ROLE OF PRIVATE SECURITY COMPANIES IN ENHANCING SECURITY IN KENYA: A CASE STUDY OF NINE ONE ONE GROUP LIMITED

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A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF MANAGEMENT AND LEADERSHIP IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF THE DEGREE OF BACHELOR OF MANAGEMENT AND LEADERSHIP OF THE MANAGEMENT UNIVERSITY OF AFRICA.

SEPTEMBER 2018
DECLARATION

This project is my original work and has not been presented for a degree in any other University

Signature………………………….  Date …………………………………………

Janeth Cherono Kirui ODL-BML/4/00104/3/2014

This project has been submitted for examination with my approval as University Supervisor

Signature………………………….  Date …………………………………………

Dr. Peter Kithae
DEDICATION

I dedicate this proposal to my husband, Bernard Ng’etich and our children Vanessa, Ryan and Vincent for their support and encouragement throughout my study. I also dedicate it to my work place supervisor, Mr. Charles Omondi for allowing me time off work to study.
ACKNOWLEDGEMENT

I would like to express my great appreciation to Dr. Peter Kithae for his valuable and constructive guidance during the entire development of this research work. His willingness to dedicate his time so generously despite his busy schedule is much appreciated. I would also like to express my gratitude to Mr. George Thuita for his assistance in moderating this project. I would also like to acknowledge the role played by ODEL Office and the entire administration. Finally, I wish to thank my family, work mates and friends for the support and encouragement throughout my study. God bless you.
ABSTRACT

The general objective of the study is to assess the role of private security companies in enhancing security in Kenya. The research focused on a case study of Nine One One Group Ltd. The specific objectives of the study were, to find out how manned guarding services affect security system in Kenya, to assess how electronic security solutions affect security system in Kenya, to examine how emergency security solutions affect security systems in Kenya, to determine how car tracking services affect security systems in Kenya. The study adopted a descriptive research design. The target population included 1250 employees at The Nine One One Group Ltd Nairobi. The researcher used stratified random sampling comprising of the management level, the operational and the support staff with a sample size of 625 respondents, which was the majority of the target population. The research data was collected through questionnaires. The findings were analyzed in form of tables represented in figures and charts. Majority of the respondents indicated the security profession is mainly male dominated, the employees pay grade is determined by the union agreements of workers as well as the client and the hiring organizations. Majority of respondents agreed that leadership styles affect the role of private security companies. Most employees were compliant with the use of security systems and tools of work. The researcher recommended further training need to be done on the security company employees to improve their service. The management of the security groups needs to be reviewed through legislature as the two –level private security framework separates Kenyans by economic wellbeing.
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OPERATIONAL DEFINITION OF TERMS

Manned guarding Services - The act of protecting premises from unauthorized access or occupation, therefore preventing damage or disorder, possible theft and protecting individuals against assault or injury.

Electronic Security Solutions - ESS is committed to achieving a safe and secure environment for your employees and visitors while offering protection for your information and property.

Emergency Response - Emergency management is the organization and management of the resources and responsibilities for dealing with all humanitarian aspects of emergencies (preparedness, response, mitigation, and recovery). The aim is to reduce the harmful effects of all hazards, including disasters.

Car tracking - Smart Track Vehicle Tracking System is a Real-time vehicle tracking system that relies on both the Global Positioning System (GPS) satellites and a cellular system. A GPS tracking module continuously picks up the vehicle’s precise coordinates, determines the real-time location of the vehicle that is being tracked. Using a cellular data service such as GPRS, the tracking coordinates are immediately transmitted onto a secured server by pinging the device. Users can access the real-time tracking data through customized software, often supplied by the company that supplies the hardware or by logging in to the tracking company’s website.
CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter presents the background of the study, the statement of the problem, research objectives and research questions to the study. The chapter also discusses significance, limitation and the scope of the study.

1.1 Background of the Study

Private security industry comprise of those actors who give security for individuals and property. As watched by Cunningham et al (2010), private security are those independently employed individuals and subtly settled exchange substances and associations giving security related organizations to specific demographic for charge, for the individual or substance that holds or uses them or for themselves in orchestrate to anchor their kin, private property or interested from various risks. Along these lines the private security is viewed as an instrument of bad behavior expectation whereby they are incorporated into attempts pointed at foreseeing, obliging or controlling the level of bad behavior and mess in the public eye. This is because of reality that the private security industriously grasps errands related to that of routine policing (Jones and Newburn, 2008). The private security apparently meets the requirements of the customers willing to pay for their organizations and they work in settings which the state has never had nor asserted effective forcing plan of action of. All things considered the outrageous goal of the private security isn't indictment, conviction or discipline but instead ensuring property and diminishing dangers.

Williams, (2013) takes note of that to the private security wrong doing is close to a danger to the net revenues and that the law is an asset that will be overseen in light of a legitimate concern for constraining antagonistic reputation and limiting introduction to budgetary hazard. Additionally, Green (2009) characterizes private security as those people, association, and administrations other than open Law requirement offices, which are essentially occupied with the counteractive action of wrongdoing, misfortune or mischief to particular people, association or offices.
Policing will dependably be done by the general population division in numerous limits, yet using private security firms and network watches can fill in holes people in general part has. Having the private division assume control over a portion of the policing obligations of the general population law authorization can enhance a region's wellbeing. One, response time can be advanced, since it is more restricted. By and large, as pointed out by Kevin Strom et al (2009), private security enterprises are vital parts of security and wellbeing of the general population. In such manner, this examination expected to survey, The Role of Private Security Companies in Enhancing Security in Kenya.

**Profile of Nine One One Group**

Nine One One Group Limited is an incorporated security arrangements supplier formed in 1997, it is situated in Clifton Park, Second Floor, Mombasa Rd Nairobi. They have been in activities for near two decades in the East African area, offering esteemed security answers for their customers. The association's vision is to end up a market pioneer in vehicle following, crisis reaction benefits and guarding administrations. Its administrations incorporate Guarding Services, Electronic Security Services, and Emergency Response Services, following Services Fleet and Asset Management Solutions and Events Security Management.

**Manned Guarding Services,**

With regards to keep an eye on guarding it is about individuals, kept an eye on Guarding Services gives you security, giving a consistent nearness at the site being watched i.e. the counteractive action of unapproved get to, assurance of life and property, support of request, and prevention of assaults against inhabitants. Guarding Services is essential since specialized observation alone isn't sufficient to guarantee the aggregate security of your site. The essential assignment of the security protect is to predict and avoid unsafe circumstances emerging, and to act quickly in crisis.
Electronic Security Solutions

Electronic security systems provide security solutions that help in protecting property and people. It also involves the usage of CCTV systems with advanced technology, such as remote viewing, to deter crimes such as burglary, break-ins, and vandalism of residential and commercial property. Since technology has evolved exponentially over the last few years, Electronic Security Solutions aid in providing end users with solutions and analytics to restrict, control, and monitor access to property, facilities, and secure, sensitive or restricted areas of your business.

Emergency Response Service

Crisis Response Service in present day security empowers or rather encourages alerts and correspondences frameworks at any area, it stays of outright significance that, when a caution is raised, a qualified crisis reaction group can go to in minutes, not hours. The quintessence of Emergency Response Service is guaranteeing that quick move can be made if your security goes under assault i.e. explore the reasons for an alert, evaluate the suitable move to be made, and reestablish your workplace to security as quickly as time permits.

Car tracking Services

A vehicle following framework joins the utilization of programmed vehicle area in singular vehicles with programming that gathers these information for an exhaustive picture of vehicle areas. A few kinds of vehicle GPS beacons exist. Regularly they are delegated "latent" and "dynamic". "Uninvolved" gadgets store GPS area, speed, heading and once in a while a trigger occasion, for example, key on/off, entryway open/shut. The principle goal of Car following administrations incorporate stolen vehicle recuperation: Both purchaser and business vehicles can be furnished with RF or GPS units to enable police to do following and recuperation.

