while ensuring that security is guaranteed to all. The officials from KSIA and PSIA noted that their members have a lot of information concerning crime in the areas where they are deployed but they cannot share with the police because the police either leak it or victimize their members. These findings indicate that the police and the private security providers are endowed differently and that the effectiveness of community policing can be boosted if they pool their capacities together and harness their synergies. Most of the respondents nonetheless indicated that the police are better paid by them with only (1%) with a contrary opinion.

Also, (85%) of the respondents noted that the prevailing regulatory framework and policy guidelines on the operation of private security providers are inadequate. They noted that lack of a regulatory framework for the industry had led to the lack of a body responsible for licensing of the private security providers, lack of professional standards within the industry and the lack of clarity on the functions and scope of the private security providers among other salient issues.

Some officials from PSIA and KSIA noted that some police officers were the impediment to the enactment to the enactment of the Private Security Industry Regulation Bill since they saw them as offering them competition.

Moreover, the official of PSIA and KSIA noted that the private security had more resources than the police officers and especially so in terms of patrol vehicles. They noted that if modalities can be established, the same can be shared between the police and the private security providers for purposes of enhancing security. They noted that previously they had tried the same in Kilimani area of Nairobi, but the police were misusing the vehicles and so they withdrew the support. This response is however not in harmony with the responses from the private security where 71% of them noted that the police are more resourced than the private security officers.

Table 4.5 Capacity of private security providers (N=100)

Capacity of private security providers	(% of respondents)					
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	TOTAL
The numbers of police officers deployed in my locality is far much less than the numbers of private security officers deployed	42(42%)	26(26%)	14(14%)	10(10%)	8(8%)	100
Private security officers have access to more resources(e.g. patrol vehicles and equipment) than the police	5(5%)	9(9%)	15(15%)	42(42%)	29(29%)	100
Police officers enjoy more public confidence than the private security providers	7(7%)	11(11%)	18(18%)	29(29%)	35(35%)	100
Private security providers have more access to security information than the state security enforcers	43(43%)	27(27%)	12(12%)	11(11%)	7(7%)	100
The prevailing regulatory framework and policy guidelines on the operation of private security providers are adequate and enabling	1(1%)	3(3%)	11(11%)	31(31%)	54(54%)	100
Private security officers are better paid than the police	**0(0%)**	**1(1%)**	**3(3%)**	**3(3%)**	**93(93%)**	**100**
TOTAL	**98(16.3%)**	**77(12.8%)**	**73(12.2%)**	**126(21%)**	**226(37.7%)**	**600**

4.4.2 Value Adding towards Community Policing

Further, the study sought to determine the extent to which the skills, experience, equipment and knowledge would add value in community policing if shared between the police and the private security providers. Table 4.6 presents a summary of the responses obtained.

Table 4.6 indicates that majority of the respondents were of the opinion that the factors tested would significantly add value in community policing if shared between police and private security providers. These include crime mapping, crime scene management, gathering criminal intelligence, protection of life and property, crime enquiries and follow up, crime responses as well as detection and prevention of crime. The respondents noted that the private security have the capacity for information collection by virtue of static deployment in an area which gives them the advantage of learning their areas, the prevalent crimes and the criminal elements perpetrating the same. Besides, the respondents noted that more members of the public share with them security information since they lack trust with the police, but these information is never shared with the police. Officials from KSIA and PSIA noted that this information from the private security guards if effectively utilized by the police can be helpful in conducting crime mapping, crime response and enhancing the police capacity of intelligence gathering. Further, the key informants noted that they would appreciate if the police stepped in to offer their members training on crime scene management since most of the times they are the first responders to crime scenes and lack the knowledge of how to preserve the scene.

