

# Capacity Building and Skills Empowerment among Private Security Service Providers and its Role in Crime Prevention in Lurambi Sub-County, Kenya

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## ABSTRACT

This study aimed to examine the effect of capacity building and empowerment among private security providers on crime prevention in Lurambi Sub-County, Kenya. The study was necessitated by private security providers' presence and use to protect life, property, and maintenance of law and order in Lurambi Sub-County, Kakamega County, Kenya. The Routine Activity and Situational Crime Prevention Theories of criminology informed the study. The study adopted descriptive and correlational research designs. The primary target population constituted 358 respondents, both male and female, drawn from six registered and regulated private security service providers in Lurambi Sub-County, 5 senior police officers in charge of security, police administration, and 4 police stations across Lurambi Sub-County, and 133 clients of private security services. Purposive sampling was used to identify the 6 registered and licensed private security firms which provided the study population. Proportionate sampling with a statistical framework of 30% was used to identify 108 private security service providers who formed the sample size to ensure that the private security officers from the 6 firms were represented in the same proportion that they existed within the population. Questionnaires were used to collect data from three groups of respondents, including 108 private security officers, 6 managers each in charge of each private security firm that participated in the study, and 40 clients sampled from the 6 private security firms that participated in the study. Interview guides were used to collect data from 5 senior police officers in charge of security, police administration, and 4 police stations spread across Lurambi Sub-County. The study findings revealed that private security service providers were not empowered to the required level and this negatively affected their capacity in crime prevention activities where they were deployed to secure lives and property. The study recommended that private security service providers enhance capacity building, skills transfer and empowerment among their staff for enhanced crime prevention.

**Key Terms:** Capacity Building, Empowerment, Private Security, Crime Prevention

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## 1.1 Background of the Study

The advent of private security enterprise was catalyzed by increased crime in rural England in the early eighteenth century, which prompted the rich to recruit private individuals who mostly included gamekeepers to secure their properties on their behalf. They later formed security associations and established collaborations in a bid to gain more strength and resilience. These events took place even though there was a government that was in existence at that time. From then, the concept of Private security became the norm globally.

The need for the colonial settlers from England to protect themselves from threatening hostilities and attacks from the native red Indians and other colonial powers such as the Spanish resulted in the formation of watch groups. The first documented one dates back to 1634 in Boston. The need for security watch services made it mandatory for all males above 18 years to be enlisted in active night watch duties to ensure maximum security for the forts. Later on, this new trend in security took a commercialization trend with the formation of Pinkerton Company in Chicago by Allan Pinkerton, which later became the most prominent Private Security firm in the world.

Berg and Howell (2017) opine that South Africa provides the best trajectories for studying private security since they have the best experiences in implementing private security as a practice. They argue that the private security industry in South Africa grew rapidly between the 1970s and early 1980s due to anti-apartheid revolts since most policing efforts were directed towards quelling the revolts. There was increased crime and anarchy; thus, private security service providers had to be allowed to bridge this gap. Currently, many private security service providers are operating in the country. According to Kasali (2011), the consumption of services provided by Private security service providers is not considered a strange phenomenon in Nigeria. In the pre-Colonial Nigerian culture, the

traditionally rich ancient times often required private guards' services to protect their households against physical attacks.

## **1.2 Statement of the Problem**

According to Button and Stiernstedt (2018), the notable conflict areas between Private Security Service Providers and State law enforcement agencies are their capacity building and empowerment levels. This has laid a foundation for the supremacy wars prevalent within the security industry for a long time. Button and Stiernstedt (2018) further argue that state law enforcement agencies look down upon private security service providers on the basis that they are inadequately trained to meet the diverse demands of crime prevention. This argument holds some water because only a few multinational private security service providers own a proper capacity building and empowerment school in Kenya. Among them includes Group 4 Security, Wells Fargo Security, Kleen Homes security, among a few. Most firms in Kenya are unregulated and unregistered, operating more like vigilante groups than private security service providers. Despite the consistent presence and existence of state-provided law enforcement agencies, including the National Police Service, the County enforcement units and other quasi-police units, there has been an enormous increase in the presence and use of private security service providers in preventing crime and managing public safety in Lurambi Sub-County, Kenya. Upon this backdrop, this study was conceived to investigate how the level of capacity building and empowerment among private security officials affected crime prevention in Lurambi Sub-County, Kenya.

## **1.3 Research Objective**

To determine the influence of capacity building and empowerment of private security service providers on crime prevention in Lurambi Sub-county, Kenya

## **1.4 Research Questions**

What are the influence of capacity building and empowerment of private security service providers on crime prevention?

## **1.5 Significance of the Study**

This research may help determine whether the existing previous research findings still hold over time and across regions. Policymakers in the security sector will utilize the findings of this research. Policymakers in the security industry may also utilize the findings to formulate policies informing decision-making.

## **1.6 Literature Review**

This section analyses this subject's existing literature by examining current studies sustaining or opposing this research.

### **1.6.1 The concept of private security**

According to Franke and Von (2011), any act involving putting up deliberate measures to prevent a security or a criminal risk from happening qualifies to be referred to as crime prevention. This is based on the analogy that crime prevention is proactive rather than reactive. Franke and Von (2011) further opine that, even though the State may manifest itself as a monopolist in providing security and related services, they are not the only entities within the society involved in such a great course. The above statement indeed reaffirms that even though security may manifest itself through different perspectives, the government is not the only institution engaged in crime prevention and the provision of security-related services. It proves that security, just like many other activities, may also be commercialized or privatized.