Resource following: Companies expecting to track important resources for protection or other checking purposes would now be able to plot the ongoing resource area on a guide and nearly screen development and working status.
Field benefit administration: Companies with a field benefit workforce for administrations, for example, repair or maintenance must have the capacity to design field specialists' chance, plan ensuing client visits and have the capacity to work these divisions effectively. Vehicle following enables organizations to rapidly find a field architect and dispatch the nearest one to meet another client ask for or give site entry data.

1.2 Statement of the problem
Foundation of private security organizations in Kenya has come because of expanding criminal rates and disappointment of open security segments to offer adequate security to natives. With the expansion in criminal rates came about to advancement of the private security industry in Kenya and achieved wearing down of the country's security and additionally economy (Schreier and Caparini. 2005: 112). The administrations from the legislature in Kenya started to compound more in the late 1980s through the 1990s whereby the country's spending and speculations were lessened amid this time of monetary decrease (Ngugi et al, 2004: 17). Nonetheless, in spite of the expansion in number of private security firms combined with improved observation of the Kenyan service of inside security, the ability of the organization and metro associations to bring guideline and charge administrations has exacerbated. Similarly, extortion and money related acts of neglect have turned out to be undiminished, which has come about to a sharp ascent in culpability and weakness, particularly in Nairobi City, which is the capital of Kenya (Wairagu. Kamenju and Singo. 2004: 35). An expansion in criminal acts and the disappointment of open security administrations to offer adequate security have driven individuals to search for various security benefits keeping in mind the end goal to enhance their wellbeing and security. Similar to the case is in all nations, Kenyans are amazingly on edge about their wellbeing and the dread has been appeared through the progression of general society security part in the nation (Wairagu. Kamenju and Singo. 2004: 38-39). The 20thCentury has seen a spread of private security firms in a country, where individuals are unwilling to consume on their security (Gumedze. 2007: 24). This continuously banned circumstance has realized development in private security part, subsequently getting to be one of the zones with the quickest development in Kenya's economy as per Wairagu. Kamenju and Singo (2004: 35). This examination subsequently
goes for building up the part of Private security organizations in upgrading security in Kenya with unique spotlight on Nine One One Group ltd.

1.3 Objectives
The general objective of this study is to assess The Role of Private Security Companies in Enhancing Security in Kenya.

1.3.1 Specific objectives
The research aims to obtain the following specific objectives.

(i) To find out how manned guarding services affect security system in Kenya
(ii) To assess how electronic security solutions affect security system in Kenya
(iii) To examine how emergency response services affect security system in Kenya
(iv) To determine how car tracking services affect security system in Kenya.

1.4 Research questions
(i) How does manned guarding service affect security system in Kenya?
(ii) To what extent do electronic security solutions contribute to enhancement of security system in Kenya?
(iii) How does emergency response service affect security system in Kenya?
(iv) How does a car tracking service affect security system in Kenya?

1.5 Significance of the study
This examination plans to distinguish and investigate The Role of Private Security Companies in Enhancing Security in Kenya. The key regions I addressed were its commitment to learning, approach, and practice. I additionally separated information into two gathering's to be specific working learning and point by point learning. They are clarified beneath as takes after,

Working learning, is characterized as including an essential or adequate comprehension of the pertinence of materials, items, topic, as well as administrations as required to play out the work task. Specialists with working learning can perceive takeoffs from the
principles set for the work task yet require extra data through reference material or from others to remedy the flights.

Itemized information, Detailed learning is characterized as including a top to bottom comprehension of materials, items, topic, or potentially benefits that is important to finish the work task. Specialists with point by point learning can perceive takeoffs from the norms set for the work task and right the flight without the need to obtain extra data from reference material or from others. To finish up, Training assessment as the dominant part of substance in the security protect preparing program is centered around the utilization of scholarly information, it is prescribed that preparation assessment incorporate learning based tests.

Approach is a ponder arrangement of standards to direct choices and accomplish discerning results. An arrangement is an announcement of expectation, and is executed as a methodology or convention. Strategies are by and large received by an administration body inside an association. Approaches can aid both emotional and target basic leadership.

Without satisfactory enactment and direction, or in conditions where directions are inadequately authorized, there might be no influence over the sort or nature of administrations given by PSCs. Untrained staff with sketchy foundations might have the capacity to get to weaponry and utilize constrain in an ill-conceived way. This investigation will help trying to check this issue driving us to its importance.

As far as its training, a business opportunity for security administrations can incite differentials in security between the rich and poor people. In the most pessimistic scenario, state securities organizations might be undermined by the private security advertise leaving security a save of the well off. Additionally, Companies enabled to utilize power may fill in as fronts for sorted out wrongdoing, or satisfy an unapproved political or paramilitary capacity, especially in those regions rising up out of outfitted clash.

There is potential for irreconcilable circumstances to emerge on account of close ties amongst previous and serving government authorities and PSCs. The examination is
significant on the subsequent requirement for professionals to build up an exhaustive framework accommodating their viable control and oversight. Additionally to close, there is expanded request of security administrations from the individuals from the general population on cops however because of the low police to open proportion of 1:1150 according to the discoveries of The Task Force on Police changes driven by Hon. Equity Retired Justice Philip Ransley, GOK (2009) rather than the prescribed UN appraisals of 1:400, the police benefit has not possessed the capacity to take care of that demand.

This has caused the development and increment of the private security suppliers who round the fissure got out by the overstretched police advantage at an advantage. In extension, the addition in bad behavior rates, the changing countenances of bad behavior with ascent of cutting edge infringement, for example, fear mongering, human trafficking and digital violations require more proactive systems and thusly they require for the police to set up and keep up associations with accomplices like the private security in order to address feasibly these security challenges.

This is since the police on their claim can't direct bad behavior effectively as bad behavior is fantastically close-by in nature. As celebrated earlier, the private security providers are in a larger number of spots than the police thus they will probably know the area guilty parties of bad behavior more than the police. In that capacity there is a prerequisite for the private security players enthusiasm for tending to issues of bad behavior and social mess inside a territory. In this way, the examination is fit to build up the part of private security organizations in Kenya.

1.6 Scope of the study
The study focused on investigating The Role of Private Security Companies in Enhancing Security in Kenya. The study was carried in Nairobi County to be specific local residents in South C which is a gated community and other areas in Karen, Ngong and lastly Kilimani area.

It sought to determine the level of engagement of the private security in community policing, their capacity that can be exploited in supporting community policing and to determine the relationship between the private security and the police officers.
The period of study was 12 weeks, this was an ample time that created room for the researcher to gather and analyze the relevant data. It also provided room for the researcher to familiarize with the environment which was inclusive of the society as a whole and those mandated to enforce law and order for a harmonious stay.

1.7 Chapter Summary
This chapter has explored the background basis upon which this study was carried out based on the topic of study. By identifying the objectives of the study, research questions which acted as the fundamental variables that the study is established. This chapter therefore guides as the principle upon which literature was reviewed, research was carried out and analysis was made.
CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction
This chapter focuses on the theoretical review, empirical review of literature, the research gap, the conceptual framework and operational framework.

2.1 Theoretical Review
This research study set supportive arguments from the following theory which include; The Governance Theory, Leader–Member Exchange (LMX) Theory, and Resources Based Theory.

2.1.1 The Governance Theory
Scholars use governance in both the old and the new sense: Governance is the institutional capacity of public organizations to provide public and other goods demanded by a country’s citizens or the representatives thereof in an effective, transparent, impartial, and accountable manner, subject to resource constraints.

