

**COMMERCIALIZED SECURITY AND NATIONAL SECURITY
IN NAIROBI CITY COUNTY, KENYA.**

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**A THESIS SUBMITTED TO THE SCHOOL OF SECURITY, PEACE
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FEBRUARY, 2021

DECLARATION

I, Gerald Peter Mutonyi, do hereby declare that this is my original work and has never been presented anywhere for any academic award.

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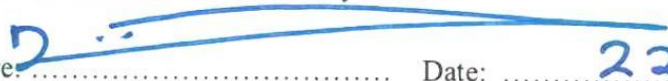
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DEDICATION

I dedicate this dissertation to all Commercial Security Personnel in Kenya who continue to work tirelessly, despite the challenges they have to encounter and tolerate.

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I wish to extend my heartfelt thanks to Dr. Merecia Ann Sirera, my supervisor, whose enthusiasm, inspiration, and great efforts to explain things clearly helped me greatly to accomplish this dissertation. Admittedly, I would have lost direction and main points without her. I appreciate Prof. Wangari Mwai, my supervisor, for her unconditional guidance and encouragement. I must confess that if there are any errors in this dissertation, I am culpable.

I am also indebted the lecturers in the school of Security, Peace and Diplomacy whose challenges, insights and constructive ideas on the topic have helped me a lot.

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ABSTRACT

In Kenya, the maintenance of security for the citizens had traditionally been the state's duty. However, non-state actors have come up to offer security to those who can afford to buy it. Despite this development, few studies have examined commercialized security and national security. Using Security Governance theory and Network Analysis theory, this study sought to examine commercialized security and national security. The study adopted a cross sectional survey design, and was carried out in Nairobi amongst the adult residents classified as either consumers or providers of commercial security industry (CSI). Clustering of the County into constituencies and wards was by purposive sampling. Purposive sampling was used to select those who purchase or manage CSI services for their organizations as well as management of the CSI firms. The general public and security guards were systematically sampled. A questionnaire, interview guide and structured observation were instruments of data collection. Quantitative data was analyzed by both descriptive and inferential statistics. Descriptive statistics mainly frequency distributions were used to summarize the results facilitating in analysis of the key findings as well as presentation of findings. Inferential statistics specifically multiple regression analysis was used to predict the contributions of specific CSI services on national security and in drawing conclusions of overall effects. Qualitative data was analyzed thematically. Qualitative and quantitative data were triangulated to provide robust illustrations of key findings. The findings of the study revealed that CSI makes a positive significant contribution to national security: $F(4, 369) = 9.42, p < .001, R^2 = .093$. The results of the regression indicated that the model explained 9.3% of the variance. As regards the specific services, the results demonstrate that (1) Manned guarding significantly contributes to the 26 % of outcome of the CSI $B = .260, \beta = .135, P = .007$; (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 CSI investigative service 3.6 % ($B = .036, \beta = .084, P < .103$) although it was not significant. From qualitative data the participants narrated that the manned guarding as a service of CSI increases the visible presence of security agents in the environment a factor that discourages criminal activities and provides feelings of safety, Alarms and electronics were said to detection of criminal and harmful activities hence intervening in stopping crime, intelligence on criminal activities through surveillance, and creating a culture of security and crime awareness all which contribute to enhancing national security. However, despite valuable contributions CSI was limited in several ways which could explain the relatively low but significant contribution to the national security. The limitations include; not being armed with firearms, poor working conditions of security personnel, lack of courtesy by guards, lack of trust by the state security agencies, lack of regulation and licensing and security personnel who are not adequately trained. In relation to best practices, the study found improved working conditions of the security personnel, adequate training and development for the security personnel, cooperation with the state security agencies, after sale service, and enforcement of regulations, could help improve the CSI services hence increase their contribution to the national security. The study concludes, that CSI 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. Based on the findings, the study recommends effective regularization of CSI as well collaboration between with state security agents.

OPERATIONAL DEFINITION OF TERMS

Security—Practices that provide an environment of safety from harm, loss and destruction.

Commercialized —Selling of goods or services to a willing buyer so that the seller makes profit.

Commercial Security – Selling goods or services to a willing buyer that will provide an environment of safety from harm, loss and destruction. In return, the seller makes a profit from the transaction.

National Security —An atmosphere where the citizens are in an environment of safety from harm, loss and destruction.

Manned Guarding—The presence of a person employed to look after the safety of people and their properties.

Alarm and Electronic Security—A service that is meant to be activated, sending a signal to response team and/or a siren goes going off, in case the people who have bought the service are in danger or their properties endangered.

CVIT Security—A service that is used to transport cash and valuable items for people and organizations who do not want to endanger themselves if they were to move them from one place to another by themselves.

Investigation -A service that is used to for obtaining information for people who want to know that they are safe and that their properties are secured too.

TABLE OF CONTENTS

DECLARATION	ii
DEDICATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT.....	v
OPERATIONAL DEFINITION OF TERMS	vi
TABLE OF CONTENTS	vii
LIST OF TABLES.....	xii
LIST OF FIGURES.....	xiii
LIST OF ACRONYMS AND ABBREVIATIONS.....	xiv
CHAPTER ONE	1
INTRODUCTION	1
1.1 Background to the Study	1
1.2 Statement of the Problem	10
1.3 Purpose of the Study	11
1.4 Aim and Objectives	11
1.5 Research Questions	12
1.6 Justification and Significance of the Study	12
1.7 Scope and Limitation	13
1.8 Assumptions of the study	14
CHAPTER TWO	15
LITERATURE REVIEW	15
2.1 Introduction	15
2.2 An Overview on National Security	15
2.3 Commercialized Security and National Security	17
2.4 Commercialized Security Industry Services Industry to Counter Insecurity on National Security	21

2.4.1.	Manned Guarding	21
2.4.2.	Alarms and Electronic Services	23
2.4.3.	Cash and Valuables in Transit	26
2.4.4.	Investigation Services	28
2.5	The Effects of Commercialized Security on Influencing National Security.....	31
2.6	The Limitations of Commercialized Security on Influencing National Security	34
2.7	Best Practices to Enhance the Influence of Commercialized Security on National Security	40
2.8	Theoretical Framework	44
2.8.1	Security Governance Theory.....	44
2.8.2	Network Analysis Theory	46
2.8.3	Summary of Theoretical Framework	47
2.9	Conceptual Framework	48
CHAPTER THREE		49
RESEARCH METHODOLOGY.....		49
3.1	Introduction.....	49
3.2	Research Design	49
3.3	Site of the Study	49
3.4	Target Population	50
3.5	Sampling Technique and Sample Size	50
3.6	Research Instruments	55
3.7	Validity and Reliability of the Study	57
3.8	Pilot Study	58
3.9	Data Collection Procedure	58
3.10	Data Analysis and Presentation	60
3.11	Data Management and Ethical Considerations	61
CHAPTER FOUR		62
DATA PRESENTATION AND DISCUSSION.....		62
4.1	Introduction.....	62
4.2	Response Rate	62
4.3	Demographic Data	64

4.3.1	Sex of the Respondents	64
4.3.2	Age of the Respondents	67
4.3.3	Highest Level of Education of the Respondents	68
4.4	Objectives of the Study	70
4.4.1.	Services Offered by the Commercialized Security Industry to Counter Insecurity.....	70
a.	Manned Guarding as a Commercial Security Service	72
b.	Alarms and Electronics Service as a Commercial Security Service	78
c.	Cash and Valuables in Transit Service as a Commercial Security Service.....	84
d.	Investigation Service as a Commercial Security Service	88
e.	Regression of Commercialized Security Services	91
4.4.2.	The Effects of Commercialized Security on National Security.	94
a.	Visible Presence that Discourages Criminal Activities	95
b.	Detection of Criminal and Harmful Activities by the Electronic Devices	98
c.	Intervening in Stopping Crime and Harm	103
d.	Intelligence on Criminal Activities through Surveillance	106
e.	Creating a Culture of Security and Crime Awareness	108
f.	Regression of the Effects of Commercialized Security	110
4.4.3.	The Limitations of Commercialized Security on Influencing National Security... ..	113
a.	Not being armed with firearms	114
b.	Poor Working Conditions of Guards	116
c.	Lack of Courtesy by Guards	121
d.	Lack of Trust by the State Security Agencies	122
e.	Lack of Regulation and Licensing	124
f.	Security Personnel are not Adequately Trained	127
4.4.4.	Best Practices to Enhance the Influence of Commercial Security on National Security... ..	129
a.	Improvement on Working Conditions of the Security Personnel	130
b.	Adequate Training and Development	132
c.	Cooperation with the State Security Agencies	136
d.	After Sale Service	137
e.	Enforcement of Regulations	139
4.4.5.	Rating the Impact of Commercialized Security Industry on National security... ..	141

CHAPTER FIVE 145

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS ... 145

5.1	Introduction.....	145
5.2	Summary of Findings	145
5.6.1	Services Offered by the Commercialized Security Industry to Counter Insecurity.....	145
5.6.2	The Effects of Commercialized Security on National Security	146
5.6.3	The Limitations of Commercialized Security on Influencing National Security... ..	147
5.6.4	Best Practices to Enhance the Influence of Commercialized Security on National Security	149
5.3	Conclusion	150

5.4	Recommendations	151
5.5	Further Research	153
5.6	Implications of the findings for Commercial Security Industry	153
5.6.1	Implications for Theory	154
5.6.2	Implication for further research	156
5.7	Strengths and Limitations	156
5.7.1	Reflection on the Conceptual Framework	156
5.7.2	Reflection on Methodology	158
RERERENCES.....		162
APPENDICES		175
Appendix I: Questionnaire for the Consumers of commercialized security service		
		175
Appendix II: Interview Schedule for the Senior Management of the Consumers		
		178
Appendix III: Questionnaire for the Security Guards of providers		
		181
Appendix IV: Interview Schedule for the Senior Management of the Providers		
		184
Appendix V: Observational check lists.....		
		187
Appendix VI: Letter Requesting Participation from Respondents		
		188
Appendix VII: Letter Requesting Commercial Security Firm Permission to Interview their Personnel		
		189
Appendix VIII: Krejcie and Morgan sample size table		
		190
Appendix IX: Observational check lists Results		
		191
Appendix X: A Regression Analysis to Determine the Contribution of Commercial Security Services on National Security.....		
		192
Appendix XI: Scatterplots Between IVs and the DV. Contribution of Commercial Security Services on National Security.....		
		193
Appendix XII: Plot of standardized residuals vs standardized predicted values. Contribution of Commercial Security Services on National Security		
		193
Appendix XIII: A Regression Analysis to Determine the Contribution of the Effects of Commercial Security Services on National Security		
		194
Appendix XIV: Scatterplots Between IVs and the DV. Effects of Commercial Security Services on National Security.....		
		195

Appendix XV: Plot of standardized residuals vs standardized predicted values.	
Effects of Commercial Security Services on National Security	195
Appendix XVI: Multiple Regression Analysis Assumption Results	196
Appendix XVII: Research Work Plan	197
Appendix XVIII: Budget of the Study	198
Appendix XIX: Area of the Study - Map	199
Appendix XX: Research authorization from Graduate School	200
Appendix XXI: Approval for Research from Graduate School	201
Appendix XXII: Research Authorization	202
Appendix XXIII: National Commission for Science, Technology and Innovation (NACOSTI) Permit	203

LIST OF TABLES

Table 1: Sampled Roads	54
Table 2: Age of the Respondents.....	67
Table 3: Education Demographic Data of the Respondents.....	69
Table 4: Usage of Commercial Security Services	71
Table 5: Rating the Impact of Manned Guarding Service on National security	77
Table 6: Alarms and electronics	78
Table 7: Rating the Impact of Alarms and Electronics Service on National security.....	83
Table 8: Rating the Impact of Cash and Valuables in Transit service on National Security	86
Table 9: Rating the Impact of Investigation Service on National Security	90
Table 10: A Regression Analysis to Determine the Contribution of Commercial Security Services on National Security	92
Table 11: A Regression Analysis to Determine the Contribution of the Effects of Commercial Security Services on National Security	111
Table 12: The Limitations of Commercialized Security to Impact Positively on National Security	114

LIST OF FIGURES

Figure 1: Commercialized Security and National Security	48
Figure 2: Response rate of the consumers and providers of commercial security services	63
Figure 3: Sex of the Respondents	64
Figure 4: A Timaam Parade by the Alarm and Response Team being all Male Dominated	66
Figure 5: Usage of commercialized security services by the Citizens	71
Figure 6: Manned Guards vetting the Flow of People.....	75
Figure 7: Security Guards Operating a Security Scanner Machine.....	81
Figure 8: CVIT Vehicle being Closely Followed by a Chase Car	87
Figure 9: Evaluated Effects of Commercialized Security on National Security	95
Figure 10: Visible Presence of the Security Guards.....	98
Figure 11: Security Guards Operating a Security X-Ray Machine.....	101
Figure 12: Best Practices to Enhance the Influence of Commercial Security on National Security.	129
Figure 13: Rating the Impact of Commercialized Security Industry on National Security.....	141
Figure 14: Research Work Plan.....	197
Figure 15: Budget of the Study.....	198
Figure 16: Map of Nairobi.....	199
Figure 17: Research authorization from Graduate School	200
Figure 18: Approval for Research from Graduate School.....	201
Figure 19: Nacosti Research Authorization.....	202
Figure 20: NACOSTI	203

LIST OF ACRONYMS AND ABBREVIATIONS

ATM	Automated Teller Machines
CCTV	Closed-circuit television
CSF	Commercial Security Firms
CSI	Commercial Security Industry
CVIT	Cash and Valuables in Transit
KSIA	Kenya Security Industry Association
NACOSTI	National Commission for Science, Technology and Innovation
NGO	Non-Governmental Organization
PSIA	Private Security Industry Association
PSRA	Private Security Regulation Act
SOP	Standard Operating Procedure

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

The modern norm of national security dates back as far as the seventeenth century when Hobbes introduced the social contract, where the moral obligations on the sovereign was to protect and preserve the people's lives and property (Pearce, 2017). This was based on his theory of social contract where the citizens gave up their natural right to use force, and in return, to be protected by the state (Krahmann, 2010). The objective of this contract was to outlaw violence among people and contain chaotic conflict. Granting the state, the monopoly to use violence within its borders, and to enforce these objectives is what is described as national security. The provision of security as the most vital obligation of the state was also influenced by the views of Max Weber. The 'Weberian State' enjoyed the monopoly of the legitimate use of physical violence (Philipp & Lemay-Hébert, 2016). Accordingly, the state is presumed to be responsible for the provision of internal security and defense from external threats.

The concept of national security according to Weber, was based on the protection of the state. Accordingly, the national government was perceived to have a major obligation to protect the state's territorial integrity and the citizens. These traditional views of national security were popular during cold war period of the bipolar model, where states perceived other states as posing imminent threats of invasions. Ayoob as cited by Pienaar (2014) referred to this model as security alliances of the major developed states. These alliances between developed countries were the western bloc led by the USA and the Eastern bloc led by the USSR. Their fear were driven by the

perceived threats of each block trying to spread their ideological inclinations through invasions or support of insurgents to topple the governments of their allies. On the other hand, in the contemporary society, national security has now become less state-centered and more people-centered as its focus broadens to physical safety, economic welfare, autonomy, and psychological well-being of the individuals within the state (Buzan, *et al* as cited Pienaar, 2014). Therefore, in 1994, the UNDP Human Development Report was the seminal text to stress the need for human security, broadly defining it as ‘freedom from fear’ and ‘freedom from want’. The 1994 HDR further characterized human security as “safety from chronic threats such as hunger, disease, and repression as well as protection from sudden and harmful disruptions in the patterns of daily life – whether in homes, in jobs or in communities” (UNDP, 1994:23).

Ayoob as cited by Mwangi (2016) in rejoinder to Buzan, defines national security as the ability of the state to protect its vital national interests and core national values. He goes on to state that, national values do not have to be tied to only the traditional security concerns, for instance the asserting and enabling of independence and territorial integrity, but can go on to encompass concerns regarding the safety and wellbeing of each individual citizen and the preservation of cultural values such as democracy and tolerance (Mwangi, 2016). The UNDP report had narrowed these security concerns seven components of human security: health, food, environmental, economic, personal, community and political security. Consequently, diverse nations will have security needs as informed by their regional crescendos.

However, Boemcken (2011) argued that, the state establishments are limited in warranting fairness in the circulation of security to all the citizens and visitors to the

society. The state consequently, focuses the delivery of security to its vital installations and some VIP citizens, while the other citizens and their property are placed in a one fit all suit despite, their varied security needs. These security needs by the citizens are mostly informed by the revolving types of crimes, for instance, burglary, house breaking and motor vehicle thefts.

Private security origins can be established to the time, when people began the domestication of animals and grazing them. To safeguard them from other people and wild animals, some of the members of the community would be guardians and/or shepherd (Dempsey, 2010). Private security developed from the people's need for extra, individual safety to avert crimes against themselves or their property (Hess, 2009). It therefore met the needs of individuals and institutions that required more safeguarding than was being afforded by the state security agencies.

The different security needs by the citizen's places many demands that are beyond the capability of the state, making it challenging for equal distribution of security service (Boemcken, 2011). A number of studies, for example, Bruce (2013) and Abrahamsen and Leander (2016) have correlated the growth and expansion of commercialized security markets with deficiencies in the ability of nations to effectively deliver security-related services. Therefore, a range of actors are explicitly looked upon to supplement the supply of security services (United Nations Office on Drugs and Crime [UNODC], 2014). Arguably, the most important of these actors is the commercial security industry (CSI), which has grown expansively in both developed and developing countries.

Commercial Security comprises enterprises that provide some aspect of security/policing services with a profit motive (Sparrow, 2014). Boemcken (2011) and

UNODC (2014) describe commercial security as fee-paying services aimed at protecting persons and physical assets. It was therefore important to assess the influence of commercialized security on national security.

From a historical perspective, commercialized security played a major role in the history of the USA, and its presence has expanded since the 19th century. The growth of the commercial/industrialization sector, the great westward expansion of America in the 1840s and 1850s, and the U.S. railroad systems, were the major factors in the 19th century which contributed to the expansion of commercialized security (Nemeth, 2012). Trains often carried large stashes of cash and precious minerals passing through sparsely populated landscape, which provided bandits with numerous isolated areas perfect for robbing them (Wolmar, 2012). This prompted the railroad owners to fight back to protect their investments by having armed commercial guards, and even customized fortified boxcars which are the predecessor of the current armored cash and valuables in transit vehicles (Wolmar, 2012). Similarly, there was the transport of cargo on both sides of the Missouri River, which led Henry Wells and William Fargo in 1850 to form Wells and Fargo (George & Kimber, 2014). In essence it is the need for individuals to protect their valued property that provided the impetus for investing in commercialized security (George & Kimber, 2014). Since then, the CSIs in the USA have been involved in a wide range of services, including manned guarding, alarms, cash and valuables in transit, correctional facilities management, systems integration and management, security consulting, pre-employment screening, and information security (Strom, *et al.*, as quoted by Montgomery & Griffiths, 2015).

The precise dimensions of the size and growth of the Australia security industry followed an international trend of substantial growth in security services in the last

three decades of the 20th century (Prenzler & Sarre, 2012) because of two main factors. First, according to Prenzler and Sarre (2012) is the market demand, partly in response to steep rises in crime from 1960s, and the continuing high levels of crime. However, the information on the influence to which commercialized security contributes to crime control in Australia is limited. Second, was the shift in consciousness away from the reliance on police providing security to the society to a mentality of self-protection (Prenzler & Sarre, 2012). Self-protection is a concept of human security in which all people are expected to take part in the responsibility of their own personal safety. The commercial security firm's (CSFs) personnel in Australia are involved in crowd control, patrolling and guarding facilities, security of courts, risk management, gathering of evidence, and case investigation (Sarre & Prenzler, as quoted by Sparrow, 2014). However, inquiries into the commercial security industry conducted by the Australian Crime Commission and the New South Wales Independent Commission against corruption identified negative impacts. These include, the potential for criminal activity and the infiltration by the organized criminal gangs (Prenzler & Milroy, 2012). This raises the question as to the influence of commercialized security on the national security of Australia.

In Africa, the CSI are in most of the countries including South Africa, Nigeria, Tanzania and Kenya. The expansion of CSI in South Africa, according to Asomah (2017) can be attributed to escalation of crime. The commercial security personnel now outnumber public police in South Africa (Cohen, 2014). In Nigeria, the commercialized security industry has been able, to some extent, supplement the activities of the police in the management of security despite the challenges confronting them (Adegboyega, 2012 and Inyang & Ubong, 2013). In Tanzania, the total number of commercial security guards is close to 1.2 million, as compared to

less than 1 million police officers (Mkilindi, 2014). The Tanzanian police force, therefore, collaborates with the CSI to offer security services to government buildings and institutions such as forex bureaus (Mkilindi, 2014). Commercialized security in Africa appears to be used to enhance national security, but there is a dearth of knowledge on how it influences national security.

In Kenya, the rise in crime and the growth of the commercialized security industry is pegged on the decline of state capacity, which began in the late 1980s and continued to the 1990s (Abrahamsen and Williams, as cited by Kaguru & Ombui, 2014). This was a period of declining economic prosperity in Kenya and many African countries, as state expenditure and investment reduced drastically to conform to Washington Consensus. According to Williamson (2004), Washington Consensus was based on envisaged supportive policies to enable the developing countries revive their economies and their ability to service their debts. A range of policies, collectively known as structural adjustment policies, were developed (Robertson, 2008).

Drawing on the views of Williamson and Robertson *et al*, Sirera (2008) observes that a conditionality clause for development loans ensured that the developing countries adopt the neo-liberal policies. The neo-liberal 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). As a result, the state security agencies were under-funded, losing the ability to deliver services, including the provision of security (Human Rights Watch, as cited by Kaguru & Ombui, 2014). In general, commercialized security 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 was envisaged to complement the state efforts in keeping a safe world in different regions. However, insecurity remains a concern of many nations despite the expanded commercial security industry.

Accordingly, the proponents of neoliberalism may be opposed to redistributive policies of social welfare: upholding social contract between labor and capital, because neoliberal philosophy is pro-business, interested in profit making (Morrow & Torres, 2003). This therefore raises question as to the effect of commercialized security on the national security, which is premised on the social contract. However, despite the philosophical differences that provide the models of security, there is limited empirical knowledge on the influence of commercialized security on national security.

In the context of developing countries like Kenya, neoliberalism manifested in the implementation of structural adjustment programmes (SAP). These were policies with conditions recommended by the World Bank, the International Monetary Fund (IMF) and other financial organizations to help achieve what was described as stabilization of economies. The reduced state power also implied that the state could not effectively regulate the services offered by commercial security firms. The inability of the state to effectively regulate the commercial security industry, was occasioned by the reduced manpower and resources with the implementation of the SAPs, and the increased surge of free market economy. Many privately owned enterprises were setting up services especially in security provision. But in many cases, governments ended up spending less money on ensuring that, these essential services were being run in ways that would not harm the public. This could be suggestive that, as independent institutions, they could offer service depending on the needs of individual

customers, which may not be necessarily in line with the national security. This may be indicative of the different security interests between the nation and individuals, suggesting possible different outcomes from perceived state security. An empirical study on commercialized security and national security was necessary.

Although commercialized security in Kenya involves a range of security services provided by individual firms, and other organizations to customers at a fee, as opposed to public security which is a public good (Safer World, as cited by Kaguru & Ombui, 2014), there has been little reflection on their effect on national security. Accordingly, the CSFs in Kenya have been responsive to insecurity by developing security services, with the goal of helping residents to improve their own security (Kiama & Bor, 2015). However, how this feeds into the national security remains unclear.

From foregoing discussion, CSI are widely used in both developing and developed world. Many factors appear to have contributed to development and spread of commercialized security across nations. Although the factors that have led to development of commercialized security are well documented, there is scarcity of studies that have examined commercialized security and national security, and more importantly in Nairobi where the study was undertaken.

Kaguru and Ombui (2014) conducted a study on the factors affecting performance of commercial security firms in Nairobi County. The study showed that, security conditions in the country would greatly improve with a well-regulated CSI and appeared to allude to the importance of a well-regulated industry, but, it falls short in providing a holistic explanation on how commercialized security impacts national security.

The study by Kiama and Bor (2015) examining commercialized security services and crime control in Nairobi County, pointed out that citizens opt for CSFs for their security needs. The CSFs are seen to be able to tailor their service to each particular customer, unlike the public security agencies who serve the community collectively. The extent to which these tailored security services impact on national security is left unaddressed in the study. In addition, the study revealed that the government needs to regulate the CSI roles as security providers to achieve oversight and control over them. This could imply that some of the services offered by CSI may not be aligned with national security, thereby creating a need to study the impact of commercialized security on national security.

Further, Machira *et al* (2017) conducted a study on how the availability of commercial security services assists in crime control in Nairobi County. The study identified five categories of crime control services provided: alarm response, mobile patrols, residential security, security surveillance in marked security vehicles at strategic points, and regulating public access control to buildings. Despite these security services, insecurity is still experienced in Nairobi. A Crime and Safety report by the US Department of State's Bureau of Diplomatic Security Kenya in 2017, identified home invasions, burglaries, armed carjackings, kidnappings and street crimes, as the most common crimes in Kenya's major cities, and in particular, Nairobi. The UN, whose agencies have a large presence in Nairobi, reported that the number of burglaries in Nairobi doubled to 300 from the last quarter of 2013 to the first quarter of 2014 (Kenya National Commission on Human Rights, 2014). Also, the national police service annual crime report (2016), reported that the number of crimes as having increased by 4.6% between 2014 to 2015, and by 6.2% between 2015 and 2016. This is a 10.8% increase of crime in 2 years (between 2014 – 2016) after

excluding the offences involving police officers and traffic offences. This is despite the heavy presence of commercial security. Therefore, the need to understand how commercial security services influence national security provided the impetus for this study.

1.2 Statement of the Problem

Commercialized security has grown and expanded in Nairobi, Kenya, and offers a range of crime control services, which are manned guarding, alarm and electronic service, cash and valuables in transit, and investigation services amid reduced state power as a result of neoliberal policies. Therefore, commercialized security has been in Nairobi for long, but quantified influence has yet to be determined and that is what this study embarked on.

The Crime and Safety report by the US Department of State's Bureau of Diplomatic Security Kenya in 2017, identified home invasions, burglaries, armed carjackings, kidnappings and street crimes, as the most common crime in Kenya's major cities, and in particular, Nairobi. Also, the national police service annual crime report (2016), reported that the number of crime in Nairobi having increased by 4.6% between 2014 to 2015, and by 6.2% between 2015 and 2016. This is a 10.8% increase of crime in 2 years (between 2014 – 2016). This is despite the fact that, there is an availability, growth and expansion of the commercial security industry in Nairobi, as shown in the introduction. It is therefore imperative to find out the impact of commercial security on national security in Nairobi.

Recent studies conducted in Nairobi on commercialized security have consistently focused on the development and growth of commercialized security, but with limited reflection on how the services feed into national security. For instance, Kaguru and

Ombui (2014) focused on the factors affecting the commercial security firm's role performances in Kenya. A study by Kiama and Bor (2015) focused on the commercial security firms and their crime control role, whereas, Machira *et al* (2017) reported on the availability of commercial security services assistance in crime control in Nairobi County. However, these scholars have not taken cognizance of the influence of commercialized security on national security in Kenya. Therefore, the problem that provides the impetus for this study is that although commercialized security has expanded in Kenya, and continues to offer customized security services to its customers, there is limited empirical information on how this influences national security. This study, therefore, sought to examine commercialized security and national security in Nairobi City County, Kenya.

1.3 Purpose of the Study

The purpose of this study was to examine commercialized security and national security in Nairobi City County, Kenya.

1.4 Aim and Objectives

The major objective of this study was to examine the influence of commercialized security and national security in Nairobi City County, Kenya.

The specific objectives were to:

- i. Examine the commercialized security industry services offered to counter insecurity in Nairobi County, Kenya.
- ii. Analyze the effects of commercialized security on national security in Nairobi County, Kenya.

- iii. To establish the limitations of commercialized security on influencing national security in Nairobi County, Kenya.
- iv. Determine the best practices to enhance the influence of commercialized security on national security in Nairobi County, Kenya.

1.5 Research Questions

The research questions were:

- i. What are the commercialized security industry services being offered to counter insecurity in Nairobi County, Kenya?
- ii. What are the effects of commercialized security on national security in Nairobi County, Kenya?
- iii. Are there any limitations on commercialized security that are influencing national security in Nairobi County, Kenya?
- iv. Which are the best practices to enhance the influence of commercialized security on national security in Nairobi County, Kenya?

1.6 Justification and Significance of the Study

Commercialized security industry has significantly increased in popularity since the 1990s. This has been due to the increased foreign and domestic sources of threats, for example, terrorism and armed robberies. These threats have therefore placed a larger reliance on the CSI in developing preventative security measures, rather than the more traditional approach by the state security agencies of being reactive (pursuing existing criminals). Therefore, the industry is supplementing the roles of an overstretched police and is playing a growing role in the provision of security in the community.

Hence, it is imperative to study this important sector of the country, and to understand its influence on the security of the nation.

The information obtained in this study on commercialized security and national security in Kenya, can enlighten the CSFs on their role in security provision, and help them to market the benefits of their products and services. The same information can guide in the pursuance to effective collaboration and partnership policing between the state security agencies, the public and the commercial security industry in fighting insecurity.