The findings echo what Williams, (2005) noted that there can be an enormous potential from an enhanced relationship between the police and the private security. This is because the police on their own cannot adequately prevent and control crime without the active participation of the

broader community. There is thus the need for a coordinated, cost efficient and holistic crime prevention and safety programs among the two agencies

Table 4.6 Extent of value addition to community policing by skills, experience, equipment and knowledge

(N=100)

Skills, experience, equipment and knowledge	Very significantly	Significantly	Insignificantly	No value adding	TOTAL
Crime mapping	65(65%)	24(24%)	9(9%)	2(2%)	100
Crime scene management	62(62%)	29(29%)	6(6%)	3(3%)	100
Gathering Criminal Intelligence	75(75%)	14(14%)	9(9%)	2(2%)	100
Protection of life and property	82(82%)	11(11%)	5(5%)	2(2%)	100
Crime Enquiries and follow up	49(49%)	28(28%)	14(14%)	9(9%)	100
Crime response	68(68%)	18(18%)	8(8%)	6(6%)	100
Detection and prevention of crime	57(57%)	21(21%)	16(16%)	6(6%)	100
Crime response	76(76%)	16(16%)	5(5%)	3(3%)	100
Apprehension of offenders	65(65%)	18(18%)	9(9%)	8(8%)	100
TOTAL	**599**(66.6%)	**179**(19.9%)	**80**(8.9%)	**42**(4.7%)	**900**

**4.5   Relationship Between Private Security Officers and the Police**

Finally, the study sought to survey the nature of the relationship between the private security providers and the police with a view of establishing the ways through which it may be harnessed in order to improve service delivery in community policing. These include evaluation of various aspects such as frequency of interaction with police, cordialness of interaction with police, trust, cooperation, resource sharing, information sharing as well as the presence of formalized relations with police.

4.5.1   Frequency of Interaction with Police

On the frequency of interaction between the police and the private security providers. Figure 4.5 summarizes the responses obtained.

According to Figure 4.8, majority of the respondents (41%) said the interaction between the police and the private security providers is a rare thing, (23%); very rarely and (6%) said the interaction between the two never happen. Only 30% of the respondents gave a positive response (17%) often and (13%) very often). The findings imply that the police and the private security providers rarely interact. Most of the interaction is when they jointly undertake in cash on transit duties. These findings resonate with the findings of Wairagu, et.al (2004) who noted that coordination and cooperation between the police and the private security is unstructured and often inefficient and ineffective. As such the police engage the private security in community policing activities at their own discretion.

Figure 4.5 Frequency of Interaction with Police
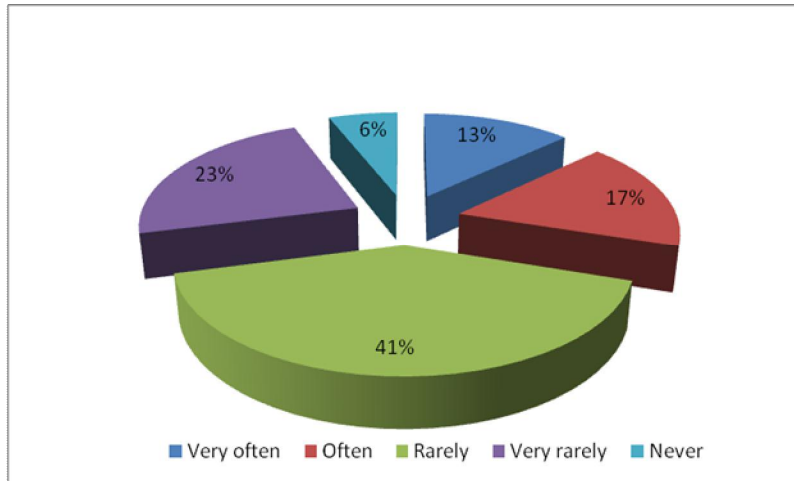
4.5.2 Joint operations between the police and the private security providers

To probe further into the nature of the relationship between the police and the private security providers, the researcher asked the respondents how often they carryout joint operations with the police. Figure 4.6 summarizes the responses obtained.