It is J. Pierre (2000, p.3) who contends that "on one hand it alludes to the experimental signs of state adjustment to its outside condition as it develops in the late twentieth century and then again, administration indicates a reasonable or hypothetical portrayal of co-appointment of social frameworks and, generally, the part of the state in that procedure". Thus, pondering administration in a procedure point of view is imperative, since administration isn't such a great amount about structures however more about communications among structures. To finish up the origination of administration as 'controlling' is the key to hypotheses of administration. The short review of general society administration speculations presents discoveries and ends from explores on fundamental social changes. The elements of the social condition request reactions and new administration models are required to adapt to most complex issues and rising emergencies.
Administration hypothesis was created by the United Nations Council in the 1990's and underscores sound open area administration, responsibility, trade and free stream of data and a lawful system for improvement. In spite of the fact that there have been numerous discussions on the idea of administration with various gatherings concocting diverse definitions, this hypothesis alludes to measures that are intended to enhance the general administration of an association prompting its expanded viability and authenticity. It advocates for the foundation of a strong establishment for administration structures, approaches and methods which assist associations with fulfilling their individual set objectives.

Applying the administration hypothesis in the administration the Private Security Companies in Kenya will guarantee full investment of nationals with sound administration by the important parts and on-screen characters. This exploration depended on the administration and organization of Private Security Companies in Kenya. The examination had an administration center, and distinguished five parts of administration that once all around tended to, will guarantee the powerful and effective administration. These parts are; Administrative structures, Regulatory Structures, Resource portions, Operational procedures and, Citizen Participation. This hypothesis was viewed as applicable to the investigation on the grounds that some of the attributes of good administration talked about, for example, responsibility, productivity, adequacy, value, administer of law and administration conveyance specifically apply in the administration of Private Security Companies in Kenya. In this manner, there is a need to create administration structures that will guarantee the conveyance of value law requirement that depends on the great administration beliefs.

2.1.2 Leader Member Exchange (LMX) Theory
The Leader-Member Exchange Theory which initially rose in the 1970s spotlights on the relationship that creates amongst directors and individuals from their groups. The hypothesis is a relationship-based way to deal with administration that spotlights on the two-way (dyadic) connection amongst pioneers and adherents. It centers on the relationship that creates amongst administrators and individuals from their groups. This
hypothesis expresses that all connections amongst chiefs and subordinates experience three phases of Role Taking, Role-Making and Reutilization.

Part Taking - Role-taking happens when colleagues first join the gathering. Supervisors utilize this opportunity to survey new individuals' aptitudes and capacities i.e. When another part joins the association, the pioneer evaluates the ability and capacities of the part and offers them chances to show their abilities. This is an essential period of the three phases since it is the principal stage and it's the point at which the early introductions will be made to the administrator. It is critical for colleagues to be exceptionally open and well-disposed in the part taking stage while administrators need to ensure their evaluations of everybody is right and ready to see how things will be done to the next colleagues.

**Role-Making**

New team individuals at that point start to take a shot at activities and errands as a feature of the group. In this stage, chiefs for the most part expect that new colleagues will buckle down, be steadfast and demonstrate reliable as they become accustomed to their new part. Amid this stage is the point at which you will see the colleagues beginning to emerge from each other. The part will go up against new errands to get credit from administrators. In this stage part making enables supervisor to make sense of where colleagues ought to be put in like manner. This time can be utilized to assess individuals to perceive how they confront their obligations. Part making signifies "A casual and unstructured transaction on business related variables happens between the pioneer and the part.

**Routinization**

During this last phase, schedules between colleagues and their directors are built up. In-Group colleagues endeavor to keep up the great sentiment of their supervisors, by demonstrating trust, regard, compassion, tolerance, and determination. This stage requires diligent work to keep up great suppositions by their supervisors. Directors need to indicate trust, faithfulness and persistence for in-aggregate individuals. Once the two gatherings have been built up, at that point everything after that is inevitable. Be that as it
may, if the chief neglects to help or help create time with his gathering, he/she will confront few testing assignments to test aptitudes and development. Directors ought to take a stab at their gatherings to perform abnormal states and create in their parts.

The hypothesis says that, amid this stage, directors sort new colleagues (regularly intuitively) into one of two gatherings. Amid these stages, the directors fundamentally evaluate new individuals' aptitudes and capacities, arranging new colleagues (regularly intuitively) into one of two gatherings lastly schedules between colleagues and their chiefs are built up.

The hypothesis proposes that pioneers build up a trade with every one of their subordinates, and that the nature of these leader– part trade connections impacts subordinates' duty, choices, and access to assets and execution. Connections depend on trust and regard and are regularly passionate connections that reach out past the extent of work. Leader– part trade may advance positive work encounters and expand hierarchical adequacy. It is broadly utilized by numerous administrators and is supplanting a large number of its forerunners.

The hypothesis was discovered applicable to this investigation since it addresses the connections amongst youngsters and seniors in the association particularly the way that the Private Security Companies benefit is a restrained administration pegged on teach. It is along these lines the quality of the trust between the two gatherings that clarifies the impacts of authority on individuals, groups, and associations. As indicated by the hypothesis, pioneers frame solid trust, enthusiastic, and regard based associations with a few individuals from a group, however not with others which can clarify the reasons why there are diverse work force in various areas. The factors applicable for the selection of the pioneer part hypothesis in the investigation attempted were Administrative structures, administrative structures asset allotments and operational procedures. You can utilize the Leader-Member Exchange Theory to know about how you see individuals from your own group.
2.1.3 The Resource Based Theory

Resource-based theory has evolved in recent years to provide a way to understand how strategic resources and capabilities allow firms to enjoy excellent performance. Resource-based theory builds on past ideas about resources, but it represents a big improvement on past ideas in at least two ways. First, resource-based theory offers a complete framework for analyzing organizations, not only scraps of significant intelligence like Aesop and Selznick gave. Second, the thoughts offered by asset based hypothesis have been created and refined through scores of research contemplates including a large number of associations. At the end of the day, there is strong proof support it up. The Resource Based Theory by Porter (1985) depends on the introduction that the upper hand of a firm lies principally in the utilization of a heap of profitable unmistakable or impalpable assets at the company's transfer. Concurring the hypothesis, center being around assets, an association's prosperity is because of joint assets and abilities which an association claims and that which it makes unique in relation to the others. Human asset is one such ability which incorporates the pivotal properties, for example, learning; knowhow, ability and aptitudes. It is these assets that can constitute a wellspring of upper hand of a firm/association. It is starting here of view that the human asset administration rehearses that an association receives that rigging it towards fortifying of the huge capacities and learning. As per Wright and McMahan (2001), if assets are key for a firm, it suggests that they are rare, important particular and hard to exchange. This is made conceivable if the firm sets up their human asset administration practices, for example, enrollment of the basic workers preparing them appropriately to perform to best guidelines, or to grow better capacities through preparing and to propel them through impetuses. Subsequently, the human asset administration is probably going to impact upper hand. The human asset administration and upper hand have in the past been inspected by different researchers particularly in the field of human asset administration. The connection between technique, human asset administration practices and human asset capital pool was contemplated by Wright and McMahan in 2001, Mueller (2003) addressed the key use of HR. Lado and Wilson (2010) completed their investigation on human asset of upper hand in an association. A vital asset is an advantage that is profitable, uncommon, hard to impersonate, and no substitutable. An asset is profitable to the degree that it enables a
firm to make systems that benefit from circumstances and avert dangers. Asset based hypothesis additionally focuses on the value of a familiar adage: the entire is more noteworthy than the entirety of its parts. In particular, it is likewise essential to perceive that key assets can be made by taking a few methodologies and assets that each could be replicated and packaging them together in a way that can't be duplicated. The Resource Based hypothesis was discovered applicable to this examination since it is giving another point of view to human asset administration particularly in taught associations like the Private Security Companies.

2.2 Empirical Review
Manned Guarding Services

Essentially manned guarding is the act of protecting premises from unauthorized access or occupation, in this manner anticipating harm or turmoil, conceivable robbery and ensuring people against attack or damage. This involves giving a physical nearness, or completing any type of watch or reconnaissance, as to dissuade or generally debilitate it from happening or to give data, on the off chance that it happens, about what has happened.