This study will also be able to provoke scholarly work that is going to benefit security studies as a young and evolving social science in Kenya, East Africa and many other countries. Also, security is important, but the government alone cannot offer it, so through this research various effective ways of policing will be known.

1.7 Scope and Limitation

The study was carried out in Nairobi County due to its uniqueness, as being an established hub for businesses and culture. There are many other aspects of commercialized security services, but the scope of the study narrowed to evaluating commercialized security and national security. The scope of the study was also on those who consume the security services: general public who use it, security officers and administrators of organizations who procure the services, and those who provide the services: security guards and the operations managers of commercial security firms.

The study was limited to studying the influence of various services of commercialized security on National security and did not interrogate neither their effectiveness nor efficiency on National security. The Nairobi population is different and might vary

from other parts of the country. Therefore, it limited the researcher's ability to generalize the conclusions to the other parts of the country. However, any generalization was done with caution. The study was also limited to the Security Governance theory and was backed up by Network Analysis theory.

1.8 Assumptions of the study

- i. That commercial security services provides important in the security service needs of the people and their properties, which are customized to each segment of the consumers who feel that the generalized security provision by the state security agents is not adequate for them.
- ii. Commercialized security has some positive effects on national security, and that is the reason the industry is continuing to grow and expand.
- iii. The industry is facing some limitations in its provision of security services, and that is why the government sort to streamline it by legislating the Private Security Regulation Act (PSRA) No. 13 of 2016, to ensure that the industry operates in an accountable and professional way.
- iv. Despite how the industry has been depicted wrongly due to the operations of some of the providers, it has continued to survive because it has some best practices, which makes some of the citizens to continue subscribing to its services.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

It will be recalled that the purpose of this study was to examine commercial security and national security in Nairobi. This chapter reviews literature on national security guided by the objectives of the study. In addition, the chapter discusses the theoretical approach to the study, which are Security Governance and Network Analysis, selected to guide the study. Lastly, the chapter outlines the conceptual tool that was utilized in this study.

2.2 An Overview on National Security

Conventionally, national governments were obligated to protect the state and the citizens. Ayoob as cited by Mwangi (2016) states that, national ideals should not be tied to the customary security apprehensions, but have to encompass apprehensions concerning the safety and wellbeing of an individual citizen. Therefore, each national government will have its own security needs as dictated by its regional dynamics and their concerns.

Sarkesian *et al* (2013) while discussing the US national security, states that national security is the ability of its national agencies to prevent enemies from using whichever action to harm the American citizens or either the interests of the nationals, and the confidence the citizens are having in the capability of their nation. For example, measures taken to ensure the USA national security include: Using diplomacy, marshalling economic power to compel cooperation, maintaining an effective armed force and secret police to protect the nation from internal threat.

Ondrejcsák *et al* (2014) on the other hand when discussing National Security Strategy of Russia, adds 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. For Japan's National Security Strategy (2013), national security is the ability to maintain its sovereignty and independence, to defend its territories, to assure and protect the properties, life, and persons of its nationality, and ensuring its survival while at the same time, maintaining its individual peace and security that is rooted on democracy and freedom and while preserving Japan's rich traditions and cultures. From the views of the authors as cited above national security appears to focus more on people, contrary to the traditional security that focused more on external threats that were presumably from other states.

Similarly, Gerhard (2013) while writing on national security of South Africa argued that, the same is being pursued through the realization of the political, economic, social, and cultural rights and needs of the people, and through efforts to promote and maintain the regional security in its proximity. This is for the reason that, when its citizens find fulfilment and contentment of the security situation in their country, they will also less likely to have disagreements and skirmishes with the citizens of the neighboring countries, and consequent promoting peaceful coexistence. The strategies of achieving national security seems encompassed in different domains suggesting that security from South African perspective encompass all domains of human development, which extends across borders.

The Constitution of the Republic of Kenya, Chapter 14, section 238 highlights that the national security of Kenya is, its territorial integrity and sovereignty, the people, and their rights, freedoms, peace, property, prosperity and stability, and other national

interests. Therefore, although the state security agents, which include the Kenya Defense Force, the National Intelligence Service and the National Police Service are the main security providers, it is possible that they may not adequately meet all the security needs of the nation. This is partly because there are varied security needs of different groups of people within the society.

The concept of security that was unveiled by the United Nations Development Programme report of 1994, enhances the concept of 'human development'. This was borrowed by Goredema as cited Pienaar (2014), who proposed that national security in Africa should be a precondition for human security. It therefore, appears that provision of security is the most important responsibility of any government in the world.

However, Boemcken (2011) observes that in many nations, the government on its own might not be in a position to provide security in a manner that would be consistent with the objectives of human development. Similarly, Ondrejcsák *et al* (2014) argued that traditional actors (the state) does not successfully enhance security for all members of society. Therefore, new actors, mainly the commercial security firms, have become active participants in provision of security albeit for those who can afford to pay for the services. Although how provision of security by the commercial security firms impacts on national security was the concern of this study.

2.3 Commercialized Security and National Security

The contemporary concept of commercialized security has become significant in developed countries, and in developing countries. This has been for the purpose of reducing the burden of security needs in a state and to satisfy its demands on life and property (Krahmann, 2018). Many countries are often outsourcing functions that had

always been a duty of their military and police from the commercial security firms, partly due to the reduction of the public service sector downsizing, but also due to the evolved and changed warfare (Cabral & Saussier, 2013). This new model of provision of security makes it possible for governments and its establishments, to be efficient on their core functions of securing the borders and providing reactive security need as surplus responsibilities have been transferred to the commercial security industry. For example, in Brazil, France, the United States, Lesotho and Canada, commercial security firms are in charge of the prisons' administration (Cabral & Saussier, 2013).

Wilkie (2013) study on 'Persons of Versatility': commercial security officers and private policing in residential estates in Hong Kong, examined two case studies of separate estates. It involved studying the security practitioners and consumers, observing work practices, and analysis of documentaries. The study found that in residential estates, commercial security agents were enforcing orders of property owners and maintenance of some quality of life of residents. The security firms provided residents with customized service focusing on neighborhood security and harmony. In China, most of the activities for the commercial security firms is domestic and encompassing a range of protection services from body guarding to facility security (Feng, 2013). Despite these diverse orientations of the strategies of the commercialized security services, the cumulative influence of the commercialized security on national security remains unclear.

COPS/IACP Summit participants in respect to the homeland security argued that, "the public security agencies mostly have information on threats, whereas the commercial security industry often has control over sites that are vulnerable" (IACP & COPS, 2004). Gerasimoski (2013) concluded that commercialized security is mostly

practiced as preventive in its orientation. Commercialized security prevents crime commission, but when prevention measures have not been effective and a crime occurs, the state security agents take over as the first call in the investigation for the criminal justice system.

The commercial security industry has a responsibility of guarding private and public areas. They have control over access in public areas such as residential homes, universities, banks, shopping malls and government facilities. The responsibilities of the commercial security industry according to Gumedze (2015) also include, monitoring of closed-circuit televisions and alarms, loading automated teller machines (ATMs) and transportation of cash and valuables. Evidently, commercial security offers a range of services. How these services influence on the overall national security is a concern of this study.

Inyang and Ubong (2013) in their study on commercial security firms and crime control in Nigeria, explored the role of commercial security firms and the control of insecurity in Akwa Ibom State of Nigeria. The structural functionalist theory of Robert K. Merton was adopted for the study. A survey research design sampled and studied 160 respondents of different clusters of the population. The study revealed that the commercial security sector in Nigeria has been compromised by people not registered and licensed, hence constituting a higher security risk in the country. The implication of the study is the view created that the commercial security industry can be a cause of insecurity in the community. Based on the findings, the risk profile of the CSFs in Nigeria was raised, and therefore, the cumulative influence of commercialized security on national security remains unclear. Similarly, Prenzler and Sarre (2014) observed that in spite of its relative anonymity, the CSI has the potential to harm

innocent members of society, hence necessitating a need for a robust legal framework for regulation to avoid violence, harassment, trespassing and false arrests. This equivocal view of commercialized security provided the impetus to conduct this study to verify how commercial security impacts on national security in Nairobi, Kenya.

Litavski (2012) in his study on the Challenges of Private Security Sector in the New Century, states that commercial security agencies represent economic players who operate in accordance with market laws, but they also represent players in the security industry. Due to their use of force, these firms contribute to an increase or a decrease of citizens' security. Their activity, therefore, requires a detailed and precise legal regulation that would enable them to freely operate on the market but at the same time observe standards of human rights (Litavski, 2012). This study, therefore, embarked to find out whether these players contribute to an increase or a decrease of citizens' security when they are operating freely on the economic market.

In general, according to Bruce (2013), commercialized security activities run parallel and supplement state security agencies operations. Similarly, argued Gumedze (2015), the CSI should not be ignored easily as it has a reputation in the prevention of crime. The industry is involved in a wide range of activities including guarding, alarm monitoring, armored transport, systems integration and management, correctional facilities management, security consultancy and pre-employment screening (Strom, *et al.*, as cited by Montgomery & Griffiths, 2015). However, as revealed by the study in Nigeria, commercial security can pose insecurity for national security. There is a need to understand more about what commercial security personnel are doing, the rationale for their activities, and whether these rationales are supported by empirical

data. Therefore, the assumption that commercial security always impresses positively on national security may have challenges.

Mutonyi and Sirera (2018) in their study on commercial security's effect on security, showed that there was an accepted positive effect on security of Kenyans in private functions and venues where commercial security was present. They also pointed out grey areas that needed legal backing so that efficiency would be achieved, but they failed short to quantify the positive influence commercial security has on security of Kenyans in private functions and venues. This study, therefore, embarks to quantify the positive influence commercial security has on security of Kenyans.

2.4 Commercialized Security Industry Services Industry to Counter Insecurity on National Security

Commercialized security is witnessing a revolution of services and has expanded, adding up new products and services. This is as a result of the inability of traditional state security organs to provide the type of customized services to their customers (Anyanwu, 2012).

2.4.1. Manned Guarding

The common security service consists of the guard, but the larger security firms offer additional products and services, including armed transport of valuables, close protection of subjects, electronic surveillance, and security consultancies (Boemcken, 2011). As a result, in most parts of the world, security is daily being increased in the hands of the uniformed security guards (Abrahamsen & Williams, 2010). Consequently, from the 1990s, CSFs have rapidly expanded, providing manned guards, which in most cases outnumbers the state police (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, according to Howie (2014), detect, deter,

delay, and report, which is powerful and crucial for the security of a nation. Detection helps provide important information that could lead to arrests or prevention of crime, the presence of the guards stops those bent to commit crimes, while delay reduces the impact of crime and could also deny the perpetrators of crime opportunity to commit. The role of security guards as invaluable guardians cannot be overemphasized.

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 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 (Stenning, 2009).

Adegboyega (2012) analyzed the evolution of manned guards and their limitations to Security Management in Nigeria. He observed that, though manned guards have been able, to some extent, complement the activities of the police in security management, the challenges confronting them, for example not being armed with firearms and encountering offenders having firearms, has drastically reduced their capacities to effectively provide essential services to their customers. In many countries, it is common for manned security guards to outnumber police officers. One study estimated that, in most countries, commercial security personnel outnumber public police by more than two to one (Prenzler & Sarre, 2012). While the above studies examined manned guards duties, evolution and their number in comparison to the police, this research aimed at finding out the influence of commercialized manned guarding on national security.

2.4.2. Alarms and Electronic Services

Studies have been done on alarms and security devices to help in prevention of burglars. Hearnden and Magill (2004) studied 82 offenders in the community in Southern England identified through snowball sampling. The study found out that 84 per cent rated the installation of an alarm system outside a facility as a deterrent. Burglary deterring alarms that have been fitted to homes previously burgled, prevented a repetition of burglary, thus decreasing the overall rates of burglary (Grove. *et al*, 2012).

Similarly, Blevins *et al* (2012) sampled 1,513 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. According to Tseloni *et al* (2016), in most cases, the more alarm devices fitted to a facility the lower the risk of break-ins, but there are times when it is not the case.

Kiama and Bor (2015) in their study, examined commercial security services and crime control in Karen. The study was informed by situational crime prevention and crime prevention through environmental design theories. They employed a descriptive survey research design, utilizing stratified random sampling technique, and a sample size of 152. Questionnaires and interview schedules were used as the methods of data collection. The study found that alarm response service was seen favorably because of its reliability to respond to criminal activities.

Tseloni *et al*, (2016) applied Security Impact Assessment Tool (SIAT), to estimate the effectiveness and efficiency of security devices against burglary. As a methodology, SIAT gives an indication of the crime risk relativity of any alarm devices or combinations of alarm devices in comparison with risks of crime where

there exist no alarm security devices. It effectively indicated that the relative risk of burglary amongst residential with an alarm system was half the overall risk of burglary. This implied that residents without alarms systems have twice the risk of burglary than the others.

Similarly, 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 *et al*, 2016). Residents having no alarm security devices or of low-level quality, have seven times and 75 per cent respectively, more burglaries attempt than residents with alarm security devices that are high-level quality (Pease & Gill, 2011). Ekblom and Pease (2014) stated that the crime drops 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 enhanced security innovations. The same had been echoed by Tseloni *et al* (2017), who suggested that regular investment in alarm devices can mostly result in high proportions of burglaries that fail.

This conclusion concurs with Blevins *et al* (2012), Kiama and Bor (2015), Hearnden and Magill (2004), Cromwell and Olson (2006) and Byrne and Marx (2019), that the presence of alarm and security devices have led to crime prevention. However, their studies did not inform on national security, therefore, the researcher set out to discover the impact of commercial alarm and security devices on national security.

In contrast, Tilley *et al*, (2015) used findings that were grounded on their analysis of multiple surveys in the years 1992, 1994, 1996, 2008/2009, 2009/2010, 2010/2011 and 2011/2012, of the British Crime Survey, with a yearly sample size totaling over 40,000. It found that alarm devices have become associated not with decrease but with

increase in burglaries. Cromwell and Olson (2006) researched on offenders about how they made decisions relating to the offences they committed. Over half of the respondents said alarms did not deter them and that it was a clue as to a resident's affluence.

Similarly, Nee and Meenaghan are mentioned by Benoit and Wortley (2013) as having done interviews for 50 respondents in Britain, who were experienced imprisoned male burglars, over their decisions on a target. Interestingly, nearly half (30) responded that alarms did not have a deterring effect on them. Nee and Taylor as cited by Taylor (2014) in a simulation of a residential situation, asked offenders (and householders who were like 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 the higher level of security, informed the fact that there was a lot to protect (Taylor, 2014). Seemingly, the gain outweighs the risks in such instances. Hussam (2012) in his study, developed a commercial fire alarm system that was to be intelligent to meet the modern needs. 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.

Cromwell and Olson (2006), Hussam (2012), Benoit and Wortley (2013), Taylor (2014) and Tilley *et al*, (2015) agree 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. However, the current study intended to examine the impact of alarm and security devices on national security among the residents of Nairobi County.

2.4.3. Cash and Valuables in Transit

The transport of valuables is well-known as a backbone of the economy and as the major determining security factor of a nation. Cash and valuables in transit according to Oppong (2017), is the delivering of cash to where it is needed in preferred values to various destinations, as per the preferences of the customer. The need for 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 (Comcare as cited by Smith & Louis, 2010). Currently, CVIT has grown with the changes of banking management where widely dispersed Automated Teller Machines (ATMs) have to be serviced.

In his study, Thobane (2014) noted that CVIT security crew were mostly used by the robbers to get inside information on how to rob the CVIT vehicles on the highway. Similarly, Kangootui (2014) reported that most cash and valuables in transit robbery incidents involved criminal behavior of CVIT security guards. This negates the very security provision that this sector of the economy provides to the nation. These two studies were conducted 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.

According to the study by Safe Work Australia (2014), 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. As a result, the industry invests a huge amount in security measures to combat robberies, and new technologies are constantly being

explored, tested and employed (Safe Work Australia, 2014). However, Safe Work Australia (2014) in its study, does not indicate how handling and transporting cash and valuables, and how the new technologies in security measures impact on national security. This is the gap that this study will be exploring.

According to Oppong (2017) in his study on 3 Major Services That a Cash-in-transit (CIT) Company Offers stated that, the major services which are offered by a cash-valuables-in-transit services include, Cash Collection, Cash Counting and Cash Delivery. This service not only saves time, but also provides security to the money as the security firm becomes liable for all the cash and cheques (Oppong, 2017). The cash can be delivered to the customer whenever and wherever a customer wants. Though Oppong (2017) in his study does not show how this provision of security to cash and valuables contribute to overall national security.

Burgess (2018) in his study on the Heist! South Africa's cash-in-transit epidemic uncovered, urges that it is essential for each organization to protect their cash in the middle of moving, against susceptibilities, as this can be a cause of disruption of the day to day operations, consequently causing hardships. Cash and valuables in transit protection can help organizations to mitigate against any loss of money and valuables during travel (Burgess, 2018). Burgess (2018) continues to state that, unfortunately, owing to the attributes of the CVIT service, criminality is an actual threat, and the sector has been a victim of substantial suffering ensuing from strikes on cash centers and couriers in the mid 2000's. As a result, the industry invested immensely in deterrence security methods to fight robbers, and other new scientific knowledge are regularly being discovered, verified and put to use. They include protective equipment and superior training and development 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). These investments have helped in decreasing successful assaults and leaving much of the cash stolen useless when such an attack occurs. As such, the safety of the crew, customers and their valuables are kept out of danger. But Burgess (2018) failed to show how the measures by the CVIT service in helping organizations to secure against any loss of money and valuables in South Africa, was impacting on national security.

2.4.4. Investigation Services

Many CSFs have created investigative abilities and they collect data and evidence, which can be used in prosecution of cases. The services provided by commercial security investigators include, for example, forensic accountancy, IT services, asset tracing, and prevention tactics. Hess and Orthmann (2012) explained investigation as tolerant gradual inquiries and observations, to record evidence, and prepare for sound prosecution of a case. Stelfox as cited by Gillespie (2014), defines investigation as involving the gathering, location, and usage of information to arraign suspects to a court of justice. Berg and Horgan as cited by Nkashe (2015) had the belief that, 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.

The validity of evidence is also more concrete when gathered by an investigator. 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). A commercial investigator will watch a spouse to ensure that they obtain any evidence needed. Some of the facts of these investigations are needed by the partners because they feel that they are in harm's way when still in marriage with the other, therefore,

they need a separation for them to feel safe. Although how these investigations contribute to national security has not been explored.

According to Walby and Lippert (2014), these 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). Nonetheless, the greater part of the ‘incidents’ occurring within organizations never reach the criminal justice system (Walby & Lippert, 2014).

Prenzler and Milroy (2012) assessed the role of commercial investigators as to what they really engage in, their effectiveness and how their capacities can be used in the enhancement of security. Their study used a variety of novel investigative techniques. Their study was based on in-depth interviews of 40 respondents in New South Wales and Queensland in Australia. The study showed that, for each dollar used on a commercial investigation, between three dollars and six dollars are recovered after discovering an illegality. The study, however, did not aim at exploring the influence of commercialized investigation service that is considered important in either promoting or hindering the acquisition of national security.

Employing a person who is not suitable for the work can cause organizations to waste valued time and resources which they would have instead used to train a very new member for the position (Nkashe, 2015). This will, of course, include the company’s subsequent efforts to rehire and replace this particular employee. Some job positions constitute levels of access to a company’s physical assets, proprietary information, or even important financial documents. According to Nkashe (2015), it is significant to

carry out a background check earlier to escape probable larceny, damage to organization assets, and even incur a corporate espionage.

Insurance fraud investigation focuses on efforts to profit from dishonest claims. Looking to be compensated for dishonest or exaggerated claims is an illegality, and it contributes to the raising of the insurance premiums for everybody (Financial rights legal centre, 2016). Such investigation, would determine the possibilities of a person being rewarded for health care they are not getting. Commercial investigators therefore have to pursue billing records to ascertain that medics and patients are not conspiring to undertake a fraud. According to Financial rights legal centre (2016), some criminals stage accidents in which they purposely cause an accident, at that moment fault the other motorist of the mistake so as they can file claims. There are those who try motor vehicle theft rackets, attempting to benefit for vehicles that is not lost. When employees make claims to be compensated for being hurt, a worker's compensation investigation will be used to inform the extent of the hurt, and if the calamity occurred while the employee was at work. However, the extent to which these fraud investigations contribute to national security has not been explored extensively.

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 weaknesses have been demonstrated. Whereas the studies also discussed the usages and roles of the security services, they were not able to demonstrate the impact of either on national security, which this study embarked on showing.

2.5 The Effects of Commercialized Security on Influencing National Security

Generally, the large and expanding commercial security industry is endowed with notably large and often complex resources to stop criminals and harm, and thus preventing damages and losses (Business Executives for National Security, 2016). The practices of the commercial security industry are prone to produce security associated effects, which can go beyond the direct circle of their paying consumers, and either contribute towards or undermine an overall feeling of the public security.

In their report, the UNODC (2014) stated that, the effects of commercial security firms offering services to public housing estates was in regularly detaining and ejecting mischief-makers. In some areas, according to UNODC (2014), response units frequently responded when panic alarms are activated. The report stated that subscription to such services was made a high priority to deter crime through increased presence of manned guards on the public streets.

In Toronto, Canada, the Standing Committee on Public Safety and National Security, in its discussion on the economics of policing, argued that the effects of CSI were an efficiency and cost-effectiveness policing way for the federal government. Subcontracting prevents complications arising from the employees such as wage increments, work leaves and compensations, or incompetence from employees (Kramp, 2014). According to Quan (2013), the effects of commercial security was that the state officers would focus on their core duties, while support services were provided in collaboration with the commercial security firms. Such a collaboration was going to be extremely useful and beneficial to the federal government (Kramp, 2014). This study, however, aimed at examining how subcontracting security support services from the commercial security industry was impacting on national security.

A study by Berg 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 (Berg, 2007). Similarly, COPS (2009) found out that, manned guards were 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. In other cases, commercial security agents and the state enforcement agents get paid to collaborate with each other. For example, in Durham of North Carolina, commercial security guards who are in employment by the Wackenhut Security firm, work together with state security agents from the Department of Durham Police, to stop crime in the locality's public transport (COPS, 2009). The current study examined the commercial security personnel's close resemblance with the state police and how their presence and status influences national security.

Ronen (2010) in his study found that, the commercial manned security guard carries out daily security management of people and goods crossing between the West Bank and Israel, and between the Gaza Strip and Israel. They ensure that nothing and nobody prohibited gets access to Israel (Ronen, 2010). As in the same scenario as Ronen above, Montgomery and Griffiths (2015) in their study observed that, the surveillance strategies carried out by commercial manned security guards are much more than a policing approach. Instead, they are a central factor to wider strategies of security management that are important to the success of managing public areas.

In rejoinder, Wilkie (2013) in his study had found that, commercial security agents were 'wearing many hats'. Apart from the prevention of crime, the other major duties and functions of commercial security in the residential estates were maintenance of

the comfortable quality of life of residents. In conclusion, Gerasimoski (2013) argued that commercial security is mostly practiced as preventive in its orientation.

Business Executives for National Security (2016) concluded that, while the manned guard's traditional responsibility has continued to be protecting information, property and people, currently, they are expected to actively participate in the state's effort to protect the infrastructures of a country. Despite Ronen (2010), Wilkie (2013), Gerasimoski (2013), Montgomery and Griffiths (2015), and Business Executives for National Security (2016) showing that the key roles of manned guards are prevention of crime and harm, the current study sought to establish the impact of this preventive orientation of commercial security industry on national security.

A study by Powell (2011) gives an example of the lifestyle investigation as a valuable mechanism by the CSI in uncovering irregular sources of income. This, according to Powell, results in securing massive investments and the economy of citizens. Similarly, Fisher and Fisher (2012), reported that the commercial investigators have a responsibility for coordinating information from diverse sources that would include case detectives, witnesses, suspects, district attorneys, criminalists and forensic pathologists. This ensures that innocent people are not punished, and the guilty ones are not free to walk and commit more crimes.

Stelfox, Hess and Orthmann (2012) and Nkashe (2015), concluded by stating that there will be prosecution of the suspects due to activities of the commercial security investigators, which will in the long run have an effect on the prevention of crime. Likewise, Whitford (2015) showed that evidences given in the court by the commercial investigators have resulted in the effects of successful conviction of criminals and acquitting of the innocent. However, the current study explored how the

effect of the evidences given in courts by the commercial investigators to the successful conviction of criminals and acquittal of the innocent, impresses on national security among residents in Nairobi County.

In contrast, Morgan and Rotunda as cited by Forrest (2016) argued that some commercial investigators are unscrupulous, using techniques and tactics that violate the Model Rules of Professional Conduct and dangerously exposing themselves and their customers to civil cases and at worst physical harm. Forrest gives an example of some commercial investigators hiding a tracking device on the subject's vehicle, and which they are then able to print out. In the USA, this technique is criminal under federal and state law due to the insecurity it causes to the citizens and the violation of privacy laws (Forrest, 2016). Alexander (2013) had previously referred to it as pretexting, which generally means disguising the identity and intentions of the investigator when approaching a subject to extract information. From the foregoing, the risk effects of commercial investigation were raised, but the cumulative impact of it on national security remains unclear, and that is what this study set out to explore.

Walby and Lippert (2018) in their study on exploring an increasingly accepted K9 units institutional practice in the policing world, found that the effects of dog-handlers security service were the detection of crime and harm when locating drugs, chemicals, electronic devices and firearms, and endangered species. However, the influence of dog-handlers security service on national security was not addressed, and that is what this research intended to find out.

2.6 The Limitations of Commercialized Security on Influencing National Security

Commercial security firms represent trade and industry players operating in according to the market laws, but they are also representatives of players in the security industry.

Due to their bestowed use of force, this industry can contribute to an increase or a decrease of the citizens' security. Their activity, therefore, faces challenges to freely operate on the market but at the same time observe standards of human rights (Litavski, 2012). Some critics of commercial security industry have even maintained that this industry cannot be legitimate because it consists of illegitimate actors (Musah, A-F. as cited by Litavski, 2012). They advocate placing a ban on the entire commercial security industry and re-nationalization of security and military competences of the state.

Boemcken (2011) and Murtonen *et al* (2012) described the routines and challenges related to manned guarding. From their findings, the security guards were found to have been able, to some extent, complement the activities of the public security agents in security management. Although, the challenges confronting them have drastically reduced their capacities to effectively provide essential services for the security needs of their customers. However, the authors do not state the kind of challenges confronting the security guards. The current study sought to find out those various challenges and limitations confronting the security guards, and how they influence national security.

Similarly, Dvojmoč (2016) sought to reveal the competence and limitation of manned guards, mainly through the eyes of security managers and users of security services, by studying a total of 471 respondents. The study analyzed whether there are differences between the competencies self-assessed by manned guards, the competencies assessed by their managers and the users of their services. The study failed to reveal the competencies and limitations of the manned guards in security provision. Instead, the findings suggested that manned guards' interpersonal

competencies would be better evaluated by the users of security services. Dvojmoč (2016) did not state the kind of competences and limitations confronting the security guards. However, this study proposed to explore the competencies and limitations of manned guards in security provision on national security.

According to Nemeth (2012), while many commercial security personnel perform some roles that are alike to those performed by the state security agents, they mostly do not have more power than average citizens. Principally, the security guards act on behalf of the person, organization or other entity that hires them and that entity's basic right to protect persons and assets is transferred to the security guard. Unless deputized, commissioned or provided for by ordinance or statute of a particular country, commercial security guards have no greater powers in law than any citizen (Nemeth, 2012). Therefore, following legal powers should be exercised with caution by the commercial security guards when performing their duties: arrest and detention, interrogation, search and seizure, and use of force.

According to COPS (2009), for example, some of the manned guards do not have law enforcement experience and may not be fully aware of law enforcement's capabilities and resources. Such a challenge in Nigeria attracted public criticisms of the activities of many manned guards, to the extent that some stakeholders were calling for the banning of commercial security firms (Inyang & Ubong, 2013). Martin (2015) in his study also found that, mistrust and disrespect exist between the public police and commercial security industry as the former believes that the latter are ineffective in reducing crime and are only after profits. Similarly, Stevens (2018) asserted that the state security agencies have difficulties with the commercial security personnel

because they (police) feel that they are more professional because they represent the state.

Boemcken (2011) in rejoinder argued that, when guards have little knowledge of standard operation procedures, the qualities of delivered service is ultimately low. In some notable cases, the manned guards have robbed the individuals they are entrusted to protect. Such a scenario points to the belief that instead of the commercial security being a solution for security to the nation, they are aggravating insecurity. However, the current study explored the effect of criminal activities of the members of commercial security and their lack of law enforcement experience on national security.

Thobane (2014) reported on the involvement in armed robberies by members of commercial security on CVIT services. This limitation negates the very security provision that this sector of the economy provides to the nation. The study then recommended enhanced surveillances by the banks and CVIT firms on their services as deterrence to criminals. Kangootui (2014) collaborated the same, by reporting incidents involving criminal behavior of CVIT security guards. Kangootui (2014) reports a robbery worth N\$1.8 million from the First National Bank of Namibia on 28th April 2014. The robbery was staged by the CVIT crew who had been tasked with servicing ATMs. These two studies examined the involvement in criminal behavior of commercial security on CVIT service, but this research aims at finding out the association of the criminal behavior of CVIT crew on national security.