According to Abrahamsen and Williams (2016), the commercialization of security, which was previously, a social welfare system funded by the State, has aroused a lot of interest worldwide in recent years. The debates on the use of private military contractors, also known as the dogs of war and mercenaries, have not escaped the public limelight. This has shaped the growth of private security industries. The statement above proves that the provision of security and related services was purely a State affair until recently. Private security is a new phenomenon that is taking shape in postmodern society.

Nsibambi (2014) defined "private security" as security services provided to clients by non-State agencies. He cited that the growth of private security in most parts of Africa has been propelled by governments' lack of sufficient capacity and funds to provide proper security to the citizens. He used South Africa and Uganda's case that he cited

as a case study representing many other African countries ranked as the third world and struggling in funding the basic social welfare programs. From this approach, it can be deduced that any security and related services being offered by any other entity rather than the State qualified to be labelled as private security. This is based on the fact that the provision of security is considered one of the core functions and the characteristics of a government from the earliest eras of monarchs to the modern times when democracy is the order of the day.

According to Abrahamsen and Leander (2016), the expansion of private security as a form of business has grown rapidly worldwide and in Africa. The same perspective is advanced by Gumedze (2010), who argues that South Africa provides the best trajectories for studying private security since they have the best experiences in implementing private security as a practice. According to Berg (2010), the private security industry in South Africa grew rapidly between the 1970s and early 1980s when the South African law public enforcement agencies diverted their attention from the primary policing duties to concentrate on quelling revolts that resulted from the anti-apartheid campaigns that were being advanced by the majority black. They had to do this to contain the high political temperatures as this period was the height of the heat of several anti-apartheid campaigns. To prevent further anarchy, the South African Apartheid government had no option but to allow the private security companies to bridge the gap. Currently, most private security service providers operating in the country possess relevant capacity building and empowerment, knowledge, skills, and experience in military science, intelligence gathering, criminology, and basic police capacity building and empowerment.

Kenya, as a developing country, enjoys a rich history of private security with the first private security companies, including KK Security (Currently known as Guard a world), Securicor Kenya (Currently operating as G4S), and factory guards (Currently operating as Security Group) being in existence in the country since the early 1960s before the country gained independence (Abrahamsen & Williams, 2011). The above perspective proves that private security is not new or rather did not start with the economic recess in the early 1990s. Private Security Companies were in existence even before the country gained independence from the British in 1963.

However, Ngari (2015) notes that the exact number of private security service providers operating within the country cannot be established because there was little to no regulation of the industry since most private security companies were registered as private limited companies operate as such. However, through the Ministry of Interior and coordination of the National Government, the Government of Kenya has recently made great strides towards regulating the industry after President Uhuru Kenyatta signed the Private Security Regulatory act in May 2016. This is proof enough that the government is committed to implementing the recommendations of The United Nations Guidelines for the Prevention of Crime of 2010. The guidelines offered advisory that the State and the corporate sector should work together to prevent crime. In this sense, private security service providers are one of the key players in the corporate sector.

### **1.6.2 Capacity Building and Empowerment of Private Security Service Providers in Crime Prevention.**

Buzatu & Buckland (2015) argue that two major aspects complicate the nature of private security service providers: the provision of security services, which was previously the State's role, and the delivery of the services by the non-State actors. Since security is a very sensitive matter to the extent that it was previously a preserve of the State, private security service providers have to be adequately trained to not only meet the rigorous demands of the industry and but also match the quality of the law enforcement agencies who are viewed by the public as the main face security and crime prevention. Simultaneously, the capacity building and empowerment ought to be dynamic and liberal in relation to the evolving nature of crime. As crime changes, so should the capacity building and empowerment. From the above statement, it can be deduced that capacity building and empowerment is an important aspect that will determine their output in crime prevention at any given time. It dictates the quality of the service that will be rendered at the end of the day. The same applies to the quality of the private security officers since it is the capacity building and empowerment that converts a civilian into a security officer.

According to Shaw (2010), the United Nations Guidelines for the Prevention of Crime of 2010 offers advisory that government institutions, all segments of civil society, and the corporate sector should work together to prevent crime. As indicated in the note by the Secretariat on Civilian private security services, these services have a role in crime prevention and community safety. This provides another basis for the formulation of an international legal framework for the regulation of the private security industry universally irrespective of the jurisdiction of operation. This partnership is not limited but may cover joint capacity building and empowerment areas and develop an internationally accepted capacity building and empowerment manual that may be used to standardize the capacity building and empowerment procedure and techniques. This may also regulate entry and exit into the profession by outlining the minimum qualifications needed for one to join this noble profession.

From the Kenyan perspective, the legal framework stipulated in the Private Security Regulatory Act of 2016 guides Private Security Service Providers' activities, including describing the nature and the extent of capacity building and empowerment for private security service providers across the country (Private Security Regulatory Act, 2016). This legal framework was formulated to ensure quality in terms of capacity building and empowerment and the overall regulation of the private security industry that was previously unregulated. According to the Private Security Regulatory Act (2016), legal notice no 108 on the private security regulatory act of 2016 mandates private security service providers to carry out vetting and background checks processes for prospective individuals wishing to be employed as a private security officer. Before employment, the requirements needed include proof of prior security capacity building and empowerment in a registered and authorized capacity building and empowerment school, accurate employment history, previous capacity building and empowerment, work experience, and at least three referees who must be contacted at the vetting stage.