Having a security monitor on obligation is a demonstrated technique to dishearten trespassers. The physical nearness of kept an eye on security can hinder criminals, vandals or trespassers where elective unmanned security strategies including CCTV, alerts or security entryways would not. In the event that there is ever an episode or break of premises, nearby kept an eye on gatekeepers can react momentarily. Giving scenes kept an eye on guarding safety efforts equipped for tending to these is the initial step to ace currently controlling wrongdoing and social issue that may affect upon any business.

No administration has the ability to give 100% security to her kin, henceforth the requirement for the private security suppliers to supplement endeavors of state on-screen characters in wrongdoing anticipation (Ekhomu, 2004). Mayah (2003) opines that this extension in security needs offered ascend to private security organizations (PSCs), first in the created world and later in the creating nations. These requirements may likewise incorporate resident's dread of wrongdoing, and mindfulness that the general population police can't successfully control wrongdoing without anyone else's input.
Hence, this commands more noteworthy participation with the private area and its assets to mutually fashion an association for wrongdoing anticipation and decrease. What's more, as Fischer and Green (2004) attest, the clever utilization of private security HR and innovation might be the one pragmatic choice left for wrongdoing anticipation in networks. Likewise, the size and part of the private security industry in wrongdoing avoidance have developed significantly over the globe lately. Regardless of how precise measurements and information are and what ought to be considered private security industry, the significant development in many nations isn't challenged. Expanded weight upon the law requirement officers have brought about numerous nations around the globe in the privatization of some police capacities, with the private security industry filling the holes left by the overstretched police. Too close, kept an eye on security administrations include organization of human staff for guarding resources and properties inside an office. The significant thought is on equipped, unarmed, and versatile watching through kept an eye on protects in and around a framework.

**Electronic Security Solutions**

Industry leaders in electronic security, employ cutting edge technology to protect people and assets. They offer an extensive variety of electronic security answers for suit the necessities and spending plans all things considered. From fundamental checking and access control frameworks to best in class innovation frameworks, we make the most fitting electronic security arrangements.

Electronic security framework alludes to any electronic gear that could perform security tasks like observation, get to control, disturbing or an interruption control to an office or a territory which utilizes a power from mains and furthermore a power reinforcement like battery and so forth. It additionally incorporates a portion of the activities, for example, electrical, mechanical rigging. Electronic Security Solutions has the information and aptitude important to give life wellbeing and incorporated security frameworks to our customers in view of their particular needs and situations. The expanding selection of electronic security frameworks by government offices, business foundations and assembling enterprises is the central point that lifts the development of the electronic security systems. This along these lines demonstrates how innovation is a key fixing;
Technology envelops usage of obtained abilities towards change of crude materials from its crude frame to a handled required yield. Utilization of innovation in overseeing nature of items partners exercises that cultivates and sticks to quality benchmarks. Then again, the structure of an association is a determinant factor used to change items from contribution to yield items. In this way, adequacy of value guidelines in the assembling business relies upon innovation set up (Rousseau, 2004). Assurance of a sort of security framework is absolutely in light of zone to be ensured and its dangers. The ascent in acts of neglect, burglary, fear based oppressor assault, illicit exercises and so on has expanded the requirement for security frameworks in private and open spots, which is relied upon to support the development of worldwide electronic security advertise. Electronic security identifies with utilizing advancement in cautious holding by envisioning unapproved access to people and property. The legislature is a widespread and real client of such security organizations and business areas likewise uses the security frameworks for their specialists for giving security. The electronic security frameworks are extensively used inside corporate work places, business places, strip malls and so on. These frameworks are likewise utilized in railroad stations, open spots and so forth. The frameworks have significantly invited, since it may be worked from a remote zone. What's more, these frameworks are likewise used as access control frameworks, fire acknowledgment and evasion frameworks and participation record frameworks.

**Emergency Response Service**

Forming a response team and assigning responsibilities is one of the crucial steps in emergency response planning. It builds up hierarchical preparation to limit the unfavorable effect of these occasions by methods for dynamic reactions to ensure the wellbeing and security of people and the trustworthiness and working of physical structures. Crisis readiness is accomplished by arranging, preparing, preparing, and practicing the crisis reaction association. On the off chance that your crisis reaction colleagues are not comfortable with their parts and duties, vital reaction activities might be missed. Crisis reaction group (ERT) is a gathering of individuals who get ready for and react to any crisis episode, for example, a catastrophic event or an interference of business tasks. Readiness is best idea of as a procedure—a proceeding with grouping of
examinations, plan advancement, and the securing of individual and group execution abilities accomplished through preparing, penetrates, activities, and studies (Dynes, et al., 1972; Kartez and Lindell, 1987, 1990). In a few, the arranging procedure is very formal; there is a particular task of duty to an office having an identifiable spending plan. In different networks it is casual; duty is inadequately characterized and a restricted spending plan is scattered among numerous offices. Besides, the arranging items may be either composed or unwritten. To some degree, the crisis arranging process associates with the extent of the network in which it happens. Occurrence reaction groups are normal out in the open administration associations and in associations. This group is for the most part made out of particular individuals assigned before an occurrence happens, albeit in specific situations the group might be a specially appointed gathering of willing volunteers.

Powerful crisis reaction relies upon enhancing positive contact between watch officers and network individuals. As indicated by Moore (et al. 1988), the compelling execution of crisis reaction benefit requires diverse methodologies in various segments. Setting up trust and acquiring participation are regularly less demanding in white collar class and prosperous networks than in poorer networks, where doubt of police may have a long history. Building bonds in a few neighborhoods may include supporting fundamental social establishments (e.g., families, houses of worship, schools) that have been debilitated by inescapable wrongdoing or confusion. The formation of reasonable networks is important if enduring unions that support agreeable endeavors are to be maintained. Under people group policing, the police end up the two impetuses and facilitators in the improvement of these networks.

Crisis reaction benefit involves Community policing putting new accentuation on handling the basic reasons for wrongdoing by tending to issues at the grassroots level. To amplify the time that the watch officer can go through interfacing with network individuals, network policing energizes the utilization of the 911 framework just for genuine crises. Nonemergency calls ought to be taken care of through different means, incorporating delays in reacting and report dealing with by the police headquarters or sheriff’s office via phone or via mail. These elective measures require a wide base of help
inside the network. To get this help, the police must educate occupants on the idea of a crisis and on elective reactions to non-crises.

**Car tracking Services**

Therefore, Vehicle tracking consists in monitoring the location of any moving vehicle by applying a tracking device to a vehicle, for example a GPS tracker. The GPS tracking technology has become a standard in vehicles and even a staple feature in smartphones. It is the core of fleet management system operations, enabling companies to track the position of their vehicles in real-time as they transport goods.

Depending on the software functions and the tracking technology, vehicle tracking devices costs and solutions may differ. In order to control, analyze and optimize the transportation process, vehicle tracking companies offer basic features that include: Vehicle telematics, Driver’s behavior, Fuel management, Speed control and Distance traveled. A vehicle following framework joins the utilization of programmed vehicle area in singular vehicles with programming that gathers these armada information for a far reaching picture of vehicle areas.

Vehicle following frameworks are usually utilized by armada administrators for armada administration capacities, for example, armada following, directing, dispatching, on-board data and security. Vehicle following frameworks are additionally prevalent in shopper vehicles as a burglary anticipation, checking and recovery gadget. Police can just take after the flag transmitted by the following framework and find the stolen vehicle. At the point when utilized as a security framework, a Vehicle Tracking System may fill in as either an expansion to or swap for a conventional auto caution. Some vehicle following frameworks makes it conceivable to control the vehicle remotely, including square entryways or motor if there should be an occurrence of crisis. The presence of vehicle GPS beacon at that point can be utilized to diminish the protection cost, in light of the fact that the misfortune danger of the vehicle drops altogether. By introducing armada following framework or say auto following framework, proprietors get an unparalleled level of control and access to their entire armada of autos. Having the capacity to track the area of each individual vehicle display in the armada is only the commencement of
the considerable number of advantages one can anticipate from GPS Tracking Systems. The advantages which GPS trackers offer are inestimable as laid out underneath.