Wetstein (2013) surveyed 127 employees of CVIT firms using open and closed ended questionnaires regarding their victimization experiences. These were to provide plans for mitigations against armed robberies. Wetstein advised that, as there is a lack of

literature on the CVIT crew victimization, future researches within the industry will need to assess the influence of various variables in CVIT, and to make policies for CVIT. Gumedze (2015) rejoins by noting that, the cash and valuable in transit crew are vulnerable to victimization in comparison to the other normal security services. However, this study proposed to explore the influence of vulnerability to victimization of the CVIT crews on national security.

Some of the critical features in the management of the commercial security industry are its regulation and licensing. The regulation of the commercial security industry is necessitated because its services are very crucial, sensitive and costly, and there is a need to protect consumers by assuring that they receive the quality of services that they are paying for (Dempsey, 2010). Dempsey (2010) adds that commercial security personnel come into everyday contact with the public as power holders, and therefore, such contact must be regulated for safety reasons. According to Fischer *et al* (2013), in the USA, there is a lack of homogeneity in the states where the legislation and regulations is present. For example, terminologies are not uniform and there is lack of unanimity on the degree to which the states should regulate and standardize education, training and licensing in the commercial security industry (Fischer *et al.*, 2013). Mostly, regulations are commonly concentrated on the character requirements for directors and workforce, and with some states having the least standards in order to be allowed to operate.

Chang-Ho and Ju-Lak (2013) in their study on the current state of South Korea's private investigation industry and its legislation process, report that commercial investigation service has been growing due the increase of the living standards of people, and the awareness of their human rights. However, the commercial

investigation industry has not yet been legalized in the country (Chang-Ho & Ju-Lak, 2013). This results in commercial investigators engaging in illegal action, that disrupts the society, and in order to conclude this problem, regularization of commercial security investigation is needed in society (Chang-Ho & Ju-Lak, 2013). Whitford (2015), while discussing commercial investigation as “a necessary but dangerous class” in Australia, concluded that the practitioners are limited by legal uncertainties. Since the industry is currently not regulated and licensed, it has resulted in mistrust of the profession by the police who perceive them as amateurs and engaging in criminal activities (Whitford, 2015). However, these studies did not examine commercial security on national security when there is lack of regularization. This study set out to discover the influence of unregulated commercial security industry on national security.

Montgomery and Griffiths (2015) observed that a failure to develop mechanisms to ensure effective oversight of commercial security has a number of consequences, including an inability to ensure that commercial security firms are not vulnerable to organized crime, unethical and/or illegal behavior. Similarly, Wilkie (2013) shed light on the weaknesses in the regulation of commercial security industry, and the shifting security provision responsibilities.

Prenzler and Milroy (2012) in their study proposed for tougher screening and regulation, which would enhance competency and integrity for the customers as the commercial security would not be limited by uncertainties. While Chang-Ho and Ju-Lak (2013), Wilkie (2013), Whitford (2015) and Prenzler and Milroy (2012) have proposed the need for institutionalizing commercial security through legislations so that their operations are not limited by institutionalization uncertainties, to our

knowledge, studies on proponents of the institutionalization of commercial security have not highlighted the influence of regulation and licensing of the commercial security industry on national security. Therefore, this study sought to discover the influence of a weak regulated commercial security industry on national security.

2.7 Best Practices to Enhance the Influence of Commercialized Security on National Security

Security practices tend to take up many diverse appearances, with regard to the subject being secured, the threats involved, the tactics being followed, and the players to implement these tactics. For if we make an assumption that security practices can take a variety of different appearances, then also their individual influence on the safety of people is also likely to differ. According to Boemcken (2011), security practices have inadvertent implications, partly because the customers of security practices may interpret and receive them in different ways. These effects, either positive or negative, are little understood by customers, providers and researchers alike (Boemcken, 2011). It is for this reason that the study proceeds from an informed understanding of the security practices being pursued when commercial security is engaged.

Karacan (2011) echoed it also that, in order for the manned guards to carry out their jobs efficiently so that it can impact on the overall national security, their physiological, economic and social aspects need to be satisfied: job satisfaction. Hence, the managers of manned guarding services should have the knowledge on the levels of job satisfactions of the guards and get to cultivate the practices that will increase the guard's job satisfaction (Karacan, 2011). A guard's job satisfaction ensures that they are effective, hence influence positively on national security. The current study sought to establish the influence of job satisfactions of the commercial security personnel on national security.

A study by Thobane (2014) found out that CVIT robbery attracted the largest number of robbers, depending on how complicated the robbery is. The study was to develop results to guide CVIT prevention policies for this useful economic sector. Its data was gathered from 40 respondents with the usage of structured and semi-structured interviews. It highly recommended that CVIT guards rotate their responsibilities and shifts to erase being predictable on how they are safeguarding the cash and valuables of people and businesses. However, this study proposed to explore the influence of the rotation of responsibilities and shifts by the CVIT crew to erase being predictable on national security.

Indeed, Gumedze (2015) argued that in South Africa when CSFs have those long-distance cash and valuables-in-transit, it is a requirement for them to inform the state security agencies to keep surveillance on their armored vehicles using unmarked police vehicles. This works well when the CVIT crew are aware of the unmarked cars. However, this management system of surveillance has its own grey areas, where the crews transporting cash and valuables have noticed unmarked vehicles tracking them without any confirmation that they were surveillance police cars. This results in the guards fearing that robbery is about to occur (Gumedze, 2015). Despite its flaws, this is a best practice to safeguard the CVIT crew and goods. But Gumedze does not inform how the surveillance of CVIT services has impacted on the security of citizens. However, this study proposed to explore the influence of surveillance of CVIT services on national security.

Joubert (2010) proposes that the aim of investigating an offence is to gather evidence and identify those who committed it by being unprejudiced and impartial. According to Gardner (2012), an investigator is to seek and to establish truths regarding some

event or crime through objective and unbiased pursuance of it. Hess and Orthmann (2012) proposed that investigators guided with ethics and integrity will be seeking facts and evidence to establish the perpetrators of a criminal activity, track them and have proof beyond reasonable doubt. Prenzler and Milroy (2012) concluded that commercial investigators, occupy a crucial place in the justice system due to their competency and integrity for the customers. The above highlighted best practices of impartiality, objectivity, unbiasedness and integrity, as mentioned by Joubert (2010), Gardner (2012), Hess and Orthmann (2012) and Prenzler and Milroy (2012) have sought to explain the best practices of commercialized security investigation. However, they have not informed on the influence of those best practices of commercialized investigation on national security, and which this study will strive to achieve.

In contrast, Morgan and Rotunda as cited by Forrest (2016), argued that some commercial investigators are unscrupulous, using techniques and tactics that violate the Model Rules of Professional Conduct and dangerously exposing themselves and their customers to civil cases and at worst physical harm. Alexander (2013) refers to it as pretexting, which generally means disguising the identity and intentions of the investigator when approaching a subject to extract information. Forrest (2016) gives an example of some commercial investigators hiding a tracking device on the subject's vehicle, and which they are then able to print out. In the USA, this technique is criminal under federal and state law due to the insecurity it causes to the citizens and the violation of privacy laws (Forrest, 2016). While Morgan and Rotunda, Alexander (2013) and Forrest (2016) expounded on the practices which are not the best in commercialized investigation, they were not able to shed light on how these practices influence national security.

Krahmann (2016) in his study on how to promote commercial security firm's self-regulation, developed a common context for the examination of how consumers influence through choice, voice, loyalty and exit. By taking the United States government as an illustrative example, Krahmann's (2016) analysis observed encouraging security industry self-regulation through consumer power. His finding was that the consumers of commercial security services will help facilitate and enforce professional standards by shifting their customer loyalty to CSFs, which have signed up to codes of conduct or certification schemes. However, his study did not propose how the consumers' power in coercing the CSFs to self-regulate would impact on national security. Similarly, Uzuegbu (2016) in his study recommended for the formation of an organizing, coordinating, operating and partnering mechanisms for an operative partnership, with respects to courtesy, accountability and pleasant relativity amongst security stakeholders: police and commercial security firms.

According to Jehanzeb and Beshir (2013), the benefits of training and development of guards brings about better performance, efficiency and output, further benefiting directly or indirectly benefitting the customers. However, in their study, Jehanzeb and Beshir did not discuss how it influenced national security, and that is what this study sought out.

Mutonyi (2016) in his study on private security guards' job retention determinants found that, government approved minimum wages, career progression, job security were some of the best practices that improved the working condition for the security guards. Similarly, Mutonyi and Kavivya (2018) in their study on the incentives as determinants of job retention among the private security guards in Kenya, found out that career development, income, and job security were some of the best practices that

improved the working conditions for commercial security guards. Both Mutonyi (2016) and Mutonyi and Kavivya (2018) did not discuss how those best practices influenced national security.

The literature review shows the competences, evolution and challenges, duties and functions, limitations and best practices of commercialized security. However, studies are yet to demonstrate researchers addressing the influence of the best practices of the commercialized security on national security, which this study aimed at addressing.

2.8 Theoretical Framework

This study was guided by two theories: Security Governance theory and Network Analysis theory. The two are taken as appropriate theoretical frameworks for analyzing and interpreting the commercialized security phenomenon and national security, not only in Kenya but worldwide as well.

2.8.1 Security Governance Theory

The concept of security governance has its proponents like Thomas (2000), 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. 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 related 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 & 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. In some of these commercial organizations is the commercialized security industry. This industry collaborates with the state security agencies to provide personal security to their subscribed customers. They also detect the illegal activities that may affect the nation as a whole, for example, transportation of illegal guns through the trains.

This leads to the third premise, which proposes that the state's exclusive provision of security both national and international, which characterized most parts of the world during the Cold War, has been reduced due to considerations of efficiency and cost-effectiveness of security provision (Markusen, 2003). Commercialized security industry 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 in conjunction 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. While the emergence of security governance might contribute in explaining the proliferation of networks and alliances as a mode of coordination, and some of its implications, as a theoretical model it fails to illustrate how coordination proceeds within particular networks and alliances arrangements. Network analysis has proposed some answers to this question.

2.8.2 Network Analysis Theory

Networks have been defined as set of actors who share an interest and values in a specific issue, and they are pursuing it through stable, formal or informal relations (Cahn, 2013). Some of the proponents of network analysis theory are Borzel (1998), Minear *et al.* (2000), Arquilla and Ronfeldt (2001) and Krahnmann (2018). The basic premise of network analysis is that, in addition to the character, beliefs and interests of actors, the relations among a set of actors: their preferences, policies or resource exchanges, have a major impact on the ways in which they interact and on the outcomes of these interactions (Borzel, 1998).

In particular, in networks involving different types of actors, for instance, state security agencies and commercial security industry, coordination is frequently complicated by differences in values and interests and may therefore require more direct negotiation (Minear *et al.*, 2000). For example, the value of state security is in the common good, while for commercialized security the value is in the customer who pays for the services. This could create challenges of coordination as the CSFs would sometimes want to be specific and provide disintegrated security in an area (for instance, focus only on the premises that have subscribed for their services). Decentralized networks, on the other hand, allow for the making and implementation of security policies that enable localized action and autonomy (Arquilla & Ronfeldt, 2001). Since security varies from one region to another, the ways in which the state security agencies will interact with the commercialized security players will vary too from one region to another. The outcomes of these interactions will also vary, and this forms the basis of how the relations are formed, either formal or informal relations, stable or unstable.

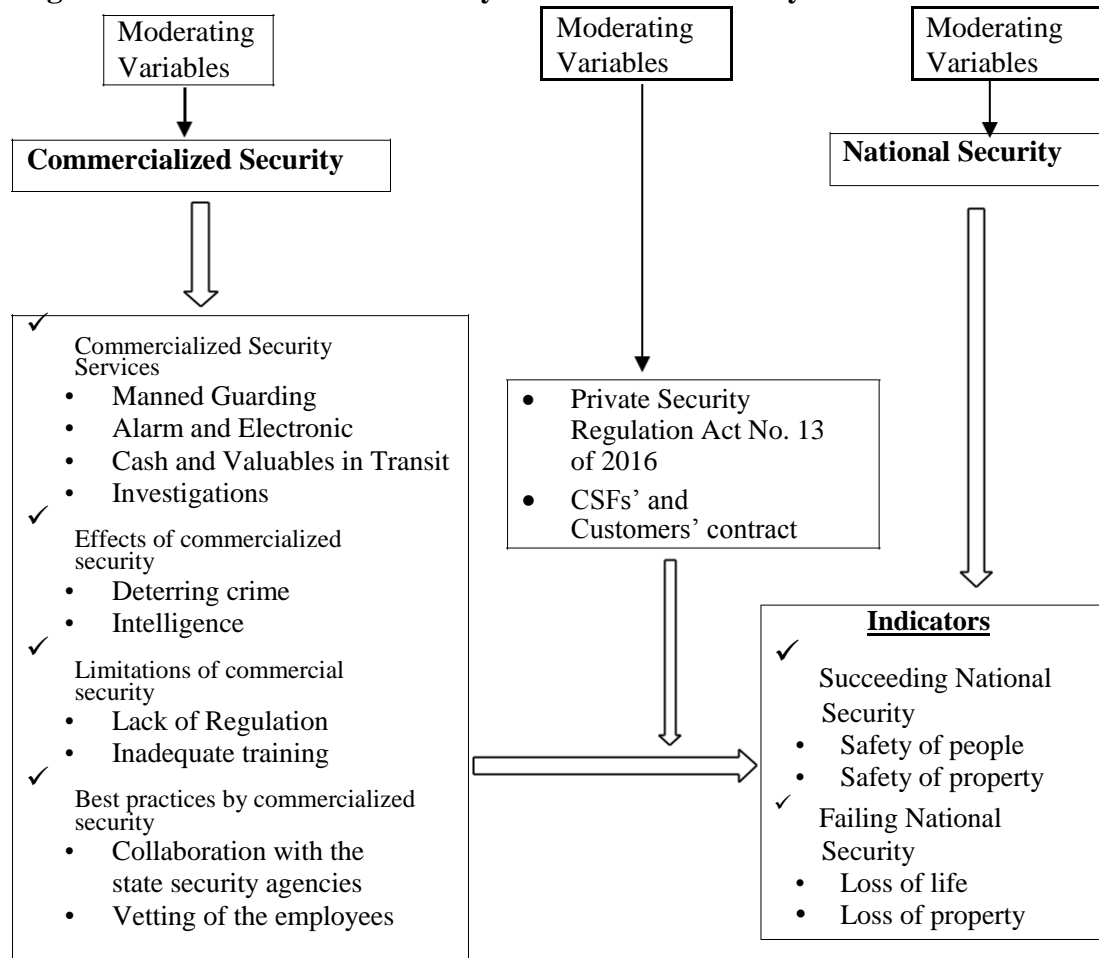
Commercialized security customers also have varied needs, and network analysis illustrates how the coordination proceeds within these particular policing arrangements. The theory also informed the study on how temporary linkages could be created as shortcuts in order to overcome the sluggishness of centralized networks at times of high activity. This theory suggests that in security policymaking, coalitions of interest formed amongst sets of networks and alliances could help in determining security policies (Krahmann 2018). Partnerships of security interest form amongst the commercialized security firms and the state security agencies. The implication is that networks between security agents could facilitate alliances that can enhance security. An alliance between security firms and the state security could lead to sharing of information or reporting for a quick response of state security. Equally, state security working in alliance with a security firm could make a request for a commercial security firm on ground to respond to a call of distress as they find their way to the scene. These are actions that can enhance security in the region.

2.8.3 Summary of Theoretical Framework

As the security governance theory has explained the emergence and rationale of the commercialized security industry, network analysis theory has indulged into the specific interactions and communications that proceed between the commercialized security industry and the state security agencies, so that amicable solutions and strategies are reached for better security of people and their assets. These two theories as used in this study to explain the tension that the security industry battles with in decision making. The desire to conform to their customer's security expectations takes priority. In reference to the discussion at hand, the security firms will choose to form linkages with the state security agencies, in the quest of forming particular policing arrangements, to help in determining security policies.

2.9 Conceptual Framework

Figure 1: Commercialized Security and National Security



The independent variables in the study were the commercialized security services, the effects of commercialized security, the limitations of commercial security, and the best practices by commercialized security. The dependent variables in the study were: succeeding national security and failing national security. The relationship of the independent variables and the dependent variable were tested in the presence of the moderating variables.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter discusses the research methodology that was employed in the study. These include the design of the study, target population, sampling procedure, research instruments and procedure of data collection, and lastly, methods of data analysis.

3.2 Research Design

The study adopted a cross sectional survey design using mixed method approach in data collection. It is a design that allowed the researcher to get information from different sets of population at the same time. In this study the focus was on commercialized security and national security, therefore, there was need to study different segments of the population. Towards this end, various stakeholders in commercial security such as the service providers and the consumers of the CSI participated in the study. Hence, these designs allowed the researcher to collect data from different respondents at the same time in order to make inferences about the population of study.

3.3 Site of the Study

The study was conducted in Nairobi City County. It is on a 269 square meter (KNBS, 2016), and is one of the 47 counties of Kenya founded in 2013 after promulgation of the new Kenyan constitution (Appendix XV). Nairobi is home to many multinationals and international organizations that use the services of CSI. It also has the most diverse experiences of CSI and its role in security provision therefore offering the best example of CSIs services. With approximately 39 commercial security firms registered under Kenya Security Industry Association (KSIA, 2015) and 36 commercial security firms registered under Protective Security Industry Association

(PSIA, 2018) operating in the county, Nairobi has a vast experience and activities of commercial security. Nairobi also has a large population and has both formal and informal settlements with varying security implications. All these factors informed the choice of Nairobi as a study area.

3.4 Target Population

The target population for this study were adult residents of Nairobi: consumers and providers of commercial security services, from the age of 18 and above who understand their personal and national security needs. According to KNBS and SID (2013), the area has a population of approximately 3,088,080 people: 1,564,829 males and 1,513,351 females. The approximate number of people aged 18 and above in the county are 2.6 million (NCC, Annual Development Plan 2016/2017, 2017), with varied security needs. Further, the population structure of the county indicates a fairly balanced sex ratio. Labor migration from the rural areas in search for jobs is the main reason why the county has a very high proportion of the working age population (KNBS & SID, 2013), some of them seeking to be employed as security personnel. Nairobi has many security firms and this made it a preferred site for the study.

3.5 Sampling Technique and Sample Size

The researcher has used multistage sampling to get the sample size and to identify the respondents. Multistage sampling makes division of large populations into parts and stages to make the process of sampling more practical, and can use simple random sampling and a combination of either cluster sampling or stratified sampling (Theresa & McBurney, 2012).

First, four constituencies were purposively sampled (that is 23.5% of the total constituencies) because they have the particular characteristics of commercial security services that are of interest, which will best enable the researcher to answer the

research questions. Guest *et al* (2006) recommends 20% of an n compared to the general N . However, the researcher increased to 23.5%, as stated by Baguley (2004) who argues that the statistical power is enhanced by increasing the sample size.

Four constituencies where the study was undertaken were Dagoretti North (having 5 wards) and Lang'ata (having 4 wards), being affluent areas in Nairobi County that have home owners who need and can afford PSI services (Onyango, 2011). Makadara (having 4 wards) and Starehe (having 6 wards) areas in Nairobi County, which are industrial and business hubs where the business community are in constant need and are able to afford the CSI services (National Police Academy Hyderabad, 2015). They are also in high population density areas which are surrounded by the informal housing settlements.

Secondly, four wards out of nineteen wards from the four constituencies were also purposively sampled: Kileleshwa in Dagoretti North, Karen in Lang'ata, Nairobi Central in Starehe and Viwandani in Makadara, were involved. Guest *et al* (2006) recommends 20% for a small number of n (sample size) compared to the general N (total population). However, the researcher increased the n to 21%, which according to Baguley (2004) the statistical power is improved by increasing the sample size.

Third, the target population in the wards was clustered into two homogenous groups: the consumers and providers of CSI services.

The consumers of the commercialized security services were clustered as:

1. Those who buy or manage commercial security services for their organizations: bank managers, security managers and officers, and caretakers were systematically sampled. Ten banks, ten factories, ten NGOs, ten commercial buildings, ten hotels, ten residential homes, ten petrol stations, ten

government parastatals, ten embassies, and ten gated communities, to give a total of 100 respondents.

The respondents were randomly selected as follows. First, the class E roads in the selected wards were written on a piece of paper and all pieces of paper put in a jug. Class E roads were purposively picked because they are the major county feeder roads linking important constituency centres to each other, meant to carry local traffic linking minor roads and to higher national trunk roads (Kenya Roads Board, 2012). The researcher started the study from the roads in the order from which they were being drawn from the jug.

After shaking the jug, the slips of paper were drawn one at a time. To illustrate, in Viwandani ward, the class E roads identified and put in a jug were Bunyala, Lusaka, Kapiti, Mukenia, Enterprise, Likoni and Lunga roads. Each road was given a number depending on the position it was drawn: Likoni was 1, Lusaka 2, Kapiti 3, Enterprise 4, Bunyala 5, Mukenia 6, and Lunga Lunga 7. The identification of the roads narrowed the areas where the researcher went to find the respondents. The researcher followed the roads as picked from the jug, to ensure that the desired sample size was achieved. In the instance that the picked road 1 was not able to provide enough sample respondents, the researcher would proceed to the picked road 2. If road 2 was also not able to fill the remaining respondents, the researcher would go to the picked road 3. The same was expected to happen up to road 7 until the expected organizations/facilities are sampled. The most the researcher went was up to road 4, which was Enterprise road, and was able to sample the expected organizations/facilities.

Being an industrial area, the researcher set to select the study's five commercial buildings, ten factories, and ten petrol stations from there. Guest *et al* (2006) recommends 20% of an n compared to the general N but the researcher picked 25% of the facilities of those who buy or manage commercial security services for their organizations, in order to increase statistical power.

The starting number was selected from a jug of random numbers between 1 and 5. Number 2 was picked and therefore, every second organization/facility from the beginning of the sampling road was selected. For instance, following our example, now that 2 was chosen for that specific stratum, then the 2nd, 7th, 12th, 17th ... to the 122nd person was selected from the sampled road to form a sample size of ten respondents from five commercial buildings, ten factories, and ten petrol stations on those particular roads, totaling 25 respondents.

The same was repeated for all the other wards. In Nairobi Central, being a business area, the researcher set to select the study's ten banks, ten government parastatals, and ten hotels. A sample size of 30 respondents were selected.

In Kileleshwa, being a residential and business area, the researcher set to select the study's ten gated communities, five NGOs and ten embassies. A sample size of 25 respondents were selected.

In Karen, being a residential and business area, the researcher set to select the study's ten residential homes, five commercial buildings, and five NGOs. A sample size of 20 respondents were picked.

Table 1: Sampled Roads

Wards	Roads				No.
Viwandani	Likoni Rd	Lusaka Rd	Kapiti Rd	Enterprise Rd	25
Nairobi Central	Harambee Av	Haile Selassie	Ronald Ngala	University way	30
Kileleshwa	Riverside drive	Ring road	Oloitoktok	Arboretum	25
Karen	Lang'ata Rd	Karen Rd	Ngong' Rd	Dagoretti Rd	20

2. The general public. The procedure of choosing the respondents from the general public was also adopted from the same one used to sample those who buy or manage commercial security services for their organizations. The roads were the same, and the starting number retained at 2. Every 2nd member of the general public was systematically random sampled as our respondent from among those who were passing where the researcher was standing. The 2nd, 7th, 12th, 17th ... to the 97th person from the sampling frame formed a sample size of 100 respondents in this particular cluster.

The providers of commercialized security services were clustered as:

1. Those working as directors or operation managers mostly focused on managing security services. The respondents were randomly selected as follows. First, all the 39 commercial security firms registered under KSIA were written on a piece of paper and all pieces of paper put in a jug. After shaking the box, the slips of paper were drawn one at a time. A total of 30 commercial security firms were picked and labelled according to their respective number. More number of firms were picked to mitigate against any chance of some firms being uncooperative, but the same was not experienced. A total of five respondents were purposively sampled from each CSF with the assistance of the Human resource department. These respondents were seen as key informants for the study. From the first 5

commercial security firms that were picked, the researcher was able to get the sample size of 25 respondents.

The same was repeated with the 36 commercial security firms registered under PSIA, where the researcher was able to get the sample size of 25 respondents. This gave a total of 50 respondents.

2. As for those who work as static security guards and mobile security guards, they were purposively sampled with help of the directors and operation managers. The directors and operation managers directed the researcher to specific assignments/duty stations where the static security guards and mobile security guards were stationed. They were considered by their management as the security guards who would be able to enrich the study, and also those were assignments where it was known that the study will not interfere a lot with the duties of the guards. Each of the 10 randomly sampled security firms was able to give 15 security guards as respondents, totaling 150 respondents.

The study used Krejcie and Morgan (1970) table and the population of the study fell under N 100,000 (Appendix VII). Therefore, the sample size was 400. The respondents were divided as: consumers ($n = 200$), and Providers ($n = 200$).

Sekaran (2003) proposes that where samples are to be broken into sub-samples; (male/females, juniors/seniors, security managers/security guards, buyers/consumers etc.), a minimum sample size of 30 for each category is necessary.

3.6 Research Instruments

The study used structured questionnaires, scheduled interviews and structured observation checklist.

3.6.1. Structured Questionnaires (Appendix I and III):

Questionnaires had both closed and open-ended questions. The questionnaire was selected because respondents tend to be more truthful while answering to the questionnaires over controversial issues due to the anonymity of the tool. Research questions guided the construction of the questionnaire so as to address the concerns of the study. The questionnaires were administered with the help of research assistants. Participants were allowed to complete the questionnaires themselves.

Section A of the questionnaire focused on the demography information of the respondent. Section B focused on the first objective, which was examining the services offered by the commercialized security industry. Section C focused on the second objective of evaluating the effects of commercialized security on national security. Section D focused on the third objective, which was assessing the limitations of commercial security in contributing to national security. Section E focused on the fourth objective of the best practices by the commercialized security in enhancing/strengthening national security.

3.6.2. Scheduled Interview Guide (Appendix II and IV):

One-on-one interviews were conducted with the sampled senior management who buy or manage commercial security services for their organizations (bank managers, security officers) and those working as directors or in operation of commercial security firms. Interviews gave room for further probing to expound and clarify on any response from the respondents.

3.6.3. Structured Observation Checklist (Appendix V):

Structured observation was used to collect data from the real life experiences of the commercial security services. Predefined list of what was relevant informed by the objectives focused the researcher on what was relevant to the study. Structured

observations provided information on security guard's actual activities, instead of what they would allege to do. For example, respondents would at times desire to answer what they consider suitable, or what they would have done if they were in a position to, or what they are thinking that the interviewer would prefer to know (Cohen *et al*, 2016). Event sampling is used by the observer who decides in advance what types of behavior (events) they are interested in and records all that occurs. All other types of behavior (events) were ignored (McLeod, 2015).

Data from the three tools was triangulated to provide a clear picture of how commercial security influenced national security.

3.7 Validity and Reliability of the Study

Construct validity was used to ensure that questions were in fact testing the trait they intended to measure, and not any other variables. This was achieved through accurate operationalization of the key variables. Content validity was used to ascertain the degree to which the instruments fully measures the construct of interest (DeVon *et al*, 2007). This was achieved by ensuring that all the domains of interest were covered as guided by the objectives of the study. Other than validity of the tools, efforts were made to validate the data collected. Towards this end, the use of different tools facilitated verification and validation of the information collected. For example, high use of guarding services as revealed from the questionnaire was validated through interviews when the respondents revealed the high visibility and value of security guards. This was also validated from the field visits where many security guards were seen in various premises (both government and private owned). Moreover, the different sampled populations that participated in this study enhanced validity. As already said, the data was triangulated. This enhanced validity of the data.

Reliability refers to the level to which the outcome acquired by a measurement and procedure can stay the same over time (Wong *et al*, 2012). Test-retest correlation was used to establish dependability, stability, and predictability of the test measures. The researcher obtained this by administering the same test twice over a period of two weeks to a group of individuals who had the same characteristics with the target population under the same conditions with the first test. The scores from the test 1 and test 2 after two weeks was then correlated by the researcher using Cronbach's alpha (SPSS version 25, 2017). A coefficient of 0.7 was accepted for the study. Nunnally (1978) and Taber (2017) have indicated 0.7 to be an acceptable reliability coefficient but lower thresholds are sometimes used in the literature.

Other than reliability of the instruments, use of same research questions to different population sample as sources yielded consistent information that was collected, thus suggesting reliability of the data.

3.8 Pilot Study

The pilot study was carried out on a random sample of 20 respondents. The instruments were piloted in Nakuru town, which has similar characteristics to the one sampled for the main study. The results from the pilot study helped the researcher to refine the research tools by correcting ambiguities, misinterpretation and irritating language. This also helped to enhance their validity and reliability. The pilot study also helped to estimate the time sufficient for the interview.

3.9 Data Collection Procedure

In order to facilitate easy distribution and collection of questionnaires in the four research areas, a field assistant who had good knowledge of the areas was identified and trained. Amongst the security guards and the general public, questionnaires were

administered and collected with the help of the research assistant in the areas of Kileleshwa, Karen, Nairobi Central and Viwandani. The researcher and the research assistant were present as the guards and the general public filled the questionnaires.

