



TECHNIUM
SOCIAL SCIENCES JOURNAL

Vol. 8, 2020

**A new decade
for social changes**

www.techniumscience.com

ISSN 2668-7798



9 772668 779000

Examining Commercialized Security Industry's Services on National Security in Nairobi County, Kenya

Gerald Mutonyi

Kenyatta University, Nairobi, Kenya
mutonyig@gmail.com

Ann Merecia Sirera

Kenyatta University, Nairobi, Kenya
amsirera@gmail.com

Wangari Mwai

United States International University, Nairobi, Kenya
mwaiwang@gmail.com

Abstract. Maintenance of security and good order for the citizens, had traditionally been undertaken by the state. However, non-state actors have come up to offer security to those who can afford to pay for it. And this is the liberalists view of the provision of security that, the pursuance of security can be achieved with the involvement of other actors offering the same. Despite this development, few studies have examined commercialized security industry services on national security in Kenya. Using Security Governance theory and Network Analysis theory, this study sought to understand the topic. The study took on a cross sectional survey design, and was carried out in Nairobi with the adult residents as the target population. A multistage sampling technique was employed to obtain the respondents. Questionnaires, scheduled interviews and structured observation were used to collect data. The Statistical Package for Social Sciences (SPSS version 25, 2017) was used in data management and analysis. The results demonstrate that (1) Manned guarding significantly contributes to the 26 % of outcome of the commercialized security $B = .260$, $\beta = .135$, $P = .007$; (2) Alarm and Electronics 22.9 %; $B = .229$, $\beta = .224$, $P = .001$; (3) CVIT security service contributes significantly and positively at 10.8 %; $B = .108$, $\beta = .118$, $P = .018$. While commercial investigative security service 3.6 % ($B = .036$, $\beta = .084$, $P < .103$ although it was not significant. The study concluded that, commercialized security though motivated by profit making plays a significant role that enhances state capacity in provision of security as well as contributes to safety of citizens. Thus the study recommended that, there should be efforts to increase the usage of commercialized security investigation service. It is expected that the findings of this research will provide data that can be used to inform policy and practice amongst commercial security providers to increase their impact on national security in Kenya. The data can also stimulate the academic community towards more research in the field.

Keywords. Commercial security; Commercial security services; Security; National Security.

1. Introduction

In the contemporary concept of commercial security, we are witnessing the rebirth of services, and the commercial security firms (CSFs) are increasingly integrating services into their

product offerings. Globally, there is a very strong view that this integration of services, has been a consequence of the incapacity of traditional protective agencies to provide the type of tailored services that CSFs have been able to offer its clientele (Anyanwu. 2012).

To answer this call, there has been growing interest in customer value among both practitioners and researchers. According to Murtonen, *et al* (2012), for service providers, the growing interest in customer value means a need for, before a value proposition is created, a better grasp of the underlying factors and mechanisms that affect customer significance perceptions (for instance, they must identify significance drivers). In the commercial security industry, this could mean a movement towards more specialist, customized, and even knowledge intensive business services, such as the design of complex yet inter-operable alarm and surveillance systems, security consulting, investigation and training, and cash and valuables storage.

For the researchers, the growing interest in what the services value means for the security and safety of the people and their properties. However, there is a real gap, between the benefits of commercialized security services to the people and their properties. The services result with an outcome for the customer. We can take a simple example to illustrate this view: a CCTV system is used for surveillance in areas that may need monitoring such as office spaces, and shopping malls. The immediate results of such data analysis are: unwanted objects are identified, breaches are noticed and further actions can be taken at the earliest possible stage. Unquestionably, this is extremely useful and beneficial to the customer. However, the cumulative role of commercialized security services on national security remains unclear.

2. National Security

The delivery of security as the most vital responsibility of the state was swayed by the opinions of Max Weber. The 'Weberian State' had the dominion on the valid use of physical violence (Philipp & Lemay-Hébert, 2016). This was founded on Hobbes theory of social contract where by the inhabitants gave up their ordinary right to practice violence, and in return their security objectives were to be assured by the state (Krahmann, 2018). The implementation of these objectives is what is referred to as national security. National security depends on real security threats, regional dynamics and many other factors, for example countries like Israel and Austria which have completely different security requirements and concerns and thus level of defense spending and requirements for their armed forces (Ondrejcsák, 2014).

The traditional view on national security implied that a state, under normal circumstances, would be able to identify an external threat, as well as to develop mitigating strategies to be able to withstand such a threat (Pienaar, 2014). When discussing the USA national security, Sarkesian *et al* (2013) states that, "it's the ability of the USA national institutions to prevent adversaries from using force to harm Americans or their national interests and the confidence of Americans in this capability". Ondrejcsák (2014) on the other hand when discussing National Security Strategy of Russian Federation, points out that, national security involves the protection of state and its citizens, but also the need to improve the living standards of citizens and increase economic growth. Accordingly, in its National Security Strategy (2013) Japan's national security interests are, to maintain its sovereignty and independence, to defend its territorial integrity, to ensure the safety of life, person, and properties of its nationals, and to ensure its survival while maintaining its own peace and security grounded on freedom and democracy and preserving its rich culture and tradition.

South African national security shall be pursued chiefly through the realization of the political, economic, social, and cultural rights and needs of South Africans, and through efforts to promote and maintain regional security (Louw, 2010). There is an inclusion of the element

of promotion of regional security. The Constitution of the Republic of Kenya, Chapter 14, section 238 highlights that the national security of Kenya's territorial integrity and sovereignty, its people, their rights, freedoms, property, peace, stability and prosperity, and other national interests is the responsibility of government (Constitution of Kenya, 2010). The national security organs to protect the country are, the Kenya Defense Forces, the National Intelligence Service and the National Police Service. The government of Kenya is therefore perceived to enjoy the monopoly of the legitimate provision of security.

It therefore appears that provision of security is the most important responsibility of any government. These may include physical safety, economic welfare, autonomy, and psychological well-being. However, the progression of societies and the intricacy of urban setting increased calls of security leading to alternative approaches of security. Therefore, the national security alone barely was adequate to provide security in a ways consistent with progressive objectives. Increased pressure on the national security agencies resulted in the commercialization of some of state security agencies functions, with the commercial security industry (CSI) filling the gaps created as the state security agencies get overstretched (UNODC, 2014).

Similarly, Boemcken (2011) has claimed that, state institutions have been inadequate in guaranteeing equal circulation of security to all inhabitants of the society. The state might consequently concentrate personalized delivery of security to its vital installations and some residents, while the other residents and their assets are placed in a one fit all circulation of security despite the fact that their security needs are varied. A number of studies for example Bruce (2013) have connected the development and enlargement of commercialized security industry markets with insufficiencies in the capability of states to effectively distribute security-related services. Second, the occurrence of the increase of transcontinental movement of capital, goods, services, and people, which has been boasted by the expansion of the economic liberalization, has decreased the significance of the state's regulative authorities (UNODC, 2014). For that reason, a variety of performers are overtly considered upon to complement the supply of security services (Nemeth, 2012). Perhaps, the utmost significant of these performers is the commercialized security industry (CSI), which has developed widely in both developed and developing countries (Sparrow, 2014).

3. Commercial Security Services

The commercialized security industry consists of businesses that provide some features of security/policing services while being motivated by profit margins (Nemeth, 2012). Boemcken (2011) and UNODC (2014) have described the commercialized security industry as subscription-paying service with the aim of protecting people and their assets. It was therefore important to address the services of commercialized security industry on national security.

Historically, the commercialized security industry was most important in its role in the history of the USA, and its development has stretched since the 19th century. The U.S. railroad systems, the great westward expansion of America in the 1840s and 1850s, and expansion of the commercial and industrialization sector, were the key influences in the 19th century which contributed to that growth of the commercialized security industry (Wolmar, 2012). Trains every so often ferried large reserves of cash and valuable minerals as they passed through landscapes that were thinly inhabited thereby providing robbers with plentiful of isolated areas perfect to initiate a robbery (George & Kimber, 2014). This impelled the railroad proprietors to take fights back to the robbers, in order to protect their businesses by having armed commercial security personnel riding with the trains, and even modified fortified carriages which are the forerunner of the current reinforced cash and valuables in transit vehicles (George & Kimber,

2014). Likewise, there was the transportation of cargo on both sides of the Missouri River led Henry Wells and William Fargo in 1850 to form Wells and Fargo (Strom, *et al*, 2010). In principle it is the need for people to safeguard their treasured possessions that provided the motivation for investing in commercialized security industry (Strom, *et al*, 2010). Ever since, the CSI in the USA have been involved in a variety of services, comprising correctional facilities management, manned guarding, alarms, cash and valuables in transit, systems integration and management, security consulting, pre-employment screening, and information security (Prenzler & Sarre, 2012).