Lower Operational Costs: Higher operational cost is something that frequents each representative. Introducing GPS beacons concede armada proprietors to neglect which driver is utilizing the vehicle for unapproved purposes or which one is taking wasteful courses. This won't just give a correct readout of the hours that drivers affirm to have worked yet will likewise fathom out and about issues.

Increment Productivity: If a man is contributing his cash, time and vitality, at that point he has the right to gain more than anticipated. GPS beacons keep record of what work the drivers are doing at a specific given purpose of time tracks precisely where they are at constantly. The GPS following programming keeps the record of what work they are doing by then and in addition indicates precisely where your drivers are at all point. Because of the quality to discover driver's hours served, this additionally concedes armada proprietors to make more noteworthy utilization of the season of the representative.

Robbery Recovery: Beyond any uncertainty, GPS Tracking Devices are by a wide margin the best apparatus for the armada proprietors, on account of a vehicle burglary. It helps the proprietor and in addition the driver to perceive whether the vehicle has been lifted and tell the experts with respect to the area keeping in mind the end goal to empower the fast recuperation. On the off chance that there is an unapproved section into the vehicle, at that point likewise the proprietor will get a caution on his cell phone alongside the correct area of the vehicle.

Vehicle following frameworks are an incorporated piece of the "layered approach" to vehicle assurance, prescribed by the National Insurance Crime Bureau (NICB) to forestall engine vehicle robbery. This approach prescribes four layers of security in view of the hazard factors relating to a particular vehicle. Vehicle Tracking Systems are one such layer and are depicted by the NICB as "extremely successful" in helping police recuperate stolen vehicles.
2.3 Summary and Research Gaps
It is envisaged that if management wishes to increase a guards’ satisfaction on the job, it should be concerned with the nature of the work itself; the opportunities it presents for gaining status, assuming responsibility, and for achieving self-realization. If, on the other hand, management wishes to reduce guarding dissatisfaction, at that point it must spotlight at work condition (arrangements, systems, supervision, and working conditions). On the opposite end and if the administration is similarly worried about both, (as is generally the case), at that point administrators must offer regard for the two arrangements of occupation components to enhance benefit conveyance. These emerge from inborn states of the activity itself, for example, acknowledgment, accomplishment and self-improvement. Basically, cleanliness factors are expected to guarantee that a watch isn't disappointed. Inspiration factors are expected to propel a representative to higher execution.
2.4 Conceptual Framework

Figure 1 Conceptual framework

Independent variables

- Manned Guarding Services
- Electronic Security Solutions
- Emergency Response
- Car Tracking

Dependent Variables

Performance of Private security Companies in Kenya
2.5 Operationalization of Variables

Table 1 Operationalization of variables

<table>
<thead>
<tr>
<th>Variables</th>
<th>Indicators</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manned Guarding</td>
<td>-Working Hours</td>
<td>Closed and open ended questions</td>
</tr>
<tr>
<td></td>
<td>-Age</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Remuneration</td>
<td></td>
</tr>
<tr>
<td>Electronic Security</td>
<td>-Technical Know how</td>
<td>Likert Scale</td>
</tr>
<tr>
<td>solutions</td>
<td>-Availability of ICT tools</td>
<td>Closed and Open ended Questions</td>
</tr>
<tr>
<td>Emergency Response</td>
<td>-Preparedness</td>
<td>Likert Scale</td>
</tr>
<tr>
<td></td>
<td>-Collaborative response</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Accuracy</td>
<td></td>
</tr>
<tr>
<td>Car tracking</td>
<td>-Cost</td>
<td>Closed and Open ended questions</td>
</tr>
<tr>
<td></td>
<td>-Dispatching</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Alerts and notification features</td>
<td></td>
</tr>
</tbody>
</table>
2.6 Chapter Summary
This chapter shows the theoretical review of literature on absenteeism in organizations. Theories used in the study presents other scholars view on the research topic and how their views contributed will contribute to the research objectives. Also, this chapter is the foundation of the research and the author’s views will show the researcher how the previous study extends to the current knowledge body of the topic under study.
CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction
This section presents the tactics of research methodology. It comprises of a blue print for the collection, measurement and analysis of data. It therefore discusses the research design, population and sampling design, data collection methods and data analysis methods.

3.1 Research Design
Kumar (2008) traces investigate outline as techniques utilized in directing exploration. The propriety of an examination strategy relies upon various issues including yet not restricted to the exploration issue and the many-sided quality of learning fundamental for the marvels being referred to. The examination outline that was utilized for this investigation was distinct research plan. Clear research is planned to acquire information that characterizes the highlights of the theme of worry in the exploration (Bray and Maxwell, 2010). The elucidating procedure helps in making needs distinct to territories under research, for example, Role of Private Security Companies in Enhancing Security in Kenya. This plan was chosen to empower the specialist to utilize the graphic strategy in leading the exploration.

3.2 Target Population
Given (2008) implies target people as the bit of the masses a researcher is enthused about investigating, it addresses the accumulation of respondents that meets the allotted course of action of criteria inside an examination. As shown by Mugenda and Mugenda (2003) an examination masses is generally called a particularly described collection of individuals or inquiries known to have equivalent characteristics in this way, all individuals or dissent inside a particular people generally have a normal, confining trademark or trait. Usually, the depiction of the people and the consistent confining typical for its people are the same. The masses for this examination contained all
delegates working at Nine One Group Limited). The total number of the masses was 1250. The experiences about the target people were presented on the table 3.1

Table 2 Target Population

<table>
<thead>
<tr>
<th>Target Population</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Level Management</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>Middle Level Management</td>
<td>25</td>
<td>29</td>
</tr>
<tr>
<td>Operational Staff</td>
<td>1218</td>
<td>61</td>
</tr>
<tr>
<td>Total</td>
<td>1250</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Nine One One Group Limited (2018)

3.3 Sample and Sampling Technique
Testing includes a procedure of choosing a sub-area of a populace that speaks to the whole populace keeping in mind the end goal to acquire data with respect to the marvel of intrigue. The primary motivation behind examining was to think about just a few components of the populace. This was conceivable to reach sensible inferences about the whole populace (Given, 2008).

Hai, Holborn and Langley (2009) characterize an example outline as an extensive rundown of the populace that an example for an exploration ponders is drawn. An examining outline contains a geometric identifier for specific people inside a populace, notwithstanding other arranging data about the populace qualities that encourage examination by taking into consideration the division of the populace into further frames for an in-depth analysis.

According to Mugenda and Mugenda (2012) Sampling is the process by which a relatively small number of individual, object or event is selected and analyzed in order to find out something about the entire population from which a sample is selected. A sample is a small group obtained from accessible population. The sampling design used was,
stratified random sampling method. This was to achieve representation from various departments that comprised the population. This method is more effective where the sampling frame is heterogeneous; departments that make organizations constitute the strata. A sample of 50% was taken from the target population due to the large size of the target population and that the information got from the sample would be reliable.