One-on-one interviews were scheduled by the researcher calling the prospective firms and booking an appointment with the relevant employee, and by the researcher visiting the organizations and booking an appointment. This was with the chosen senior management who buy/manage, those who manage commercial security services for their organizations (bank managers, security officers), and those working as directors or in operation for their commercial security firms. The researcher and the research assistant participated in the interviews. Taking notes during the interviews and audio recording was done with the consent of the interviewees. This was to prevent a possibility of going to miss out on some details in the course of the interview. Hence, the audio recording was used for reference, and taking a fresh look at the interview information. While recording the interviews, the researcher placed two phones on the table between him and the interviewee and tapped record. Close attention was given to ensure that the quality of the recording was excellent. The quality of the recording was tested by the researcher in the interview room a few minutes to the interview.

The preliminary task was to establish a friendly and cooperative rapport with the respondents by a word of thanks for being willing to participate in the study. The respondents were assured of the confidentiality of their participation in the study and the background of the research and related intentions were explained to provide them with necessary information about the study. The sequence of questioning was also explained before the real interview. The pace and time during the interview were

monitored. The preceding information was also included in the cover letter that was handed to each participant (Appendix VI).

Structured observation was done with the researcher during the last week of data collection. In some instances, this was done with the permission from the personnel in-charge of security. All the photos taken were through permissions of the host. The exceptions were photos taken on the streets and roads. The structured observation went on for two days and a total of 12 observational checklists were filled.

3.10 Data Analysis and Presentation

Both quantitative and qualitative methods were used in the data analysis. Qualitative data analysis methods were used mainly for the evaluation of the effects variables such as visible presence that deters and responds to criminal activities while quantitative methods were used for the analysis of statistical data such as level of sex, age, education and the services offered by the commercialized security industry among others. The data collected was coded and entered into the computer for statistical analysis using Statistical Package for Social Sciences (SPSS version 25, 2017). This converted them to numerical codes, which represented the attributes of the various variables of the proposed study. Data were then summarized using percentages, ratios and frequencies. The percentages and ratio were important for comparing similarities and disparities at different levels.

All questionnaires were given a serial number to identify respondents from each homogenous group: the consumers and providers, and also to identify them as those who buy or manage commercial security services for their organizations, the general public, and also those working as directors or operation managers, and those who work as security guards. The responses were then edited, which according to Cohen

et al (2016) helps to check out for completeness, accuracy and uniformity. The data were converted to numerical codes which represented the attributes of the various variables of the proposed study and entered into the computer using the statistical analysis using Statistical Package for Social Sciences software (SPSS version 25, 2017). The data was then summarized using percentages, ratios and frequencies. The percentages and ratio were important for comparing similarities and disparities at different levels. Multiple regression was done to summarize the results of the descriptive discussion.

The data from both qualitative, quantitative analysis and structured observation checklist, was triangulated to see the influence of commercialized security on national security.

3.11 Data Management and Ethical Considerations

The authority to carry out the study was sought from Kenyatta University. Also, a clearance for the study was requested from the National Commission for Science, Technology and Innovation (NACOSTI) where a Research Authorization Permit was obtained (Appendix XXII). The researcher informed all participants through a covering letter of their voluntary participation and confidentiality of the information they give (Appendix VI). Thus, an informed consent was sought from all respondents. All the photos used in the thesis, were with the consent of the people in them. They were taken after their participation in the study.

CHAPTER FOUR

DATA PRESENTATION AND DISCUSSION

4.1 Introduction

This chapter focuses on the presentation, analysis and discussion of data that was collected for this study. The discussions were done in relation to the reviewed literature, questionnaires, interviews and structured field observations. The purpose of the research was to study commercialized security and national security in Nairobi City County in Kenya. The chapter is organized in three sections along the research questions that guided the study. The first and second sections present the response rate and demographic characteristics of the respondents who participated in the study, while the third section is based on the study objectives which focused on the following:

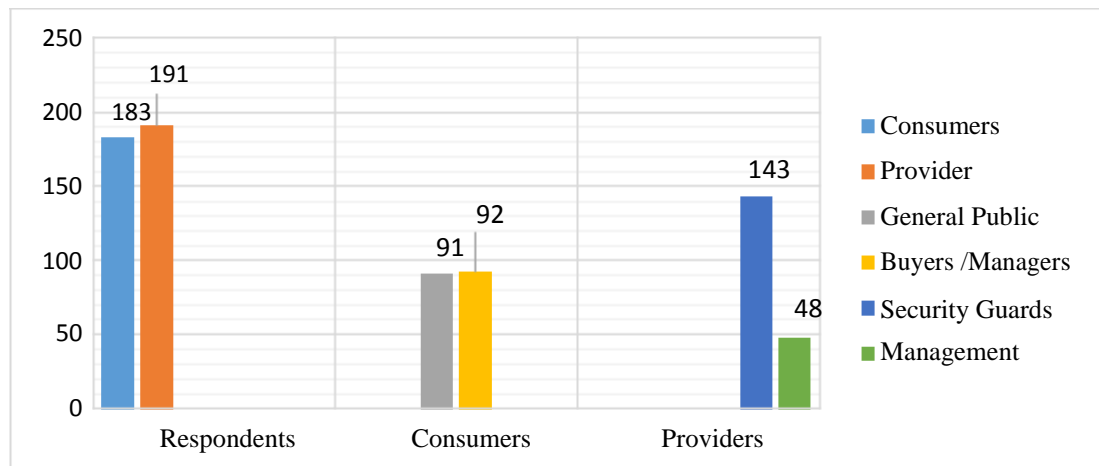
- a) Examine the commercialized security industry services offered to counter insecurity in Nairobi County, Kenya.
- b) Analyze the effects of commercialized security on national security in Nairobi County, Kenya.
- c) To establish the limitations of commercialized security on influencing national security in Nairobi County, Kenya.
- d) Determine the best practices to enhance the influence of commercialized security on national security in Nairobi County, Kenya.

4.2 Response Rate

The researcher distributed 400 questionnaires to the two homogenous groups: the consumers and providers of CSI services. The total questionnaires completed and

returned were 374, with the remaining 26 being spoilt due to incomplete data representing a 93.5% response rate of the total sample population. This is more than the required sufficiency framework of between 33% and 66% as advised by Hagaman and Wutich (2017). According to Baguley (2004), statistical power is enhanced when the sample size is increased. The response rate of the consumers and providers of commercial security services who participated in the study is reflected in the figure 2 below.

Figure 2: Response rate of the consumers and providers of commercial security services



Source: Field Data (2018)

The consumers of commercial security services had a total of 183 responses, which constituted 91.5% of the total targeted sample population. The general public consumers returned 91 responses, while those managing security services for their organizations returned 92 responses.

The providers of commercial security services had a total of 191 responses, which constituted 95.5% of the total targeted sample population of the providers of commercial security services. The providers who are security guards returned 143

responses, while those who are the senior management of the providers of commercialized security services returned 48 responses.

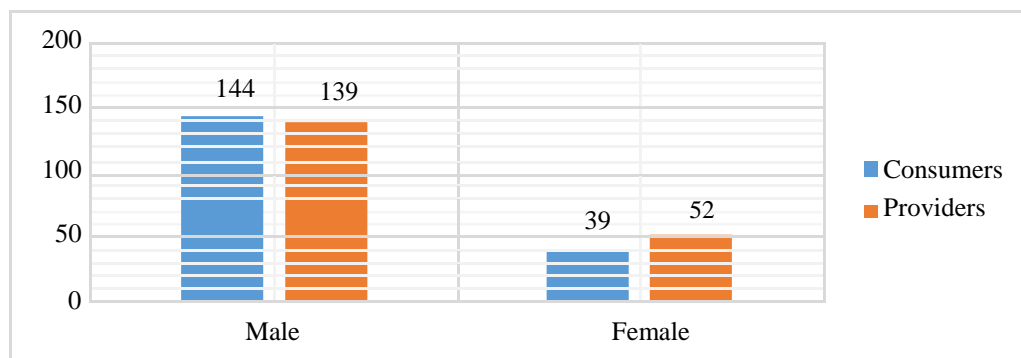
4.3 Demographic Data

The study sought to find out the socio-demographic characteristics of the participants. It was important to understand these characteristics as they are known to influence respondent's perceptions and attitudes (Robertson & Watts, 2016). In this regard, the socio-demographic characteristics that were measured included age, sex, and level of education.

4.3.1 Sex of the Respondents

Respondents were asked to indicate their sex by placing a mark next to the relevant option provided (male or female). The results are displayed as shown in figure 3 below.

Figure 3: Sex of the Respondents



Source: Field Data (2018)

The sex distribution of the respondents was 91 (25.1%) females and 283 (74.9%) males. In the case of the consumer respondents, it was distributed as 39 (21%) female respondents and 144 (79%) male. For the providers, it was 52 (27%) female respondents and 139 (73%) male.

The ratio of male to female amongst the consumers was influenced by the fact that more males were willing to participate in this security related study, in comparison to the females who opted out immediately they realized that the study was security related. One of the general public female who declined to be interviewed had this to say...

“Now how do you expect me to know about sojas (security guards)? It is you men who should be having an idea. It is our men who make those security decisions. Sisi mi kuangalia tu (Ours is to look)”
(RSD1/3/7/2018)

Some female respondents were of the view that the males were more suitable to respond to the subject of the security as compared to the males who were so willing to respond to what they perceived as the intrigues of dealing with criminality and hazardous situations. This is in line with the feminist theorists, who according to Francis as cited by Cheryl (2011) in her study on gender and security argued that, the “institution of security and war is closely related to gender, and in particular the construction of masculinity”. The males are therefore seen to be the ones making decisions and policies on security issues of the society. The findings are similar to the study conducted by Dvojmoč (2016) in which 80% of the respondents were male and 20% were female. Similarly, Ndanu (2014) in her study on the role of private security in community policing, found that the majority of the people who participate in security related studies are male 87% and only 13% of them are female. Kronsell and Svedberg (2012) in their study had reiterated that, security institutions and systems, have been characterized by maleness. The picture in Kenya is not different from elsewhere as the security space is still male dominated.

These findings, however, contradicts security beliefs in countries like Israel, South Korea and North Korea, where they are mandatory military service for all sexes.

Consequently, the societies in these countries have thus embraced security irrespective of the sex.

There were approximately three times more men than women respondents amongst the providers of commercialized security services. This implies that the sector is male dominated. This study echoes Kronsell and Svedberg (2012) who stated that, the identification of security has been as a male enterprise. It also supports Cockburn (2013) who stated that, gender relations with the security provision are deeply engrained in societies, with the roles and qualities instilled in boys and men including competitiveness, combativeness, physical strength and courage. At the same time, perversely, males are cast as wielders of the means of security, and the female as ‘natural’ victims (Cockburn, 2013). Observation from the field also revealed male dominated personnel as depicted in an alarm and response team captured in the picture below.

Figure 4: A Timaam Parade by the Alarm and Response Team being all Male Dominated



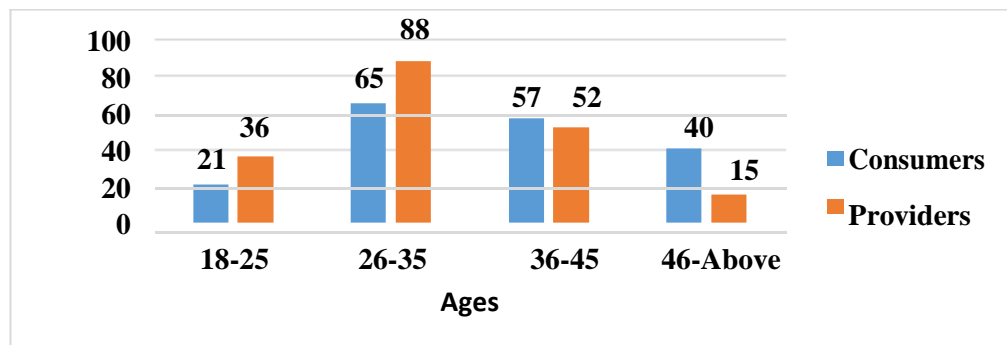
Source: Field Data (2018)

It is therefore reasonable to argue that security is a male dominated field, hence the strong interest of men that led to their high participation.

4.3.2 Age of the Respondents

Respondents were asked to indicate age by placing a mark next to the relevant option provided. The data is captured in table 2 below.

Table 2: Age of the Respondents



Source: Field Data (2018)

From the results, the combined consumers and providers was as follows: 26–35 years’ age category was the highest with 153 (40.9%) of the respondents. Second, was the 36–45 years’ age category with 109 (29.1%) of the respondents. Third, was the 18-25 years’ age category with 57 (15.2%) of the respondents. The least of the sample was the 46-above years’ age category with 55 (14.7%) of the respondents. The high rate of the young adults of 26-35 years was probably because they are the most active and energetic age group in the society. They are relied upon to run errands for their organizations. This gives them so much opportunities to interact with the commercial security industry personnel. Also, most of the respondents in this age group have completed college and are out in the job market looking to be employed or are already employed in the first entry cadre or self-employed, hence the chances of being found in the streets to be interviewed. The visible presence of more youths in the community

would translate that they are the ones being more ‘policed’. Brown (2013) in his study on Young People, Anti-social Behaviour and Public Space, had also confirmed that due to their youthful lifestyle, young people are more ‘policed’ than the other segments of the society. Unlike the older people who would understand instructions and prohibitions.

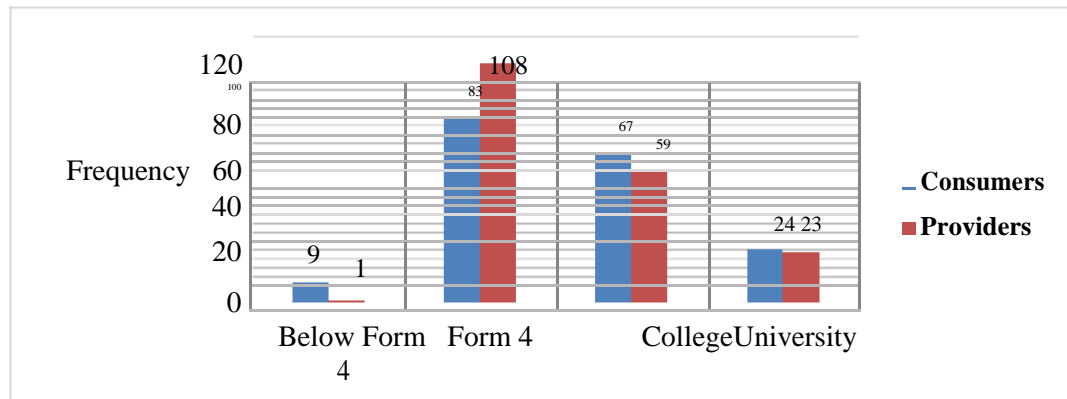
The high number of the young adults could also be as a result that it is a group that provides larger percentage of employees in the security firms. Security is a high demanding job therefore suitable for the young who are physically fit. Kwabena (2011) in his study, “Wages and Working Conditions of Private Security Workers in Ghana”, refers to them as young workers. The 36–45 years’ age category had 57 (31.1%) of the respondents. This age group is transiting from the 26 – 35 years’ age category and have slowed down in their activities to do errands, which would have entailed being involved with the commercial security agents.

The 46–above years’ age category had 40 (21.9%) of the respondents with the least respondents amongst the consumers. This age group has an obligation to ensure the security and safety of their dependents. Therefore, it is important for them to have the knowledge of security matters whether at home or office. This can explain why they were more than the 18 – 25 years’ age category.

4.3.3 Highest Level of Education of the Respondents

Respondents were asked to indicate their education by placing a mark next to the relevant option provided. The data is captured in table 3 below.

Table 3: Education Demographic Data of the Respondents



Source: Field Data (2018)

In terms of education, 10 (2.7%) of the respondents had been below the form 4 level of education, but 191 (51.1%) had their highest level of education at form 4. Those who had gone to a college after their form 4 education were 126 (33.7%). Lastly, those who had been to the university were 47 (12.6%). The results echo Dvojmoč (2016) in his study where he was examining the competencies of security guards. He found that those who had education below secondary school level were the least at 5.85%. In most countries, the basic education requirement is the secondary school certificate. It is therefore not surprising that majority had secondary education.

These results could also show that secondary education is the threshold level required for entry into the security industry as compared to earlier years. This might also be a pointer to the changing character of the security industry where there is more of customer care service being rendered by the security personnel as compared to previously where it was considered as a physical contact occupation. With the higher academic qualifications, the candidate is equipped with some level of etiquette, language and knowledge, which enables them to fit in well in their duties of customer care. McKinsey in his survey is quoted by Hieronimus (2015) as stating that, most people believe that their post-secondary studies improved their employment

opportunities. In addition, services rendered such as CVIT require knowledgeable and skilled workers as some of the commercial security firms are running banking services for their customers. The findings resonate with Kwabena (2011) who found that, nearly all respondents had some level of education and about three-quarters of the respondents had either senior secondary education or junior secondary education. Moreover, the industry impact on national security is also moderated by the PSRA No. 13 of 2016. In Part III on registration of individual private security services provider, Section 23, the requirement for registration is a Kenyan citizen who has a primary school certificate and has attended training in security matters in an institution accredited by the PSRA.

4.4 Objectives of the Study

Having presented and analyzed the demographic features of participants, this section focusses on presentation and analysis of the main research objectives. It will be recalled that the study had four objectives.

4.4.1. Services Offered by the Commercialized Security Industry to Counter Insecurity

This section presents, analyzes and interprets data related to objective one. Studies show that CSI is involved in a wide range of services: - manned guarding, systems integration and management, cash and valuables in transit, and correctional facilities management (Strom *et al.*, 2010). These services have two objectives: to make profit for the firms and to provide security for their paying customers. Therefore, it was important to examine the level of utilization of these services. To establish the usage of different services, the participants were asked to indicate which of the commercial

security services they are using or have ever used. The results are displayed below (table 4):

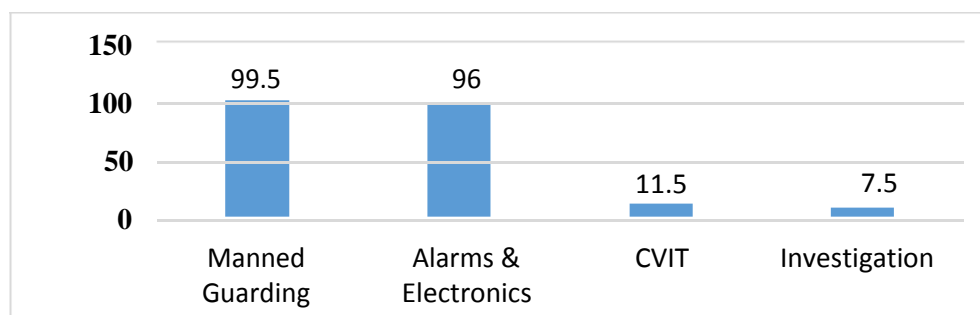
Table 4: Usage of Commercial Security Services

Usage of manned guarding				
		Frequency	Percent	Valid Percent
Valid	Yes	372	99.5	99.5
	No	2	.5	.5
Usage of alarms and electronics				
		Frequency	Percent	Valid Percent
Valid	Yes	359	96.0	96.0
	No	15	4.0	4.0
Usage of CVIT				
		Frequency	Percent	Valid Percent
Valid	Yes	43	11.5	11.5
	No	331	88.5	88.5
Usage of Investigation				
		Frequency	Percent	Valid Percent
Valid	Yes	28	7.5	7.5
	No	346	92.5	92.5

Source: Field Data (2018)

As can be observed from the table, majority of participants have used manned guarding and are represented by n= 372 (99.5 %), followed by alarm services at n=359 (96 %), in the third distant position is CVIT represented by n= 43 (11.5 %), and lastly, investigations represented by n= 28 (7.5 %). These findings are summarized in the figure 5 below.

Figure 5: Usage of commercialized security services by the Citizens



Source: Field Data (2018)

a. 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” (RESP2/4/7/2018)

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 (2010) 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” (RESP3/5/7/2018)

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, are involved in crucial duties of prevention and identification of probable 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 as depicted in this excerpt ...

“The advantage of security guards to other security services is that, they can be approached and asked for information” (RESP4/4/7/2018)

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; Clarke, 1997). 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. Taylor (2014) had observed in his study that manned guards are trusted by the public because their

personnel are responsible and reliable. 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 counters 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" (RESP5/14/7/2018)

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 with Prenzler (2013) who stated that manned guarding is extensively used in access control. Similarly, Sallee (2014) states that manned guarding is a norm for access control in most premises.

As captured in the pictures below from field observations, manned guards were to vet the visitors and occupants to ensure security and safety of the premise.

Figure 6: Manned Guards vetting the Flow of People



Source: Field Data (2018)

Field observation (appendix VIII) indicated that the manned guards were 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. This study collaborates with Taylor (2014) who found out that, a manned guarding is used in deterrence and prevention, so that the safety of people and their assets can be enhanced.

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 from 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” (RESP6/24/7/2018)

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 take messages for the client. Bodyguards learn from training how to discern a threat before it happens. All these activities are in accord with Howie (2014) who concluded that, the activities of a bodyguard to *detect, deter, delay, and report* any unusual activity, increases security for their clients. 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. The 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” (RESP7/15/7/2018)

Dog handlers work together with their canine companions in order to detect particular substances that the canines are skilled to recognize. Many of the detection canine crew examination are intended for traces of explosive-making compounds (for instance fertilizer) or drugs. For the duration of their daily routine, dog handlers and their companions could examine premises, cargo, carry-on bags, luggage and grounds. Walby and Lippert (2018) observe that 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.

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. These 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 5 below.

Table 5: Rating the Impact of Manned Guarding Service on National security

Manned Guarding Impact on 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	

Source: Field Data (2018)

A majority of the respondents at 54.3% rated as 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 the 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” (RESP8/13/7/2018)

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 significant equipment of their look and it assists in providing calmness as workers and guests are assured of their security concerns. The uniform marks security personnel easily identifiable, and as the go-to authority should there be an emergency. People go to them due to their reputation as a reliable guardian. This corroborates Abrahamsen and Williams (2010) when they state that, in most places in the world, security is everyday being entrusted to the uniformed security guards.

b. Alarms and Electronics Service as a Commercial Security Service

Alarms and electronics include CCTV, alarm systems, access control systems and other electronic equipment installed for security purposes (Kiama & Bor, 2015). As discussed in chapter 2, 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 6 below.

Table 6: Alarms and electronics

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

Source: Field Data (2018)

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 was found by Kiama and Bor (2015), that alarm response service was perceived as more favorable because its crew are reliable when responding to criminal activities.

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” (RESP9/10/7/2018)

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 (Kiama & Bor, 2015). 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 Hearnden and Magill (2004) who acknowledged that, the installation of an alarm system outside a facility reduces perceptions of threats to the users. Similarly, Blevins

et al (2012) informed that the presence of CCTVs and security devices gives the users a peace of mind from threats.

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”
(RESP10/24/7/2018)

There is an intensification by commercial security service 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. Eklblom and Pease (2014) had echoed the same that, enhanced security innovations contribute to crime drops.

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” (RESP11/6/7/2018)

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. Tseloni *et al*, (2016) found that, in most cases the more alarm devices fitted to a facility, the lower the risk of break-ins. Blevins *et al* (2012) found out that, the presence of an alarm device would discourage burglary attempt on a

facility. 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 7 below.

Figure 7: Security Guards Operating a Security Scanner Machine



Source: Field Data (2018)

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, Heaton, *et al* (2015) in their study, had

also found out that security scanner machines contribute to public safety in universities and colleges by deterring crime and violence in those particular settings.

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 Ekblom and Pease (2014) and Byrne and Marx (2019), that security innovations such as electronically controlled gates have been instrumental in crime prevention.

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” (RESP12/6/7/2018)

Having most of the significant components for instance internal warnings fire and smoke detection, and fire suppression capability is significant. The consequences of failure are inconceivable, and the risk of permitting an organization to be unmonitored by a fire alarm service are colossal. Therefore, the fire detection and warning system are maintained in the highest possible standards and monitored continually. The earliest warning and response most probably would save lives and substantial destruction to a facility. This is in line with Hussam (2012) who indicated that, the crucial intention of fire alarm system is to deliver a prompt cautioning of fire so that persons can be evacuated, and an instant action engaged to halt or eradicate the fire effects. 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 have 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” (RESP13/5/7/2018)

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 Cromwell and Olson (2006), Benoit and Wortley (2013), Taylor (2014) and Tilley *et al*, (2015), 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. 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 7 below.

Table 7: Rating the Impact of Alarms and Electronics Service on National security

Alarms and Electronics Impact on 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	

Source: Field Data (2018)

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 those 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 those not satisfied with the service at 5.9% representing 22 respondents. The findings support the studies by Blevins *et al* (2012), Kiama and Bor (2015), Hearnden and Magill (2004), and Cromwell and Olson (2006), 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.

c. Cash and Valuables in Transit Service as a Commercial Security Service

The transfer of money all through the supply chain is a key procedure both in terms of well-timed transfer of money, in addition to being vital for banks and merchants. As discussed in chapter two, it is a dangerous job and the industry has invested heavily to secure it (Safe Work Australia, 2014). Consequently, it was imperative to examine cash and valuables in transit security service.

Banks make up one of the biggest consumer segment of this service. They require to protect movement of their money for ATM top up in addition to valuable services for their outlets. 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” (RESP14/28/7/2018)

The ATM customers are able to enjoy an environment of safety from harm, loss 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

concurr with Oppong (2017) that this service provides security to the cash and assets of the citizens and organizations. 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” (RESP15/14/7/2018)

The cash and valuables in transit service is used to counter the possible 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 (2014) also concluded that the industry has invested a huge amount in security measures to combat robbery and has explored, tested and employed new technologies. 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 8 below.

Table 8: 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	

Source: Field Data (2018)

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 depicted 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” (RESP16/2/7/2018)

And...

“It is evident that ambushes on the CVIT vehicles are not happening anymore due to added police officers doing escorts” (RESP17/2/7/2018)

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 were 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 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 8 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 (appendix VIII) appeared knowledgeable in their duties, therefore ensuring the security of the assets of their customers.

Figure 8: CVIT Vehicle being Closely Followed by a Chase Car



Source: Field Data (2018)

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 eyesight 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.

d. 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 two, 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” (RESP18/6/7/2018)

Similarly, a security guard agreed...

“I have never known that commercial security firms provide investigation services” (RESP19/3/7/2018)

The service needs to be made known to 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.

Gummer and Stuchtey (2014) in their study on Civil Security and the Private Security Industry, also ranked it as the least in uptake.

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” (RESP20/10/7/2018)

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 is in accord with Nkashe (2015), who states that commercial investigation protects both the employee and employer against lawsuits, because due diligence is seen to have been performed before being employed. 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 is 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” (RESP21/26/7/2018)

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 losses by paying fraudulent claims, and also genuine claimants denied their claims. This is in agreement with Financial Rights Legal Centre (2016), which stated that insurance companies have been able to reject fraudulent claims after engaging services of commercial investigators. 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” (RESP22/6/7/2018)

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, loss 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.

Also, Walby and Lippert (2014) had found that working outside the formal investigative powers of police, commercial investigators are able to give security solutions to the problems of their customers. Concurring with this result is Adegboyega (2012), Howie (2014) and Gumedze (2015), who have agreed that commercial security has a reputation in the prevention of insecurity. 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 9 below.

Table 9: Rating the Impact of Investigation Service on National Security

Investigation Impact on 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	

Source: Field Data (2018)

Those highly satisfied were 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 those 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 services was least known by the public. The findings support the study by Taylor (2014) who termed commercial security investigation as the smallest and the least visible of all the other security services.

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.

e. Regression of Commercialized Security Services

A multiple regression was also performed to summarize the results of the descriptive discussion. The researcher used the four independent variables (manned guarding, alarms and electronics, CVIT and investigation) in the regression to determine how each impacted on the dependent variable (national security). Several assumptions of multiple regression analysis were tested in order to ensure that the analysis was reliable and valid (Appendix XV). The results of the multiple regression analysis are displayed in table 10 below.

Table 10: A Regression Analysis to Determine the Contribution of Commercial Security Services on National Security

		Coefficients ^a						
Model		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

Source: Field Data (2018)

From the ANOVA table (appendix IX) the *P* (sig) value is .001 which is less than .05, meaning that the test/regression is significant. Meaning that our R square in the Model Summary (appendix IX) 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 commercial security services combined account for 9.3% of national security.

The individual predictors were examined further and indicated that manned 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 contributes 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, alarms and electronics as security service 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, CVIT 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 ($B = .036$, $\beta = .084$, $P < = .103$). This is probably, because many commercialized security firms do not offer this services, or it is less publicized to attract users.

In summary, commercialized security makes a valuable contribution to national security although in their inception they are entrepreneurial driven. From the onset they present security as a commodity that is bought by those who can afford which may appear to be discriminatory rather than public good which is holistic. However, the findings of this study demonstrate that commercial security either directly through various services offered or indirectly as spillover effects contributes significantly to national security in different ways. This include feelings of safety of the Kenyan citizens, enhancing the capacity of state security organs through complementing

different roles they play as well as creating an environment for social economic development.