Decades ago, night watchmen and night guards were providing security to residents in the cities of central Europe. Additionally, in house security personnel were common in industrial establishments during that era (Strom, *et al*, 2010). For example, in Britain, they were residential patrols run by Henry Fielding, who was being paid by the businesses (Prenzler & Sarre, 2012). The exact facet of the size and development of the commercial security industry in Australia followed a worldwide movement of considerable evolution in security services during the last three decades of the 20th century (Prenzler & Sarre, 2012). There are some of two main factors that appear behind this growth. First, according to Prenzler and Sarre (2012), it is the demand by the market, partially in reaction to abrupt rises in criminality from 1960s, and the ongoing extraordinary levels of law-breaking. However, the information on the services of which commercialized security has to crime control in Australia is narrow. Second, another factor was the change in consciousness away from dependence on police to a mindset of self-protection (Prenzler & Sarre, 2012). Self-protection is a notion of human security in which the people are expected to be involved in the obligation of their own personal security. Hence the in Australia, need the commercial security firm's (CSFs) personnel are involved in crowd control, patrolling and guarding facilities, security of courts, risk management, gathering of evidence, and case investigation (Nemeth, 2012). However, inquiries into the commercial security industry conducted by the Australian Crime Commission and the New South Wales Independent Commission against dishonesty recognized the services of commercial security as having the potential for criminal activities and the infiltration by organized criminal gangs (Prenzler & Milroy, 2012). This raises the question as to what is the effect of commercialized security services on the national security of Australia.

In Africa, the commercial security services are in most of the countries such as South Africa, Nigeria, Tanzania and Kenya. According to Adegboyega (2012) and Asomah ((2017), the expansion of commercial security services in South Africa can be attributed with the escalation of crime. Accordingly, most security companies in South Africa offer the following security services: guarding, armed response, cash management, electronic installers such as CCTV systems, electronic manufacturing, close protection, event security, locksmith, and security systems (Kole, 2015). The services of the commercialized security industry in Nigeria has to some extent, complemented the actions of the police (Inyang & Ubong, 2013; Mkilindi, 2014). In Tanzania, the police force collaborates with the CSI to offer security services to government buildings and institutions such as the Bank of Tanzania, government buildings, various companies and forex bureaus (Abrahamsen & Williams, 2005). Commercialized security services in Africa, appear to have been embraced.

In Kenya, the development of the commercialized security services was pegged on the deterioration of the state capacity which commenced in the late 1980s, going on during the course of the 1990s (Williamson, 2004). This was an era of deteriorating economic success in Kenya and numerous African countries, as state spending and investment reduced radically to adapt to Washington Consensus. According to Williamson (2004), the Washington consensus was grounded on foreseen supportive strategies to support the developing countries bring

around their economies and be competent to repay their debts (Robertson, 2008). A variety of strategies, collectively branded as structural adjustment policies were established (Sirera, 2008). These policies advocated for liberalization of inward foreign direct investment, reduction in state investment via privatization of state enterprises, and deregulation: abolition of regulations that impede market entry (Symoniak, 2011). The result was the underfunding of the state security apparatus hence losing the ability to deliver services, including the provision of security (Kaguru & Ombui, 2014).

Overall, the provision of commercial security services appears to be an outgrowth of increased security demands which made it difficult for the states to offer security to their own citizens (Bruce, 2013). This would therefore suggest that, commercialized security services were foreseen to supplement the state determinations in maintaining safety in Kenya. Among the services that the CSFs offer in Kenya are, manned guarding, alarms and electronics services, cash and valuables in transit (CVIT), close protection of assets, security consultancies and investigation services. It is against this background that it important to examine how commercial security services in Kenya, have impacted on national security.

4. Literature Review

Commercial security services are witnessing a revolution as the industry is very much integrating its products to the customers. This is as a result of the incapability of the state security apparatus to provide customized security services to the citizens (Anyanwu, 2012). In most parts of the world, security is increasingly everyday being assigned to the uniformed security guards. From the beginnings of 1990s, CSFs have quickly enlarged, providing manned guards and in most cases outnumber the state security agents (Gumedze, 2015). These are the security personnel that the public comes in contact with most frequently in both the private and public areas. Manned guards detect, deter, delay, and report which is a powerful activity while not having any greater authority than any ordinary people rights of arrest (Howie, (2014).

Commercial manned guards in public areas are charged with: security networking, Closed-circuit television (CCTV) monitoring, filling of forms, liaising informally with the state security agencies, and sharing information for state security agencies investigations (Gumedze, 2015). Indeed, Stenning (2009) argued that in a current scenario, it is very difficult to show any responsibilities of the state security organs that are not, in some situations, taken over and performed by manned guards in democratic communities. Berg (2007) argued that the manned guards' close resemblance with the state police, participate in key roles of the prevention of crime through their presence and status. Similarly, manned guards were found to be riding public buses and patrolling the downtown streets in the maintenance of order, suppression of gang violence, and providing a visible presence thereby enforcing security (COPS, 2009). The commercial manned security carries out daily security management of people and goods crossing between the West Bank and in Israel, and between the Gaza Strip and Israel (Ronen, 2010). They ensure that nothing and nobody prohibited gets access to Israel. Therefore, the surveillance strategies carried out by commercial manned security guards, are much more than a policing approach (Montgomery & Griffiths, 2015). But instead, they are a center factor of wider strategies of security management that are important to the success of managing public areas.

Adegboyega (2012), studied the development of manned guards and their limitations to security management in Nigeria. He observed that, although manned guards have managed, to some degree complement the undertakings of the state police in security management, they are faced with challenges, like not being armed with firearms whereas they encounter offenders who are in possession of firearms. This significantly diminishes their capacities to successfully

deliver essential services to secure their customers. While the above studies examined manned guard's duties, evolution and their limitations, this research aimed at examining the impact of the manned guarding service on national security.

Studies have been done on alarms and security devices on their impact in the prevention of burglars. From a sampled 1513 burglars imprisoned in Kentucky, Ohio and North Carolina, about 60 percent agreed that the presence of an alarm device would discourage them from making a burglary attempt on a facility (Blevins, *et al*, 2012). Similarly, of the studied 82 offenders in a community in Southern England identified through snowball sampling, it was found out that 84 per cent rated the installation of an alarm system outside a facility as a deterrent (Hearnden & Magill, 2004). Also according to Grove, burglary deterring alarms that have been fitted to homes previously burgled, prevented a repetition of burglary decreasing the overall rates of burglary (Grove, *et al*, 2012). Applying Security Impact Assessment Tool (SIAT), to estimate the effectiveness and efficiency of security devices against burglary, it effectively indicated that the relative risk of burglary amongst residential with an alarm system was half the overall risk of burglary (Tseloni, *et al*, 2016). This implied that residents without alarms systems, have twice the risk of burglary than the others. A combination of four devices: CCTV, door locks, window locks, external lights, or security chains, with an addition of an alarm, offer 34 times effective security against burglars than those having no alarm devices (Tseloni, 2016). Residents having no alarm security devices or of low-level quality, have 7 times and 75 per cent respectively, more burglaries attempt than residents with alarm security device that are high-level quality (Pease & Gill, 2011). Similarly, the crime drop experienced throughout the Western world in the last decade of the twentieth century can be attributed to in terms of advantages enjoyed by preventers, notably via enhanced security innovation (Ekblom & Pease, 2014).

A commercial fire alarm system was developed that was to be intelligent to meet the modern needs (Hussam, 2012). His primary purpose for the system was to provide an early warning of fire so that people can be evacuated and immediate action can be taken to stop or eliminate the effects of fire as soon as possible.

In contrast, findings that were grounded on their analysis of multiple surveys in years of the British Crime Survey, with a yearly sample size totaling over 40000, found that alarms devices have become associated not with decrease but with increase in burglaries (Tilley, *et al*, 2015). A research by Cromwell and Olson (2006) on offenders about how they made decisions relating to the offences they committed, found that over half of the respondents were not deterred by alarms and that it was clue as to a resident affluence. Similarly, in a simulation of a residential situation, offenders were asked (and householders who were a control group) to give ratings to five houses on how they attract as burglary targets. A third were put off when the target was hardened especially with the alarms, while the other group confirmed that higher level of security, informed that there was a lot to protect (Taylor, 2014).

These studies have either associated alarm and electronic devices to with increase of security and also with heighten burglary attempts due to the perception of valuables inside. However, the current study intended to examine the impact of alarm and electronic devices on national security among the residents of Nairobi County.

The transport of valuables is well-known as a backbone of economies and also as a major determining security factor of a nation. Cash and valuables in transit is the delivering cash to where it is needed in desired denominations to different places, as per the desire of the owner (Oppong, 2017). The need for a secure and reliable transport of cash and valuables has existed from the beginning of trade in precious commodities and metals, and has grown with the inception of currencies. Cash and valuables in transit (CVIT) services provides transport,

delivery and receipt of valuables such as cash, securities, jewels, and other financial instruments using armored or non-armored vehicles (Lance & Loui, 2010). Currently, CVIT has grown with the changes of banking management where widely dispersed Automated Machines (ATMs) have to be serviced.

Cash and valuable in transit protection helps organizations to mitigate against any loss of money and valuables during travel (Burgess, 2018). Unfortunately, due to the nature of the CVIT service, crime is a real challenge and the industry has suffered significant losses following attacks against cash centers and couriers. Accordingly, delivering cash is a dangerous job and the riskiest part is when the crew are outside, carrying cash from the customer to the vehicles or the other way around (Safe Work Australia, 2015). As a result, the industry invests a huge amount in security measures to combat robbery and new technologies are constantly being explored, tested and employed. These include protective equipment and enhanced training for couriers. CCTV and body cameras, DNA dye and glue, to protect cash and target hardening measures in cash centers, on vehicles and at ATMs (Burgess, 2018). This investment has assisted in reducing successful attacks and rendering much of the money stolen unusable where attacks do occur. As such, the safety of the crew, customers and their valuables are kept out of danger. But the study did not show how the measures used by the CVIT service providers is helping organizations to secure against any loss of money and valuables in South Africa, was impacting on national security.