Majority of the respondents (35%) said that they hardly ever hold joint operations with the police, (22%) very rarely and (6%) said they never hold joint operations with the police. Only (37%) of the respondents noted that they hold joint operations with the police. This they attributed to the existence of an M.O.U between the private security and the police officers with regard to cash in transit functions. They observed that the police offer them armed security when carrying out the cash on transit duties. Additionally they observed that some police officers would accompany them when responding to incidences from their clients. Nonetheless, the respondents observed that during the joint operations, the police treat them as their subordinates and dictate what is to be done.

Further, (57 %) of the respondents noted that they hardly hold joint operations with the police. This they attributed to the lack of a regulatory framework and policy in the industry which then causes their interaction with the police being unformalized, unstructured and at the discretion of the police commander. As such, each commander will involve the private security in joint operations at their own will since there is law necessitating the same. Moreover, the respondents attributed this feature to the fact that the police view them as part of the ÷communityø and that they have never appreciated the unique role they play in terms of security. As well the respondents noted that the police officers often regard them as inferior to them due to their low standard training and the fact that they are not armed. The findings resonate with Abrahamsen, et.al (2011), who observed that coordination and cooperation between the private security and the police was unstructured, and often inefficient and ineffective.

Figure 4.6 Frequency of joint operations between police and private security providers
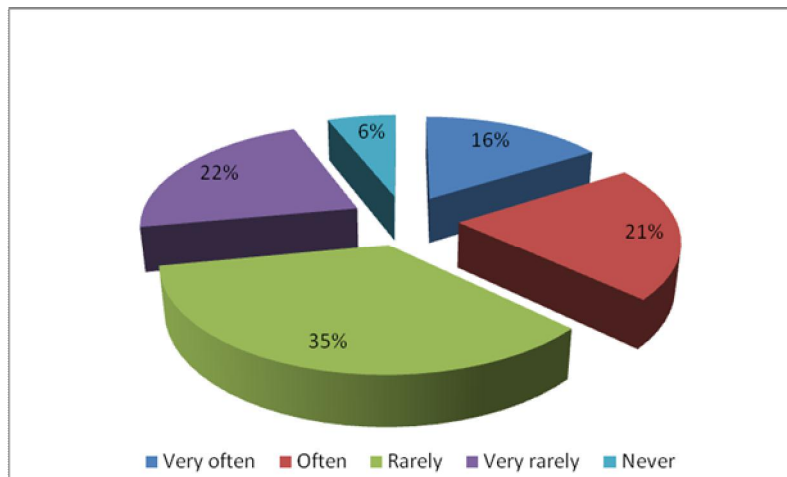
4.6 Existence of a formalized cooperation between the private security and the police

When asked whether they have formalized cooperation with the police, the private security providers gave the responses summarized in Figure 4.7.

Only (9%) of the respondents noted that there was a formalized cooperation between the police and the private security. The respondents noted that the cooperation was in the area of cash in transit where the police offer armed security to the private security at a fee. The other respondents (91%) said that there is no formalized relationship between the police and the private security providers. The key informants attributed this to the mistrust and suspicion between the police and the private security. As such there seems to be a weak and unformalized relationship between the police and the private security providers. These findings are in line with the assertions of Abrahamsen, et.al (2011) who noted that the relationship between private security providers and the police is characterized by lack of a clear regulatory framework for the private sector, and the absence of a clear and consistent policy framework. As such the police engage the private security at their own will and in no structured way. He adds that the cooperation with the private security is ad-hoc and not formalized. In addition, he says that the relationship between the police and the private sector is often characterized by competition and suspicion, and a lack of policy consistency undermines oft-stated desires to achieve greater coordination and effectiveness.