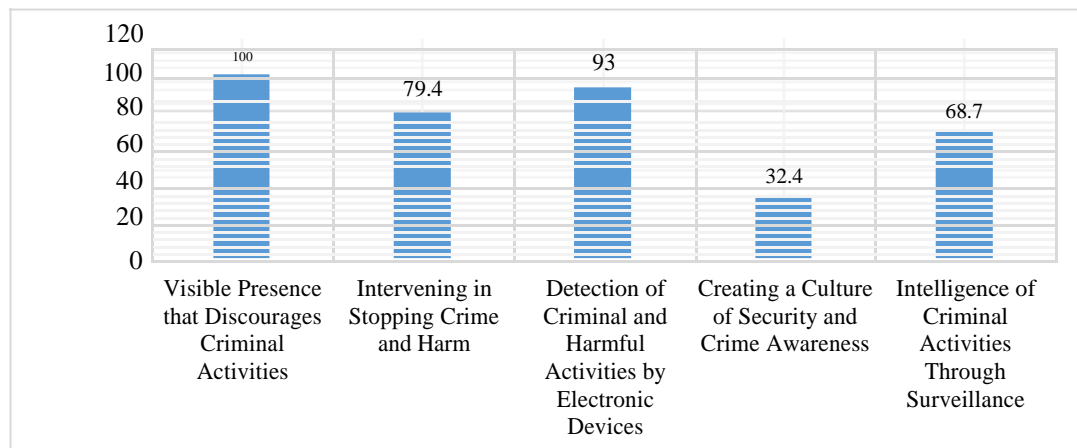
From individual perspective, commercialized security also offers opportunity to individuals and cooperative bodies to play an active role in national security. This is in line with contemporary trends in which various actors can work together consolidate efforts to enhance security.

4.4.2. The Effects of Commercialized Security on National Security.

This section presents, analyzes and interprets data related to objective two. Studies have shown that the commercial security industry is involved in activities that provide their customers with customized service style of policing and encompassing a range of protection services from body guarding to facility security (Feng, 2013). These activities have been credited to have several effects that could moderate national security by detecting, deterring, delaying, and reporting insecurity. They also have the effect to harm innocent members of society through violence, harassment, trespassing and false arrests (Prenzler & Sarre, 2014). Therefore, it was important to examine these effects of commercial security on national security.

Respondents were asked to appraise the effects of commercialized security on national security by placing a mark next to the relevant option provided. The results are displayed in figure 9 below.

Figure 9: Evaluated Effects of Commercialized Security on National Security



Source: Field Data (2018)

Visible presence that discourages criminal activities was the most mentioned by 374 respondents which was 100%. Detection of criminal activities by electronic devices was mentioned by 368 respondents, which is 98.4% and came in second. Intelligence on criminals' activities through surveillance was third with mention by 355 respondents (94.9%). Intervening in stopping crime was the fourth most identified effect of commercialized security on national security with 326 (87.2%) respondents. Reliable source of information was mentioned by 257 (68.7%) respondents and was fifth. Lastly was creating a culture of security and crime awareness that was identified by 121 (32.4%) of the respondents. These are discussed in the subsections below.

a. Visible Presence that Discourages Criminal Activities

Visible presence of commercial security measures that discourages criminal activities in public places was the most identified effect of commercialized security on national security with all the 374 (100%) respondents acknowledging it helped deter or reduce criminality thus enhancing security. This is an indication that in the presence of guards, the citizens feel and experience security and safety from harm, losses and destruction. A respondent explained...

“We can see the security guards are all over. So what can possibly go wrong? We are feeling safe just with the knowledge that that they are there” (RESP23/3/7/2018)

The visible presence of security guards is so conspicuous. In the words of another respondent...

“You cannot miss to see the security guards. They are easily identified by their uniform. It is reassuring on our safety when we see them” (RESP24/2/7/2018)

In private residences and events, the presence of commercial security personnel is acknowledged. One participant had this to say...

“I stay in a gated community with hundreds of houses. Apart from the visible presence of the security guards at the main gate and in the courts’ gate, they also patrol. It is very reassuring when you meet them and exchange greetings” (RESP25/5/7/2018)

It can be deduced that the visible presence of the uniformed security guards gives a feeling of protection to the citizens irrespective of whether they have subscribed to the service or not. The very visible presence of commercial security services discourages criminal activities which could impact negatively on the security of people and their property. Similarly, Gerasimoski (2013) had argued that the plain visibility of commercial security mostly prevents crime commission. Prevention of crime commission does not only benefit those paid for the service, but the spillage effect aids those not paid for it.

The visible presence of the commercial security personnel as they get along with their patrols seems to be noticeable, and cherished. Moving from one point to another not only makes the security guards alert, it also makes it possible for them to curtail crimes that might be about to take place or that are taking place. The subscribers of the service are given a sense of peace knowing that there is an increased risk to would be offenders. This is in line with Noaks (2000), who stated that patrols in a British city

were made a high priority to discourage crime on the public streets. Similarly, Mutonyi & Sirera (2018) observe that there is an accepted positive effect on security in private functions and venues where commercial security is present. Therefore, opportunities for crime are reduced when commercial security personnel are increasingly patrolling.

Reassurance as depicted in the quote suggests a feeling of security that resonates with definitions of human security that stresses the need for freedom from fear and freedom from want. According to Vileikienė and Janušauskienė (2016), security of individuals infers to the security of a nation. Accordingly, in the new broader concept of security, individuals are at the center and therefore the fact that individuals perceive themselves to be secure due to the visibility of the commercial security guards, it suggests the positive effects of commercial security. Subjective perception of security is likely to encourage individuals to engage in different economic activities, which feeds in another aspect of broader security namely economic security. Wolfers is cited by Wibben (2011) as arguing that subjective safety has common ground with the concepts of ‘risk perception’, which can influence decision making of people to engage in various nation building activities. Berg (2007) had argued that the manned guards participate in key roles in the prevention of crime through their perceived status. Also, COPS (2009) on the Trends and Practices in Law Enforcement and Private Security Collaborations had found out that, the visible presence of commercial security personnel helped in the maintenance of order, suppression of gang violence, and enforcing security. Furthermore, observations from the field (appendix VIII) indicated that most of the commercial security personnel were kitted well in order to make them more visible (figure 10 below).

Figure 10: Visible Presence of the Security Guards



Source: Field Data (2018)

This conspicuous presence of the commercial security guards reassures the citizens of their safety. From a theoretical perspective they represent the concept of a present guardian, a key aspect in foiling crime. Security guard's visibility plays a preventive role in national security by ensuring freedom from fear of criminality.

b. Detection of Criminal and Harmful Activities by the Electronic Devices

The detection of criminal and harmful activities by the electronic devices, was the second most identified effect of commercialized security on national security, with 348 (93%) respondents. Since not all electronic devices stop risks and dangers, the rationality underlying their usage is detection of criminal activities. The detection capabilities of the alarms and electronics was mentioned. A respondent had this to say...

“These days, most establishments have installed CCTVs. I would be very comfortable being in an establishment that has them as I know that they detect some criminal activities” (RESP26/2/7/2018)

Restaurants, receptions, supermarkets, hospitals, private parking and most private facilities, have embraced the culture of installing CCTVs. Due to the detection abilities of the CCTVs, customers and visitors to various establishments are feeling secured and protected. This has a ripple effect of an increased national security. Whether being monitored by a controller or not, the CCTVs tends to give assurance to the general public of their security. CCTVs have hardened places where crime would have taken place by making them less attractive for criminals. This confirms the study by Taylor (2014) who found out that, some offenders were put off by targets hardened with the installation of surveillance especially with the electronic devices. Drawing from the routine activity theory, for crime to occur, three elements must be present: presence of a criminally motivated person, suitable target or potential victim, and absence of capable guardians to discourage crime. Therefore, the presence of the CCTVs eliminates the third element, which is the absence of capable guardians. The CCTVs offer the presence of a capable guardian that discourages crime. In essence, the presence of CCTV aims to impede potential offenders carrying out their intended activities, by placing psychological and physical barriers in their way. The perception that their identity could be determined, discourages the “would be” criminals, because of fear of being accosted by law enforcement. This discouragement, whether real or perceived, serves to enhance national security.

The findings of this study show that the detection abilities of commercial security measures are taken in advance to avert possible criminal and harmful activity. Therefore, national security is boosted with the risk mitigating precaution of these detection measures of commercial security. One respondent had this to say...

“Most of the establishments have installed CCTVs, and we have been seeing on social media of the criminals captured on them as they engage

in unlawful activities. Even though the incidents are reviewed later after happening, at least the suspects are identified and the police are able to arrest them after investigation” (RESP27/6/7/2018)

The respondent acknowledged the usefulness of the CCTV cameras as a commercial security device that detects criminal and harmful activities. Despite the fact that some CCTVs monitors are not manned, they are replayed when making follow ups when an incident has happened. Field observation (appendix VIII) showed that most of the premises like hotels, supermarkets, hospitals and bars, appeared well organized with their arrangements of the CCTV cameras. There were CCTVs installed on the entrances to the establishments, others capturing most of the inside, and also at the back. Pease and Gill (2011) and Tseloni *et al*, (2016) had found in their respective studies that, there was a tremendous reduction of the overall risk of burglary amongst facilities with a CCTV system.

Some electronic devices like the luggage x-ray detect risks and dangers. In the words of one of those interviewed...

“I remember this unfortunate incident when I had accidentally left my Tactical Knife in the backpack. As it went through the x-ray machine in one of the government buildings, and it was detected. I had to have a quick explanation for it but I had to leave the bag with them as I accessed the inside of the building” (RESP28/4/7/2018)

This goes a long way to show that, the commercial security industry’s use of electronic devices is able to detect risks and dangers. Security personnel are trained to use the security x-ray machine to check luggage and look any for suspicious items (figure 11 below).

Figure 11: Security Guards Operating a Security X-Ray Machine



Source: Field Data (2018)

A security x-ray baggage scanner, therefore, helps keep visitors, assets and facility safe. Weapons, explosives and narcotics are just some of the illegal goods that security personnel have to deal with. Buildings and premises must be secured to keep both public and hosts safe. From the field observation, security personnel appeared knowledgeable using the security x-ray scanners as shown in figure 12 above.

To improve the physical security of buildings and facilities, one of the best options has been the use of turnstiles to control employee and visitor access. Some electronic devices like the turnstiles delay risks and dangers. A respondent explained...

“I came across that machine that allows one person at a time to go in after you have swiped your card. We were several people going for a meeting in the building and we just had to wait as each one of us was cleared and allowed in. Despite the delay that we experienced, it looked a very polite way to control access” (RESP29/7/7/2018)

Turnstiles make available high level access and egress regulator by either detecting and deterring unsanctioned passes. Differently from doors, turnstiles are able to restrict the total of persons who can pass using each offered credential, and also regulate the route of passageway. So as to enter through a turnstile, people have to offer a current credential. This ensures that an unauthorized person is not able to gain

access through tailgating, and therefore denies passage to any person who would be a security risk to an organization. This secures a facility so that any people considered to pose danger and harm can be barred. As Furedi (2002) observes in his book 'Culture of Fear', electronic technologies such as turnstiles have been found to reduce the fear of crime and crime.

Observations made by the researcher in the field indicated that, there are several types of turnstiles which are used to assist in access control. Others are controlled by a digital card that each visitor is given to swipe. They, therefore, easily meet the security enhancement requirements and as a result enhance the security of today's modern commercial and private amenities.

Reflecting on the Concentric Ring Theory, turnstile is part of the outer security ring that denies passage to an aggressor. The implication of this is that, harm and danger is being kept at bay from the people and their property.

Other electronic technologies that can detect risks and dangers include the keyless door locks (digital/smart locks). A consumer respondent pointed out that...

“Most people will never realize the importance of biometric door until that time they wake up and realize that their stores or shop are swept clean. That is when they decide to incur a one-time expense and invest in biometric doors” (RESP30/6/7/2018)

From the narrative, keyless door locks are used to detect access in restricted areas. Keyless doors are a technique that has been embraced by customers of commercial security services. Addition of keyless door locks has reduced the risk of theft from facilities by making them more difficult to access. This method has reduced the suitability of targets that would otherwise be attractive to likely offenders. Also, keyless door locks act as a detection technology, which seeks to increase the cost of carrying out the criminal action since detection relies on the perception of the potential

perpetrator. The results tend to support the broad expectations of national security. As had previously been observed by Hearnden and Magill (2004) and Blevins *et al* (2012), the presence of an alarm and electric devices discourages burglary attempts on facilities. Similarly, Grove *et al* (2012) in their study on Preventing Repeat Victimization found out that burglary deterring devices prevented a repetition of burglary.

Further, Tseloni *et al* (2016) had found that, the more alarm and electric devices fitted to a facility, the lower the risk of break-ins. According to Byrne and Marx (2019), estimates of the extent of use of crime prevention innovations – metal detectors in schools, baggage screening at airports, bullet proof teller windows at banks, and electronically controlled automatic security access gate systems are difficult to obtain, but it is obvious that crime prevention technology has been the driving force leading to crime prevention and crime control strategies, both by individual citizens and concerned groups. This effect consequently, contributes to an enhancement of national security as the people and their properties are kept secured from harm and danger.

c. Intervening in Stopping Crime and Harm

The intervention in stopping criminal activities before or when it is happening, was the third most identified effect of commercialized security on national security with 297 (79.4%) respondents mentioning it. As had been narrated by respondent RESP2/5/7/2018 that the security guards intervened when she was about to be robbed, confirms this effect of commercialized security on national security.

Security personnel are able to intervene in stopping crime in places where they are deployed, due to their control and authority over the areas. The public and the

offenders are aware of this effect of the personnel of the security industry. They may intervene in private places and also public places such as the airports, hospitals, schools, colleges, hotels, apartments, gated communities and supermarkets. This effect benefits the society directly and complements the state security agents in security management. Adegboyega (2012) had also observed that, the commercial security personnel are able to intervene in stopping crime from being committed as part of their responsibilities.

Since most of the office and commercial facilities are fitted with electronic devices, they inform when a crime is occurring. One of the customer participants narrated...

“Attempted break-in at night is something that most of the industries have to deal with. We get calls at night from our contracted alarm response team that there had been an attempted break in at our facility and they have repulsed the intruders” (RESP31/13/7/2018)

A commercial security manager respondent explained...

“As an integrated service, alarm response teams are value for money for those using it” (RESP32/27/7/2018)

In the words of a member of an alarm response team...

“Most of the alarm activations are during the night. But we are able to respond and neutralize the threats” (RESP33/27/7/2018)

It is acknowledged that, alarm response as a component of the services of commercial security has been taken up by citizens due to its ability to be able to intervene and stop breaches of security. In isolation, security systems measures may have a limited deterrent effect. However, due to the integration with alarm response measures, the targets (assets) have been made less attractive to those with the intentions to steal or cause any danger. This is due to the increased risks of being apprehended and neutralized. The alarm response team strategies for that reason are used to reduce the opportunities for crime due to increased formal surveillance and patrols. They have

also increased controls on access or exits for intruders and offenders. As Gerasimoski (2013) has argued in his study on Obstacles to Stability in the Namibian state and Society, alarm response strategy is practiced as preventive to crime and insecurity. This practice of intervening to stop crime complements national state security as it keeps people and their property safe.

This is reinforced by the third premise of the theory of security governance, which proposes that the state's exclusive provision of security to be supported by other actors who will inject in efficiency and cost-effectiveness. The commercial security industry brings in efficiency in security incidents responses, as it has invested extensively with the right security equipment and trained personnel. The commercial security industry also brings in cost-effectiveness by ensuring that the state security agencies are released to concentrate their resources to serve the areas which are not habited by those able to buy security services. All this serves to intervene in stopping crimes like trespassing, vandalism, criminal and harmful activities at properties.

Furthermore, observations from the field indicated that most of the alarm response teams appeared well equipped (appendix VIII). Most of the response vehicles were equipped with, first aid response kits, rechargeable torches, high visibility vests, traffic control equipment, back-to-base radios, digital cameras, helmets, batons, shields, fire extinguishers, axes, heavy duty hammers, ladders and fuel cards. When probed further on the rational for all the equipment, the alarm and response crew explained to the researcher that they were appropriate in responding to either criminal activities, any distress or accidents. Some explanations given were that, the first aid kits are necessary so that you can treat injuries and ailments that happen to people, and the first aid kit can help reduce the severity of the injury or the risk of infection.

Back-to-base radios give observations and information in real-time, and hence not necessitating to make personal report.

Fire extinguishers are a first line of defense against fires and every so often contain or extinguish fires, averting exorbitant destruction. Fire extinguishers can make a difference between a minor fire incident and devastation. Heavy duty hammers and axes are used to break through windows of vehicles involved in accidents or dislodge doors from the hinges to rescue the occupants. They are also used to break through obstacles like closed doors and gates so that the security response crew can reach the people or asset that is in distress.

Batons and shields are, in general, intended to be used to control unruly offenders, to safeguard the security crew from attacks with blunt or sharp weapons and also thrown weapons. They can also be applied as close contact fighting weapons to push back offenders. Ladders are by and large used to scale perimeter walls so that the security alarm response crew can be able to access a facility whose access points are locked or blocked. In essence, commercialized security provides the possibilities of intervening in stopping crime and harm.

d. Intelligence on Criminal Activities through Surveillance

The ability of the commercial security agents to gather intelligence on criminal activities through surveillance was the fourth identified effect of commercialized security on national security with 257 (68.7%) of the respondents admitting it. Due to the surveillance nature of their jobs, the commercial security guards get to see and notice events that would pass the general public. One of the managers of the security firms interviewed explained...

“On several occasions we have shared information with the police on crimes that have been planned to happen. This intelligence is mostly passed to us by our security guards” (RESP34/24/7/2018)

A security manager of the consumers also had this to say...

“We have alerted our neighbors who do not see the need for security guards about plans to have their warehouses raided. In normal circumstances we do not let the guards securing our place to intervene with what is happening in a neighbor’s place. But they can inform us and we share with the relevant authorities” (RESP35/24/7/2018)

In the words of one security guard respondent...

“We see things, we hear a lot, and we know much about the security of the places around where we are stationed. And even the police know that and some of them use the knowledge we have, while policing. Sometimes, we are the silent and passive eye of the police” (RESP36/18/7/2018)

The public too are acknowledging the ability of commercial security personnel of having intelligence on criminal activities. One general public respondent stated that...

“The reason why we rely on them for information, is because they have facts on the most unusual activities. Therefore, they can advise us accordingly” (RESP37/5/7/2018)

From the responses, the theme of having information in advance on criminal activities is recurring. The commercial security personnel while on duty, receive details from their sources on the kind of criminal activities in their vicinity. Also, through their alertness and surveillance, security personnel notice unusual activities. This is shared with the state security agents, mostly the police, who could use the information to act to deter the criminality. Commercial security is therefore a force multiplier: additional sets of ears and eyes on the street that can listen, observe and report developments. This further helps to enhance the safety and security of communities. It concurs with Montgomery and Griffiths (2015), who concluded that the intelligence on criminal activities by commercial security agents, improves the security of people.

This draws on the second premise of security governance theory that recommends on the need for states to increase collaboration with non-state actors such as international

organizations, NGOs and commercial organizations to combat the new form of insecurity. These networks, improve the quality of security for people and properties by ensuring that even if there is a surge of likely offenders in the community, they will find a matched increase in the deployment of suitable trained security personnel who will be in a position to gather intelligence on them and defend the community.

The network analysis theory adds that, a partnership involving state security agencies and commercial security industry is needed because they share an interest in security issues. The working together whether through formal or informal arrangements, is in the long run supposed to ensure the safety of the citizens of Kenya.

With the current trends of insecurity where the enemy is invisible, the full tactical turnout and automatic weapons power cannot eliminate them. Intelligence on criminal activities through surveillance, in the long run will ensure the safety of the citizens of Kenya and their properties.

e. Creating a Culture of Security and Crime Awareness

The creation of a culture of security and crime awareness was the least identified effect of commercialized security on national security by the citizens. It was identified with 121 (32.4%) of the respondents. This is done through various ways of communication. One of the managers of an organization subscribed to the commercial security services explained...

“We get emails advising us on the current situation in the country, and the precautions to take. But in very crucial moments, we receive text messages advising us on volatile situations like riots and demonstrations on specific roads” (RESP38/13/7/2018)

A manager of a commercial security firm agreed that...

“We have weekly emails to our customers, informing them on the current security situation in the country. We also send instant messages advising

them on any volatile situations on the road and towns areas especially during the 2017 general election” (RESP39/25/7/2018)

Both respondents acknowledge the usefulness of the emails and text messages that are sent by the commercial security providers. The emails are more general, giving out a report or analysis on the current and expected security situation in the country. Whereas the text messages are meant to provide real-time updates, such alerts might contain critical, emergency-related information including instructions and recommendations in real-time by the security service providers. Information include riots and demonstrations, severe weather warnings, significant public road closures, accidents and other emergency conditions. That way, the subscribers and their workers make timely decisions based on the best information available, increasing their safety, and boosting an organization’s security and safety. The service providers always confirm notification delivery with “by recipient” reports.

The ability for the commercial security firms to have emergency-related information for various places affords advantage of deploying personnel in areas of most security needs. Apart from their personnel on the ground, some of the information and intelligence comes from the state security agents. For example, during the 2017 election period in Kenya when there were incidences of insecurity in some parts of the country, customers received security updates that governed their movements and activities. When the customers would get text messages on insecurity incidents, they would also share the same with their family and friends. In the long run, some of the recipients of the text messages were not only those who were subscribed customers, but the general public. Sharing of texts messages and emails concerning security and crimes issues has created a culture of security and crime awareness among the citizens. As a result, the commercial security industry provides security for people and their

assets efficiently and cost-effectively through text messages and emails. Creating a culture of security and crime awareness is a positive effect of the commercial security industry on national security that has promoted the safety and security of the citizens.

In principle, commercial security delivers all-inclusive effects that covers the broader concept of security that not only boosts national security but also ensures freedom of the nationalities.

Drawing from the descriptive statistics and the discussion based on observations and qualitative data from the field, one is able to infer that commercial security though a profit making organization plays an invaluable role 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 the effects.

f. Regression of the Effects of Commercialized Security

A multiple regression was also performed to summarize the results of the descriptive discussion on the effects of commercial security. The regression used the five identified effects of commercialized security to determine how they may be associated with the dependent variable (national security). Several assumptions of multiple regression analysis were tested in order to ensure that the analysis was reliable and valid (Appendix XV). The results of the multiple regression analysis are displayed in table 11 below.

Table 11: A Regression Analysis to Determine the Contribution of the Effects of Commercial Security Services on National Security

Coefficients								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.163	.112		-1.463	.144		
	Visible presence that discourages criminal activities	.372	.046	.383	8.129	.000	.487	2.052
	Detection of criminal and harmful activities by the electronic devices	.250	.048	.257	5.156	.000	.436	2.294
	Intervening in stopping crime and Harmful activities	.213	.040	.194	5.333	.000	.818	1.222
	Intelligence on criminal activities through surveillance	.176	.042	.159	4.206	.000	.755	1.324
	Creating a culture of security and crime awareness	.086	.038	.076	2.269	.024	.965	1.036

a. Dependent Variable: National Security

Source: Field Data (2018)

From the table, the overall regression model was significant ($F(5, 368) = 111.42, p < .001, R^2 = .231$). The results of the regression indicated that the model explained 23.1% of the variance. Overall, the effects combined contribute 23.1% on national security. When we take the five predictors as a group, they predict national security significantly, but each of the effects/predictors accounts for a unique variance in national security.

Visible presence that discourages criminal activities positively impacts national security ($B = .372, \beta = .383, P = .001$). Therefore, visible presence that discourages criminal activities adds 37.2 percent of the 23.1 percent that the effects of commercial security services contribute on national security.

The P -value is .001, 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 visible presence that discourages criminal activities, we would expect a

corresponding 0.383 standard deviation unit increase in national security. Therefore, visible presence that discourages criminal activities is a significant predictor of national security.

The results for detection of criminal and harmful activities by the electronic devices showed that, it had a significant contribution on national security (Table 9 above). Detection of criminal and harmful activities by the electronic devices significantly and positively impacts national security ($B = .250$, $\beta = .257$, $P = .001$). Therefore, it contributes 25 percent of the 23.1 percent that the effects of commercial security services contribute on national security.

For the intervention in stopping crime and harm, it had a significant contribution on national security (Table 9 above). Intervening in stopping crime positively impacts national security ($B = .213$, $\beta = .194$, $P = .001$). Therefore, it contributes 21.3 percent of the 23.1 percent that the effects of commercial security services contribute on national security.

The results for intelligence on criminal activities through surveillance had a significant contribution on national security (Table 9 above). Intelligence on criminal activities through surveillance positively impacts national security ($B = .176$, $\beta = .159$, $P = .001$). Therefore, it contributes 17.6 percent of the 23.1 percent that the effects of commercial security services contribute on national security.

Further results indicate that creating a culture of security and crime awareness showed that it had a significant contribution on national security (Table 9 above). Creating a culture of security and crime awareness positively impacts national security ($B = .086$, $\beta = .076$, $P = .024$). Therefore, it contributes 8.6 percent of the 23.1 percent that the effects of commercial security services contribute on national security. A culture of

security and crime awareness offers an exclusive alteration to national security. Individuals learn self-care and plan their activities to avoid areas that could compromise security, thus deterring the criminals.

The findings of this study indicate that visible presence that discourages criminal activities, detection of criminal and harmful activities by the electronic devices, intervening in stopping crime and harm, intelligence on criminal activities through surveillance, and creating a culture of security and crime awareness are some of the effects of commercial security on national security.

4.4.3. The Limitations of Commercialized Security on Influencing National Security.

This section presents, analyzes and interprets data related to objective three. Studies have shown that the commercial security industry faces challenges to freely operate in the market and at the same time observe standards of human rights (Litavski, 2012). Some studies on the routines and challenges related to the commercialized security industry found out that, to some extent they complemented the activities of the police, but the challenges confronting them in the course of their duties drastically reduce their capacity to effectively provide essential services to their customers. Therefore, it was important to find out the limitations of commercialized security to impact positively on national security. The findings are presented in subsections discussing each limitation. Study respondents were asked to identify the limitations encountered by commercialized security to impact positively on their national security. The identified diverse limitations are as shown in table 12 below.

Table 12: The Limitations of Commercialized Security to Impact Positively on National Security

Limitation	Frequency	Percent
Not Being Armed with Firearms	293	78.3
Poor Working Conditions of Security Personnel	254	67.9
Lack of Courtesy by Guards	137	36.6
Lack of Trust by the State Security Agencies	80	21.4
Lack of Regulation and Licensing	67	17.9
Security Personnel are not Adequately Trained	59	15.8

Source: Field Data (2018)

Not being armed with firearms was the most mentioned by 293 (78.3%) respondents. Poor working conditions of guards was second, being mentioned by 254 (67.9) respondents. Lack of courtesy by guards was the third most mentioned by 137 respondents, which is 36.6%. Lack of trust by the state security agencies was the fourth most mentioned by 80 respondents, which is 21.4%. Lastly, lack of regulation and licensing was mentioned by 67 respondents (17.9%).

a. Not being armed with firearms

Incidences of not being armed with firearms was mentioned by 293 (78.3%) respondents. Criminals have become smart and are using sophisticated methods of committing crimes. Some of the methods include the usage of firearms. An alarm backup crew commander stated that...

“We are not armed with firearms, whereas we are expected to deal and intervene to stop criminals armed with guns. The cases of armed criminals are on the rise” (RESP40/17/7/2018)

An alarms backup response manager respondent confirmed...

“It is a dilemma we are currently facing as our crew are not armed with guns but they are always responding to situations where the offenders have guns” (RESP41/28/7/2018)

A general manager of a consumer organization reiterated...

“Because our guards are not armed with guns, we were once robbed. Together with our security guards, we all surrendered and laid down”
(RESP42/14/7/2018)

A security officer challenges every single danger that presents itself. Therefore, security officers are marked by criminals who are out to steal, destroy, harm or otherwise conduct unlawful activities on a facility.

Security personnel who are not armed with firearms put their lives at risk every time they are on duty. Their lives are as important as the lives of those they are protecting, and therefore any dangers and harm that they face limits their contribution to national security. The duty of the commercial security personnel to intervene when they witness unwanted or unlawful events on the facilities they are guarding, places them in harm’s way. For that reason, commercial security personnel confront most dangers that presents itself including confronting assailants armed with firearms. The presence of unarmed security guards therefore does not discourage attempts of armed criminals. Indeed, potential criminals and other types of vandals will not be deterred to violate places where there are unarmed security guards. As the commercial security personnel continue to face assailants who are armed with firearms, it reduces their ability to contribute positively to national security.

The present arms law does not allow commercial security companies to hold and issue firearms to their security personnel. In Part VIII of the EQUIPMENT AND OTHER TOOLS OF TRADE FOR PRIVATE SECURITY SERVICES, Section 53, Use of firearms, (1) *“A private security service provider shall not use or allow the use of firearms in the rendering of a security service. (2) A person who contravenes the provisions of this section commits an offence and shall in addition to cancellation of*

license, be liable on conviction to a penalty prescribed in this Act or any other written law, whichever is higher”.