This process is important because it ensures that an employer conducts thorough background checks on potential employees to ensure that they don't pose a threat to their clients and the members of the public. There have been reported incidents of private security officers engaging in crimes on assignments and projects they are paid to protect. This is ironic given that private security service providers are expected to be at the forefront of preventing and condemning crime. The media have hyped such cases to attract attention from the stakeholders, who include the state and clients alike (Dobson, 2019).

Section 2A of the act stipulates that a Private Security Service Provider must have a capacity building and empowerment facility within their administrative or rather head offices, which must be designed according to the Private Security Regulatory Authority's guidelines and layouts. Simultaneously, to make the capacity building and empowerment facilities more effective, private security service providers are required to employ a trainer who will be in charge of the capacity building and empowerment department and the facilities within the premises (Private Security Regulatory Act, 2016). The Regulatory Act provides a standard curriculum for capacity building and empowerment and assessments for private security capacity building and empowerment, which shall be mandatory and undertaken in every private security capacity building and empowerment institution across the jurisdiction.

White (2012) argues that private security service providers have been legally empowered to perform quasi-policing duties such as arresting suspects, confiscating contraband goods, and even recording crime incidents into the police system in most developed nations. For them to be effective, they have to be trained in these relevant areas of expertise. From the above statement, it can be concluded that private security's traditional roles are changing to conform to the dynamic nature of policing's postmodern needs. Previously, they had been confined to traditional roles of physical security and access control duties. Thus, the change of roles calls for changes in capacity building and empowerment.

### **1.6.5 Theoretical Framework**

Criminologists study how, why, when, where, and under what conditions crime, criminality, and victimization occur (Barlow & Kauzlarich, 2010). The concept and role of private security in criminology are majorly established under Becker's famous Routine Activity Theory in 1976.

#### **1.6.5.1 Routine Activity theory (RAT)**

According to Felson and Boba (2010), Cohen and Felson were the first scholars to discuss the Routine Activity Theory in 1979, which explained the special circumstances required for a crime to happen. Later this theory was revised to suggest that for a criminal act to occur, three aspects must converge within the same space and time. The three aspects include a motivated offender, a suitable target or victim, and a potential guardian's absence. A motivated offender, in this case, may be anyone who may have any reason whatsoever to commit a crime. A suitable target might be any object worth stealing or a physical object that faces the risk of vandalism, or a person who faces the risk of victimization by the motivated offender. In this case, a potential Guardian might be any person whose presence may stop the crime incident from happening, including family members, police officers, neighbors, or Private Security Service Providers.

Schneider (2014) opined that potential guardians might also include Private Security Service Providers who may have the overall responsibility of controlling behavior within a specific location, such as a business establishment

with authority from the client. Barlow and Kauzlarich (2010) argue that the availability of crime opportunities plays a significant role in crime causation. For example, one cannot rob a bank without a chance to do so, which in this case is the existence of a bank. A crime opportunity presents itself through the availability of suitable victims and targets. These crime opportunities are concentrated over time and space. They depend on everyday movements and activities.

According to Leclerc (2014), private security firms usually employ a number of ways to implement the routine activity theory. They include increasing the effort of committing a crime through target hardening by installing electric fences and alarms at a fee. Leclerc (2014) further states that private security service providers implement the theory by increasing the risk of getting caught by installing CCTV Cameras for clients and conducting both on-site and remote surveillance on the client's property and other security needs. The same is also achieved by implementing another defense line, such as baggage screening and natural surveillance using guards.

According to Leclerc (2014), removing excuses is another form of crime prevention advanced by this theory. Private security service providers attain this by attaching their labels to their client's property, e.g., manned by BM Security, under CCTV surveillance, and many others. This is done to announce their presence and psychologically prepare any potential offender that they might have to be vetted and approved before accessing the private property, the client, or the target they are seeking to gain from. Leclerc (2014) argues that private security service providers prevent crime by concealing the possible target by conducting covert operations in cases involving high valued targets such as cash in transit. They also apply target removal and property identification by creating an inventory of the property and clients who have contracted them to provide their services. This guides them in the decision-making process to recruit and allocate strength in their various posts and branches (Leclerc, 2014).

#### **1.6.5.2 Situational crime prevention theory**

Unlike other theories in criminology, situational crime prevention focuses on existing circumstances within the environment that make it possible for a crime to occur and then, using in-depth analysis, develops the mechanisms to mitigate these circumstances. The mechanisms are aimed at reducing the opportunities and the rewards of crime. Freilich and Newman (2017) further note that situational crime prevention is among the few theories that can be applied beyond the current criminal justice system to support corporate and personal security efforts. According to Newburn (2012), situational crime prevention is widely applicable in law enforcement practice, administration, and management. Situational crime prevention is used in problem-solving policing, one of the major strategies applicable to policing worldwide. It focuses on a specific crime problem and the development of proactive mechanisms to resolve this crime problem.

According to Huisman and Van (2013), situational crime prevention emerged 45 years ago through merging ideas from other notable theories, including rational choice and opportunity structure theories.

Gruenewald et al (2015) opine that situational crime prevention best achieves crime prevention because it targets situational factors, thus making it impossible for the criminal act to be actualized irrespective of the offender's motivation by eliminating any possible factors that may arouse the offender's interest.

Smith and Clarke (2012) outline the five crime prevention strategies advanced by Cornish and Clarke. Among them includes increasing the effort needed to commit crimes, increasing the risks of detection and getting arrested, reducing the rewards for committing crime, reducing provocations that lead to offending, and removing excuses for engaging in crime.