Figure 4.7 Existence of a formalized cooperation between the private security and the police
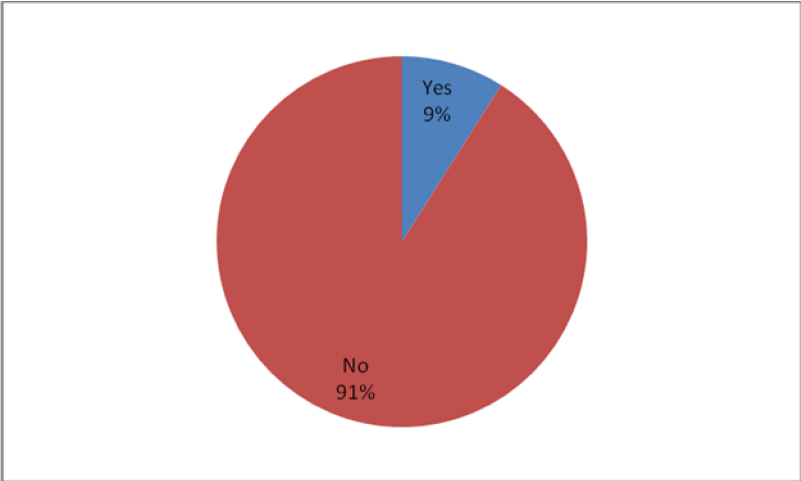
CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter addresses the summary of the findings of the study in relation to the objectives outlined in chapter one. It also presents the conclusion of the study together with the recommendations of the researcher based on the findings.

5.2 Summary of the Major Findings

5.2.1 Level of engagement of private security providers in community policing

The level of cooperation and information sharing between the private security providers and the police in fighting crime is low. This was attributed to lack of mutual trust between the two and perception of the police that private security officers have lower level of training and are poorer equipped. In community policing, the respondents perceived the level of engagement in it to be low due to low level of mutual trust and rivalry that exists between the two entities. Several synergies exist between police and the private security providers in areas where joint operations are carried out e.g. during state functions where private security guards participate in handling metal detectors for example among others. They were however of the opinion that the level of cooperation may be enhanced through joint training, regular joint security briefing meetings and crime mapping, physical and information resource sharing as well as reduced suspicion between the two entities.

5.2.2 Capacity of private security providers towards community policing

Each private security company offers prerequisite training for officers independently but there is no standardized training across the security firms. The resources and the equipments used by the private service providers include batons, CCTV camera, radio communication equipment, patrol vehicles. The respondents however noted that the equipments available to them are not adequate. There was a unanimous opinion that the law should be amended to allow the guards get access to fire arms and other sophisticated weapons. On the nature of prevailing regulatory, legal and policy frameworks governing the practice of private security providers in Kenya, the respondents noted that there is lack of comprehensive policy and regulatory framework on private security services and the respondents were of the opinion that the Private Security Bill needs to be enacted.

5.2.3 Nature of relationship between private security officers and the police

Majority of the respondents said the interaction between the police and the private security providers is a rare thing implying that the police and the private security providers rarely interact. Further, there was unanimous feeling that the police and the private security officers rarely hold joint operations and have no formalized cooperation. The findings of the study indicate that there exists a weak and unformalized relationship between the police and the private security providers characterized by lack of a clear regulatory framework for the private sector, and the absence of a clear and consistent policy framework.

5.3 Conclusion

The study sought to identify roles private security sector plays in community policing. This was achieved by determining the level of engagement of private security in community policing, finding out capacity of private security in supporting the implementation of community policing and establishing the relationship between the private security officers and the police. The level of cooperation and information sharing between the private security providers and the police in fighting crime was perceived to be low. This was attributed to lack of mutual trust between the two and perception of the police that private security officers have lower level of training and are poorer equipped. In community policing, the respondents perceived the level of engagement in it to be low due to low level of mutual trust and rivalry that exists between the two entities.

Majority of the respondents said the interaction between the police and the private security providers is a rare thing implying that the police and the private security providers rarely interact. Further, there was unanimous feeling that the police and the private security officers rarely hold joint operations and have no formalized cooperation. The findings of the study indicate that there exists a weak and unformalized relationship between the police and the private security providers characterized by lack of a clear regulatory framework for the private sector, and the absence of a clear and consistent policy framework.

5.4 Recommendations

5.4.1 Recommendations of the Study

Based on the findings of the study, it is recommended that;

- The Private Security Sector Bill is enacted in order to provide the private security providers better policy and regulatory framework coverage.