The aim of this law is the elimination of the persistent and regular use of armed force by citizens or entities offering security service. This is meant to retain the status quo of the state monopoly on the use of armed force and seeking to outlaw violence among groups of peoples in national borders, thereby containing organized conflict in the national arena. Adegboyega (2012) had observed that not having firearms while encountering offenders who are armed with firearms, was a challenge confronting the commercial security industry. Similarly, Gumedze (2015) noted that, the CVIT crew were the most vulnerable to victimization by armed criminals.

b. Poor Working Conditions of Guards

Poor working conditions of the guards was mentioned by 254 (67.9%) respondents. This refers to unsatisfactory general management of the security personnel, which includes basic salary and allowances, working hours, job insecurity and the over-all workplace environment. On the number of working hours, a security guard respondent pointed out that...

“We work for 12 hours but as from the 9th hour, we are exhausted and fatigued. That is the time we are at our weakest, our passion is low and the attention is very little” (RESP43/18/7/2018)

A security firm manager respondent explained...

“The guards are supposed to work for 12 hours and 4 of those hours is overtime. Their zeal might be low but it is still working time because they will be paid” (RESP44/26/7/2018)

The security guards work for more than 12 hours a day. That is because, handing over, taking over and daily briefings extend the normal 12 hours. These findings indicate that the security guards are overworked. The effects of overworked guards include

lack of passion for work and, slowing in their duties, ultimately declining their productivity. This is further explained by the self-determination theory, which is one of the theories under the Cognitive theory of motivation that states the innate needs of a person must be met for them to perform competently. They must also be made to make choices and promote self-regulation. Without the ability to make choice concerning working for 12 hours a day, the security guards will lack the passion to foster competence. Security guards lack passion for work and therefore not committed to repeatedly attaining better levels of performance. These guards lack both the individual resilience and a leaning toward learning and advancing that would help their customer's security needs. Therefore, they are not able to withstand continuous security challenges and disruption.

The secret to consistent effective security outcomes, is to have security guards who are consistently not overworked and who will then be passionate on their responsibilities. According to the Expectancy-Value theory, passion/motivation is governed by the value of a goal interpreted in terms of costs in pursuing the goal. It is with the idea that everyone has a need for achievement, but they have to be motivated to engage in that activity to the extent that the success will be more than the costs. If the cost is too high, a person may avoid pursuing the goal. In this case, efficiency and effectiveness in security duties performance by the security guards are the goals whereas working for longer hours are the costs. So many security firms make the mistake of trying to incentivize overworked guards with quick bonus or benefits, but they only get short period outcomes.

It is much harder for overworked guards to uphold an approachable and appealing character while interacting with consumers. When guards are overworked, they are

unable to strategize (applying different levels of effort to different situations) (Reader, 2017). The security profession is dependent on interpersonal conversation, creating judgment decisions, studying people's expressions, and handling their individual emotive responses. Customers often sense and react negatively to stressed and overworked guards. Researchers have found that overworking (and its accompanying stress and exhaustion) can make maintenance of a friendly and engaging demeanor, ability to strategize, making judgment calls, and managing their own emotional reactions more difficult and hence compromising security provision for the people and their property. Reader (2017) in his study on the effects of overworked employees also established that, an overworked guard found it hard to maintain a friendly and appealing demeanor when interacting with customers and traded-off with decreased security management.

The maximum number of working hours to ensure best output of a worker is 52 hours per week according to the Employment Law Cap 226 of the Laws of Kenya. This Act stipulates that any additional hours should be treated as overtime. However, despite being treated as overtime, it has been found that 2-3 hours into the overtime, the security output of the guards is at its lowest, defeating the purpose of the overtime payment. Further, these findings confirm that security guards in Kenya work for longer hours.

On overtime allowances, a security guard respondent pointed out that...

"We know that we are supposed to get overtime but sometimes it is a challenge to get it. You do not get it on the pay-slip so we have to make claims which sometimes are not paid" (RESP45/17/7/2018)

A security firm manager respondent explained...

“The cases of missing overtime allowances on our security guard’s pay-slips are there. We try as much as possible to pay them when the claims are made” (RESP46/23/7/2018)

This study found ongoing violations of overtime allowance has condemned security personnel to be demotivated employees. Demotivated security personnel are a weak link in security provision as they are compromised by criminals or they get lax in their duties. This demotivation makes them the weak link in commercial security management.

According to Victor Vroom’s Expectancy theory, there is a positive co-relationship between a desirable outcome like allowances and a worker’s effort in performing a job (Vroom, 1964). If the guards are feeling that they are not being rewarded according to their performance efforts, they will not perform effectively at work and this will compromise security provision. When security provision is compromised, people and their property will be exposed to danger and this has a direct negative impact on national security.

There was also found a link between job insecurity and security job performance. A security guard had this to say...

“A majority of us are casuals and whenever a contract with a customer ends, our services are terminated. Therefore, this is not work where you can put your focus in” (RESP47/17/7/2018)

An administrator in charge of security in a consumer organization pointed out...

“We are supplied with casual guards because the firms say that our rates cannot afford a permanent employed security guards. The casuals have many challenges as they rarely stay for more than a year” (RESP48/12/7/2018)

A security firm manager corroborated this view...

“We have the casual security guards to cater for our customers who want to pay the minimum rates. The challenge with the casual security guards is the high turnover which interferes with the continuity of security services to our customers” (RESP49/27/7/2018)

There is a concern over job insecurity, which is one of the factors that has led to poor working conditions for the commercial security personnel, thereby limiting security provision and delivery. Job insecurity does not provide security personnel with a much-needed sense of identity and association. This job insecurity leads to decrease in work performance levels. Security personnel who do not feel that much needed identity and association in their job, stress and negative emotions influence their work performance, which compromises national security.

Security personnel who feel threatened by job insecurity, stop placing the required effort into completing their security tasks and interacting with workmates, due to a belief of having no future with the organization. Security personnel with a sense of job insecurity do not plan to work for the security firm for the foreseeable future, so they do not maintain relationships with colleagues and do not complete their work. Since security duties revolve around teamwork and duties completion, this in the long run decreases the quality of security provision for the people and their properties. In rejoinder, Mutonyi (2016) in his study found that improved job security boosted the guard's performance. which in turn ensures better security for people and their property.

Lack of job security results in high turnover of the security guards as they continuously seek for jobs with better terms. High turnover of the security guards has a negative impact on security service provision. This is occasioned by the security gaps left after the exit of the experienced guards, recruitment process of the new guards and the time it will take for the new guards to effectively understand their responsibilities. Bearpark and Schulz as cited by Nevers (2010) had observed that, due to such exploitation, security guards are forced by circumstances to be involved in

criminal activities. This is a negative input in national security which contributes to failing national security.

c. Lack of Courtesy by Guards

As illustrated in table 9 above, lack of courtesy was reported by 137 (36.6%) respondents as a limitation of commercial security impacting positively on national security. This criticism was levelled against the industry by both the consumers and providers. A general public respondent complained that...

“I wonder whether some of the security firms train their guards on being polite when interacting with visitors. Being firm in their security duties should not translate to being rude” (RESP50/6/7/2018)

A manager of a consumer organization reiterated that...

“We always induct the security guards assigned to us on good mannerism. We understand that, their service delivery can be hampered if this is not instilled in them thoroughly” (RESP51/9/7/2018)

A manager of a security firm provider concurred that...

“Lack of gentility and being considered rude is one of our greatest challenge. We try our level best to train them in it but I think that it gets eroded when they interact with others in the field” (RESP52/23/7/2018)

The responses show the relation between being courteous and successful delivery of security services. Security personnel confuse being firm and fair with being rude. In general, commercial security personnel are responsible for creating, implementing, and maintaining various controls over personal behavior. They cannot succeed in their duties when handling people without being courteous. This communicates lack of respect which will hinder cooperation, as well as thrash trust between the consumers and the providers. Gemci and Aşuroğlu (2016) had observed that, the human factor which has to do with the security personnel carrying out their duties, is crucial in successful securing of people and property. In relation to this view, Boemcken (2011) observes that the services demand high ethical standards for successful

implementation. According to Gemci and Aşuroğlu (2016) arguing from a consequential perspective of ethics, observes that courtesy is concerned with human relationships and success in work environment. This has the implication that if there is lack of courtesy in the work relationship then consumers may not readily cooperate with the commercial security personnel.

Notably, enhanced authority of security personnel allows them to conduct searches, investigations and document analysis, among others which delves in privacy of people (Boemcken, 2011). This requires that the services are done with courtesy to protect the dignity of people. Failure to be courteous in the way the security personnel carry out their work, could be indicative of disrespect which may hinder performance. In a nutshell, enhanced authority begets increased responsibility in maintaining human dignity as the personnel strive to serve the public.

This resonates with Murtonen *et al* (2012) who found that lack of courtesy drastically reduces the commercial security personnel's capacity to effectively provide essential security services for their customers. In essence, lack of courtesy from security guards undermines security guards' effort in effectively executing their duties of protection of people and property, thus negatively impacting on national security

d. Lack of Trust by the State Security Agencies

Lack of trust between the commercial security agents and the state security agents as a limitation was mentioned by 80 (21.4%) respondents. Without trust, information-sharing which is the key purpose of collaboration and cooperation will not occur to any appreciable extent. As one security firm manager commented...

“There are occasions when we feel that the police are using our guards as scapegoats when undertaking investigations where our guards are

deployed. This has left some bitter and sour feelings with some of us”
(RESP53/23/7/2018)

A security guard explained that...

“Mostly when an incident occurs where we are deployed, the police incriminate us instead of conducting thorough investigation. That happens even when the evidence does not point to us. That strains our working relationship with them” (RESP54/16/7/2018)

Another security guard pointed out that...

“The police see use as untrained and unprofessional from the way we interact with our customers” (RESP55/16/7/2018)

The state security agents’ mistrust with the security guards stems from the fact that, the security guards are always the first suspects when a security incident occurs where the guards are deployed. Not only is it because of the assumption that the security guards are the first suspects, but also the manner in which investigations are conducted that the security industry feels that the police are biased against them.

The commercial security personnel therefore feel that there is shoddy investigation by the police through errors, inaction and the way evidence is collected, which sometimes is riddled with irregularities that allow suspects to get away hence resorting to implicit them. Such actions have further created lack of trust between the two institutions who are supposed to be partners in crime prevention, and thereby undermining a collective effort to combat crime and insecurity.

The commercial security guards also have the perception that the police view them as short-lived and poorly trained. Training for security officers is measured in days (typically 5 – 14), while training for police officers is measured in months (on average 9 – 10). The result of that training produces substantially different security cultures and mindsets. The approach that each of these organizations interacts with their customers is noticeably different. As for the police and other law enforcement

personnel, they get programmed and are expected not to continually engage with their customers, who are the citizens in their jurisdiction. Whereas, the commercial security industry encourages their personnel to be highly interactive with their customers so that they do not risk losing their customers and contracts to other firms. In this regard, the law enforcement personnel agents get an impression that there is no professionalism, which the commercial security agents are bringing to the table.

When one or both of the two agencies that are supposed to protect people and property display an obvious show of mistrust due to perceived differences, then partnership of enhancing national security is compromised, and weakened. Martin (2015) also found that, mistrust and disrespect exist between the police and commercial security personnel as the former believes that the latter are ineffective in fighting crime. Similarly, Stevens (2018) stated that the police have difficulties with the commercial security personnel because they feel that they are more well trained in safeguarding the citizens, and for that reason they should be the ones doing all the duties appertaining to securing the citizens and their properties.

e. Lack of Regulation and Licensing

Parameters and constraints are crucial to this industry due to the immense burden that is bestowed upon it. Regulation and Licensing was mentioned by 67 (17.9%) respondents. One of the providers lamented...

“The regulatory authority was formed a year ago, but we have never been inspected for compliance” (RESP56/27/7/2018)

When informed about the existence of the Private Security Regulation Authority and its mandate, a consumer respondent exclaimed...

“I am not aware of any security industry regulations or an authority that is supposed to be regulating the industry” (RESP57/11/7/2018)

One security guard reacted when informed about the Act by the researcher...

“I am not aware of the requirement that we should be registered by any other body apart from our employer. I have not even heard it discussed amongst the guards” (RESP58/18/7/2018)

The Private Security Regulation Authority was supposed to ensure regulation and licensing, but some consumers and providers are still unaware of its existence. Due to its unknown existence by majority of the stakeholders in the industry, it is difficult for it to fulfill its mandate. The commercial security industry had been self-regulating through security associations until the late 2016. Thereafter, the PSRA, No.13 of 2016 paved way for the formation of an authority to oversee the practice of commercial security in Kenya by making it accountable and responsible. The dangers of an unregulated commercialized security industry are the infiltration of criminal gangs and the provision of substandard security services which would negatively impact on national security.

The lack of regulation and licensing to ensure compliance, is a significant hindrance to the operations of the CSI in ensuring the public and their properties safety. In the absence of effective regulation and licensing, CSFs as expected rank higher the desires of proprietors and investors above those of their customers and general public at large which is the maximization of profits. They do not pass on some of their resources in the direction of progressing their superior values in particular features of their tasks, paramount amongst is in training. Some firms are therefore not training all their security personnel, either through their own training schools or through government-accredited training bodies. This is an addition to the salaries of the guard's that is not increasing to fulfill the country's minimum income policy. This in turn is detriment of the general public security. Commercial security personnel who are not well trained, not adequately equipped, and not properly motivated, are not be able to work

hand in hand with the state security agents to keep people and their property secured around the clock. In their studies, Nemeth (2012) and Prenzler and Sarre (2014) had likewise found out that the commercial security industry has the potential to harm innocent members of society if unregulated and unstandardized.

Although legislations can be in place on commercial security industry, a lack of effective follow-up mechanisms to ensure compliance with the provisions of the legislation can be a draw back. Without a mandated body watching over the industry, the commercial security firms are not obligated to offer professional services that are ethically guided. This not only harms their customers but also compromise national security by exposing all nationals to security threats.

Over the past years, security enterprises have been comfortable to working in the obscurities, further from the community critical examination and accountability. Their security personnel, and administration team do not need to be accredited, skilled, and approved to engage in security services. In the process, they are co-opted by political or vigilante groups and thus become involved in criminal activity. Absence of regulation means that there is a lack of the quality control measures mandated to be doing both routine and random inspections. Lack of oversight greatly impairs the quality of service that is offered, and in the long run may impact negatively on the security of people and their property. Chang-Ho and Ju-Lak (2013) and Montgomery and Griffiths (2015) had observed that, failure to develop mechanisms to ensure effective oversight of the industry has consequences, including CSFs being vulnerable to organized crime and unethical behavior. In short, the regulation and licensing acknowledges that part of the security specialist's duty has to be the circumvention of any standard of lawbreaking and insecurity.

f. Security Personnel are not Adequately Trained

Security personnel not being adequately trained was mentioned by 59 (15.8%) respondents. The developmental training of security personnel is a continuous concern of the consumers. A general public respondent explained that...

“From the inconsistency of the way the security personnel perform their duties, it is evident that they are not adequately trained”
(RESP59/24/7/2018)

During the scheduled interviews, a consumer security manager was asked about the different ways security personnel undertake their duties even on similar assignments, and he had this to say...

“It seems like the security guards are not well trained for their tasks. In most instances, we delegate the ones who have been with us longer to train the new comers” (RESP60/12/7/2018)

There is a perception that security guards are not adequately trained, therefore leading to lack of uniformity and consistency in their responsibility. Inadequately trained security personnel are inadequately equipped and sloppy in the appropriate methods of security, well-being and circumstances alertness, which is disadvantageous to the achievement of an organization.

Inadequately trained guards are more susceptible to harm and insecurity as their undertakings lead to errors and repetition of work. They spend considerable time seeking help to perform their jobs, whereas others perform tasks to their understanding, which is detrimental to the security process. The lack of adequate knowledge and skills to provide satisfactory security service results in a combination of compromised security of people and their properties. This corroborates Jehanzeb and Beshir (2013) who found in their study that, inadequate training leaves the guards to be prone to more mistakes that would put the public at risk.

To save time, some security firms delegate the task of training to guards who have been on the job longer. However, often times, these guards are not given extra time to do so, as they still need to accomplish their own duties. When more experienced guards spend time monitoring their unskilled colleagues, it is a distraction from their work which affects their security provision output as well. So they rush the training process, and sometimes leave it up to the guard to ask questions, and therefore compromising security provision for their customers. Bodnar (2012) and Julie and Vavariro (2015) also raised the same concern in their paper by noting that, there was a concern that commercial security officers were receiving less training which most of the time was found to be on-job training.

From the field observations (appendix VIII), five out of 12 appeared not well knowledgeable in their duties. Hence, there is need for adequate training so that they would be at par with the other seven (58.4%). The lack of adequate training given to security personnel apart from putting the security personnel's life in harm's way, it also places the establishments where they are deployed and the employees available in jeopardy as well. Rather than mitigating risks inadequately trained security personnel, would inadvertently heighten the danger of people and assets.

The findings of this study have indicated that lack of courtesy by guards, security personnel that are not adequately trained, not being armed with firearms, poor working conditions of guards, lack of regulation and licensing, and lack of trust by the state security agencies, are the impediments to the success of commercial security contribution on the national security.

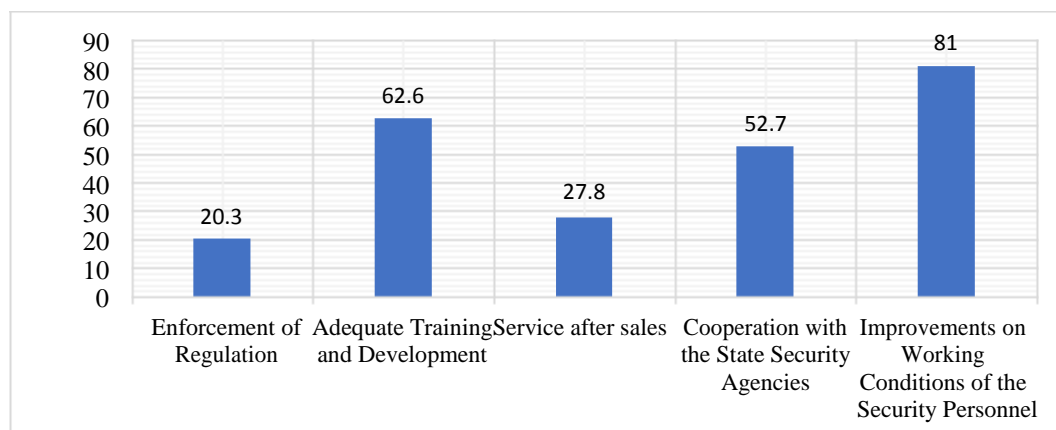
There is need for the commercial security industry, the state security agencies, the regulator and the customers to improve their knowledge on the nature of these limitations, so that the benefits to national security are not undermined. With the

knowledge, the limitations can be overcome and thereby enhance the impact of commercial security industry on national security.

4.4.4. Best Practices to Enhance the Influence of Commercial Security on National Security.

This section presents, analyzes and interprets data related to objective four. Studies have shown that the commercial security industry is involved in practices with unintended consequences on their customers, partly because the customers receive and interpret them in different ways (Boemcken, 2011). These practices may assume many different guises, depending on the facilities and assets being secured, the threats being engaged, the strategies pursued, and the security firms implementing them. These practices may either have positive or negative impact on the customers and national security (Boemcken, 2011). Therefore, it was important to find out the best practices by the commercial security industry which would enhance national security. The findings are presented in subsections discussing the best practices as captured from the data collection. Study respondents were asked to identify the best practices by commercialized security which would enhance national security. The identified diverse best practices are as shown in figure 12 below.

Figure 12: Best Practices to Enhance the Influence of Commercial Security on National Security.



Source: Field Data (2018)

a. Improvement on Working Conditions of the Security Personnel

Improved working conditions of commercial security personnel was the most mentioned with 81 percent (303 respondents) mentioning it. It was felt that it leads to satisfactory service delivery to their customers. One general public respondent pointed out that.....

“The improvement of their places of work, can be a booster to their morale. Let the security personnel feel they are in a conducive working environment for them to work better, for example a decent guard house”
(RESP61/4/7/2018)

A consumer security supervisor in a government building had this to say...

“It is satisfying when you see a security guard that you have been with for a long time being promoted and given other responsibilities. That is a real booster even to others. But when the guards do not see their colleagues or themselves being promoted, that can be demoralizing”
(RESP62/14/7/2018)

A security guard pointed out that...

“If we can be paid the minimum wages as according to the government set standards, it would be a boost to our working condition”
(RESP63/21/7/2018)

According to the responses, improved working conditions in the commercial security industry is influenced by ‘prettifying’ the physical working environment, possibilities of career progression and improved wages.

The work environment should be tailored to provide some comfort and ease for the security guards who are the users. This translates to them being easily connected to their work and work environment. This also improves their work productivity which translates to better security for those using the security services. Such a “prettified” environment compensates for the lack of proper working tools and can therefore, impact positively to a guard’s performance, hence affecting their security service delivery. Karacan (2011) also echoed that even the smallest attempt to fulfill the

physiological aspects of the workplace of the security guards, will contribute significantly to their perception of being rewarded by their employer or customer.

On career progression, there is need for fairness and equal treatment on promotion and ongoing elevations and these reforms need to happen at a much faster pace in order to improve performance. Promotion is a significant achievement in life as it delivers and promises more pay, responsibility, status, authority, and independence. The opportunity for promotion directly affects the overall performances of the security guards as they undertake their security duties. In the long run, there is better and improved security delivery to the customers. This can be reinforced by Victor Vroom's Expectancy Theory which links effort, performance, and outcome. Therefore, an employee has the belief that the more the effort and better performance, the higher will be the reward. Similarly, Karacan (2011) in his study found that career progression/promotion was a best practice that improved the working condition for the security guards. Similarly, Mutonyi and Kavivya (2018) in their study alluded to career development being a best practice that improves the working conditions for commercial security personnel.

Improved wages was mentioned by most respondents as a major factor that can contribute towards improved working condition in the commercial security industry. It was recommended that commercial security guards should be paid salaries which are within the minimum government requirement and in sync with the country's inflation rate, to safeguard the income that is being depended upon to make day to day running of the guard's life including food, clothing and shelter. The security guards should also be made aware on the country's minimum wage in order to empower them to complain to the appropriate officials at any time they are salaried lower than the

stipulated rate. Mutonyi (2016) in his study found that improved income as a best practice improved the working condition for the security guards. Similarly, Mutonyi and Kavivya (2018) in their study alluded to improved income being a best practice that improves the working conditions for commercial security personnel.

Similarly, Kwabena (2011) in his study found that, improved income improved the working condition for the security guards. This finding reinforces Abraham Maslow's theory of hierarchy of needs which states that, for most of the individuals, a job offers a potential avenue for the aims they desire to accomplish in life and the impact they hope to create in the community.

Improved wages are moderated by the PSRA No. 13 of 2016 to guarantee the imbursement of minimum earnings and compliance with principles meant at inhibiting misuse or exploitation of workers in the commercial security industry. This ensures that the industry does not turn out to be a source of insecurity for the persons employed in it. Also, the implication of this constitutional article is to ensure that the customers are served by gratified guards.

In the long term, work environment/space, career progression and improved wages might increase the guard's performance in securing people and their assets. In turn, this feeds positively into national security.

b. Adequate Training and Development

Adequate Training and Development for the security personnel was the second most mentioned by 234 (62.6%) of the respondents as a best practice. Commercial security firms provide a huge source of occupation for a number of those interested to pursue a career in security. The certificate of training, and development principles therefore

has a consequence on the quality of security service delivery. One general public respondent explained that...

“The security guards are joining the industry without any other prior experience. Therefore, they need to be trained adequately and given certificates when they pass just like in any other profession”
(RESP64/3/7/2018)

A security manager in charge of security in an international organization pointed out...

“When we give a contract to a security firm to provide us with services, we participate in the one-week refresher training that the guards go through before taking up duties in our organization. We have to make sure that the training is adequate and that the guard are ‘ripe’”
(RESP65/12/7/2018)

A manager of a large commercial security firm had this to say...

“The customers are having higher expectations on the quality of their investment. Therefore, our training standards are stringent in that, out of 50 candidates only approximately 30 get to qualify after the training”
(RESP66/26/7/2018)

A manager of a small sized commercial security firm had this to say...

“Training schools have an advantage of instilling an organizations’ culture. It also gives the security guards a lifelong basic security training. So we understand our handicap by the lack of the facility”
(RESP67/26/7/2018)

The training and development of the skills for the security guards is the most important factor for the success of securing the public. The CSFs should initiate training and development over and above the basic training standards and provide certain types of supplementary training for instance; public relations training, first-aid training, fire response drills, premise and facilities evacuations, and night duties orientation training. Security guards who have undergone adequate education and development have abilities to be aware of potential threats and have ways to overcome them.

Jehanzeb and Beshir (2013) had echoed that through education and training, security guards can identify the risks and provide the proper way to handle the threats.

The security guards should be taken through the pre-assignment training, which is the basic security training for the guards in general to instill in them consciousness of the security attributes, engagements or procedures they are duty-bound to take to minimize the customer's vulnerability to danger or other factors that may compromise their security. These include such features as taking details of the visitors and informing them of their presence and authority to either allow them in or not, communication on the use of the telephone and two-way radios, recording of motor vehicles that are coming in and out of the premises plus the details of the driver, report writing, self-defense, first aid, techniques of observation and surveillance, and last but not least booking in the assignment Occurrence Book any incidents that have taken place. Julie and Vavairo (2015) proposed that training of security guards articulates their powers and limitations when they are in the field, and therefore require to be frequently looked over and made up-to-dated in order to fulfil progresses and expansions.

In today's modern world, security guards need to be a cut above the rest. On numerous occasions, a security personnel accesses places or rooms that most people would not be permitted or acquire after-hours admission when locations are otherwise unoccupied. They must be trained and instilled in them an ethical compass to assist them adopt correct and moral decisions when no one is watching. Jehanzeb and Beshir (2013) in their study advised that continuous training and development would have benefits such as efficiency and other factors that relate directly or indirectly to the security guard's performance, making them more unlikely to make mistakes that would put the public safety at risk when faced with unruly situations.

Continuous and development training includes, attitudes towards employees, operation of each department, parking control (such as the use of security permits) and control of traffic and access control. This would also ensure a continuous updating of the skills of the security guards on the latest crime practices, and the latest anti-crime techniques, thereby enabling them to be adequately skilled. This then would translate in better security and safety for the customers, and the nation in general.

During the specialized training security education, the security guards would gain specific skills to particular jobs including, cash and valuables in transit, emergency alarm response, and body guarding. They will gain understanding about doctrines, concepts, and realities to progress their logical and problem deciphering abilities in those specialized skills. Julie and Vavariro (2015) argued that security guards are the sentinels in any organization hence in need of continuous training. They are the implementers of policies and laws within the organizations. They are the crucial components of peacekeeping inside the premises of organizations.

The PSRA, No.13 of 2016, moderates the training of the commercial security guards by setting the standards, and accredits institutions offering training and development. This is to ensure a high quality of training and in particular with regard to the monitoring and auditing of the quality of training and development functions performed by accredited persons and institutions. The Act also provides for the taking of reasonable steps to verify the authenticity of training certificates presented by persons for the purposes of offering security services in the country. In general, therefore, Private Security Authority has to ensure that commercial security firms maintain a certain training and development standard.

c. Cooperation with the State Security Agencies

Cooperation with the state security agencies was the third best practice mentioned that can enhance the impact of commercial security on national security by 197 (52.7%) of the respondents. Despite their differences, state security agencies and the commercial security firms have a similar agenda which is to fight crime. A manager in charge of operations in a security firm enlightened...

“Cooperation benefits begin when individuals in both commercial security industry and state security agencies find they can do their jobs more efficiently and effectively due to the professional contacts they have created amongst themselves” (RESP68/24/7/2018)

A security guard expounded...

“We are the eyes and ears of the police on the ground, and the police promptly respond when we call up on them. The benefits of such cooperation trickles down to the customer and the general public” (RESP69/24/7/2018)

The professional contacts created through cooperation assists in security provision networking. Such networking achieves benefits of exchange of knowledge and experiences through social gatherings and lectures platforms by the security professionals at police training and vice versa. New security professional contacts are among the cooperation benefits experienced. The contacts identify who can get what done in their respective security areas of responsibility and may develop records of specialized skills, for example, a private investigator in background checks, a first aid instructor or a fire and emergencies instructor.

Some commercial security personnel appreciate that, on the ground level, security officers' increased cooperation with police has a positive influence on their confidence as they know that the police will respond promptly to their distress and emergencies calls. State security agencies, in turn, are appreciating the “extra eyes and ears” they gain by working more closely with the commercial security guards.

The state security agencies more often have threats information and intelligence which they pass on to the security guards. While the commercial security guards are in charge of vulnerable locations and being able to identify the threats and dangers, which they inform the police as they have access to intelligence from multiple field offices nationwide. In their report, UNODC (2014) recognized that a cooperative and consultative approach between the state security agencies and commercial security industry was a force multiplier in the provision of community security and prevention of criminality. Similarly, Joh is quoted by Sparrow (2014) as observing the notion that, commercial security could serve as “*equal partners* with the state security agencies in the co-production of security, rather than simply as lower ranked providing an accompanying service”.

These benefits increase when the cooperation as a group forms trust, taking on definite purposes, and experience achievement as a consequence of combined efforts. Hence, the cooperation can be viewed as a reflection of matured of the principles of security, whereby the national security agencies and the commercial security industry work collectively to fix the crime-control and security plans, and thereafter execute them.

d. After Sale Service

Customer satisfaction is considered very important nowadays, and this can be achieved through after sale service. After sale service was recommended by 104 (27.8%) of the respondents. It shows how security firms are committed to provide quality products and services to their customers. Customer satisfaction should be one of the basic objectives of security firms. A manager of a bank explained it...