<table>
<thead>
<tr>
<th>Category</th>
<th>Sample Size</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Level Management</td>
<td>3</td>
<td>0.5</td>
</tr>
<tr>
<td>Middle Level Management</td>
<td>12</td>
<td>1.5</td>
</tr>
<tr>
<td>Operational Staff</td>
<td>609</td>
<td>98</td>
</tr>
<tr>
<td>Total</td>
<td>624</td>
<td>100</td>
</tr>
</tbody>
</table>

3.4 Instruments
The investigation utilized both fundamental and assistant data. Discretionary data was used to set the introduction of the examination from past asks about to be finished on the examination subject. Basic data was accumulated by the usage of a self-guided overview. As demonstrated by Wilkinson and Birmingham (2003), reviews are the best gadgets for quantitative research since they are definitely not hard to direct and they are truly low-assessed, surveys can in like manner be used to cover the masses reasonably and can be controlled with the littlest of getting ready and furthermore being definitely not hard to separate once they have been filled. Hence, the pro picked surveys as the fitting instrument for data gathering.
3.5 Pilot Study
According to Hundley (2014), a pilot study refers to a specific pre-testing of a particular research instrument such as a questionnaire or interview schedule. A pilot study allows a time to complete/answer the questionnaire; ensures clarity of the questions and instructions; identifies sensitive questions that respondents are reluctant to answer; ensures the questionnaire has covered all important topics; ensures the layout is clear and attractive; and facilitates consideration of the comments and suggestions by the respondents (Bryman & Bell, 2007).

In this research, the pilot study was done on sixty two (62) employees of Jeff Hamilton security group, which is 10% of the sample size as recommended by Zikmund (2010). This was also for the purpose of getting an opinion on how to improve the questionnaire for the purpose of achieving the maximum impact on the final respondents and the study. These respondents’ views were not included in the final study.

3.4.1 Validity Test
Validity refers to the extent to which a test measures what it intends to measure (Cooper and Schindler, 2011). In research, validity has two essential parts: internal (credibility), and external (transferability). Internal validity indicates whether the results of the study are legitimate. Trochim (2006) describes legitimacy as the level of much a test estimates what it should amount. It is unprecedented, if how vast, that an instrument be 100% considerable, so authenticity is overall estimated in degrees. As a method, endorsement incorporates assembling and looking at data to assess the precision of an instrument. To avow authenticity, the overviews were confirmed by the examination boss and research ace. This was done by figuring the survey and showed to the manager for an overview and bearing. The investigation ace was also drawn in with planning on change of request for basic cognizance by the respondents.

Silverman (2006) States that construct validity concerns establishing correct operational measures for the concepts being studied. The study will employ construct validity which is a critical parameter especially for case studies, because the gathered data is by nature subjectively interpreted by the researchers. These were validated through consultations from expert opinions of the research supervisor.
3.5.2 Reliability Test

Reliability test is when a researcher’s approach is consistent across different researchers and different projects. Though reliability importantly contributes to the validity of a questionnaire, it is however not a sufficient condition for the validity of a questionnaire. Lack of reliability may arise from divergence between observers or instruments of measurement such as a questionnaire or instability of the attribute being measured which will invariably affect the validity of such questionnaire. There are three aspects of reliability, namely: Equivalence, stability and internal consistency (homogeneity) (Oladimeji, 2015).

According to Yin (2015), a case study is reliable if it would lead to the same findings and conclusions if another researcher would conduct the study again, being replicable. The study will use the cronbach’s experiment to prove reliability. Cronbach’s alpha can be written as a function of the number of test items and the average inter-correlation among the items.

$$\alpha = \frac{N \cdot \bar{c}}{\bar{v} + (N - 1) \cdot \bar{c}}$$

Where N is equal to the number of items, c-bar is the average inter-item covariance among the items and v-bar equals the average variance.

One sees from the formula that if you increase the number of items, you increase Cronbach’s alpha. Additionally, if the average inter-item correlation is low, alpha will be low. As the average inter-item correlation increases, Cronbach’s alpha increases as well (holding the number of items constant) (Mohsen T., 2011).

According to Yin (2015), a case study is considered reliable if it leads to the same findings and conclusions if another researcher would conduct the study again, being replicable. “The goal of reliability is to minimize the errors and biases in a study. The survey tool is critical in ensuring accuracy in the data collection’. The researcher regards
the case study to be reliable having found a Cronbach alpha of 8.0. If conducted by other researchers again, the same conclusions might be found.

3.6 Data collection procedure
Questionnaires was administered on a drop and pick basis. This method was used to ensure a high population of responses on a high return rate. The primary data was supplemented by secondary data from the available literature relating to the study topic. Data was collected from the sampled population using a questionnaire, which will be administered to the target respondents on a face-to-face basis.

3.7 Data Analysis and Presentations
The data was penniless down quantitatively and emotionally. Quantitative examination relied upon the responses from the close completed things of the overview. This was guided by getting clear estimations, for instance, repeat mean, and rates bolstered by surpass desires package course of action of examination. Abstract data on the other hand relied upon open completed things in the survey and was poor around getting content examination approach in which it included portraying in words the points of view that was shared by the respondents.

As shown by Mugenda and Mugenda (2003), quantitative examination fuses the path toward managing and influencing an elucidation of data into vital explanations to like frameworks and repeat tables. They express this is imperative since it enables researchers to grasp the accumulated data. For straightforward examination, the accumulated data was coded guided by the examination variables to guarantee a base space for give and take and discover that the data examination was exact.

The data was coded and separated using MS surpass desires and repeat spread for examination. This was done all things considered as to ensure a watchful examination was done. Data was dismembered using clarifying estimations. The investigator used rates to separate close end request in the surveys. Tables and pie diagrams were used to demonstrate separated data.
3.8 Ethical Consideration

3.8.1 Informed Consent

This included securing crucial assent from both the supervisors of the school and the organization of the affiliation. Their assent was significant in ensuring that this investigation think about was viably completed with the objective that the revelations that were accumulated in various stages did not break the rules and controls set down when undertaking this examination work.

3.8.2 Voluntary Participation

Deliberate cooperation implies that individuals take an interest in the examination free from intimidation. Members were allowed to pull back their cooperation whenever without contrarily affecting on their inclusion in future administrations or the ebb and flow program and associations with any of the scientists or research bodies included. It was consequently, the privilege of members to leave a program of this nature whenever, along these lines no weight was put on the individuals who picked not to keep on participating in this examination.

3.8.3 Confidentiality

Classification implies that any recognized data isn't made accessible to, or gotten to by any other individual separated from the scientist. It was critical to consider how reports were worded to guarantee that there was no open door for individuals to be recognized despite the fact that names were not utilized.

3.9 Chapter Summary

This part constitutes the examination instruments which the expert got in the examination. In this way, the segment gives clear research diagram which helped the examiner to design and finish illustrative examinations. The zone of the examination was based at the administrative office of (Nine One One Group Limited). The target population was 1250 staff where a sample of six hundred and twenty four was taken. The examination used stratified unpredictable assessing methodologies. The surveys were used as a data analyzing instrument. In data examination the data was analyzed using abstract and quantitative methodologies.
CHAPTER FOUR

RESEARCH FINDING AND DISCUSSION ANALYSIS

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

4.1 Presentation of Research Findings
4.1.1 Response Rate

Table 4 Response Rate

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaires administered</td>
<td>624</td>
<td>100%</td>
</tr>
<tr>
<td>Questionnaires filled and returned</td>
<td>600</td>
<td>96%</td>
</tr>
</tbody>
</table>

The investigation focused on 624 respondents in gathering information concerning the part of private security in upgrading security in Nine One One Group Limited Company. From the examination, 600 respondents out of the 624 example respondents filled-in and restored the polls influencing a reaction to rate of 96%. This sensible reaction rate was accomplished after the analyst made individual calls and physical visits to remind the respondent to fill-in and restore the surveys. Any reaction of 50 percent or more is sufficient for examination accordingly 96% is a decent scope of respondents (Cooper and Scindler, 2003).
4.1.2 Gender information

Table 5 Gender Representation

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>220</td>
<td>37%</td>
</tr>
<tr>
<td>Male</td>
<td>380</td>
<td>63%</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: Questionnaire Responses (2018)

Figure 2 gender Representation

According to the findings illustrated in figure 4.1, majority of the people who work in the private security sector are male 63% and 37% of them are female. This implies that the sector attracts male employees more and thus it is male dominated. The respondents attributed this scenario to the fact that the society has labeled the private security as ‘watchman’ thereby associating it with men. Consequently, most women are reluctant to join the profession due to the fact that they associate it with men.
4.1.3 Age Groupings of the respondents