In contrast, some studies have shown that, CVIT security crew were mostly used by the robbers to get inside information on how to rob the CVIT vehicles on the highway (Thobane, 2014). It has been reported that, most cash and valuables in transit robbery incidents, involved criminal behavior of CVIT security guards (Kangootui, 2014). This negates the very security provision that this sector of the economy provides to the nation. These two studies were carried outside Kenya, and involved armed guards but the current study sought to find out the impact of cash and valuables in transit on national security among unarmed CVIT crew.

Many CSFs have created investigative abilities and they collect data and evidence, which can be used for in prosecution of cases. The services provided by commercial security investigators include, for example, forensic accountancy, IT services, asset tracing, and prevention tactics. Investigation involves gathering, locating, and using information to arraign suspects to a court of justice (Hess & Orthmann, 2012). Whereas commercial investigation is the legal search for individuals and items to recreate the conditions of an unlawful act, arrest or get to identify those who are guilty, and assist in their prosecution (Nkashe, 2015). While an upset spouse may capture pictures or video of their cheating spouse, this evidence may not be considered valid by a court of law (Vaidyanathan, 2011). The validity of such evidence is concrete when gathered by an investigator. Some of the incidents may be (alleged) criminal behavior such as fraud, but they may just as well be about behavior that is considered unwanted rather than criminal, for example conflicts of interests. Although all kinds of unwanted behavior may be investigated by commercial investigators, most incidents have a financial context (theft, fraud, favoritism in the granting of contracts). But the greater part of the 'incidents' occurring within organizations never reach the criminal justice system. An assessment was done by Prenzler and Milroy (2012) on what the commercial investigators really engage in, their effectiveness and how their capacities can be used to enhance security. The study was based on in-depth interviews of 40 respondents in New South Wales and Queensland in Australia. The study showed that, for each \$1 used on a commercial investigation, between \$3 and \$6 are recovered after discovering an illegality.

Hiring an individual who is not a fit for the job can cause companies to waste valuable resources due to time and money they would have to spend in training that particular employee

(Nkashe, 2015). This will, of course, include the company's subsequent efforts to rehire and replace this particular employee. Some job position constitutes levels of access to a company's physical assets, proprietary information, or even important financial documents. It is important to perform a background check beforehand to avoid possible theft, destruction of company property, and even corporate espionage (Nkashe, 2015). Insurance fraud investigation focuses on attempts to benefit from deceitful claims. Seeking compensation for false or inflated claims is illegal, and raises the price of insurance for everyone (Financial rights legal centre, 2016). These studies however do not aim at exploring the impact of commercialized investigation service in either promoting or hindering of national security

From the literature review of the commercialized security services: manned guarding, alarm and electronic service, cash and valuables in transit, and investigation services, their strengths and weakens has been demonstrated. Whereas the studies also discussed the usages and roles of the security services, they were limited in demonstrating the impact of either on national security, which this study embarked on presenting.

5. Security Governance Theory

This research was guided by Security Governance theory. The researcher drew a relation to how they can be used for the examination of commercialized security services on national security. It taken as appropriate theoretical frameworks for analyzing and interpreting the commercialized security phenomenon and national security not only in Kenya but worldwide as well. The concept of security governance has its proponents like Arquilla and Ronfeldt (2001) and Markusen (2003). As a theoretical concept, security governance is founded on several premises contending on the nature of modern international security relations. But this study will peg itself on the second and third premise. The first premise argues that interstate war has been replaced with non-state and intrastate dangers such as civil conflicts, proliferation of weapons and terrorism as the most important source of insecurity in most parts of the world (Thomas, 2000).

The second, premise is that the multiplicity and complexity nature of modern security threats have challenged the ability of sovereign nation-states to ensure the security of their citizens Arquilla and Ronfeldt (2001). Since the new dangers are able to transgress territorial boundaries, states are increasingly required to collaborate and cooperate, and also to draw on non-state actors such as international organizations, NGOs and commercial organizations to combat them. Some of these commercial organizations is the commercialized security industry. This industry provides services, which together with the state security agencies provides personal security to their customers, and also detect the illegal and activities that may affect the nation as a whole.

The third premise proposes that, the state's exclusive provision of security both national and international, which characterized most parts of the world during the Cold War, is increasingly being reduced and that the standard of the state monopoly on the legitimate use of force is being taken up by considerations of efficiency and cost-effectiveness (Markusen, 2003). Commercialized security services due to its heavy investment in technology, is able to monitor criminalities and harmful activities, and be able to share the same with the state security agencies and their subscribed customers in very well-organized manners.

The theory proposes that if states are no longer wholly concerned with dangers from other states, but rather concerned with those emanating from non-state actors, then states need to freely work jointly with other states and non-state actors. As part of the non-state actors, the commercialized security industry works feely with the state to confront dangers and harms like

the prevention of terrorism, mugging of the citizens, and trafficking in illegal items like guns and drugs.

6. Research Methodology

Cross sectional design was adopted for the study, as different respondents were studied at the same time. It gives a stronger likelihood for participation. It also helped to gather objective information that was used for generalization to a larger population. The design also fits diverse experiences into predetermined response categories.

The research was carried out in Nairobi County, where the capital of Kenya sits and most CPFs have their headquarters. Stratified sampling was used to cluster the target population into homogenous groups as:

Consumers of the commercialized security services:

1. Those who buy or manage commercial security services for their organizations. These are mostly security managers and officers, and
2. The general public.

And the providers of commercialized security services:

1. Those working as operations/heads of security.
2. Those who work as static security guards and mobile security guards.

The study used Krejcie and Morgan (1970) table to arrive at the number to be sampled. The population of the study fell under N 100,000, and therefore, the sample size was 400. The respondents were divided as: consumers ($n = 200$), and Providers ($n = 200$).

The consumer respondents of commercialized security services were divided as, 50 as security managers/officers, and 150 from the general public who have experienced commercial security services in functions or venues.

Also the providers of commercialized security services were divided as, 50 as operations/heads of security, and 150 working as static security guards and mobile security guards.

The research targeted 114 commercial security firms in Kenya. There are 76 listed security firms at the Protective Security Industry Association, and 38 listed security firms at the Kenya Security Industry Association, in Kenya (KSIA, 2005; PSIA, 2018). The researcher used multistage sampling to get the sample size and to identify the respondents.

The study used structured questionnaires (completed by the guards of the CSFs, general public), and one-on-one interviews with open ended questionnaires (with the top management members from both CSFs and the consumer organizations/facilities), and structured observation (of procedures and daily workings of security guards). The researcher delivered the questionnaires at the security firm's offices and picked up within three days. Follow-up calls were made to ensure success in filling in the questionnaires. Out of 400 questionnaires which had been administered to the interviewees, 374 were declared valid as they were not having any errors.

The data collected was analyzed using Statistical Package for Social Sciences software (SPSS version 25, 2017). The analyzed data was then summarized using percentages, ratios, frequencies and measures of central tendency. The percentages and ratio were important for comparing similarities and disparities at different levels. Multiple regression was done where further statistical analysis was required.

There was the ethical consideration where the researcher informed all participants of their voluntary participation and confidentiality, and relevant authorization from the government agencies.

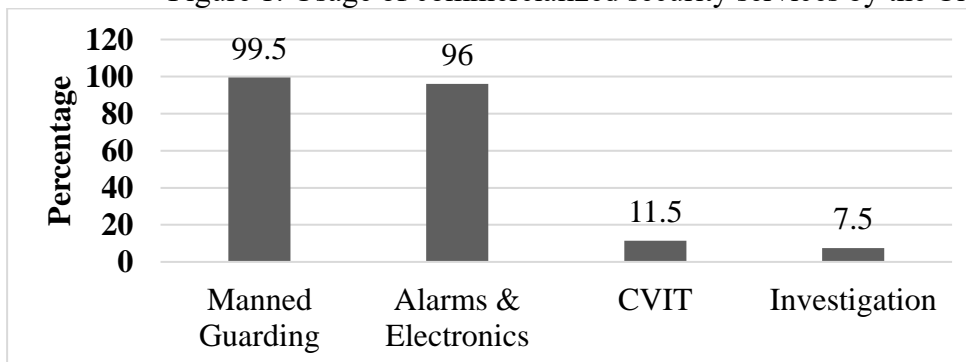
7. Results and Analysis

This section presents, analyzes and interprets data related to the research. The findings are presented in subsections discussing usage of each commercial security service and the rating of the impacts of each commercial security service.