- Provide a standardized training to the staff in order to build more public and police confidence.

- To enhance the relationship and communication between the private security and the police, a higher level of liaison should be established between them. The police thus should be represented by a senior police officer at the meetings, while the spokes person from the private security coordinating body should represent the private security. The aim of the liaison meetings will be to consider the strategic relationships that that has the prospective of crime reduction. Additionally, at the local levels, the private security companies and the police commanders should establish strong partnerships

- To enhance cooperation and understanding between the police and the private security, a reciprocal training should be conducted in the two sectors. The controlling government agency of the private security should therefore set the selection and training standards for the private security. Besides, complaints from the private security should be closely monitored by a body set by the government so as to enhance accountability in the industry.

- Develop and diversify training curriculum for the private security providers in order to enhance their capacity to participate in community policing.

- To check on the fragmentation that exists within the private security industry, there is need for the government to establish a coordination body which represents the private security

- Guidelines for the cooperation between the police and the private security should be developed by the government so as to ensure that ethical behavior occurs.

- Strengthen regulatory bodies in the sector so as to ensure better working conditions for the staff in the private security providers. This will help boost their confidence as well as helping them take a more proactive approach in community policing.

5.4.2 Suggestions for Further Study

The current study focused on the role of private security providers in community policing. Further studies need to be conducted the effect of participation of private security providers on the efficacy of community policing, impediments to involvement of private security providers in community policing and the effects to private security participation on community policing to their clients.

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APPENDICES

APPENDIX I: QUESTIONNAIRE FOR PRIVATE SECURITY OFFICERS

I am a student at University of Nairobi pursuing a Master's degree in Criminology and Social Order in the Department of Sociology. Currently, I am carrying out a research on, *The Role of Private Security in Community Policing*. All the information will be used for the purpose of the study only, and will be treated with uttermost confidence. Kindly respond to all the questions as honestly as possible.

Your co-operation will be highly appreciated.

Thank you in advance

Instructions

Kindly use a tick ($\checkmark$) inside the brackets to indicate correct answer(s) where the answers are given in choices or provide the information required in the spaces provided.

1. Kindly provide details about yourself and your current job (Please tick as appropriate)

    i.   Your age_____

    ii.   Level of education_____

    iii.   Gross salary per month _____

    iv.   Working hours per day _____

    v.   Type of Weapon used _____

    vi.   Nature of uniform if any _____

    vii.   Your position

        Manager [ ]   Supervisor   [ ]   Guard   [ ]

viii. For how many years have you held your current position?

Less than one year [ ]   1-3 years   [ ]   3-5 years   [ ]   More than 5

years [ ]

  ix. For how many years have you worked in the security industry?

Less than one year [ ]   1-3 years   [ ]   3-5 years   [ ]

More than 5 years [ ]

SECTION B: LEVEL OF ENGAGEMENT IN COMMUNITY POLICING

2. In a scale of 5 where **1=VERY HIGH, 2 =HIGH, 3 =AVERAGE, 4 =LOW and 5= VERY

LOW**, rate your perceived level of engagement in the following aspects of community

policing.

ASPECT	1	2	3	4	5
Information resource sharing with the state security organs					
Consultations with police officers on security issues					
Material resources sharing with police for community policing					
Joint operations with the state law enforcement officers in community policing					
Formal cooperation with the state law enforcement officers in community policing					

3. To what extent has you/your firm been involved by police in the following areas? (Use five

point scale whereby

99

1=   Never involved at all,

2=   Rarely,

3=   randomly only when on distress,

4=   Never informed in advance that I would be needed, but every time when the situation occurs, I am normally called upon,