Smith and Clarke (2012) further allude that the risk of detection and getting arrested can be increased through extending guardianship on a property or a particular location which can be achieved physically through the use of private security service providers and electronically through the use of CCTV cameras which can be manned remotely by private security service providers. Others include natural surveillance, reducing anonymity cases within the physical environment, employing facility managers, and introducing electronic and remote surveillance. Clarke (2017) states that reducing the rewards of committing crime can be attained through concealing goods that may likely attract criminals, entirely removing them from plain view to reduce provocation, identifying properties through marking them and installing license plates on them. These activities can be undertaken by individuals or through contracting private security service providers who offer services, including engraving identity marks on properties, including tamperproof watermarks to protect brands against theft and concealment. Private security also does this by identifying and recovering stolen property.

Clarke (2017) further mentions reducing provocations as another strategy applicable in situational crime prevention. It includes individuals avoiding disputes, reducing provocation, neutralizing and repulsing negative

peer pressure, and reducing imitation through brand protection efforts by private security companies dealing in brand protection and anti-counterfeit efforts. Clarke (2017) concludes by noting the removal of excuses as the fifth strategy; however, it can be achieved through strictly adhering to laws, rules, and regulations and adhering strictly to security and safety rules and procedures. The regulations, security policies, and safety guidelines can be publicized through posters and any other publications.

### 1.7 Research Methodology

This study employed descriptive and correlational study research design. According to Creswell and Creswell (2017), the descriptive research design is commonly applied in studies that intend to describe and interpret the current status of individuals, settings, conditions, events, or a phenomenon as it exists within the society. The researcher has no intentions to manipulate the variables in order to influence the outcome. Creswell and Creswell (2017) further allude that descriptive studies are easier and simpler to conduct. They explain social phenomena as they naturally exist yet quite significantly provide a foundation upon which correlational and experimental studies emerge.

The study was carried out in Lurambi Sub-County of Kakamega County, Kenya. Lurambi Sub County hosts Kakamega town, which is the headquarters of Kakamega County. It is the second-largest county in Kenya (Wegulo, 2014). It is the regional headquarters of the larger Western Province. It lies 50 Kilometers North of Kisumu City at an altitude of 250-2000 meters. It has six wards, including Butso east, Butso south, Butso central, Shieywe, Mahiakalo, Shirere (Wegulo, 2014). It is an administrative, commercial, residential, industrial, and cosmopolitan set-up, making it prone to social problems such as crime (Wakhu, 2012).

The target population consisted of private security officers, managers, and clients drawn from regulated and registered private security firms operating in Lurambi Sub-County Kenya and senior police officers of the national police service each in charge of police stations spread across Lurambi Sub-County.

The accessible population included 18 private security firms operating in Lurambi Sub-County. Purposive sampling was used to identify 6 private security service providers who participated in the study on the premise that they were the only private security firms that were fully registered, licensed, and permitted to operate and thus more willing to participate in the study hence providing the study population. According to Creswell and Creswell (2017), purposive sampling is a form of sampling where individuals are selected to participate in research based on a specific purpose. In this case, the 6 private security service providers were the only firms fully registered and licensed to offer private security services.

The target population involved 358 private security officers drawn from the 6 firms. Proportionate sampling with a statistical framework of 30% was used to identify 108 private security service providers who formed the sample size to ensure that the private security officers from the 6 firms were represented in the same proportion that they existed within the population. According to Creswell and Creswell (2017), proportionate sampling is a sampling method in which the researcher divides a finite population into sub-populations and then applies random sampling techniques to each subpopulation. Creswell (2014) explains that a sample of 20 - 30% of the accessible population is adequate for purposes of generalization of findings from the sample onto the entire population from which the sample was obtained. Simple random sampling was applied to identify respondents from each of the six firms.

Being descriptive research, the study involved assessing attitudes, opinions, and responses of Private Security Service Providers towards crime prevention. The researcher obtained permission from the University's School of Post Graduate Studies, the National Council for Science Technology and Innovation (NACOSTI), the County Director of Education, and the Ministry of education to comply with the regulatory framework governing research. The descriptive data was collected using questionnaires and interview schedules. The questionnaires for private security officers, the branch managers, and the clients for private security officers comprised both open and closed questions, which were preferred to take care of the illiterate respondents and who questionnaires posed a challenge. Interview schedules were used on the 5 senior police officers in charge of 4 police stations across Lurambi Sub-County. The questionnaires were filled and returned to the researcher. The researcher gained more control over the administered interview; hence bias recording was eliminated by obtaining clarifications when questions were not clearly answered. According to Bryman (2016), more than one research tool can be used in descriptive research.

Data obtained from the field was edited and cleaned to ensure accuracy, completeness, and comprehensibility and coded for ease of analysis. Study data were analyzed using both descriptive and inferential statistics with the aid of the Statistical Package for the Social Sciences (SPSS) version 28 for windows. Descriptive statistics was

computed to summarise and explain data and was presented in the form of frequencies, percentages, and mean. Inferential statistics included the Pearson product-moment Correlation Coefficient to measure relationships between variables and regression analysis to determine influences between and among variables. Qualitative data derived from open-ended questions was thematically presented in narrative forms and tables.