“Challenges are very dynamic and as the customer, I am the one who knows where the shoes pinches. Despite a security provider’s expertise, it would be good if they listened to me and customized their service

according to my changing needs. Therefore, I expect to interact with them often after procuring their service and goods” (RESP70/11/7/2018)

An operation manager of a security firm had this to say...

“We may have the right knowledge, gadgets and experience in security. But the customer knows the specific challenges they are going through. We interact with them through customer visits which allows us to continue offering service after sales. In our organization, service after sales is part of the reports that every operations manager has to make. This ensures that the customer still feels that they are well protected using our services and products” (RESP71/25/7/2018)

Security firms have to provide better after sale services to guarantee that their consumers are contented with the services and goods that they procured. After sales service ensures that any defects are rectified, any breaches are sealed, and any weaknesses are strengthened. This way, the customers feel satisfied and there is an overall feeling of security.

After sale service results in increased demand of service and products and the firm's brand reputation increases. An increase in brand reputation means that a security firm has to maintain some high quality standards in all its operations including recruitment, training, deployment, supervision and customer feedback. The repercussion is that the standards of security services and goods are enhanced. Enhanced security services and goods leads to increased demand for the commercial security services. This in the long run trickles down to more coverage of the country by the commercial security industry. This coverage increases visibility of the security personnel and devices, which are a deterrence to criminality and harmful activities, and enhances national security.

Best (2012) in his study on market-based management had also reiterated that, the main aim of after sale service is to pay attention on what transpires afterwards when the customer is subscribed in order to advance a long-term association that can assist

both the customer and the security firm. Similarly, Baker (2013) expressed that, after sale service is a critical element of competitiveness based on the extent to which a product or service meets or exceeds a customer's needs and expectations. The customer wants to be comprehensively secured and protected, whereas, the security firm wants to continue making profit by selling its products and service. Therefore, when the customer's security needs and expectations are met, the ripple effect is the enhancement of national security.

e. Enforcement of Regulations

For a nation to benefit from the services and goods offered by the CSI, it has to ensure that the industry is guided by procedures. Enforcement of the PSRA No. 13 of 2016 was a concern of 76 (20.3%) of the respondents. A general manager of a security firm advised...

“The CSI is a sector which is intertwined with national and non-governmental actors and as such, requires a national approach in regulating. The current legal framework should be put to work in order to control the industry” (RESP72/28/7/2018)

A senior administrator at a non-governmental organization posed...

“The Act is good and can streamline the industry but only if the authority can enforce what is in the Act. Let us wait and watch as the authority puts its house in order” (RESP73/11/7/2018)

Due to the potential implications that arise due to intertwining among national actors, non-governmental actors and the CSI, there is need for efficient enforcement of regulations and controls. Such implications include breaching their customers' privacy, and contractual stipulations. The current regulatory framework in this industry if implemented, would provide a strong deterrent to the abuse given the inclusion of penalties, and can have a major impact on how the CSFs operate.

Montgomery and Griffiths (2015) had observed that developed mechanisms to ensure

effective oversight of commercial security ensures that commercial security firms are not vulnerable to organized crime, unethical and/or illegal behavior.

There should be enforcements of follow-ups or periodic checks on registered security guards and security firms. Individual security guards should be deregistered or deactivated after a definite period of being inactive in the industry. The mix of active and inactive security personnel within the commercial security industry and the constant movement between them influences the capability of the sector to shield itself from illegal elements and also the capability of the sector to contribute positively to the overall security of the citizens and the country. The enforcement will also ensure that the customers, security guards and the security firms are protected from exploitation by either of them. Dempsey (2010) proposed that there was a need to protect consumers by ensuring that they receive the quality of services that they are paying for, which are significant and costly. Whereas Wilkie (2013) had found that commercial security industry must be regulated for safety reasons so that it is not vulnerable to unethical and/or illegal behavior. Similarly, Bradley (2014) in his study advised on updating and improving regulatory standards by ensuring the protection of the employees in the industry. On the other hand, Montgomery and Griffiths (2015) in his study advised on regulation so that there is protection of the public from unscrupulous and unqualified security practitioners. Whitford (2015) had concluded that the regulation and licensing of the industry would give it legitimacy and hence expanding the security provision in the nation.

The network analysis theory categorically informs that security needs vary from one commercialized security customer to another. Hence, coalitions of interest form amongst security firms and their customers to help in determining security policies.

The coordination that proceeds from within these particular policing arrangements: temporary or permanent, may need an arbitrator to ensure that the security policies of the coalition of interests does not fail.

Although the best practices in the commercial security industry can be numerous, the study established that enforcement of regulations, adequate training and development, after sale service, cooperation with the state security agencies and improvements on working conditions of the security personnel as the best practice for the industry. To foster these practices, there is a need to engage in transformative change of attitude from both the regulator, the security firms, the security personnel and customers. To instill and sustain these best practices in order to help to enhance and strengthen national security, group effort is needed. It is paramount to seek and include all the stakeholders in the best practice process because they may improve the situation.

4.4.5. Rating the Impact of Commercialized Security Industry on National security.

Commercialized security industry is existing as a result of the customers paying for its services. They expect that, together with their property, they will be safe from harm, loss and destruction. Although this may be seen as an individual initiative, the services directly or indirectly impact on national security. However, the level of impact has not been ascertained empirically in Nairobi. Therefore, it was essential to rate the impact of commercialized security industry on national security. Respondents were asked to rate on the scale of 1 to 5 with 1 being highly dissatisfied and 5 highly satisfied. The results are as shown in figure 13 below.

Figure 13: Rating the Impact of Commercialized Security Industry on National Security

The Impact of Commercialized Security Industry on National Security					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Dissatisfied	3	.8	.8	.8
	Dissatisfied	6	1.6	1.6	2.4
	Neutral	106	28.3	28.3	30.7
	Satisfied	225	60.2	60.2	90.9
	Highly Satisfied	34	9.1	9.1	100.0
	Total	374	100.0	100.0	

Source: Field Data (2018)

The response of those satisfied had the most respondents which was 225 (60.2%). Those who were neutral were second with 106 respondents, which is 28.3%. Those that were highly satisfied had 34 respondents and was third. Dissatisfied and highly dissatisfied had 6 and 3 respondents respectively coming in at fourth and fifth.

Those satisfied with the impact of commercialized security industry are totaled at 259 respondents (69.3%), whereas those neutral and not satisfied were totaled at 115 respondents (30.7%). This finding resonates with Berg (2007) and COPS (2009) who had found out that, the agents of the commercialized security prevent crime by being there. Similarly, Hearnden and Magill (2004), Grove. *et al* (2012), Blevins *et al* (2012), Kiama and Bor (2015) and Tseloni *et al*, (2016) had in their studies found that, alarm and electronic devices fitted to facilities lowers the risk of harm and danger on them. They also lessen the burden on the security personnel, allowing them to focus on their primary guarding and patrol job functions. They, therefore, tremendously reduce the overall risk of burglary on people and facilities.

The intervention in stopping criminal and harmful activities was another reason that influenced the way respondents rated the impact of commercial security on national security. Commercial security personnel intervene to stop commission of crime in

places where they are positioned. The citizens and the criminals are aware that the personnel of the security industry will intervene in any breach of security as they have some control and authority over those areas. This measure tends to harden targets thereby improving the preventive effect.

The ability of the commercial security agents to gather intelligence on criminal activities through surveillance was another reason that guided the approach the respondents rated the impact of commercialized security on national security. By having security personnel on the ground receiving the information on the kinds of insecurities, the commercial security industry is able to improve the quality of security intelligence. CSI consequently becomes a security force multiplier. In the same way, Howie (2014) in his study had also indicated that one of the responsibilities of commercialized security is to report criminal and dangerous activities, and Gumedze (2015) had indicated that they share information for the state security agencies to investigate further. When such information is shared with the state security agencies, the security of people and their properties is enhanced.

Additionally, the creation of a culture of security and crime awareness was another reason that guided the approach the respondents used to rate the impact of commercialized security on national security. The commercial security firms have the ability to share emergency-related information for various places by the use of emails and text messages. This is possible because they have contacts of their subscribers with whom they are in agreement to send such. When the same is shared, the information is found in the public domain when friends and relatives share amongst themselves. This becomes an efficient and cost-effective way of creating a culture of security and crime awareness, which the citizens tend to appreciate.

Those neutral and not satisfied with the impact of commercialized security industry were perhaps informed by factors like lack of courtesy by guards. It will be recalled that the participants had expressed the view that some security guards were uncultured. When the citizens get an impression of the commercial security personnel being impolite, they will not appreciate them and instead view them as an obstacle in their daily errands. This becomes a hindrance that leads to dissatisfaction with the commercial security personnel. Second, commercial security personnel who are not adequately trained also lead to displeasure of the citizens. This is because, considerable time is spent seeking help to perform their jobs, and in the process, leading to errors. They also distract their experienced colleagues which affects their output as well. Commercial security personnel who are not adequately trained are more susceptible to harm and insecurity resulting in dissatisfied customers.

Last but not least, not being armed with firearms was another reason that contributed to the citizens feeling dissatisfaction with the commercial security personnel. Unarmed security guards face an even higher risk on the job, particularly when they are up against armed criminals. The presence of unarmed security personnel according to them, may not discourage attempts at crimes.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents a summary of the study findings, emerging implications and conclusions relating to the study objectives. The main objective of this study was to examine commercialized security and national security in Nairobi City County. The study was guided by four objectives. They included examining the services offered by the commercialized security industry; identify the effects of commercialized security on national security; to establish the limitations of commercialized security to impact positively on national security, as well as determining the best practices to enhance the influence of commercialized security on national security. The chapter also presents recommendations.

5.2 Summary of Findings

5.6.1 Services Offered by the Commercialized Security Industry to Counter Insecurity

The first research objective sought to examine the services offered by the commercialized security industry to counter insecurity in Nairobi county, Kenya. 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. However, organizations use the service to run background checks on some of their prospective employees in order to safeguard the interests of the stakeholders.

5.6.2 The Effects of Commercialized Security on National Security

The second research objective evaluated the effects of commercialized security on national Security. The study revealed that visible presence that discourages criminal activities by the commercial security services is effective and efficient in the prevention of most crimes.

The other effect found by the study was detection of criminal and harmful activities by the electronic devices. An unauthorized people are denied access to secured areas, illegal items are stopped from passing to protected spaces and detection of attempts to breach of security is enhanced.

In addition, the study concluded that the intelligence of criminal activities through surveillance was an effect that has been improved with the deployment of the commercialized security personnel. The commercialized security industry has been a security strength multiplier: extra sets of eyes and ears on the ground.

The study found out that intervening in stopping crime and harm was another effect. The commercialized security services have control and authority over the areas they are overseeing. Therefore, they become the guardians of public safety by stopping crime.

Last but not least, the study concluded that commercialized security creates a culture of security and crime awareness in the nation. This is achieved by the embracing of advanced technologies to disseminate security information to their end users, thereby keeping them safe.

5.6.3 The Limitations of Commercialized Security on Influencing National Security.

The third research objective sought to assess the limitations of commercialized security on influencing national security. The study revealed that not being armed with firearms prevents the commercialized security personnel from confronting those criminals who are armed. This greatly limits their successful contribution on national security.

The study also found out that poor working conditions, which include being overworked, results in fatigue in the guards. Allowances not being paid and lack of job security were also elements of poor working conditions. Both of these affect the performance of the commercial security personnel whose efficiency and effectiveness decreases, thereby denting the industry.

It also came out that lack of being courteous by the commercialized security's personnel limits the contribution of the industry on national security. It is for this reason that it eliminates goodwill from the citizens who are supposed to cooperate and collaborate while being served. There is, therefore, a lack of sharing of information that would ensure that security is achieved.

Lack of trust with the state security agencies was another limitation revealed by the study. This eliminates the opportunities for information-sharing by the security stakeholders in the fight against crime. It eliminates the opportunities to collaborate and cooperate.

Another limitation that was found out was the lack of enforcement of regulations and licensing. The Private Security Regulation Authority has not been able to enforce regulations and licensing. Consequently, the PSRA, No.13 of 2016 needs to be put in operation so as to put to accountability this industry that has immense burden bestowed on it.

Lastly, the study revealed that not being properly and adequately trained limited the impact of commercial security on national security. Inadequate training leads to errors, distraction of the more experienced colleagues, therefore resulting in insufficient provision of security services.

5.6.4 Best Practices to Enhance the Influence of Commercialized Security on National Security

Objective four sought to find out the best practices to enhance the influence of commercialized security on national security. Data from the fieldwork established that there were several best practices with the improvement on working conditions of the commercial security personnel being the first. It includes acts like the ‘prettifying’ of the physical working environment, possibilities of career progression and improved wages. Even the smallest attempts to fulfill the psychological aspects of the security personnel, contributes significantly to the overall performance of their security duties.

The study found out that continuous training and development would increase efficiency, and making the guards to be less likely to make mistakes which would endanger others. Training and development would increase efficiency in guards’ performance thereby resulting in better security for the subscribers.

The study concluded that, cooperation with the state security agencies would produce networking benefits like exchanges of knowledge, experiences and specialized skills. On the ground level, security guards would have increased confidence due to the formed contacts. The state security agencies would also appreciate the “extra eyes and ears” on the ground by working more closely with the commercial security personnel.

The study established that after sales service rectifies any defects and seals any breaches that the consumers may have noticed with the products and services procured. It also increases demand for security service and products. Consequently, high quality standards in security of goods and services, and an increased demand for security services translates to a positive input in national security.

The study concluded that there is need for the enforcement of the PSRA No. 13 of 2016, as commercialized security is intertwined with national security. Such would help to ensure that the industry is not a source of insecurity to the communities it is operating from and to the people that it is securing. In the long run, it would help in sanitizing the industry and assisting it to contribute positively to the overall security of the country.

5.3 Conclusion

This study concludes that the four services: manned guarding, alarms and electronics, CVIT, and investigation services together they impact positively on national security. Through this services, commercialized security increases the visible presence of security personnel, aids in detection of criminal and harmful activities by use of electronic devices, assists in gathering of intelligence of criminal activities through surveillance, intervenes in stopping crime and harm, and creates a culture of security and crime awareness in the nation which not only discourages criminal activities but also affords a safe environment conducive for development despite the limitations and challenges the industry faces. .

The 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. Therefore, contrary to the popular belief by scholars like Jackson and Beswick (2014) that, commercial security displaces insecurity to other areas, this study found the availability of various services offered by commercial security edifies security hence creating feelings of safety not only to the customer buying the services but also to the surrounding environments. This greatly contributes to the safeguarding of people (citizens and visitors) and their property leading freedom that inculcates

social economic development. In addition, the possible networking between commercialized security and state security has potential to offer effective security if the commercialized security in Kenya is effectively legitimized and regularized. Accordingly, collaboration between different actors in security in this case the state and non-state actors holds the potential of pooling resources together and coordinating actions in pursuit of security. Therefore, based on the findings, this study argues alongside other scholars such as Borzel (1998), Minear *et al.* (2000), Arquilla and Ronfeldt (2001) and Krahnemann (2018) that characterizes a network of actors with a common goal can create links to help them pursue shared interests and values (reduction and elimination of insecurity).

5.4 Recommendations

Based on the conclusions, the study recommends that:

1. There should be efforts to increase the usage of commercialized security investigation service. The increased usage of the service would greatly add to the improvement of the contribution of commercialized security on national security. Commercial security providers, therefore, have to market and make known about the existence of this service.
2. The effects of commercialized security on national security brings to fore the huge responsibility the industry is endowed with. Consequently, there should be favorable mechanisms in the country which can oversee the continuous development of the industry. The favorable mechanisms can only be realized through the consultation of the stakeholders: the commercial security industry, the citizens and the state.

3. The Private Security Regulation Authority needs to start implementing some of the requirements that are in the PSRA No. 13 of 2016 in order to:
 - i. Streamline the industry in terms of the training of the security guards, remunerations of the security guards, minimum requirements for recruitment and working environments. This is so that the country and citizens can benefit from the basis of which the authority was formed.
 - ii. Amendment of Section 53 of the PSRA Act which prohibits the use of arms by the commercial security personnel. This would allow the security guards to be armed with firearms to enable them to match and even outmatch the current challenge they are facing of armed criminals. The regulator and the private security providers need to make modalities on how the same can be implemented so as not to become a source of insecurity for the citizens, but instead it should be able to enhance and contribute positively to national security.
 - iii. The consumers should use the platform that has been created by the PSRA No. 13 of 2016 to express their experiences, either limitations or best practices, to the PSRA authority. They should also make known to the authority of their expectations.
4. The study recommends that some of the positive and best practices should be encouraged and nurtured to be part of the commercial security industry culture. Best practices like cooperation with the state security agencies should be encouraged. Enforcement of regulations and licensing to be applied so as to ensure that the industry is responsible to both the providers and consumers. Adequate training and development would ensure that the security guards are sensitized

enough on their responsibilities and obligations have the right skills to undertake their duties.

5.5 Further Research

Based on the scope and the findings for this study, the following are recommendations for future research:

- i. The research limited itself to the commercialized security in Nairobi City County. However, a number of similarities in the industry were noted, especially through literature. It would be useful to extend this study to other counties, to determine to what extent the findings are applicable in Kenya.
- ii. There should be a study to evaluate commercialized security industry on national security exclusively from the perspectives of the state security agencies in Kenya. These would include the police and other state security organs. It would be of interest to know what stakeholders perceive of their fellow fighters of insecurity.
- iii. A further study should explore the collaboration among the commercial security industry and the national security organs so as to improve the security of people and their property.

5.6 Implications of the findings for Commercial Security Industry

The findings from analysis and conclusions of this study have implications for further work in the areas covered by the study in respect of

- Theory
- Future research

5.6.1 Implications for Theory

Theory enables us to place things in context. Perhaps if the researcher had not approached this study from Security Governance theory and network Analysis theory, a clear understanding of the how commercialized security could benefit national security in Nairobi city county, Kenya could not have been achieved. Security governance theory facilitated the understanding of the complex nature of the security in the contemporary society that necessitate a shared approach which blends top down (state security agencies) and bottom up (individual approach (commercialized security) in provision of security. On the other hand, the network analysis theory enabled the study to appreciate that the shared approach of security provision, based on common interest that could benefit from shared resource. The study of commercialized security and national security in Nairobi city county, Kenya has therefore, enabled the researcher to take a stand with other theorists on, security governance and network analysis who stress that meeting contemporary security challenges requires blending top-down and bottom-up initiatives. Therefore, rather than view commercial security just from a profit perspective, the spillover effects that translate in common good and the fact that services are offered to citizens whose security responsibility rests on the state should be seen as complementary to national security. Therefore, emphasizes that security ought to combine rather than separate the structures and agencies, explanations and understanding, to be able to see things from a practical perspective (see for example, Arquilla & Ronfeldt, 2001, Markusen, 2003, Krahmman, 2018).

In the researcher's opinion, because of the complex security situation brought about by change to human security and human development which are both people-centred

away from the traditional state-centred, studies on commercialized security and national security should be analyzed from a multi-perspective approach. For example, understanding how national security may not be accomplished without understanding the ways that the collaboration and cooperation, drawn from non-state actors such as international organizations, NGOs and commercial organizations structure national security, the society and individual at large. Similarly, the understanding of the interplay between commercialized security and national security can only be accomplished when private security entities are analyzed alongside the expected roles of state security.

There are two implications for the theories used in this study. First such approach may shed light on the social, legal and political structures that could be restructured to provide the impetus for commercialized security involvement in national security enhancement. In terms of specific national security implications, the study adds knowledge to the growing body of literature that emphasizes the need to approach commercialized security from multi-perspective (see Abrahamsen & Williams, 2010, Boemcken, 2011). From the findings of this research, many people who have not subscribed to commercialized security have been able to benefit from its availability. Accordingly, the commercialized security will continue to impact positively on the security of citizens in a country (see Noaks, 2000, Berg, 2007, Gerasimoski, 2013). It is for this reason that, the researcher believes, approaching commercialized security from a multi-perspective approach can benefit national security in Kenya.

However, the researcher is cautious in taking a firm stand because the relationship between commercialized security and national security is highly complex. In addition, the interplay between some of the services could only be seen to have indirect effects

which may not enable explicit understanding. Hence, despite the seemingly obvious association among the variables as shown in the conceptual framework, there is no determinacy and a lot of contingency and changes that all affect how national security evolves.

5.6.2 Implication for further research

The findings drawn from this research show that, there is need for further studies to be conducted to develop a large database of information to gain a more comprehensive understanding of how different services individually or collectively work together to shape demand for and supply of commercialized security for national security enhancement. In the light of this, the following should be considered:

In chapter five, the researcher mentioned the omission to include the views of the state security agencies in the study. There was also no follow up on the initial findings to see if some of the effects also applied to the other counties in the country. This means that it was difficult to generalize the finding in this research. Based on the limitations of this study and to correct for possible researcher's bias a survey of a larger sample of different stakeholders in security from different counties in Kenya should be conducted to assess the extent to which similar finds could be uncovered.

5.7 Strengths and Limitations

5.7.1 Reflection on the Conceptual Framework

The aim of this study was to examine commercialized security and national security in Nairobi city county, Kenya. This involved investigating multi-perspective factors

all of which are very complex. However, this the researcher felt was necessary given the problem of the research. Commercialized security is a process and

...the emphasis on the provision of some aspect of security/policing services with a profit motive (Sparrow, 2014).

There are many factors that combine in the process of commercialized security which cannot be captured while focusing on different configurations hence the necessity to undertake to investigate combined formations. Taking a multi-perspective approach in a research has both strengths and limitation. The main strength in using this kind of approach is that it illuminates how the interplay between various national security needs shape commercialized security to complement national security enhancement. This invokes reflexivity on cross cutting issues that affect commercialized security for national security enhancement. This approach also sensitized the researcher on how different aspects of the commercialized security operate together to shape national security. For example, the researcher was able to capture how commercial security guarding services provides both physical and psychological security for residences of Nairobi County Kenya. An added advantage of this approach is that it provides insights in various commercial security issues that could be pursued in later studies in relation to national security enhancement.

However, although the theoretical approach is capable of shedding light on various aspects that affect national security, the fact that the study touches on various services limits in-depth investigation that could provide a clear picture of the findings. For instance, was there any standard way in which this services studied could be structured to make them work effectively? In such a contradictory world,

could the perceptions of the participants be similar with the other people not interviewed?

Bresser, Klok and O'Toole (2000) have argued that stakeholders in a social system such as security do not necessarily base their actions on circumstances, but on the basis of their perceptions about the situation. This means that perceptions are subjective. Hence, given the different interpretations about security that people hold (see chapter two) it may be difficult generalize the information.

Similarly, the researcher approached the study with preconceived theories. This meant that selecting the sample as well as the areas selected for the study were restrictive. This was further complicated by the fact that the researcher did not have vast experience in the area. Therefore, although the choice of theoretical framework directed the researcher to literature that was useful in accessing information in these areas selected, being a novice researcher he remained less sure that he had effectively grasped the complementary role that the different services and effects of commercialized security contribute to national security in Nairobi County, Kenya.

5.7.2 Reflection on Methodology

This was a descriptive study aimed at exploring on the basis of and through the lens of the model set out in the conceptual framework the perceptions and experiences of stakeholders in security the relationship between commercial security and national security in Nairobi County, Kenya. Theoretical issues were grounded in the perceptions of the selected stakeholders in security using various data collection techniques. One way in which data was grounded in the perceptions of the participants was through in-depth interviews of the sampled senior management who buy or

manage commercial security services for their organizations (bank managers, security officers) and those working as directors or in operation of commercial security firms

Generally, interviews as a form conversation serve the purpose of collecting information on individual experiences that allowed the participants to tell the story from their own perspective. The information gathered could be complex and intensive but all based on individual subjective experiences which could be very valuable in informing the study. However, the drawback in this approach is the inability to quantify the significance of issues raised as each interviewee will define a situation in a particular way. Objectivity in the information given is largely lacking. Use of questionnaire on the other hand was useful in collecting valuable data, and in some instances without the researcher having to be there. The major drawback is that, the researcher is not sure whether it is the intended person who filled it.

In addition, this was both a quantitative and qualitative study vulnerable to a small sample that may be seen to lack validity therefore making it difficult for the researcher to generalize. However, as it was argued in chapter three (section 3.4 p: 59), authenticity of the data was achieved through in-depth understanding of the experiences and perceptions of the participants, who were adult residents of Nairobi: consumers and providers of commercial security services, from the age of 18 and above who understand their personal and national security needs. Additionally, Eisenhart & Howe (1992) argues that in naturalistic research generalization for external validity can be interpreted as comparability and transferability. The commercial security industry stakeholders interviewed encounter and participate in industry development at different levels and environments (a mixture of industrial and streets settings). The participants although all were in the Nairobi, they were not

necessarily in the same constituents and wards. Consequently, it was possible to compare experiences of people from different social and economic settings.

But perhaps more importantly, on the strengths and limitations in this research reflect in many ways the overall approach in the study. This was a cross sectional survey research which drew on the researcher's own assumptions and understanding of the problem of commercial security impact in Nairobi County, Kenya. This necessarily rested on the researcher's own professional, life experiences and assumptions. It was from the researcher's own understanding that developed the conceptual framework and grounded it the in the experiences and perceptions of selected stakeholders. The question remains, what claims can the researcher make about how far he was able to ground it on the basis of the empirical work he was able to carry out? Is there a possibility that starting from the researcher's own conceptual framework obscured him from seeing other possible perspectives that could have been more revealing to the problematic of the research? These are hard questions to answer justifiable from a cross sectional survey study as this one.

However, the conceptualization of the study was based on abstraction that were crucial in providing 'stepping stones' towards understanding the concrete situation of National security in Nairobi county, Kenya since they represent substantive concepts rather than a methodological framework (see for example Pawson & Tilley, 1997). This in a way provided a general representation of factors that shape national security in a simplified way that was able to sharpen the researcher's own conceptions about the configuration that shape security in Nairobi County, Kenya. The drawback was that the simplification meant that there was a sacrifice of details but this kind of

approach provides knowledge on core concepts in security services that can be developed to provide a range of testable propositions. As Cook et al have argued,

the practical value of social science depends on the ability to deliver useful knowledge about the causes of social problems and effectiveness of policies and programs designed to alleviate them. The immense diversity of social life however, make it difficult if not impossible to derive conclusive knowledge from any single study no matter how well or intelligently analyzed...This basic facts of social life render the success of social science crucially dependent upon its ability to accumulate results a cross the many studies of a given social process or program (Bornmann, 2013).

This thesis achieved objective of identifying some factors that each commercial security service contributes to national security, some effects of commercialized security on national security, some the limitations of commercialized security on influencing national security, and some best practices to enhance the influence of commercialized security on national security in Nairobi County, Kenya, but to drive conclusive knowledge requires further research in core areas identified.

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APPENDICES

Appendix I: Questionnaire for the Consumers of commercialized security service

This questionnaire is intended to gather information on commercialized security and national security in Kenya. Kindly respond by ticking or filling in the appropriate responses to the questions. Information provided in questionnaire will be used for the academic purpose by the researcher. Your participation is voluntary and thus you can opt out.

Do not write your name anywhere in this questionnaire.

SECTION A: (GENERAL INFORMATION)

Fill in the blanks provided by means of a cross (X) as indicating the correct choice.

1. Sex M F
2. Age 18 – 25
 26 – 35
 36 – 45
 46 – Above
3. Level of education
- a. Below form 4
 - b. Form 4
 - c. College
 - d. University

SECTION B: THE SERVICES OFFERED BY THE COMMERCIALIZED SECURITY INDUSTRY.

4. Which services of commercialized security are you using or have you ever used?

- Manned guarding Alarm and electronic
Cash and valuables in transit (CVIT) Investigation

5. On the scale below, kindly rate the impact of various commercialized security services on national security.

Put a mark in the appropriate box

	Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied
Manned guarding					
Alarm and electronic					
Cash and valuables in transit					
Investigation					

SECTION C: THE EFFECTS OF COMMERCIALIZED SECURITY ON NATIONAL SECURITY

6. Identify and comment on some of the effects commercialized security has on national security.

1. _____

2. _____

3. _____

4. _____

5. _____

7. On the scale below, kindly rate the impact of commercialized security on national security. Put a mark in the appropriate box

Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied

SECTION D: THE LIMITATIONS OF COMMERCIALIZED SECURITY TO IMPACT POSITIVELY ON NATIONAL SECURITY.

8. In your opinion, what are some limitations encountered by commercial security in the provision of security?

1. _____

2. _____

3. _____

4. _____

5. _____

SECTION E: THE BEST PRACTICES BY THE COMMERCIALIZED SECURITY IN ENHANCING NATIONAL SECURITY.