7.1 Commercialized Security Services Usage by the Citizens

Respondents were asked to indicate whether they are using or have ever used manned guarding, alarm and electronics, Cash and valuables in transit and investigation security services by placing a mark next to the relevant option provided. The results are displayed below (figure 1):

Figure 1: Usage of commercialized security services by the Citizens



As can be observed from the table, majority of participants have used manned guarding are represented by n= 372 (99.5 %) followed by alarm services at n=359 (96 %) in the third distant position is CVIT n= 43 (11.5 %) and lastly Investigations n= 28 (7.5 %).

7.1.1. Manned Guarding as a Commercial Security Service. Manned guards are the uniformed security guards that the public comes in contact with most frequently in both the private and public areas where the safety of citizens is paramount. The high usage of the commercial security personnel is due to their presence that is felt by most people. This presence acts as a powerful security reassurance to the people. One of those general public interviewed explained...

“Sojas (security guards) are everywhere and they are the ones we go to for assistance” (RESPI/4/7/2018)

This highlights that, manned guards play a significant role in providing security in private spaces like the industrial parks and public areas such as the streets. Manned guarding is used in patrolling office buildings, apartment complexes, shopping malls, sports arenas, warehouses, parking lots and other objects and activities requiring security. Security guards are used to patrol these places, as they can be targets for car theft, robbery, vandalism, muggings, and other various forms of crimes. This study corroborates Howie (2014) who stated that the usage of security guards helps in the detection, deterrence, delaying, and reporting of criminal activity. It also concurs with Abrahamsen and Williams (2005) who found out that in most parts of the world, uniformed security guards are daily used to enhance security. Their usage positively influences national security, as people and their assets are assured of their safety.

Manned guards are also used due to their keen powers of observation that prevents criminal and harmful acts. They spend a considerable time conducting surveillance, performing safety audits of the facility and investigating suspicious circumstances. Another general public respondent had this to say...

“I remember when some youths tried to snatch my handbag as I was walking to where my car was. The security guards manning an ATM immediately came over to my aid and escorted me to the safety of my car” (RESP2/5/7/2018)

This is an indicator that, the presence of the manned guarding gives them some form of control and authority over the areas where they offer services. Guards therefore play a critical role in preventing and identifying potential threats in the premises where they offer services and surrounding environment. The guards ensure that laws are followed, and report any suspicious activities when necessary to the local authorities or state agencies. Due to their keen attentiveness, manned guards have been able to some extent complement the activities of the police in security management. This finding is in concurrence with Adegboyega (2012) who observed that, due to their keen attentiveness the security guards have been able to complement the police in security management.

The usage of manned guards, is demonstrated by their availability to respond to the needs of the citizen depict in this excerpt ...

“The advantage of security guards to other security services is that, they can be approached and asked for information” (RESP3/14/7/2018)

As can be captured from the quote, manned guards are used by people to get truthful information. This helps to reduce the opportunities for crime by giving the right directions to citizens who are lost, or those who want to know how they can be able to reach their destinations safely. Not only are they used in securing the assignments where they are posted, but they also inadvertently ensure citizens' safety. This is in line with the situational prevention of crime theory premise that crime can be reduced by reducing opportunities for perpetrators to commit crime (Hirschi & Gottfredson, 1986; Smith & Clarke, 2012). When used as agents of proper information, the reduction opportunity for one type of crime is achieved. Therefore, other crimes are by extension prevented as the threat agent's ability to cause danger is reduced. It had also been observed that, manned guards trusted by the public due because their personnel are responsible and reliable (Cromwell & Olson, 2006). Using the information given by the security personnel, citizens are able to go about their businesses with surety of being out of harm's way. Further their high visibility counter fear of crime leading to freedom which is an important aspect of national security.

Manned guarding is, also used to screen visitors. A security manager respondent informed that...

“They screen our staff, students and visitors when getting into the college, using handheld metal detectors” (RESP4/14/7/2018)

Visitors, students and employees are screened to ensure that they are duly authorized to access the premises. Not only are they screened, but they are also frisked by use of handheld metal detectors at the entrances of the establishments, to ensure that nothing harmful or that which is prohibited is sneaked in the facility. Field observation indicated that, the manned guards of a particular university were being used to frisk students, staff and visitors as they accessed the premise. This underlines that, more guards help to secure safety of their customers and assets.

Security guards in office buildings are able to control who is entering the building. They offer services such as signing in all visitors and ensuring that only authorized people are allowed to enter the building. This gives a feeling of safety from danger and harm to those accessing the establishment, hence feeding into national security. This is in accord that, manned guarding is extensively used in access control (Prenzler & Milroy, 2012). As captured in the pictures from field observations manned guards were vet the visitors and occupants to ensure security and safety of the premise.

Figure 2: Manned Guards vetting the Flow of People



Field observation indicated that, the manned vetting staff and visitors as they accessed the premise of an organization. Screening and frisking though cumbersome, helps to assure security and safety to the visitors, staff and students feeling that they are safe within the campus premise. These study collaborates with other study which found out that, a manned guarding is used in deterrence and prevention, so that the safety of people and their assets can be enhanced (Howie, 2014).

These actions are reinforced by the situational crime prevention theory. The theory is based on the premise that crime can be reduced by making it difficult for a threat agent to commit it. Security checks therefore, creates an atmosphere where the citizens are in an environment of safety from harm, loss and destruction. This is a positive input to national security when people and their assets are protected.

Manned guards popularly known as bodyguards require this to prevent harm happening to their client, and they are used due to their keen powers of observation. An operations manager in a security firm informed that...

*“There are individuals who require our security personnel to give them close protection. We then ensure that they are with them on a 24/7 basis”
(RESP5/14/7/2018)*

Part of their bodyguard duties include reporting daily activities or irregularities in property damage. Bodyguards are used to observe all surroundings while protecting a client. They check exits and entrances as well as interacting with the area security personnel who are not part of the client’s security team. They might patrol residential, industrial or commercial properties to deter or detect signs of impending harm for a client. Bodyguards are also used to screen people in a specific area when a client is about to approach, and inspect or adjust security systems. They also answer telephone calls and taking messages for the client. Bodyguards learn from training how to discern a threat before it happens. All these activities are in accord with other studies which concluded that, the activities of a bodyguard to detect, deter, delay, and report any unusual activity, increases security for their clients (Howie, 2014). Not only is the presence of the bodyguard used to ensure the security of the client, but even those around them get to benefit from their activities. These usage of bodyguards increases the safety of people around them, therefore contributing positively to national security.

Manned guards are also used in reducing opportunity for criminal and harmful activities when patrolling with a guard dog. This is mostly referred to as a dog-handler service. In the words of a security guard...

“Depending on a facility we are guarding, there can be the presence of dogs to assist in securing the area” (RESP6/14/7/2018)

Detection dog handlers work with their canine partners to detect specific substances that the dog is trained to identify. Many detection dog teams search for drugs, explosives, or traces of bomb-making compounds (such as fertilizer). The dog-handler may also be involved with searching for blood, agricultural items, firearms, and currency. During their day-to-day routine, dog handlers and their canines may search premises, cargo, grounds, luggage, and passenger carry-on bags. The dog-handler’s security service plays a significant role in locating illicit drugs, chemicals, electronic devices and firearms, and endangered species that could harm people thereby contributing to the safety and security of people and assets (Berg, 2007).

From these findings, the commercial security guards are used in variety of services that have both direct and indirect implications for national security. These services were seen to be both preventive and reactive. Their high visibility served as a deterrence to criminal activities while the manning and screening ensured safety for those involved. This varied services appear to explain why they are the most sought and used services of commercial security. However, to ascertain the views of consumers about the value of the services, the participants were asked to rate the services according to their level of satisfaction. Respondents marked - accordingly on the provided scale of highly dissatisfied (1) to highly satisfied (5). The findings are summarized in Table 1 below.

Table 1: Rating the Impact of Manned Guarding Service on National security.

Manned Guarding Impact National Security					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Dissatisfied	2	.5	.5	.5
	Dissatisfied	8	2.1	2.1	2.7
	Neutral	20	5.3	5.3	8.0
	Satisfied	141	37.7	37.7	45.7
	Highly Satisfied	203	54.3	54.3	100.0
	Total	374	100.0	100.0	

A majority of the respondents at 54.3% rated being highly satisfied with manned guarding service, followed with another high percentage of being satisfied at 37.7%. In total, satisfaction as an impact of commercialized security manned guarding service on national security, had a higher rating of 92% in comparison to those who were neutral, dissatisfied and totally dissatisfied who totaled at 8%. It appears that manned guarding is a service that is embraced in security world. A consumer manager respondent explained...

“It is very difficult to wish away the security duties of the manned guards. Due to the fact that they wear a uniform, it empowers them to ensure we are secured” (RESP7/13/7/2018)

The power of a visible guardian seems to propel the value of manned guarding, with the guards proving to be valuable in denying would be motivated offender to commit the crime. The security personnel are often the first people that employees and visitors encounter at the entrance of any building. The uniform is a vital part of their appearance and it helps provide

peace of mind as employees and visitors are assured of their security concerns. The uniform makes security personnel easily recognizable, as the go-to authority in should there be an emergency. People go to them due to their reputation as a reliable guardian. This corroborates other studies which state that, in most parts of the world security is daily being increased in the hands of the uniformed security guards (Abrahamsen & Williams, 2005).