### 1.8 Study Findings

The study targeted 159 respondents, with 108 being private security officers, 40 private security clients, and 05 senior police officers commanding 4 police stations in Lurambi Sub-County. Out of the 159 identified for sampling purposes, 136 respondents were achieved with 89 private security providers, 6 were managers for private security firm managers, 36 private security clients, and 5 Senior National Police Service Officers. They participated in the study and returned data collection instruments. This gave the study a response rate of 81.76%. According to Creswell and Creswell (2017), a response rate of more than 70% is enough to generalize findings from a sample onto the entire population from which the sample was drawn.

The study respondents comprised 106 (77.94%) male and 29 (21.32%) female respondents. With regard to the different sample categories, 89 (65.92%) of the respondents were private security service providers, 6(4.41%) were managers for private security firms managers, 36(26.47%) were private security service clients, and 5(3.67%) were senior police officers. Respondents were drawn from 6 private security companies, 25 business premises, 8 private residences, 3 learning institutions and, 3 police stations, all spread across Lurambi Sub-County.

#### 1.8.1 Influence of capacity Building and Empowerment of private security service providers on crime prevention

The study's second objective sought to determine the influence of capacity building and empowerment of private security service providers and the firm's managers for private security firms on crime prevention in Lurambi Sub-County. Study data relating to capacity building and empowerment levels of private security service providers and crime prevention were subject analyzed, and findings presented in table 1.

**Table 1: Descriptive analysis for minimum academic requirements for Private Security Officers (Guards) to join their Firms**

Academic Qualification	Frequency	Percentage (%)
KCPE Certificate	19	21.34
KCSE Certificate	55	61.79
Certificate in Criminology	6	6.74
Diploma in Criminology	5	5.61
Degree and above	3	3.38
No minimum qualification required	1	1.69
<b>Total</b>	<b>89</b>	<b>100.0%</b>

Source: Research Data (2019)

Findings in Table 1 revealed that 21.34% responded that their firms required at least KCPE to be employed. This is considered as the lowest academic qualification for one to be employed as a private security service provider in Kenya based on the fact that at this level, an individual is considered literate and thus can be able to do the paperwork involved in private security. However, such employees cannot be subjected to specialized capacity building and empowerment, limiting their career progression and unique input in crime prevention. 61.79% of the firms required at least a KCSE certificate, one of the basic education requirements in Kenya. This is commendable because such professionals may pursue a specialized and professional certificate, diplomas, and degree courses in security and crime prevention, increasing their efficiency in crime prevention.

The findings in Table 1 revealed that 6.74% responded that their firms required at least a certificate in criminology and security studies, while 5.61% needed at least a college diploma. 3.38% required at least a Degree and above to join their firms. This is commendable because private security officers trained in criminology and security studies are more efficient in crime prevention; however, interestingly, 1.69% required no academic qualification to join them. This may adversely affect the quality of service offered by such private security service providers. At the same time, this locks them out of any capacity building and empowerment and, in most cases, makes it

difficult for them to fill in the required paperwork in the course of their duties, thus negatively affecting crime prevention efforts.

Study data relating to ca of private security service providers and crime prevention were subject analyzed, and findings presented in table 2.

**Table 2: Descriptive analysis for Capacity Building and Empowerment of private Security Officers (Guards)**

	Capacity building and empowerment levels	Yes	No
1	Availability of capacity building and empowerment department	44 (49.43)	45(50.56%)
2	Pre-recruitment security capacity building and empowerment	32 (35.95%)	57 (64.04%)
3	Post recruitment security capacity building and empowerment	47 (52.80%)	42 (47.19%)
4	Satisfaction with the quality of capacity building and empowerment offered and whether the capacity building and empowerment assists in the course of their duties	30 (33.70%)	59 (66.29%)
6	Availability of refresher courses in their Firms	19 (21.34)	70(78.65%)
	<b>Total of 89</b>		<b>100.0%</b>

Study findings in table 2 reveal that 50.56% of the respondents did not have capacity building and empowerment departments in their firms. The availability of capacity building and empowerment departments plays a crucial role in determining the quality and the nature of service being offered by private security service providers. Trained private security service providers tend to understand the dynamic nature of crime and thus are more efficient in crime prevention than untrained officers. The study in table 2 also revealed that 64.04% of the interviewed private security service providers did not receive pre-recruitment security capacity building and empowerment, proving that most private security service providers are not adequately trained.

The study further revealed that 47.19% of the respondents did receive post-recruitment security capacity building and empowerment, which means that most private security service providers do not offer on-job capacity building and empowerment, which is very important in increasing the efficiency of private security service providers in crime prevention.

The study also revealed that 66.29% of those who participated in the study were not satisfied with their firms' level of capacity building and empowerment. This proves that private security service providers do not address the capacity building and empowerment needs and concerns of their employees. Job satisfaction is an important aspect, failure to be satisfied in the aspects of capacity building and empowerment may affect their performance, in turn affecting crime prevention efforts.

On the other hand, it was revealed based on the study findings that 49.43% of respondents had capacity building and empowerment departments, 35.95% had pre-recruitment security capacity building and empowerment , 52.80% had post-recruitment security capacity building and empowerment , while 33.70% were satisfied with the level of capacity building and empowerment offered by their firms. When asked to state what they thought should be done in terms of capacity building and empowerment to improve crime prevention, 81.3% of the study respondents believed that continuous and regular capacity building and empowerment programs in line with emerging security challenges would improve crime prevention. This is true based on the dynamic nature of crime as a social phenomenon. To prevent new and emerging forms of crime efficiently, private security service providers need to be trained from time to time.