Table 6 age Groupings

<table>
<thead>
<tr>
<th>Age Groupings</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>22-30 years</td>
<td>212</td>
<td>35</td>
</tr>
<tr>
<td>31 – 40 years</td>
<td>238</td>
<td>40</td>
</tr>
<tr>
<td>41 – 50 years</td>
<td>100</td>
<td>16</td>
</tr>
<tr>
<td>Over 50 years</td>
<td>50</td>
<td>9</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
<td>100</td>
</tr>
</tbody>
</table>

According to the findings illustrated in Figure 4.2, majority of the people who work in the private security sector are between the ages 31-40 years with a percentage of 40% followed by people of the age 22-30 whose percentage is 35%. Those of the age below 41 are fewer in numbers hence implies that the company is dominated most by the youth. This could be attributed to the high unemployment rates in the country and the fact that the work of private security guards is demanding a factor which is not favorable to people of higher ages. The managers of the private security companies attributed this to the fact that their work is demanding and hence the reason for the having more employees within the age of 22-30 and 31-40.
Figure 3: Age Groupings

<table>
<thead>
<tr>
<th></th>
<th>% of employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 - 30 years</td>
<td></td>
</tr>
<tr>
<td>31 – 40 years</td>
<td></td>
</tr>
<tr>
<td>41 – 50 years</td>
<td></td>
</tr>
<tr>
<td>Over 50 years</td>
<td></td>
</tr>
</tbody>
</table>

Source: Personnel department records Nine One One Group Limited (2018)

4.1.4 Level of education

Table 7: Level of Education

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>287</td>
<td>48</td>
</tr>
<tr>
<td>College</td>
<td>190</td>
<td>32</td>
</tr>
<tr>
<td>University</td>
<td>123</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Questionnaire Responses (2018)

According to Figure 5 majority of the security guards 48% have high school education, 32% have college level education, and 20% have tertiary (university) education. The findings indicate that majority of the security guards have low education qualifications while only a few have post-secondary level education. The respondents noted that due to the high unemployment rate within the country and the fact that they had to fend for their families, they were forced to work as security guards since the companies did not require
higher qualifications. This finding resonates with what the managers from the security companies noted. The managers observed that they were forced to recruit employees who had lower grades as they can accept low salary that is offered to them since the salaries of the private security providers are determined by the financial capability of the clients. They observed that people with higher qualifications would demand more salary which most companies cannot afford.

Figure 4 Level Of Education

![Bar Chart: Level Of Education](image)

Source: Questionnaire Responses (2018)
4.1.5 Average Monthly Income

Table 8 Monthly Income Ranges

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 12,001ksh to 15,000ksh</td>
<td>325</td>
<td>54</td>
</tr>
<tr>
<td>Between 15,001ksh to 17,000ksh</td>
<td>190</td>
<td>32</td>
</tr>
<tr>
<td>Between 17,001ksh and 18,000ksh</td>
<td>50</td>
<td>8.2</td>
</tr>
<tr>
<td>Over 18,001</td>
<td>35</td>
<td>5.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>600</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

According to table 6, Majority 54% earn between Kshs. 12001 and Kshs. 15000, 32% earn between Kshs.15001 and Kshs. 17000, 8.2% earn Kshs. 17001 and 18000 and 35 respondents comprising of 5.8% earn above 18000. This explained that each Private security guards wages are regulated by labor and union. Further, the managers of the private security companies noted that salary determination for their employees is depended on the common bargaining agreement between the private security company and the client, and further between the private security company and their employees who are to be deployed. This they noted is the reason for the varying salary scales among the employees from the different companies.
4.1.6 Working hours

Table 9 Working Hours

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-10 hours</td>
<td>158</td>
<td>26.3</td>
</tr>
<tr>
<td>11-13 hours</td>
<td>217</td>
<td>36.2</td>
</tr>
<tr>
<td>13-15 hours</td>
<td>225</td>
<td>37.5</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
<td>100</td>
</tr>
</tbody>
</table>

According to table 7 majority of the respondents 37.5% work for between 13-15 hours, 36.2% work for between 11-13 hours and 26% work for between 8-10 hours. The findings indicate that cumulatively, most of the private security officers work for more than 8 hours per day. The respondents noted that normally they are supposed to work for a shift of 8 hours per day but at times they are forced to work overtime due to work dynamics. This finding concurs with Wairagu, F.et.al (2004) who noted that that many of the companies exist illegally, flout labor laws with impunity, mistreat their workers, and pay little attention to work ethics and service standards. Besides the long working hours, the respondents also noted that they are only allowed to utilize a baton as the only weapon while on duty. However some of them noted that due to the nature of their work where at times they face armed gangsters, some of them use bows and arrows while on duty. The respondents unanimously indicated that they do not use firearms in their operations as they are not allowed by the Government and wished that the government could allow them to carry and use firearms. These findings concur with what Task Force on Police reforms led by Retired Justice Philip Ransley; GOK (2009) indicated that the Private security providers are not allowed to bear firearms, to have sirens or use bullet proof vests and jackets.
4.1.6 Leadership

The researcher sought to find out the role of leadership in private security companies, this included surveying if leadership affects the role of private security companies. Lack of appropriate leadership styles affect the role of private security companies in enhancing security in Kenya.
<table>
<thead>
<tr>
<th>ASPECT</th>
<th>Mean</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you agree leadership affects the role of private security companies in enhancing security in Kenya</td>
<td>3.9</td>
<td>74</td>
</tr>
<tr>
<td>Do you agree lack of appropriate leadership style affects the role of private security companies in enhancing security in Kenya</td>
<td>4.1</td>
<td>82</td>
</tr>
<tr>
<td>Do you agree guiding change affects the role of private security companies in enhancing security in Kenya</td>
<td>3.0</td>
<td>60</td>
</tr>
<tr>
<td>Do you agree inspiring others is a challenge affecting the role of private security companies in enhancing security in Kenya</td>
<td>3.5</td>
<td>60</td>
</tr>
<tr>
<td>Do you agree leading a team is a challenge affecting the role of private security companies in enhancing security in Kenya</td>
<td>3.5</td>
<td>70</td>
</tr>
</tbody>
</table>

Mean and percentage was used to interpret the data. Strongly disagree was represented by a mean of 1-1.4, disagree was represented by a mean of 1.5-2.4, neutral was represented by a mean of 2.5-3.4, agree was represented by a mean of 3.5-4.5 and strongly agree was represented by a mean of 4.5-5.0. Standard deviation showed deviation from the mean.

From the findings in table 4.7, the respondents strongly agreed that lack of appropriate leadership style affects the role of private security, leadership affects the role of private security companies in enhancing security in Kenya, leading a team is a challenge affecting the role of private security companies in enhancing security in Kenya, leading a team is a challenge affecting the role of private security companies in enhancing security in Kenya.
in Kenya and guiding change affects the role of private security companies in enhancing security in Kenya as shown by a mean of 4.1, 3.9, 3.5, 3.5 and 3.0 respectively.