7.1.2. Alarms and Electronics Service as a Commercial Security Service. Alarms and electronics includes CCTV, alarm systems, access control systems and other electronic equipment installed for security purposes. As discussed, alarms and electronics can either attract criminals or they can deter criminal and harmful activities. It was therefore imperative to examine alarms and electronics usage by the respondents. The data is captured in table 2 below.

Table 2: Alarms and electronics

Alarms and electronics				
		Yes	No	
Respondents	Consumers	168	15	183
	Providers	191	0	191
Total		359	15	374

All the providers of the commercial security service indicated that they have used alarms and electronics security service. This would be natural because they are the ones operating the devices. It is reassuring to consumers of the commercial security service when they know that their providers have knowledge of the service.

Some alarms and electronics devices were being used together with one or more security personnel who were manning and operating them. For this reason, it is expected for it to have come second to manned guarding. The same had been found in other studies that, alarm response service was perceived as more favorable because its crew are reliable when responding to criminal activities (Blevins, *et al*, 2012; Tseloni, *et al*, 2016).

The awareness of security threats by the people, is one factor that has contributed to increased use of the alarms and electronics systems. In the words of a residential consumer respondent...

“The alarms and electronics give us a peace of mind. They are our eyes when we are away or absent. Security guards are humans who can be tempted but with the security system, I can silently observe what is happening in the confines of the house or car” (RESP8/10/7/2018)

As captured from the quote, the alarms and electronic security service use is driven by perception of security and safety that is related to peace for consumers. A sustained perception of security threats from the perspective of the public and private set-ups attracts individuals to alarms and electronic systems. The installation of these devices reassures the customers of their safety. This way, security is characterized by the usage of such devices and systems as vibration sensors, motion sensors, electric fences and CCTVs. In a broader sense, they are considered to bring stability, certainty, reliability, and the existence with minimum threats. This concurs with a study which acknowledged that, the installation of an alarm system outside a facility reduces perceptions of threats to the users (Hearnden & Magill, 2004). Similarly, another study informed that, the presence of CCTVs and security devices gives the users a peace of mind from threats (Blevins, *et al*, 2012).

As the crime rates increase day by day, most people are uncomfortable without the surety for their security either at the office or home. They opt for a better electronic system since most of them can be worked from a remote zone. A security provider respondent explained...

“Manned guarding is our core business but our customers are looking for a one stop shop. We no longer subcontract provision of alarm and electronic services. Instead, we have introduced sophisticated alarms and electronics security services to give our customers quality service” (RESP9/24/7/2018)

There is an intensification by commercial security services providers in giving electronic security solutions along with their core business of manned guarding as one bundle as they aim to provide integrated solutions to their customers. Therefore, alarms and electronics will continue to grow, bringing with it sophisticated practices such as remote monitoring and biometrics access controls. The same has been echoed that, enhanced security innovations contribute to crime drops (Ekblom & Pease, 2014).

The effective usage of some alarms and electronics security services, depends on the responsiveness of the human element. One general public participant had this to say...

“The electronics security devices most of the time will need security personnel to respond when its activated” (RESP10/6/7/2018)

For the success of the alarms and electronics security devices is attributed to the responses of the security personnel integrated with the system. This finding concurs with other studies. Another study has also found that, in most cases the more alarm devices fitted to a facility, the lower the risk of break-ins (Tseloni, *et al*, 2016). Also it has been argued that, the presence of an alarm device would discourage burglary attempt on a facility (Blevins, *et al*, 2012). Therefore, the actions of the alarms and electronics translates into the safety of people and their assets.

Due to their power to detect danger, alarms and electronic security devices are used widely. From the field observations, the alarm and electronic devices were being operated by the security personnel who appeared knowledgeable with them as shown in figure 3 below.

Figure 3: Security Guards Operating a Security Scanner Machine



The greatest advantage of luggage scanning technology was the ability to discover contraband hidden in a luggage without the need for them to be opened. In addition, a more effective search was performed than a standard strip search because strip searches generally do not detect a contraband concealed in secret cavities unless it is protruding. Luggage scans save time and allow more luggage to be screened while preserving the dignity of the items being scanned and reducing the unease of security guards conducting the search. In the U.S.A, a study, found out that, security scanner machines contribute to public safety in universities and colleges by deterring crime and violence in those particular settings (Heaton, 2015).

Alarm and electronic systems also provide secured access to facilities. Depending on the user credentials, they authorize entry of a person thereby giving complete protection. The electronically controlled automated security access gate help to prevent an unwanted access to controlled environments and significantly deter burglars, car thieves or vandals. This is in agreement with a study that claimed, security innovations such as electronically controlled gates have been instrumental in crime prevention (Ekblom & Pease, 2014).

Building owners have invested a great deal of resources to install state-of-the-art fire and smoke detection systems. One consumer respondent had this to say...

“In our organization, we have put so much emphasize on the fire detection and suppression system” (RESP11/6/7/2018)

Having all of the important elements such as fire and smoke detection, internal warnings, and fire suppression capability are important. The costs of failure are unthinkable and the risk of allowing a system to go unmonitored by a fire alarm monitoring service are monumental. Therefore, the fire detection and alerting system are maintained in the highest possible standards and monitored continually. Early detection and response can save lives and considerable damage to a facility. An inventor has indicated that, the primary purpose of fire alarm system is to provide an early warning of fire so that people can be evacuated and immediate action taken to stop or eliminate the fire effects as soon as possible (Hussam, 2012). Its utilization in residential places, commercial places, and in shopping centers, gives a feeling of comfort to the users who know that criminal and harmful activities will be detected.

The alarms and electronics service has critics too. One general public respondent had this to say...

“Why announce your fear of losing something by the installation of the alarm devices? You will be inviting all eyes on you and the more chances of being burgled” (RESP12/5/7/2018)

The presence of alarms and electronic service and devices give a motivation to attempt to break in and benefit from the economic value of what is inside. This seemingly defeats the logic for having the alarm and electronic installed. This is in concurrence with some studies that, alarm and security devices should not be associated with increase of security as they heighten burglary attempts due to the perception of valuables inside (Cromwell & Olson, 2006; Taylor, 2014; Tilley, *et al*, 2015). Despite this downside, presence of alarms and electronic devices are favored due to their ability to thwart some burglaries. However, to ascertain the views of consumers about the value of the services, the participants were asked to rate the services according to their level of satisfaction. Respondents marked - accordingly on the provided scale of highly dissatisfied (1) to highly satisfied (5). The findings are summarized in Table 3 below.

Table 3: Rating the Impact of Alarms and Electronics Service on National security

Alarms and Electronics Impact National Security					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	22	5.9	5.9	5.9
	Neutral	46	12.3	12.3	18.2
	Satisfied	197	52.7	52.7	70.9
	Highly Satisfied	109	29.1	29.1	100.0
	Total	374	100.0	100.0	

Those satisfied with the impact of alarms and electronics as a commercial security service on national security were highest with 197 respondents at 52.7%. Second, were highly satisfied

with 109 respondents at 29.1%. In total, the majority of the respondents rated being satisfied with alarms and electronics service, were at a total of 81.8%. Third were those neutral with 46 respondents which was at 12.3%. Last were not satisfied with the service at 5.9% representing 22 respondents. The findings support the studies by Hearnden and Magill (2004), Cromwell and Olson (2006) and Blevins *et al*, (2012) that, alarm and electronic security service and devices were favorable and acceptable by the people. This high percentage of acceptance would mean that alarms and electronics is feeding positively into National security.

7.1.3. Cash and Valuables in Transit Service as a Commercial Security Service. The movement of cash throughout the supply chain is a key process both in terms of timely delivery and collection of cash as well as being a vital for banks and retailers. It is a dangerous job and the industry has invested a heavily to secure it (Safe Work Australia, 2015). Consequently, it was imperative to examine cash and valuables in transit security service.

Banks constitute one of the largest user segments of this industry. They need to secure transport of their cash for ATM replenishments as well as cash services for their branches. One commercial security service manager respondent retorted as follows...

“Replenishments of ATMs by the CVIT service of the security firms, ensures that the banks and their customers are able to transact in safety” (RESP13/28/7/2018)

The ATM customers are able to enjoy an environment of safety from harm, loose and destruction as they transact. As for the customers who are transacting in bulk, the CVIT service keeps their earnings safe from the points of collection to their respective drop off points as the security companies are liable for all the cash and valuables. This concurs a study which concluded that, this service provides security to the cash and assets of the citizens and organizations (Oppong, 2017). This impacts positively to national security, as people and organizations are not exposed to the risks of handling cash and moving it from one place to another.

Among the other users of the service are modern retail and large corporates because they handle large sums of cash due to the nature of their businesses. An administrator in his organization explained that...

“Most organizations have a policy of getting the cash and valuables in transit service when they are going to deposit or withdraw more than one hundred thousand shillings. In my former organization which was a construction company, we would hire that service from one of the CVIT service providers” (RESP14/14/7/2018)

The cash and valuables in transit service is used to counter possible the risks of handling cash from the employees of organizations. The commercial security firms mitigate these risks to the customer and to even the public by ensuring safe delivery. Organizations and companies have embraced the service to secure their cash and valuables when in transit. This concurs with Burgess (2018) who argued that, ordinarily CVIT security service is depended upon to safely convey, store, and process the cash required to run operations of organizations. Safe Work Australia also concluded that, the industry has invested a huge amount in security measures to combat robbery and has explored, tested and employed new technologies (Safe Work Australia, 2015). However, to ascertain the views of consumers about the value of the services, the participants were asked to rate the services according to their level of satisfaction. Respondents marked - accordingly on the provided scale of highly dissatisfied (1) to highly satisfied (5). The findings are summarized in Table 4 below.