Findings in Table 3 show descriptive analysis for responses to items on resource availability.



**Table 3: Descriptive analysis for responses by private security officers on areas of capacity building and empowerment**

	<b>Areas of capacity building and empowerment</b>	<b>Yes</b>	<b>No</b>
1	Basic Communication Skills	<b>38 (42.69%)</b>	<b>51(57.30%)</b>
2	Basic First Aid Skills	<b>2 (2.24 %)</b>	<b>87(97.75%)</b>
3	Basic Intelligence Gathering Skills	<b>9 (10.11%)</b>	<b>80 (89.88%)</b>
4	Basic Crime Detection Skills	<b>34(37.07%)</b>	<b>56(61.79%)</b>
5	Basic Crime Prevention	<b>34(38.20%)</b>	<b>40(62.92%)</b>
6	Basic Radio Skills	<b>22(24.71%)</b>	<b>67(75.28%)</b>
7	Basic Customer Care Skills	<b>30(33.70%)</b>	<b>59 (66.29%)</b>
8	Basic weapon Detection Skills	<b>10 (11.23%)</b>	<b>79 (88.76%)</b>
9	Basic fire Management Skills	<b>4 (3.56%)</b>	<b>85 (95.50%)</b>
10	Basic Combat/Self-defense Skills	<b>70(78.65%)</b>	<b>19 (21.34%)</b>
11	Basic physical fitness Course	<b>88 (98.87%)</b>	<b>1 (1.12%)</b>
13	Introduction to Private Security Regulatory Act 2016	<b>2(2.24%)</b>	<b>87 (97.75%)</b>
<b>Total 89</b>		<b>(100.0%)</b>	

Study findings in table 3 reveal that 57.30% were not trained on basic communication skills, which is an essential part and parcel of their daily activities based on the fact that private security, especially those working in public spaces, deal with a large number of people and therefore have to communicate effectively both to the members of the public, their clients and in some cases the law enforcement agencies. This limits their role in crime prevention. The study finding in table 3 further revealed that 97.75% of the private security service providers were not trained in Basic First Aid Skills, which is very important in case they encounter medical emergencies in the course of their duties. Lack of capacity building and empowerment in basic first aid limits their potential in handling cases of medical emergencies that are very common, especially in the course of dealing with violent crimes. This limits their role in crime prevention.

The study findings also revealed that 89.88% of the respondents were never trained on Basic intelligence Gathering skills, thus unable to collect, process, and even manage basic criminal intelligence in the course of their duties. Intelligence management is very important in the course of their duties because it may enable actors within the security sector to act proactively and prevent crimes. Lack of knowledge in this crucial area limits their performance in preventing crime.

The study also revealed that 61.79% were not trained on Basic Crime Detection skills which are essential in the concept of crime prevention based on the fact that it enables private security service providers to detect cases of crime and the presence of criminals easily and thus act proactively towards preventing their occurrence. Lack of this knowledge limits their efficiency in crime prevention. The study further revealed that 75.28% were never trained on Basic Radio Skills, 66.29% were never trained on Basic Customer Care Skills, which are essential skills used in communication among themselves and between them and their clients. This somehow negatively affects their efficiency in crime prevention.

The study further revealed that 88.76% of the respondents were not trained on basic Weapon Detection skills, which are very important and applied in access control management to ensure their clients' safety, security, and public safety when working within public spaces. Lack of this knowledge limits their efficiency in crime prevention. The study also revealed that 95.50% were not trained in fire management skills. This means that they may not be able to manage a fire incident in case it occurred at their place of assignment, thus unable to prevent crimes such as arson. The Study findings in table 4.13 further revealed that 97.75% have never been trained on the Private Security Regulatory Act 2016, which is the legal framework that regulates their operations and governs

their conduct in the course of their duties. This limits their ability to act ethically and within the law and thus limits their capability in crime prevention.

### 1.8.2: Findings from managers on Levels of capacity building and empowerment of Private Security Service Firms

A descriptive analysis was conducted for items on private security service providers' capacity building and empowerment levels, and findings are presented in the following section. Managers were asked to state the basic academic requirements for Managing their firms and findings presented in table 4

**Table 4: Descriptive analysis for Levels of education of Managers for Private Security Firms**

Academic Qualification	Frequency	Percentage (%)
Diploma	3	50.0
Bachelor's Degree	2	33.3
Post Graduate	1	16.6
<b>Total</b>	<b>6</b>	<b>100.0</b>

Study findings in table 4 reveal that 3 (50.00%) of the respondents indicated that they possess a diploma which is insufficient to manage a fully-fledged private firm. This limits their capability to manage their firms' performance, which significantly has a negative effect on crime prevention. The study findings in table 4 also revealed that (33.33%) indicated that they possessed a sufficient degree to manage a private security firm. This is commendable because it may significantly contribute to the efficiency of the private security firms in preventing crime. It is worth noting that 1(16.66) possessed a master's degree in business administration. This is commendable based on the fact that they may use their academic qualifications and experience to manage the security firms and at the same time adequately train and offer consultancy services to professionals within the private security sector thus, contributing positively towards crime prevention. This is because managers of private security firms perform overall decision-making on behalf of their firms. Their decisions may affect crime prevention efforts directly.

### 1.8.3: Findings from Managers on capacity building and empowerment levels of private security and crime prevention

Findings in Table 5 show the descriptive analysis of responses by managers of PSSPs to items on levels of capacity building and empowerment on crime prevention.