5=   The police has informed us and the company we will always support the, and therefore we don¢t to wait for them to call us.5=Extremely)

i.   Working with residents in the joint police community activities such as clean up exercise, bush clearing etc [1]   [2]   [3]   [4]   [5]

ii.   Participating in security barazas [1]   [2]   [3]   [4]   [5]

iii.   Supporting the community in establishing community policing committees and other structures [1]   [2]   [3]   [4]   [5]

iv.   Attending community policing committee meetings [1] [2]   [3]   [4]   [5]

v.   Gaining in-depth knowledge of the community [1]   [2]   [3]   [4]   [5]

vi.   Identifying communities key security concerns [1]   [2]   [3]   [4]   [5]

vii.   Prioritizing community¢s key security concerns [1]   [2]   [3]   [4]   [5]

viii. Developing strategies to address community security concerns [1]   [2]   [3]

       [4]   [5]

ix.   Encouraging the community to share information with the police [1]   [2]   [3]

       [4]   [5]

x.   Providing security sensitization programs to the local institutions such as churches, mosques, schools etc [1] [2]   [3]   [4]   [5]

4. To what extent do you think the following will add value in improving cooperation between police and security firm? Tick the appropriate number where

4= Very significantly

3= Significantly

2= Insignificantly

1= No value adding

    i.   Improve Understanding of each other[1]   [2]   [3]   [4]

    ii.   Establishing of structured way of interaction [1]   [2]   [3]   [4]

    iii.   Establishment of a liaison between the police and the private security [1]   [2]

        [3]   [4]

    iv.   Define scope of functions for the private security firms [1] [2]   [3]   [4]

    v.   Improve training of private security [1]   [2]   [3]   [4]

    vi.   Increase accountability of private security[1][2]   [3]   [4]

    vii.   Improve selection criteria of private security personnel [1] [2]   [3]   [4]

    viii.   Enactment of a law regulating private security firms [1]   [2]   [3]   [4]

    ix.   Establishment of communication system between security and police [1]   [2]

        [3]   [4]

    x.   Ensuring credible institution for licensing private security personnel [1]   [2]

        [3]   [4]

    xi.   Provision for the promulgation, adherence and enforcement of code on conduct by private security personnel [1]   [2]   [3]   [4]

SECTION C: CAPACITY OF PRIVATE SECURITY FIRMS

5. In your own experience, to what extent would your agree or disagree with the following statements?

CONSTRUCT	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
The numbers of police officers deployed in my locality is far much less than the numbers of private security officers deployed					
Private security officers have access to more resources(e.g. patrol vehicles and equipment) than the police					
Police officers enjoy more public confidence than the private security providers					
Private security providers have more access to security information than the state security enforcers					
The prevailing regulatory framework and policy guidelines on the operation of private security providers are adequate and enabling					
Private security officers are better paid than the police					

6. Between police and security firms, which would you consider to be more advantaged in the following

Element	Security Firms are more advantaged	Police are more advantaged
Training in community policing		
Community Respect and credibility		
Legal Powers		
Personnel Numbers		
Salary		
Knowledge and the community		
Motor vehicles		
Sniffer dogs		
CCTV and Alarm systems		

7. To what extent do you think skills, experience, equipment and knowledge will be value adding in community policing if shared between police and private security while carrying out the following responsibilities?

    4= Very significantly

    3= Significantly

    2= Insignificantly

    1= No value adding

   i.   Crime mapping   [1]   [2]   [3]   [4]

  ii.   Crime scene management   [1]   [2]   [3]   [4]

iii.   Gathering Criminal Intelligence   [1]   [2]   [3]   [4]

iv.   Protectio0n of life and property   [1]   [2]   [3]   [4]

v.   Crime Enquiries and follow up   [1]   [2]   [3]   [4]

vi.   Crime response   [1]   [2]   [3]   [4]

vii.   Detection and prevention of crime [1]   [2]   [3]   [4]

viii.   Apprehension of offenders   [1]   [2]   [3]   [4]

ix.   Community policing   [1]   [2]   [3]   [4]

SECTION D: NATURE OF RELATIONSHIP BETWEEN PRIVATE SECURITY OFFICERS AND THE POLICE

8. To what extent do you think that involvement on private security would have contributed to the effectiveness of community policing in the following? Tick the appropriate number where