Table 4: Rating the Impact of Cash and Valuables in Transit service on National Security

CVIT Impact on National Security					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	25	6.7	6.7	6.7
	Neutral	198	52.9	52.9	59.6
	Satisfied	94	25.1	25.1	84.8
	Highly Satisfied	57	15.2	15.2	100.0
	Total	374	100.0	100.0	

Those neutral with the impact of CVIT as a commercial security service on national security were highest with 198 respondents at 52.9%. Second, were those satisfied with 94 respondents at 25.1%. Third, were those highly satisfied with 57 respondents at 15.2%. Fourth, were those dissatisfied with CVIT as a service with 25 respondents at 6.7%. The quantitative data on rating were corroborated by data from the interviews in which the participants described the value of CVIT services as depict in the quotes below...

“Unlike in previous years like 10 years ago when robberies involving cash and valuables in transit service, we do not hear of those robberies anymore. There is something that they are doing right that we as the citizens do not know”
(RESP15/2/7/2018)

And...

“It is evident that ambushes on the CVIT vehicles are not happening anymore due to added police officers doing escorts” (RESP16/2/7/2018)

As can be captured from the quotes, the current state of the CVIT service, is safer than in previous years. Other than the service ensuring the security and safety of its customer’s assets, it has also enhanced the safety of its crew and personnel. Previously before 2007, the CVIT vehicles was composed of three security company crew and two policemen who were all in the same van transporting the cash and valuables. However, this has changed since the introduction of chase cars by a former minister of internal security, the late Hon. John Michuki in a bid to boost security of the cash and valuables in transit (Kagwima, 2018).

Observations made by the researcher in the field indicated that, the CVIT crew appeared knowledgeable of their duties when they transported cash and valuables from one location to another. There was a proper coordination between the CSF’s personnel and the police officers in the team. As observed, the lead car and the chase car were always together or within a few meters of each other as shown in figure 4 below. This is meant to give them a faster reaction rate in assisting each other in case of an attack. As observed 7 out of the 12 of the commercial security personnel, appeared knowledgeable in their duties, therefore ensuring the security of the assets of their customers.

Figure 4: CVIT Vehicle Being Closely Followed by a Chase Car



The proximity of the chase car to the lead van according to the Situational Prevention of Crime Theory, increases the risks for any would be offender. The personnel in each car were in the eye sight of each other at all times. The visual contact reassures each crew of their security because the others are able to respond in case of an emergency.

7.1.4. Investigation Service as a Commercial Security Service. Investigative abilities that collect data and information, can be used by the citizens for their safety and security. As discussed in chapter 2, the gradual inquiries and observations made by the service providers, can be used to secure people and their properties (Hess & Orthmann, 2012). It was therefore imperative to examine investigation service.

The anonymity of the commercial security investigation service can be used to explain why it is less used by the public. A general public respondent had this to say...

"I only came to know about the service when one of the prominent politicians used the service to get information on the wife. He used the information for his divorce"
(RESP17/6/7/2018)

Similarly, a security guard agreed...

"I have never known that commercial security firms provide investigation services"
(RESP18/3/7/2018)

The service needs to be made known as the others by being marketed. The security firms that engage in it rarely advertise the service hence making the service less known. The more citizens get to know about the service, the more they will use it, and it will be better for them as they will be able to secure themselves and their assets. A study on Civil Security and the Private Security Industry, also ranked it as the least in uptake (Gummer & Stuchtey, 2014).

A security manager in his organization pointed out that...

"We engage them mostly when we have to do a background check on candidates who have been selected for senior positions in our organization, just to bring in an objective view. So far so good and that is the way to go" (RESP19/10/7/2018)

Organizations use commercial investigators to run a background check on some of their prospective employees to determine whether an applicant is faking or overstating their credentials. It also safeguards the interests of all stakeholders, and builds the foundation of a good employee and employer relationship. This be in accord with a study that, commercial

investigation protects both the employee and employer against lawsuits, because due diligence is seen to have been performed before being employed (Nkashie, 2015). With such capacity, the commercial security investigation therefore contributes to the safety of organizations welfare and its employees.

The reasons for engaging in these services as one particular investigator opined that...
"We fact find on both criminal and civil matters. Whichever the case, we give solid and quality facts that helps our customers to make informed decisions"
 (RESP20/26/7/2018)

This implies that, the information and data collected by the commercial security investigative service, can be used to present quality cases and arguments in courts or in board rooms for determination. Fraud insurance investigation uncovers schemes and save organizations costs of law suits. It also helps to clear the name of one accused of insurance fraud by gathering evidence of their injuries or damage. This ensures that the insurance companies do not make loses by paying fraudulent claims, and also genuine claimants denied their claims. This is in agreement with Financial Rights Legal Centre which stated that, insurance companies have been able to reject fraudulent claims after engaging services of commercial investigators (Financial rights legal centre, 2016). This security for both the insurance companies and claimants, greatly contributes to national security.

These investigations are also used for personal matters. A consumer respondent said this...
"I only came to know about the service when one of the prominent politician used the service to get information on the wife. He used the information for his divorce"
 (RESP21/6/7/2018)

Commercial investigators find more information in less time and remain emotionally detached. They are unbiased and knowledgeable about family law so their evidence will stand up in court. For commercial investigators, confidentiality and respect are a norm. Such evidence gathered by a professional commercial investigator not only gives peace of mind to a customer but provides them with an environment of safety from harm, loose and destruction. This is in concurrence with Vaidyanathan (2011) that, cases can be processed due to evidences that have been collected by a commercial investigator.

Concurring with this result are other studies which have agreed that, commercial security has a reputation in the prevention of insecurity (Adegboyega, 2012; Howie, 2014; Gumede, 2015). However, to ascertain the views of consumers about the value of the services, the participants were asked to rate the services according to their level of satisfaction. Respondents marked - accordingly on the provided scale of highly dissatisfied (1) to highly satisfied (5). The findings are summarized in Table 5 below.

Table 5: Rating the Impact of Investigation Service on National Security

Investigation Impact National Security					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	24	6.4	6.4	6.4
	Neutral	302	80.7	80.7	87.2
	Satisfied	31	8.3	8.3	95.5
	Highly Satisfied	17	4.5	4.5	100.0
	Total	374	100.0	100.0	

Highly satisfied was the least with 17 respondents at 4.5%. Those dissatisfied were second with 24 respondents at 6.4%. Those who were neutral led with 302 respondents at 80.7%. There

were 31 respondents (8.3%) representing satisfied with the service. At a combined total of 48 respondents at 12.8%, those satisfied with investigation service were the minority of the respondents. This is not surprising as the investigation serves was least known by the public. The findings are support by a study which termed commercial security investigation as the smallest and the least visible of all the other security services (Taylor, 2014).

Drawing from the descriptive statistics and the discussion based on qualitative data and observations from the field, one is able to infer that each of the commercial security industry services contributes differently in national security. However, descriptive and qualitative data may not provide a solid base for drawing conclusion. Therefore, there was need to run a regression to determine their contribution.

7.2 Regression of Commercialized Security Services

A multiple regression was also performed to summarize what results of the descriptive discussion. The researcher used the four independent variables (Manned Guarding, Alarms and Electronics, CVIT) in the regression to determine how they could significantly predict the dependent variable (national security). The results of the multiple regression analysis are displayed in table 6 below.

Table 6: A Regression Analysis to Determine the Contribution of Commercial Security Services on National Security

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.288	.544		2.367	.018		
	Manned Guarding impact on national security	.260	.096	.135	2.720	.007	.999	1.001
	Alarms and Electronics impact on national security	.229	.052	.224	4.367	.000	.938	1.066
	CVIT impact on national security	.108	.046	.118	2.378	.018	.995	1.006
	Investigation impact on national security	.036	.022	.084	1.633	.103	.938	1.066

a. Dependent Variable: National Security

From the ANOVA table, the P (sig) value is .001 which less than .05 meaning that the test/regression is significant. Meaning that our R square in the Model Summary is greater than zero. The overall regression model was significant, $F(4, 369) = 9.42$, $p < .001$, $R^2 = .093$. The results of the regression indicated that the model explained 9.3% of the variance. Overall, the services combined effect of commercial security services on national security is 9.3% on national security.

The individual predictors were examined further and indicated that manning guarding had a significant contribution on national security (Table 10 above). Manned guarding positively impacts national security, $B = .260$, $\beta = .135$, $P = .007$. Therefore, manned guarding adds 26 percent of the 9.3 percent that commercial security services contributes on national security.

The P -value is .007, which is less than the standard alpha of .05, suggests that, the relationship between the two variables is positive. For every 1 standard deviation unit increase

in manned guarding, we would expect a corresponding 0.135 standard deviation unit increase in national security. Therefore, manned guarding is a significant predictor of national security.