**Table 5: Descriptive analysis for responses by managers of PSSPs to items on capacity building and empowerment and crime prevention**

Items on levels of capacity building and empowerment	Yes	No
1 Do you have a capacity building and empowerment department in your Firm	4(66.66%)	2(33.33%)
2 Have you ever attended any Security Management Capacity building and empowerment Course	2(33.33 %)	4(66.66%)
3 Do you have any refresher management Courses in your Firm?	5 (83.33%)	1 (16.66%)
<b>Have you been trained in any of the following fields?</b>		
1 Management course for PSSPs	1 (16.66%)	5 (83.33%)
2 Basic Accounting	5 (83.33%)	1 (16.66%)
3 Trainers Course	3(50.00%)	3(50.00%)
4 Advanced Crime Prevention Skills	2(33.33 %)	4(66.66%)
5 Criminology	1 (16.66%)	5 (83.33%)
6 Criminal Investigations	1 (16.66%)	5 (83.33%)
7 Private Security Regulatory Act 2016	2(33.33 %)	4(66.66%)
8 Organizational Behavior	3(50%)	3(50%)
<b>Total 6</b>	<b>(100.0%)</b>	

Study findings in table 5 by Private Security Firm Managers reveal that 33.33% of the PSSPs operating in Lurambi Sub-County do not have a capacity building and empowerment department. This contravenes the guidelines provided by the Private security regulatory act 2016, which dictates that all private security service providers operating within the country must have a capacity building and empowerment department within their administrative offices and must employ a qualified capacity building and empowerment officer to be in charge of capacity building and empowerment. Study findings in table 5 further revealed that 66.66% of the Private security firm managers have never attended a security management course despite being at the helm of the organization offering security and related services. This limits their management capacity to propel the performance of their firms towards crime prevention.

Study findings in table 5 also revealed that 83.33% have never attended any private security firm management course. Thus this means they lack the managerial skills necessary to manage private security firms to attain crime prevention. The findings further revealed that 66.66% of the managers who participated in the study have never attended any Advanced Crime Prevention Skills course, which means that they lack the necessary knowledge and skills in crime prevention, thus inefficient in implementing crime prevention programs. The findings further revealed that 83.33% of the managers who participated in the study have never attended any course on criminology and criminal investigations, which is very important in facilitating knowledge and skills in crime prevention, while 66.66% have never attended any course on Private Security Regulatory Act (2016) which means that, they lack knowledge on the legal framework that governs private security service which supports their role in crime prevention. This is alarming since they are managing key entities in crime prevention and thus must possess at least basic relevant knowledge in relation to crime prevention.

However, the findings also revealed that 66.66% have a capacity building and empowerment department in their firms which means that they efficiently recruit and train their security officers to increase their capacity in crime prevention, while 83.33% have refresher courses in their firms. At the same time, 83.33% have attended courses on basic accounting, which is part and parcel of their duties to ensure efficient and effective management of resources to attain crime prevention. In comparison, 50% of the managers who participated in the study have attended trainer’s course, which is essential to enable them to offer capacity building and empowerment services within their security firms, thus increasing the capacity of their firms in crime prevention. At the same time, 50% of the managers who participated in the study have been trained on organizational behaviour, which is an essential concept in managing private security firms. This is commendable since it has enabled them to assume the overall responsibility of managing these organizations, which are key stakeholders in crime prevention. The managers were also asked on what they think should be done in terms of capacity building and empowerment to improve on crime prevention, and they recommended factors such as reduced taxations, sharing of capacity building and empowerment facilities, the establishment of a national capacity building and empowerment school for PSSPs, and the development of a standard training manual for private security service providers nationwide.

**1.8.4: Responses by clients on Levels of capacity building and empowerment of Private Security Service Providers**

The table 6 below shows the findings for responses by clients on the levels of capacity building and empowerment of private security service providers on crime prevention in Lurambi Sub-County.

**Table 6: Descriptive findings for responses by clients of PSSPs to items on the levels of capacity building and empowerment and crime prevention**

Items on capacity building and empowerment		Yes	No
1	Do PSSPs are adequately trained in crime prevention	16(44.44%)	26(72.22%)
2	Does your contracted PSSP ever issue capacity building and empowerment updates?	1(2.77%)	35(97.22%)
3	Has your Contracted PSSP ever recalled an officer for capacity building and empowerment	1(2.77%)	35(97.22%)
4	Do you think PSSPs have been adequately trained to meet your security needs as a client?	6(16.66%)	30(83.33%)
<b>Total</b>		<b>06 (100.0%)</b>	

Study findings in table 6 by clients who have contracted PSSPs reveal that 72.22% of the clients feel that PSSPs are not adequately trained in crime prevention. This may affect them having a negative perception on the capabilities of private security service providers in preventing crime, 97.22% of the clients who participated in the study have never been issued with capacity building and empowerment updates, this again results in a negative perception on the capabilities of private security service providers in preventing crime. The study findings in table 6 also established that 97.22% of the clients who participated in the study stated that the firms they have contracted have never recalled an officer from the client's assignment for capacity building and empowerment. This proves the fact that most private security service providers do not offer refresher courses for their clients, thus affecting their capability on crime prevention.

The study findings in table 6 also established that 83.33% of the clients feel that the PSSPs have not been adequately trained to suit their specific security needs. These findings reveal that PSSPs are not adequately trained, which may negatively influence their crime prevention levels. Most clients recommended that PSSPs be trained in critical areas such as public relations, Criminal Surveillance, Management, and firearms, and First Aid to enable them to deal effectively with a series of security and medical emergencies that may occur in their duties. Capacity building and empowerment in these critical areas may also bolster their efforts in crime prevention.