9. What are the best practices by the commercialized security that can enhance national security?

1. _____

2. _____

3. _____

4. _____

5. _____

THANK YOU FOR PARTICIPATING IN THIS RESEARCH

4. _____

5. _____

5. On the scale below, kindly rate the impact of various commercialized security services on national security.

Put a mark in the appropriate box

	Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied
Manned guarding					
Alarm and electronic					
Cash and valuables in transit					
Investigation					

SECTION C: THE EFFECTS OF COMMERCIALIZED SECURITY ON NATIONAL SECURITY

6. Identify and comment on some of the effects commercialized security has on national security.

1. _____

2. _____

3. _____

4. _____

5. _____

7. On the scale below, kindly rate the impact of commercialized security on national security. Put a mark in the appropriate box

Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied

SECTION D: THE LIMITATIONS OF COMMERCIAL SECURITY TO IMPACT POSITIVELY ON NATIONAL SECURITY.

8. What are some limitations encountered by commercial security in the provision of security?

- 1. _____

- 2. _____

- 3. _____

- 4. _____

- 5. _____

SECTION E: THE BEST PRACTICES BY THE COMMERCIALIZED SECURITY IN ENHANCING/STRENGTHENING NATIONAL SECURITY.

9. What are the best practices by the commercialized security that can enhance national security?

- 1. _____

- 2. _____

- 3. _____

- 4. _____

- 5. _____

THANK YOU FOR PARTICIPATING IN THIS RESEARCH

Appendix III: Questionnaire for the Security Guards of providers

This questionnaire is intended to gather information on commercialized security and national security in Kenya. Kindly respond by ticking or filling in the appropriate responses to the questions. Information provided in questionnaire will be used for the academic purpose by the researcher. Your participation is voluntary and thus you can opt out.

Do not write your name anywhere in this questionnaire.

SECTION A: (GENERAL INFORMATION)

Fill in the blanks provided by means of a cross (X) as indicating the correct choice.

1. Sex M () F ()

2. Age
 18–25 ()
 26–35 ()
 36–45 ()
 46 – Above ()

3. Level of education
 - a. Below form 4 ()
 - b. Form 4 ()
 - c. College ()
 - d. University ()

4. What security services is your organization providing?
Manned guarding Alarm
Cash and valuables in transit (CVIT) Investigation
Other _____

SECTION B: THE SERVICES OFFERED BY THE COMMERCIALIZED SECURITY INDUSTRY.

5. Which services of commercialized security are you using or have you ever used?

Manned guarding Alarm and electronic
 Cash and valuables in transit (CVIT) Investigation

6. On the scale below, kindly rate the impact of various commercialized security services on national security.

Put a mark in the appropriate box

	Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied
Manned guarding					
Alarm and electronic					
Cash and valuables in transit					
Investigation					

SECTION C: THE EFFECTS OF COMMERCIALIZED SECURITY ON NATIONAL SECURITY

7. Identify and comment on some of the effects commercialized security has on national security.

1. _____

 2. _____

 3. _____

 4. _____

 5. _____

8. On the scale below, kindly rate the impact of commercialized security on national security. Put a mark in the appropriate box

Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied

SECTION D: THE LIMITATIONS OF COMMERCIAL SECURITY TO IMPACT POSITIVELY ON NATIONAL SECURITY.

9. what are some limitations encountered by commercial security in the provision of security?

1. _____
2. _____
3. _____
4. _____
5. _____

SECTION E: THE BEST PRACTICES BY THE COMMERCIALIZED SECURITY IN ENHANCING/STRENGTHENING NATIONAL SECURITY.

10. What are the best practices by the commercialized security that can enhance national security?

1. _____
2. _____
3. _____
4. _____
5. _____

THANK YOU FOR PARTICIPATING IN THIS RESEARCH

SECTION B: THE SERVICES OFFERED BY THE COMMERCIALIZED SECURITY INDUSTRY.

5. Which services of commercialized security are you using or have you ever used?

1. _____
2. _____
3. _____
4. _____
5. _____

6. On the scale below, kindly rate the impact of various commercialized security services on national security.

Put a mark in the appropriate box

	Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied
Manned guarding					
Alarm and electronic					
Cash and valuables in transit					
Investigation					

SECTION C: THE EFFECTS OF COMMERCIALIZED SECURITY ON NATIONAL SECURITY

7. Identify and comment on some of the effects commercialized security has on national security.

1. _____
2. _____
3. _____
4. _____
5. _____

8. On the scale below, kindly rate the impact of commercialized security on national security. Put a mark in the appropriate box

Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied

SECTION D: THE LIMITATIONS OF COMMERCIAL SECURITY TO IMPACT POSITIVELY ON NATIONAL SECURITY.

9. What are some limitations encountered by commercial security in the provision of security?

1. _____

2. _____

3. _____

4. _____

5. _____

SECTION E: THE BEST PRACTICES BY THE COMMERCIALIZED SECURITY IN ENHANCING/STRENGTHENING NATIONAL SECURITY.

10. What are the best practices by the commercialized security that can enhance national security?

1. _____

2. _____

3. _____

4. _____

5. _____

THANK YOU FOR PARTICIPATING IN THIS RESEARCH

Appendix V: Observational check lists

Number of guards: _____

Responsibilities	<u>Could Improve</u>	<u>Acceptable</u>	<u>Excellent</u>	<u>Not Observed*</u>
Access control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel vetting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Packages searching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment kitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guards –Public interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appears knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**All items marked Not Observed must be explained in Comments*

Comments:

**All items marked Not Observed must be explained in Comments*

Comments:

Observer Signature _____ **Date**

Other Comments (attach additional sheet if necessary):

Appendix VI: Letter Requesting Participation from Respondents

Kenyatta University,

P. O. BOX 43844,

Nairobi.

Dear Participant,

I am Gerald Mutonyi a student at Kenyatta University pursuing a PhD of Arts in Security Studies. This study seeks to carry out a research whose result will be better security for the community due to the due to the understanding of The Impact of commercialized security on National security in Nairobi city county, Kenya. It is part of my PhD study requirement fulfillment for the degree of Philosophy of Doctorate of Arts in Security Studies. This study should provoke scholarly work benefit Security Studies as a young and evolving social science in Kenya, East Africa and many other countries. Also, through this research, various effective ways of policing would be known.

You have randomly been selected as one of the respondents in this study. You are kindly requested to complete the questionnaire attached as accurately as possible. The information supplied will be used strictly for academic purposes only and will be treated with uttermost confidentiality. You are free to withdraw from the exercise.

I take this opportunity to thank you in advance for your taking part in this study. Yours sincerely,

Gerald Mutonyi.

Student

Appendix VII: Letter Requesting Commercial Security Firm Permission to Interview their Personnel

Kenyatta
University,
P. O. BOX
43844,
Nairobi.

Commercial Security Firm Name

P.O. Box

Nairobi.

Dear Sir/Madam,

I am Gerald Mutonyi a student at Kenyatta University pursuing a PhD of Arts in Security Studies. This study seeks to carry out a research whose result will be better security for the community due to the due to the understanding of The Impact of commercialized security on National security in Nairobi city county, Kenya. It is part of my PhD study requirement fulfillment for the degree of Philosophy of Doctorate of Arts in Security Studies. This study should provoke scholarly work benefit Security Studies as a young and evolving social science in Kenya, East Africa and many other countries. Also, through this research, various effective ways of policing would be known.

You have randomly been selected as one of the Commercial Security Firms to be requested to allow your security guards and personnel to participate in this study. You are kindly requested to guide the researcher. The information supplied will be used strictly for academic purposes only and will be treated with uttermost confidentiality. You are free to withdraw from the exercise.

I take this opportunity to thank you in advance for your taking part in this study. Yours sincerely,

Gerald Mutonyi.

Student

Appendix VIII: Krejcie and Morgan sample size table

Required Sample Size, Given A Finite Population, Where N = Population Size and n = Sample Size. (Confidence level 95%; Margin of error + or – 5%)

N - n	N - n	N - n	N - n	N - n
10-10	100 - 80	280 - 162	800 - 260	2800 - 338
15-14	110 - 86	290 - 165	850 - 265	3000 - 341
20-19	120 - 92	300 - 169	900 - 269	3500 - 346
25-24	130 - 97	320 - 175	950 - 274	4000 - 351
30-28	140 - 103	340 - 181	1000 - 278	4500 - 354
35-32	150 - 108	360 - 186	1100 - 285	5000 - 357
40-36	160 - 113	380 - 191	1200 - 291	6000 - 361
45-40	170 - 118	400 - 196	1300 - 297	7000 - 364
50-44	180 - 123	420 - 201	1400 - 302	8000 - 367
55-48	190 - 127	440 - 205	1500 - 306	9000 - 368
60-52	200 - 132	460 - 210	1600 - 310	10000 - 370
65-56	210 - 136	480 - 214	1700 - 313	15000 - 375
70-59	220 - 140	500 - 217	1800 - 317	20000 - 377
75-63	230 - 144	550 - 226	1900 - 320	30000 - 379
80-66	240 - 148	600 - 234	2000 - 322	40000 - 380
85-70	250 - 152	650 - 242	2200 - 327	50000 - 381
90-73	260 - 155	700 - 248	2400 - 331	75000 - 382
95-76	270 - 159	750 - 254	2600 - 335	100000 - 384

The formula used for these calculations was:

$$n = \frac{X^2 * N * P * (1-P)}{(ME^2 * (N-1)) + (X^2 * P * (1-P))}$$

Where:

n = sample size

X^2 = Chi – square for the specified confidence level at 1 degree of freedom

N = Population Size

P = population proportion (.50 in this table)

ME = desired Margin of Error (expressed as a proportion)

Krejcie, R and Morgan, *Determining Sample Size for Research Activities* 1970

Appendix IX: Observational check lists Results

Responsibilities	<u>Could Improve</u>	<u>Acceptable</u>	<u>Excellent</u>	<u>Not Observed*</u>
Access control	1	9	2	0
Personnel vetting	3	8	1	0
Packages searching	0	5	7	0
Equipment kitting	5	7	0	0
Guards –Public interaction	6	3	3	0
Appears knowledgeable	5	6	1	0

Source: Field Data (2018)

Appendix X: A Regression Analysis to Determine the Contribution of Commercial Security Services on National Security

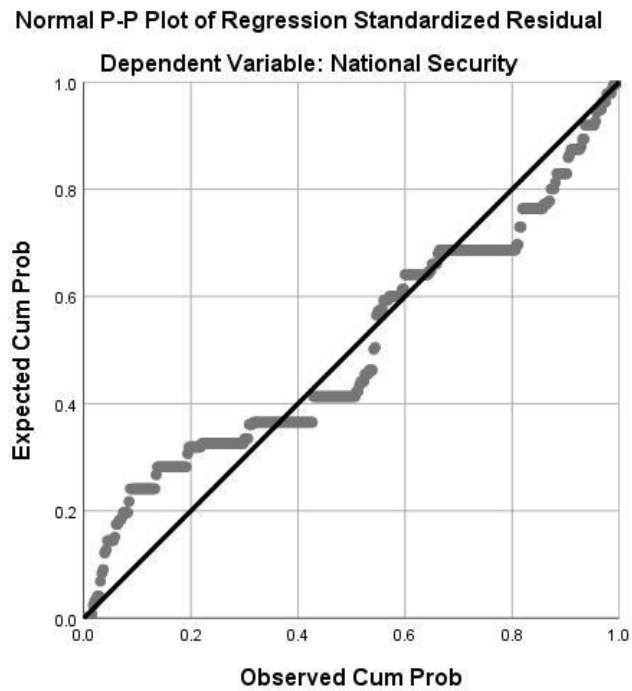
Model Summary^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.304 ^a	.093	.083	.56223	1.068
a. Predictors: (Constant), Investigation impact on national security, Manned Guarding impact on national security, CVIT impact on national security, Alarms and Electronics impact on national security					
b. Dependent Variable: National Security					

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.905	4	2.976	9.415	.000 ^b
	Residual	116.644	369	.316		
	Total	128.548	373			
a. Dependent Variable: National Security						
b. Predictors: (Constant), Investigation impact on national security, Manned Guarding impact on national security, CVIT impact on national security, Alarms and Electronics impact on national security						

ANOVA table (test using alpha .05)

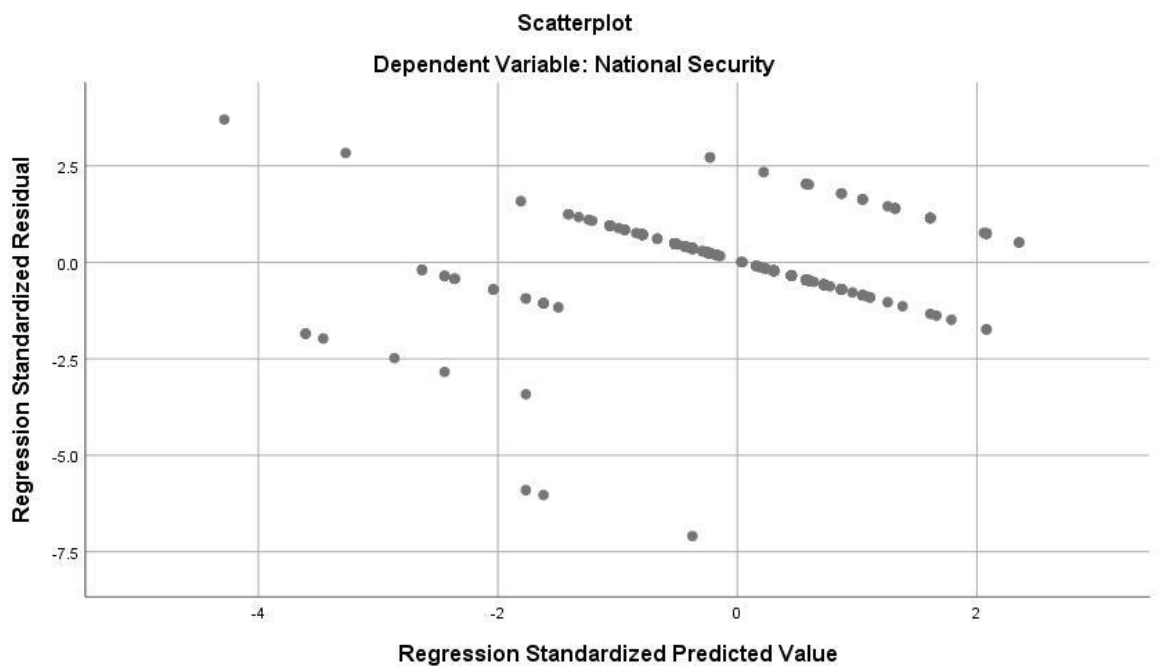
Source: Field Data (2018)

Appendix XI: Scatterplots Between IVs and the DV. Contribution of Commercial Security Services on National Security



Source: Field Data (2018)

Appendix XII: Plot of standardized residuals vs standardized predicted values. Contribution of Commercial Security Services on National Security



Source: Field Data (2018)

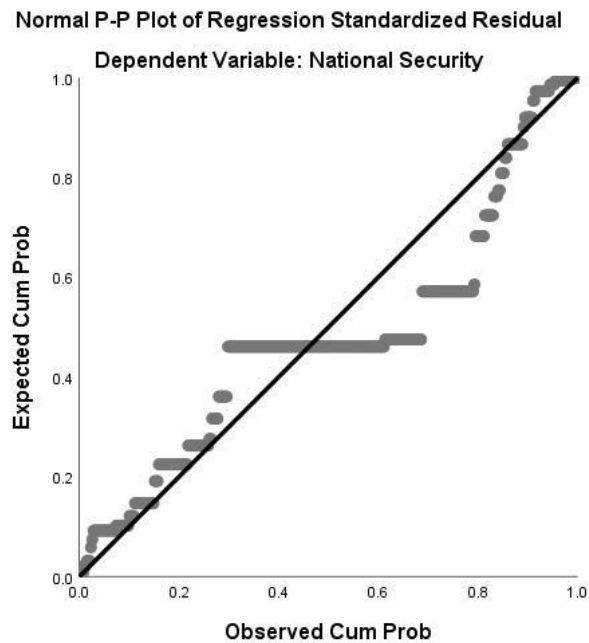
Appendix XIII: A Regression Analysis to Determine the Contribution of the Effects of Commercial Security Services on National Security

Model Summary^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.481 ^a	.231	.223	.30771	1.042
a. Predictors: (Constant), Intelligence of criminal activities through surveillance, Creating a culture of security and crime awareness, Detection of criminal and harmful activities by the electronic devices, Intervening in stopping crime and harm b. Dependent Variable: National Security					

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	52.749	5	10.550	111.419	.000 ^b
	Residual	34.844	368	.095		
	Total	87.594	373			
a. Dependent Variable: National Security						
b. Predictors: (Constant), Creating a culture of security and crime awareness, Visible presence that discourages criminal activities, Intervening in stopping crime, Intelligence of criminal activities through surveillance, Detection of criminal activities by the electronic devices						

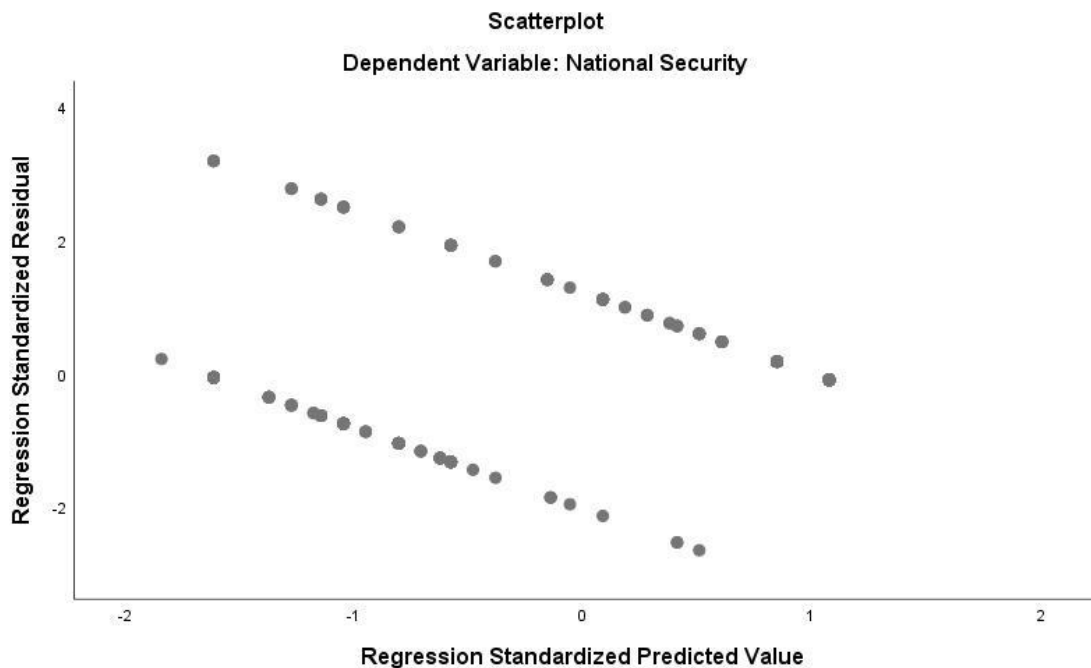
Source: Field Data (2018)

Appendix XIV: Scatterplots Between IVs and the DV. Effects of Commercial Security Services on National Security



Source: Field Data (2018)

Appendix XV: Plot of standardized residuals vs standardized predicted values. Effects of Commercial Security Services on National Security



Source: Field Data (2018)

Appendix XVI: Multiple Regression Analysis Assumption Results

- **Assumption #1:** The relationship between the IVs and the DV was linear.
 - Scatterplots showed that this assumption had been met (Appendix XI and Appendix XIV).
- **Assumption #2:** There was no multicollinearity in the data.
 - Analysis of collinearity statistics show this assumption has been met, as VIF scores were well below 10, and tolerance scores above 0.2. (Table 10 and Table 11)
- **Assumption #3:** The values of the residuals are independent.
 - The Durbin-Watson statistic showed that this assumption had been met, as the obtained value was 1.068 and 1.042 (Appendix X and Appendix XIII). For assumption #3 to be met, this value has to be close to 2. Values below 1 and above 3 are cause for concern and may render an analysis invalid.
- **Assumption #4:** The variance of the residuals is constant.
 - The plot of standardized residuals vs standardized predicted values showed no obvious signs of funneling, suggesting the assumption of homoscedasticity has been met (Appendix XII and Appendix XV).
- **Assumption #5:** The values of the residuals are normally distributed.
 - The Scatterplots for the model suggested that the assumption of normality of the residuals may have been violated. However, as only extreme deviations from normality are likely to have a significant impact on the findings, the results are probably still valid (Appendix XI and Appendix XIV).
- **Assumption #6:** There are no influential cases biasing the study model.
 - Cook's Distance values were all under 1, suggesting individual cases were not unduly influencing the model.

Source: The Open University Faculty of Arts and Social Sciences (2018)

Appendix XVII: Research Work Plan

Figure 14: Research Work Plan

This research proposal will be conducted in collaboration with the research assistants, and research supervisor. Below is the schedule of the research.

Work Plan

Phase/Activity	Time (Months)	Dates
Concept Paper writing and defense	3	Feb - April 2017
Development of Proposal, corrections and Defenses	11	May 2017 - Mar 2018
Development & piloting of Instruments	3	April - June 2018
Data Collection	1	July 2018
Data Organization, Analysis and Interpretation	6	Aug 2018 - Aug 2019
Typing/Editing/Report Writing/Submission	2	Sept 2019 - Nov 2019
Binding and submission of final Thesis	1	Dec 2019

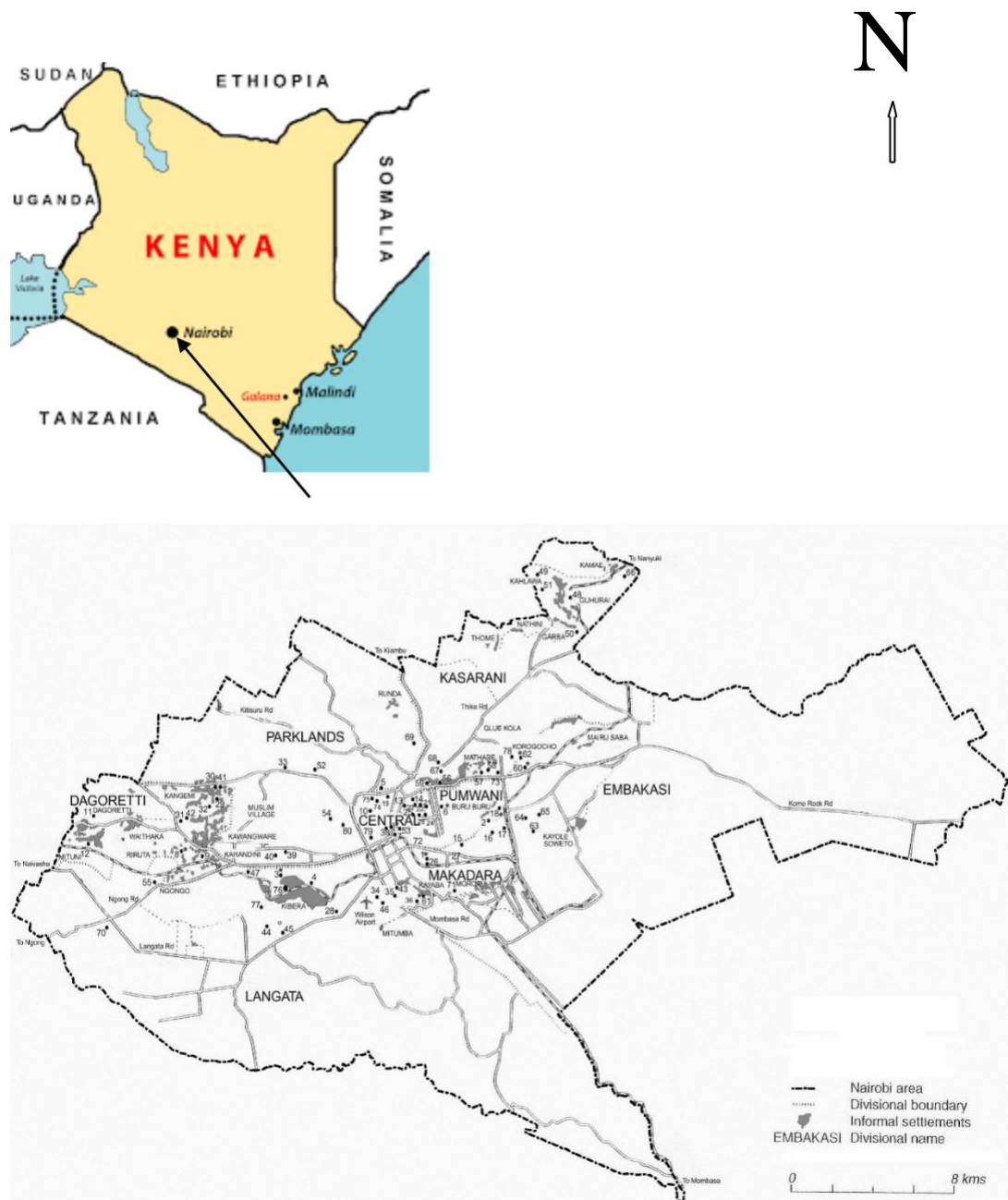
Appendix XVIII: Budget of the Study

Figure 15: Budget of the Study

No.	Item	Description	Estimated Amount (Ksh)
1.	Name of the item (e.g. Stationery)	Laptop Printer Printing materials Binder and binding materials 1 flash disk 16GB Toners 10 @ 4,500/=	120,000/- 40,000/- 60,000/- 50,000/- 3,000/- 45,000/- 368,000/-
2.	Piloting. Travel and Accommodation costs.	4 field assistants @ 8000/= per day for 5 days. Researcher @ 8,000/- per day for 5 days.	160,000/- 40,000/- 200,000/-
3.	Personnel and data collection. Travel and Accommodation costs.	3 field assistants @ 8000/= per day for 10 days. @ 8,000/- per day for 10 days.	240,000/- 80,000/- 320,000/-
4.	Internet	3500/- per month for 3yrs	126,000/-
5.	Travel for supervision	24,000/- per month for 2yrs	576,000/-
6.	Statistician		120,000/-
7.	Publication		60,000
7.	Sub-total		1,770,000/-
8.	Contingency	Approx. 10% of Sub-total	177,000/-
9.	Grand total		1,947,000/-

Appendix XIX: Area of the Study - Map

Figure 16: Map of Nairobi.



Source: <http://cranwellkiberaproject.weebly.com/where-is-kibera-located.html>


Appendix XX: Research authorization from Graduate School

Figure 17: Research authorization from Graduate School



Appendix XXI: Approval for Research from Graduate School

Figure 18: Approval for Research from Graduate School


KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke P.O. Box 43844, 00100
Website: www.ku.ac.ke NAIROBI, KENYA
Tel. 810901 Ext. 4150

Internal Memo

FROM: Dean, Graduate School DATE: 27th September, 2018,
TO: Mutonyi Gerald Peter REF: C82/CTY/38836/16
C/o Security & Correction Science Dept.
Kenya University

SUBJECT: APPROVAL OF RESEARCH PH.D PROPOSAL

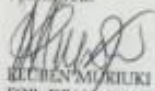
We acknowledge receipt of your revised Proposal as per our recommendations raised by the Graduate School Board at its meeting of 22nd August, 2018, Entitled, "The Impact of Commercialized Security on National Security in Nairobi City County, Kenya".


You may now proceed with your Data Collection, Subject to Clearance with Director General, National Commission for Science, Technology and Innovation.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking Forms per semester. The form has been developed to replace the Progress Report Forms. The Supervision Tracking Forms are available at the University's Website under Graduate School webpage downloads.

By copy of this letter, the Registrar (Academic) is hereby requested to grant you substantive registration for your Ph.D. studies.

Thank you.


ILCHEN MURIUKI
FOR: DEAN, GRADUATE SCHOOL.



C.c. Chairman, Department of Security & Correction Science
Registrar (Academic) Alt. Mr. Likam

Supervisors:

1. Prof. Wangari Mwai
United States International University (USIU)
C/o Department of security & Correction Science
Kenya University
2. Dr. Ann Sirera
C/o Department of Psychology
Kenya University

RM/124

Appendix XXII: Research Authorization

Figure 19: Nacosti Research Authorization



**NATIONAL COMMISSION FOR SCIENCE,
TECHNOLOGY AND INNOVATION**

Telephone: +254-20-2213471,
2241349,3310571,2219420
Fax: +254-20-318245,318249
Email: cp@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote:

NACOSTI, Upper Kabete
Off Watika Way
P.O. Box 30623-00100
NAIROBI-KENYA

Ref No: **NACOSTI/P/18/23495/26209** Date: **28th November, 2018**

Gerald Peter Mutonyi
Kenyatta University
P.O. Box 43844-00100
NAIROBI.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on "*Commercialization of security on National Security in Nairobi City County Kenya*" I am pleased to inform you that you have been authorized to undertake research in **Nairobi County** for the period ending **26th November, 2019**.

You are advised to report to **the County Commissioner and the County Director of Education, Nairobi County** before embarking on the research project.

Kindly note that, as an applicant who has been licensed under the Science, Technology and Innovation Act, 2013 to conduct research in Kenya, you shall deposit a **copy** of the final research report to the Commission within **one year** of completion. The soft copy of the same should be submitted through the Online Research Information System.



DR. STEPHEN K. KIBIRU, PhD.
FOR: DIRECTOR-GENERAL/CEO

Copy to:

The County Commissioner
Nairobi County.

The County Director of Education
Nairobi County.

**Appendix XXIII: National Commission for Science, Technology and Innovation
(NACOSTI) Permit**

Figure 20: NACOSTI