The results for alarms and electronics security service showed that, it had a significant contribution on national security $B = .229$, $\beta = .224$, $P = .001$. Therefore, manned guarding adds 22.9 percent of the 9.3 percent that commercial security services contributes on national security.

For CVIT security service, showed that, it had a significant contribution on national security (Table 8 above). CVIT security service significantly and positively impacts national security, $B = .108$, $\beta = .118$, $P = .018$. Therefore, manned guarding adds 10.8 percent of the 9.3 percent that commercial security services contributes on national security.

The three services, manned guarding, alarm systems and CVIT are seen to contribute significantly to the National security as their P -value is less than the standard alpha of .05. However, commercial investigative security service showed that, it had no significant contribution on national security $B = .036$, $\beta = .084$, $P < .103$.

8. Discussion

Based on the research findings, there is a positive effect on security of Kenyans in private functions and venues where commercial security present. But in order to for these jobs to be carried out efficiently, the commercial security personnel are urged to go beyond their call of duty provide indiscriminate security responses where there is a breach. This is quite controversial as they will be going beyond their jurisdiction. Hence more study can be recommended on how this gray area can receive legal backing.

The arming of the commercial security is currently being proposed by various government agencies but there is no legal framework to regulate such arms in the possession of the CSFs. Therefore, a legal framework and public sensitization, would should be the first step be the implementation.

Proper uniforms and kitting have been a challenge for most mid-sized CSFs in Kenya, and from the results of the study, if they went a notch higher and improved on it, will it contribute immensely to the safety and security of Kenyans.

Training and skills, is another concern that was raised that would contribute positively to the safety and security of the Kenyans. The management of the commercial security firms should be made to acknowledge the culture of instilling in new knowledge in the guards who are already in the field by having a system of recalling them back yearly for refresher courses.

The managements of the CSFs should also be knowledgeable on the best practices that will increase job retention of their guards. The guards should be made to change their perception and know that their job is a career.

Lastly, Situational crime prevention interventions have consistently been found to reduce crime. But there are criticisms that its interventions simply displace crime and not reduce or eliminate. This displacement is the shifting of crime from one locality to another. Hence another theory of crime prevention should be considered when discussing the effects of safety and security of commercial security in private functions and venues.

9. Conclusion

Based on the research findings, there is a significant impact on national security by the commercial security services. But in order to for these impacts to be extensively, the usage of commercial security services need to be grown and spread. This is can be achieved by the diversification of the goods and services so that every segment of the society can have an

opportunity to acquire some. Henceforth more studies are recommended on how this can be achieved so as quality is not compromised for quantities.

The research results indicated that, manned guarding was the most used service followed by alarms and electronics service. Third, was cash and valuables in transit and the least was investigation service. The study concluded that manned guarding was felt by most citizens and acts as a powerful security assurance due to the presence of its personnel in both private and public spaces: office buildings, apartment complexes, shopping malls, sports arenas, warehouses and parking lots. They therefore, significantly deter, detect and delay crime from taking place.

The study found out that, alarms and electronics security service is driven by the sustained perception of security threats. The alarms and electronics devices are to reassure the customers of their safety and freedom from danger and harm. These devices deter, detect and delay criminal activities by securing access to facilities, and also effective in the detection of concealed harmful contrabands. The PSRA No. 13 of 2016 ACT moderates use of the alarms and electronics security service to ensure that the industry meets good quality requirements for the goods and services.

The study found out that, the CVIT service takes away from the employees of organizations the risks of handling cash and valuables. The cash and valuables in transit service safeguards the circulation of money in the country's economy ensuring that the citizens are trading safely.

The study concluded that, commercial investigative service is not so much used by the public due to its anonymity. But organizations use the service to run a background checks on some of their prospective employees in order to safeguard the interests of the stakeholders.

Security Governance theory through its second and third premise seek to explain about the nature of the current threats and security challenges. And they therefore suggest a solution of where several actors are called upon in order to confront the challenges. But it fails to show how the various actors will work together as a system to fight a common challenge of insecurity. Hence another theory of security networking should be considered when discussing examining commercial security services on national security.

Lastly, the research limited itself to the commercialized security service in Nairobi City County. However, a number of similarities in the industry were noted, especially through literature. But, it would be useful to extend this study to other counties in the country, to determine to what extent the findings are applicable in Kenya.

References

- [1] Abrahamsen, R and Williams, M (2010). *Privatising Africa's Everyday Security*. *Open Security*, July 1. Retrieved from www.opendemocracy.net/opensecurity/rita-abrahamsen-michael-c-williams/privatising-africas-everyday-security.
- [2] Adegboyega, K. (2012). Analyzing the Evolution of Private Security Guards and their Limitations to Security Management in Nigeria. *African Journal of Criminology and Justice Studies: AJCJS*, Vol.5, #s1 & 2. 32-48. Retrieved from <https://www.umes.edu/uploadedFiles/WEBSITES/AJCJS/Content/5%201%202%20Okasali%20proof.pdf>
- [3] Anyanwu, D (2012). The State of Private Security Companies in Trinidad and Tobago: Towards the Development of a Governance System. *African Journal of Criminology and Justice Studies: AJCJS*, Vol.6, #s1 &2, 45-66. Retrieved from <https://www.africaknowledgeproject.org/index.php/erald/article/view/2372>
- [4] Arquilla, J. and Ronfeldt, D (2001). *The Advent of Netwar (revisited)*. Rand. Santa

- Monica, CA.
- [5] Asomah, J (2017). Understanding the Development of Private Policing in South Africa. *African Journal of Criminology and Justice Studies*. 10. 61-82. Retrieved from https://www.researchgate.net/publication/317229771_Understanding_the_Development_of_Private_Policing_in_South_Africa
- [6] Berg. J. (2007). *The Accountability of South Africa's Private Security Industry: mechanisms of control and challenges to effective oversight*. Open Society Foundation.
- [7] Blevins, K., Kuhns, J. and Lee, S. (2012). *Understanding Decisions to Burglarize from the Offender's Perspective*. Unpublished Report. Retrieved from <http://airef.org/wp-content/uploads/2014/06/BurglarSurveyStudyFinalReport.pdf> .
- [8] Boemcken, M. (2011). *Commercial Security and Development: Findings from Timor-Leste, Liberia and Peru*. Bonn International Center of Conversion.
- [9] Bruce B (2013). Security Beyond the State: Private Security in International Politics, *International Peacekeeping*, 20:1, 118-119, Retrieved from <https://doi:10.1080/13533312.2012.761852>
- [10] Burgess. A (2018). *Heist! South Africa's cash-in-transit epidemic uncovered*, Penguin Random House, Retrieved from <http://dx.doi.org/10.17159/2413-3108/2018/v0n65a5615>
- [11] Community Oriented Policing Services (COPS), (2009). *Operation Partnership Private Security; Trends and Practices in Law Enforcement and Private Security Collaborations*. Retrieved from www.cops.usdoj.gov
- [12] Cromwell, P. and Olson, J. (2006). *The reasoning burglar: Motives and decision-making strategies*. In: P. Cromwell (ed.) In Their Own Words. Los Angeles, CA: Roxbury Publishing Company.
- [13] Ekblom, P. and Pease, K. (2014). Innovation and Crime Prevention in Bruinsma, G and Weisburd, D. (eds.), *Encyclopedia of Criminology and Criminal Justice*. New York: Springer Science+Business Media. 2523-2531.
- [14] Financial rights legal centre (2016, March). *Guilty until proven innocent Insurance investigations in Australia*. Retrieved from https://www.aph.gov.au%2FDocumentStore.ashx%3Fid%3De60b8e3d-37fd-40e5-af1d-6e1077425d1d%26subId%3D412820&usg=AOvVaw3cjQE_TrUrlwh8MXBsX6Gl
- [15] George B. and Kimber S. (2014). *The History of Private Security and Its Impact on the Modern Security Sector*. In: Gill M. (eds) The Handbook of Security. Palgrave Macmillan, London
- [16] Grove, E., Farrell, G., Farrington, D. and Johnson, D. (2012) *Preventing Repeat Victimization: A Systematic Review*. The Swedish National Council for Crime Prevention (BRA: Brottsförebyggande rådet). Stockholm, Sweden: BRA.
- [17] Gumedze, S. (2015). Promoting Partnerships for Crime Prevention between State and Private. *International Development Research Centre*. Retrieved from <http://hdl.handle.net/10625/54416>
- [18] Gummer. S and Stuchtey. T (2014). Civil Security and the Private Security Industry in Germany. *BIGS. Policy Paper No. 4*. 18
- [19] Hearnden, I. and Magill, C. (2004). *Decision-making by House Burglars: Offenders' Perspectives*. London: Home Office.
- [20] Heaton, P., Hunt. P, MacDonald. J, and Saunders, J (2015). *The Short-and Long-Run Effects of Private Law Enforcement: Evidence from University Police*. Bonn,