### 1.8.5 Correlation results for levels of capacity building and empowerment of private security service providers and crime prevention

Correlation Analysis between levels of capacity building and empowerment and crime prevention in Lurambi Sub-County was conducted, and findings in table 7 obtained:

**Table 7: Correlations analysis for levels of capacity building and empowerment and crime prevention**

		Capacity building and empowerment Level	Crime Prevention
Capacity building and empowerment Level	Pearson Correlation	1	
	Sig. (2-tailed)	.000	
	N	136	
Crime Prevention	Pearson Correlation	.594**	1
	Sig. (2-tailed)	.000	
	N	136	136

\*\* . Correlation is significant at the 0.05 level (2-tailed).

A correlation coefficient statistic that describes the degree of linear association between capacity building and empowerment levels for private security service providers and crime prevention was conducted. Study findings indicated that a statistically significant and positive relationship between levels of capacity building and empowerment and crime prevention in Lurambi Sub-County ( $r = .594$ ;  $P < 0.05$ ). The statistical implication of this finding is that an increase in capacity building and empowerment results in an increase in crime prevention ability among private security service providers. These results conform to previous studies done by other scholars who concluded that levels of capacity building and empowerment for private security service providers improve on crime prevention ability.

This study conforms to the findings by Oanda (2013), who argues that most private security service providers operating in Kenya are not adequately trained; thus, this affects their efficiency in crime prevention. From the author's perspective, the quality of capacity building and empowerment offered to private security service providers contributes significantly to their levels of crime prevention, and thus, capacity building and empowerment is an essential element in the management and operations of private security service providers. Section 2A of the act stipulates that a Private Security Service Provider must have a well-equipped capacity building and empowerment facility within the administrative offices designed in the guidelines and layouts recommended by the Private Security Regulatory Act 2016. (Private Security Regulatory Act, 2016).

This study also conforms to the findings by Kasali (2011), who argued that most Private Security Service Providers only concentrate on flimsy aspects of capacity building and empowerment such as physical fitness at the expense of important aspects relating to crime prevention, which includes intelligence management, basic criminology,

crowd control, riot management, information security management among many other important aspects of capacity building and empowerment. Based on the above statement, this can be deduced to be true since most private security service providers do not own well-equipped capacity building and empowerment schools with classrooms for theory lessons and fields for practical capacity building and empowerment. It should be noted that most of them only undertake physical capacity building and empowerment at public amenities such as stadiums and playgrounds. Sometimes, the recruitment center may also double as a capacity building and empowerment facility. The capacity building and empowerment barely lasts a week before the new recruits are quickly dispatched to their first assignment. This renders them incapable of meeting the diverse demands for crime prevention, which may include aspects such as familiarity with Private Security Regulatory Act 2016, basic knowledge in criminology, criminal intelligence, and surveillance, among many others. Among the requirements needed before employment includes proof of prior security capacity building and empowerment, accurate employment history to ascertain previous capacity building and empowerment and work experience, and at least three referees must be contacted in the course of the vetting process (Private Security Regulatory Act, 2016).

The results for regression analysis with capacity building and empowerment levels as predictors for crime prevention were undertaken, and findings are presented in table 8.

**Table 8: Model Summary for Levels of Capacity building and empowerment and Crime Prevention**

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate	Durbin-Watson
1	.323 <sup>a</sup>	.231	.228	.86210	1.842

a. Predictors: (Constant), Capacity building and empowerment levels

b. Dependent Variable: Crime Prevention

Source: Research Data (2019)

From table 8, the value of R squared was 0.231 which shows that the capacity building and empowerment level explains 23.1% of the variance in crime prevention in Lurambi Sub-County. The remaining 76.9% unexplained variance is largely due to other factors that influence crime prevention that are not included in the model.

**Table 9: ANOVA for results for Levels of Capacity building and empowerment and Crime Prevention**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	25.799	1	25.799	34.712	.000 <sup>a</sup>
	Residual	220.737	297	.743		
	Total	246.536	298			

a. Predictors: (Constant), Level of Capacity building and empowerment

b. Dependent Variable: Crime Prevention

ANOVA for the linear model presented in Table 9 for capacity building and empowerment levels and crime prevention Authoritative has an F value = 34.712, which is significant at 99% confidence level with p-value = 0.000, meaning that the overall model is significant in the prediction of crime prevention by private security service providers in Lurambi Sub-County. The study, therefore, shows that capacity building and empowerment levels have a statistically significant influence on crime prevention.

## 1.9 Conclusion

Based on the empirical evidence, it is concluded that there is a statistically significant and positive relationship between levels of capacity building and empowerment for private security service providers and crime prevention

in Lurambi Sub-County. In line with this finding, it is concluded that levels of capacity building and empowerment for private security service providers influence crime prevention in Lurambi Sub-County.

### 1.10 Recommendations

With respect to the study findings and conclusions, it is recommended that through the Private Security Regulatory Authority, the state should enhance the provision of relevant and timely capacity building and empowerment programs by establishing The National Private Security Capacity building and empowerment Academy. This will enable private security service providers to access quality and standard capacity building and empowerment for their staff. This will also enable the state to control the quality and nature of capacity building and empowerment, therefore enhancing private security service providers' capacity to prevent crime.

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