    4= Very significantly

    3= Significantly

    2= Insignificantly

    1= No value adding

i.   Reduced neighborhood crime   [1]   [2]   [3]   [4]

ii.   Number of community partnerships formed   [1]   [2]   [3]   [4]

iii.   The number and types of security challenges solved [1]   [2]   [3]   [4]

iv.   Increased level of community participation in crime reduction and prevention efforts

                                      [1]   [2]   [3]   [4]

v.   Increased level of community resources devoted to community policing

[1]   [2]   [3]   [4]

vi.   Safety projects initiated by the community with minimal guidance from police

[1]   [2]   [3]   [4]

vii.   Decreased level of fear of crime (eg fear to leave home) [1] [2]   [3]   [4]

viii.   Community have a say on community policing   [1]   [2]   [3]   [4]

ix.   Increased information sharing   [1]   [2]   [3]   [4]

x.   Enhanced response to crime etc   [1]   [2]   [3]   [4]

9. How often do you interact with the police:

   a) Very often   (   )

   b) Often   (   )

   c) Rarely   (   )

   d) Very rarely   (   )

   e) Never   (   )

10. During the times you interact with the police officers, would you consider your interaction as

   cordial?

   YES   (   )   NO   (   )

11. How often do you have joint operations with the state law enforcement officers?

   a) Very often   (   )

   b) Often   (   )

   c) Rarely   (   )

   d) Very rarely   (   )

   e) Never   (   )

12. Do you have formalized cooperation with the state law enforcement officers?

YES   (   )   NO   (   )

If your answer in question 13 is YES, go to question 14. If your answer to question 13 is NO,

go to question 15.

13. In a scale of 5 where **1=VERY HIGH, 2 =HIGH, 3 =AVERAGE, 4 =LOW and 5= VERY**

LOW, in your own assessment, rate the following.

CONSTRUCT	1	2	3	4	5
Level of trust between the private security officers and the police officers					
Level of cooperation between police officers and the private security guards					
Level of information sharing between the state law enforcement officers and the private security guards					
Level of resource sharing between state law enforcement officers and the private security guards					

14. What according to you should be done to improve the relationship between the police and the

private security agencies?

15. Do you think there exists suspicion between the private security and the police?

YES   (   )   NO   (   )

END

Thank you for your participation in completing this questionnaire.

APPENDIX II: INTERVIEW GUIDE FOR SENIOR OFFICERS IN THE PRIVATE SECURITY COMPANIES

1. What services does your company offer?

2. Who are the main clients for your company?

3. What is the registration procedure for a new private security company?

4. Briefly describe the nature of training that your employees undergo.

5. Which resources (e.g. patrol vehicles, fire arms e.tc.) do your employees use when carrying out their duties?

6. How would you compare the level of confidence that the members of public have in the private security providers and the state law enforcement officers?

7. Comment on the nature of the prevailing regulatory, legal and policy frameworks governing the practice of private security providers in Kenya.

8. How would you compare the private security providers and the police on the basis of the following:

    i.   Level of cooperation

    ii.   Trust/ Mistrust

    iii. Access to information on security issues in their areas of jurisdiction

    iv.   Level of information sharing between them

9. How would you rate the level of engagement of private security providers in community policing?

10. In your own opinion,

    (a) What synergies exist between the private security providers and police officers in community policing?

(b) What according to you are the possible areas of cooperation between the private security providers and the police in community policing?

11. How would the relationship between the state security providers and the police be enhanced?

12. Suggest on the improvements needed on the policy and regulatory frameworks governing the private security providers in order to enhance their participation in community policing.

APPENDIX II: INTERVIEW GUIDE FOR KEY INFORMANTS

1. How would you rate the level of engagement of private security providers in community policing?

2. To what extent in your opinion are the private security providers equipped to be able to participate effectively in community policing?

3. What are the factors influencing the participation of the private security providers in community poling?

4. How can the private security providers be engaged more in community policing?

5. What are the challenges/ hindrances in cooperation between private security providers and the police?

6. What synergies exist between the police and the private security providers towards effective community policing?