- Germany: Institute for the Study of Labor. Retrieved from <http://ftp.iza.org/dp8800.pdf>
- [21] Hess, K. and Orthmann, C. (2012). *Introduction to law enforcement and criminal justice*. 10th edition. Clifton Park, NY: Cengage Learning.
- [22] Hirschi, T., and Gottfredson, M. (1986). The distinction between crime and criminality. *Critique and explanation: Essays in honor of Gwynne Nettler*, 55-69.
- [23] Howie, L. (2014). Security Guards and Counter-terrorism: Tourism and Gaps in Terrorism Prevention, *International Journal of Religious Tourism and Pilgrimage: Vol.2:Iss.1*, Article 7. Retrieved from DOI:10.21427/D74D90
- [24] Hussam. E (2012). Developed Intelligent Fire alarm system. *Journal of American Science*. 8. 1016-1025. Retrieved from https://www.researchgate.net/publication/280620907_Developed_Intelligent_Fire_alarm_system
- [25] Inyang, D and Ubong. A (2013). Policing Nigeria: A case for partnership between formal and informal police institutions. *Merit Research Journal of Art, Social Science and Humanities*. Vol. 1 (4) pp. 053-058. Retrieved from <http://www.meritresearchjournals.org/assh/index.htm>
- [26] Japan's National Security Strategy (2013). Retrieved from https://www.mod.go.jp/e/publ/w_paper/pdf/2014/DOJ2014_2-3-2_web_1031.pdf
- [27] Kaguru K. and Ombui K (2014). Factors Affecting Performance of Private Security Firms in Nairobi County: A Case Study of G4S Security Services (K) Ltd. *International Journal of Science and Research (IJSR)* Volume 3 Issue 2. Retrieved from <https://pdfs.semanticscholar.org/ad22/71c75e119b7a48518ace1558500067af78bf.pdf>
- [28] Kagwima. E (2018, May). Dynamics of Cash-in-Transit. <https://www.sgasecurity.com/news-articles/dynamics-of-cash-in-transit>
- [29] Kangootui, N. (2014, April 28). *Guards arrested for N\$1,8m robbery*. The Namibian. Retrieved from http://www.namibian.com.na/indexx.php?id=12329&page_type=story_detail
- [30] Kole. O. (2015). *Partnership Policing Between the South African Police Service and the Private Security Industry in Reducing Crime in South Africa*. Published PhD Thesis. Retrieved from <http://hdl.handle.net/10500/19153>
- [31] Krahnemann, E. (2018). The market for ontological security, *European Security*, 27:3, 356-373, Retrieved from doi:10.1080/09662839.2018.1497983
- [32] Lance. S and Louis. E (July, 2010). *Cash in transit armed robbery in Australia*. *Trends and Issues in crime and criminal justice*. Australian Institute of Criminology. No. 397 <https://aic.gov.au/publications/tandi/tandi397>
- [33] Louw G (2010). *South African Defence Policy and Capability: The Case of the South African National Defence Force*. MA thesis, Stellenbosch University ,Stellenbosch, Retrieved from https://scholar.sun.ac.za/bitstream/handle/10019.1/85766/louw_south_2013.pdf?sequence=1
- [34] Markusen, A (2003). *The Case against Privatizing National Security, Governance*, 16 (4), 471-501.
- [35] Mkilindi. A (2014). *Assessment of the role of Private Security Companies in the enhancement of public security*. A published M(HRM) Dissertation. Retrieved from <http://hdl.handle.net/11192/1046>
- [36] Montgomery, R. and Griffiths, T. (2015). *The Use of Private Security Services for Policing*. Research report: 2015-R041. Retrieved from

- <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/archive-2015-r041/archive-index-en.aspx>
- [37] Murtonen, M, Markus, J and Rajala, A. (2012). More value from security: Redefining value creation and service provision in security services (eds). Espoo 2012. *VTT Science* 25. 172. Retrieved from <https://www.vttresearch.com/sites/default/files/pdf/science/2012/S25.pdf>
- [38] Nemeth, C. (2012). *Private Security and the Law*. 4th Edition. Elsevier. New York.
- [39] Nkashe, M. (2015). *The Role of the Investigator in the Prosecution Process*. Retrieved from <http://uir.unisa.ac.za/bitstream/handle>
- [40] Ondrejcsák, R *et al* (2014). *Introduction to Security Studies*. Centre for European and North Atlantic Affairs (CENAA). Bratislava
- [41] Oppong. T (2017, Oct 20). *3 Major Services That a Cash-in-transit (CIT) Company Offers*. Retrieved from <https://alltopstartups.com/2017/10/20/3-major-services-that-a-cash-in-transit-cit-company-offers/>
- [42] Pease, K. and Gill, M. (2011). *Home Security and Place Design: Some Evidence and its Policy Implications*. Perpetuity Research & Consultancy International (PRCI). Retrieved from <http://www.securedbydesign.com/professionals/pdfs/Home-Security-and-Place-Design.pdf>
- [43] Pienaar, E (2014). *Serious crime as a national security threat in South Africa*. Retrieved from <http://hdl.handle.net/2263/46070>
- [44] Prenzler, T. and A. Milroy (2012). Recent Inquiries into the Private Security Industry in Australia. *Security Journal*, 25(4), 342-55. Retrieved from http://www98.griffith.edu.au/dspace/bitstream/handle/10072/48611/81194_1.pdf?sequence=1
- [45] Prenzler. T and Sarre. R (2012). The Evolution of Security Industry Regulations in Australia: A Critique. *International Journal for Crime and Justice*, 1(1), 38-51. Retrieved from <https://doi.org/10.5204/ijcjsd.v1i1.72>
- [46] Ronen. Y, (2010). *PRIV-WAR Report – Israel: The use and regulation of private military and security companies in situations of armed conflict*, National Reports Series 01/10
- [47] Safe Work Australia (2014). *2014 –15 Annual Report*. Safe Work Australia. Canberra. Retrieved from [info@swa.gov.auwww.http://www.safeworkaustralia.gov.au/sites/swa/about/annual-reports/pages/annual-reports](http://www.safeworkaustralia.gov.au/sites/swa/about/annual-reports/pages/annual-reports)
- [48] Sarkesian, S, Williams. J and Cimbala. S (2013). *US National Security: Policymakers, Processes and Politics*, Boulder CO: Lynne Rienner.
- [49] Sirera, M. (2008). *Global, National and Local Factors in Shaping Skill Formation for Economic Development in Kenya*, PhD Dissertation, University of Bristol, UK.
- [50] Smith. J and Clarke. V (2012). Situational crime prevention: Classifying techniques using good enough theory. In Welsh, B. C., & Farrington, D. P. (Eds.). *The Oxford handbook of crime prevention*. 291-315. Retrieved from DOI: 10.1093/oxfordhb/9780195398823.013.0015
- [51] Smith. L and Louis. E (2010, July). Cash in transit armed robbery in Australia: Trends & issues in crime and criminal justice. *Australian Institute of Criminology*. Retrieved from <https://aic.gov.au/publications/tandi/tandi397>
- [52] Sparrow, M., (2014). *Managing the Boundary Between Public and Private Policing*. New Perspectives in Policing Bulletin. Washington, DC: U.S. Department of Justice, National Institute of Justice. NCJ 247182.
- [53] Stenning. P. (2009). *Governance and Accountability in a Plural Policing Environment-*

the Story so Far. Oxford University Press

- [54] Strom, K, et al., (2010). *The Private Security Industry: A Review of the Definitions, Available Data Sources, and Paths Moving Forward Literature Review and Secondary Data Analysis* RTI International, Research Triangle Park, NC 27709. Retrieved from <http://www.ncjrs.gov/App/publications/abstract.aspx?ID=254874>
- [55] Symoniak J (2011). *The Washington Consensus*. Volume V. New voices in Public policy. George Mason University.
- [56] Taylor, E. (2014). Honor among thieves? How morality and rationality influence the decision-making processes of convicted domestic burglars. *Criminology & Criminal Justice*, 14(4), 487-502. Retrieved from doi: 10.1177/1748895813505232
- [57] The Constitution of Kenya (2010) <https://kfcg.co.ke/wp-content/uploads/2016/07/Constitution.pdf>
- [58] Thobane, M (2014). *The Criminal Career of Armed Robbers with specific reference to Cash-in Transit Robberies*. Retrieved from http://www.uir.unisa.ac.za.dissertation_thobane_ms
- [59] Thomas. C (2000). *Global Governance, Development and Human Security*. Pluto. London.
- [60] Thomas. C (2000). *Global Governance, Development and Human Security*. Pluto. London.
- [61] Tseloni. A, Thompson. R, Grove. L, Tilley. N, and Farrell. G (2017). The effectiveness of burglary security devices, *Security Journal*, Volume 30, Issue 2, 646–664. Retrieved from DOI. <https://doi.org/10.1057/sj.2014.30>
- [62] United Nations Office on Drugs and Crime (UNODC) (2014). *State Regulation concerning Civilian Private Security Services and their Contribution to Crime Prevention and Community Safety*, Criminal Justice Handbook Series, New York.
- [63] Vaidyanathan. R (2011, November 11). *India's 'wedding detectives' enjoy booming trade*. Retrieved from <https://www.bbc.com/news/world-radio-and-tv-15520929>
- [64] Williamson, J. (2004). *The Washington Consensus as Policy Prescription for Development*, Washington, DC: World Bank.
- [65] Wolmar, C. (2012). *The Great Railroad Revolution: The History of Trains in America*. Public Affairs