4.1.8 Security

**Table 12 Respondents on Security**

<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>The security system respond on time in case of an emergency</td>
<td>4.3</td>
</tr>
<tr>
<td>Staffs have the knowledge to use computerized security system</td>
<td>4.5</td>
</tr>
<tr>
<td>Staff are able to use excel</td>
<td>4.0</td>
</tr>
<tr>
<td>Staff have the ability to manage their emotional intelligence</td>
<td>3.9</td>
</tr>
<tr>
<td>Staff know how to work with their working tools and techniques</td>
<td>4.2</td>
</tr>
</tbody>
</table>

According to the findings illustrated in table 4.5, Staffs have the knowledge to use computerized security system as shown by a mean of 4.3. In addition, the security systems respond on time in case of an emergency as shown by 4.3. The respondents also agreed that they know how to work with their working tools and techniques and are able to use excel as shown by a mean of 4.2 and 4.0 respectively.
4.1.10 Information Technology

Table 13 Respondents on the Use of ICT

<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do staff have updated information on IT</td>
<td>4.4</td>
</tr>
<tr>
<td>Knowledge on how to use computerized security system</td>
<td>4.2</td>
</tr>
<tr>
<td>Does the security system have the capacity to show accurate information</td>
<td>4.0</td>
</tr>
<tr>
<td>Do most staff have effective skills to counter cybercrimes i.e. hacking</td>
<td>3.5</td>
</tr>
<tr>
<td>Does the security system respond on time in case of an emergency</td>
<td>3.7</td>
</tr>
</tbody>
</table>

According to the findings in table 10, the respondents agreed to on having updated information on Information Technology, knowledge on how to use computerized security system and the security system have the capacity to show accurate information as shown by a mean of 4.4, 4.2 and 4.0 respectively.

The respondents agreed to the security system respond on time in case of an emergency and staffs have effective skills to counter cybercrimes i.e. hacking as shown by a mean of 3.7 and 3.5 respectively.

4.3 Chapter summary
The chapter focused on analyzing information results presentation and discussion of findings. The representations of the various variables were looked into throughout the study undertaking and therefore the alternative major factors contributing to the study i.e. the benefits of the job satisfaction, the degree of experience and level of education to be able to get reliable data from the respondents to the research. The overall view of respondents was that the role of private security in Nine One One Group Ltd.
CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction
The motivation behind this section is to show the discoveries, proposals and finish of the examination. This investigation meant to distinguish the part of the private security in upgrading security in Kenya. The investigation included guarding administrations influence security framework in Kenya and how electronic security arrangements influence security framework in Kenya. The examination likewise needed to look at how crisis reaction administrations influence security framework in Kenya; and decide how car following administrations influence security framework in Kenya.

The analyst evaluated past investigations with a view to set up scholastic holes which the present examination looked to connect. This was done through a writing audit. The strategy included: perusing, assessing the technique utilized as far as outline decision, target populace, test and inspecting methodology information accumulation instruments and their reasonableness, legitimacy and unwavering quality, information gathering systems, information examination, discoveries and proposals. The examination profited from the writing survey as it guided the present examination by indicating out regions that required to be explored.

This examination received an enumeration overview plan and utilized the quantitative research techniques as the primary way to deal with direct the investigation. The exploration focused on Nine One One Group Ltd, one of the private security firms in Kenya. In Kenya, there are 23 recorded security firms under the Kenya Security Industry Association (KSIA) and 44 under the Protective Security Industry Association (PSIA) totaling to 67 security firms in Kenya. The respondents were the Managing Director, Head of Security at the organizations and a portion of the representatives this empowered to have a wide learning about the business.
The exploration instrument utilized in information accumulation was a survey to evoke data from the respondents. To guarantee legitimacy of the instruments, master feeling was looked for. Information investigation was begun promptly after the field think about. Information was abridged into frequencies and rates and exhibited in diagrams, pie graphs and tables. This last Chapter contains a talk in view of the particular research targets.

5.1 Summary of Findings

How manned guarding services affect security systems in Kenya

Most of the respondents showed that the effect of the private security firms on have prompted expanded security the nation over; security watches can oversee people, vehicles and materials in a sheltered and considerate way while evaluating a circumstance for dangers and occurrences; security monitors can professionally manage distinctive sorts of individuals that they run over, for instance individuals in a crisis circumstance. Security protects additionally react to crisis circumstances and help to limit the effect of an episode at a worksite. Better open doors for the security monitors consequently additionally improved security and wellbeing of people and the country on the loose.

The discoveries likewise portray that most of the respondents 48% showed had accomplished an undergraduate level of training before joining the private administration and the most noteworthy instruction capability they have achieved is a post-graduate level of training. The discoveries likewise uncovered that every one of the respondents are working in the organization office and have been in the private security for between 1-10 years.

How electronic security solutions affect security systems in Kenya

The discoveries uncovered that every one of the respondents were in agreement that the private division and electronic security arrangements influence wellbeing and security of people. The discoveries additionally uncovered that the effect of misfortune counteractive action elements of the private security part on security
and wellbeing incorporate numerous partnerships trying to keep a misfortune as opposed to endeavoring to recuperate the misfortune after it has happened and to change the circumstance in which any issues happen as opposed to draw on the moderate and exorbitant criminal equity process in quest for sanctions. Consequently, private security firms, and the security equipment that they have available to them, (for example, radio correspondence and short circuit television (CCTV) innovation), have turned out to be central to the fruitful administration of such regions, empowering a pre-emptive way to deal with security conversely with the receptive style of state police organizations.

**How emergency security solutions affect security systems in Kenya**

The examination discoveries uncovered that every one of the respondents concurred that the private security segment impacts wellbeing and security and that site security or portable watch capacities, private examination, in-house security capacities, extraordinary occasions security and misfortune avoidance capacities impact security and wellbeing to the most extreme.

**How car tracking services affect security systems in Kenya**

The discoveries uncover that most of the respondents who took an interest in the investigation were between the ages 31-40 years representing 41%, a level of 48% had experience in essential instruction which was higher than the various training, it was discovered that 60% win a fundamental pay of between Kshs. 5,001-8,000.

The discoveries delineate that every one of the respondents concurred that there has been advancement and presentation of kept an eye on guarding administrations incorporate the presentation of various administrations in various firms, for example, the avoidance of unapproved movement or passage, activity direction, get to control, and fire and robbery aversion and recognition. These administrations can be extensively depicted as the security of work force as well as resources. A few firms have presented wandering watch gatekeepers, guardians, and protect their administrations, in this way upgrading development and improvement.
Weakness results in loss of speculation, in this manner compelling the development of the private area and the economy by and large. This lacking misfortune avoidance capacity of the private security firms prompts loss of business openings and loss of income to the nation, accordingly influencing wellbeing and security of people.

5.2 Recommendations

Manned guarding services

The researcher suggested that the security firms should prepare the private security gatekeepers to improve security. Security protects need to react to crisis circumstances in their condition, which incorporate guarantee the wellbeing of people between and inside areas; observing and dealing with the entrance and takeoff of people which can be through the kept an eye on guarding frameworks and vehicles in which in the event of burglaries they can track through the frameworks.

It is additionally suggested that the legislature ought to gain from the experience of different nations in managing PSCs, upgrade the odds of wrongdoers being caught and direct the PSCs. It is essential for the legislature to expel the two-level private security framework that as of now separates Kenyans by economic wellbeing. Rich nationals shield their homes utilizing staff from PSCs and cutting edge safeguards. The working class shapes relationship to together utilize private people for security and the poorest Kenyans are along these lines the unprotected, with the exception of maybe by unstable vigilantes.

Electronic security solutions

From the study it is clear that the use of equipment like CCTV, GPS and RF are very effective in the management of the security not only in the tracking but may as well help in the avoidance stage of disasters destruction. Owing to the employment of young employees to the security sector and with a substandard level of education leaves a gap in the optimum utilization of the security tools.
The employing companies should see to it that they constantly improve on their electronic equipment as well as empower their employees through continued trainings not only physically but also technically.

**Emergency response services**

Response to various distress calls is one of the key roles why private security companies are hired to offer service it could be fire outbreak, burglary, high jacking and many issues needing immediate response. However, this cannot be effective without a collaborative response framework where information is passed accurately and timely. The security companies entrusted in this case should have well set measures to ensure in case of such calls they are able to respond spontaneously. Through experienced leadership and benchmarking, they are able to attain this crucial responsibility.

**Car tracking services**

The car tracking solution to motor vehicle theft as well as routing of cargo while on transit has played a key role in enhancement of security in the private and public sector. With a proper set up of equipment safety is guaranteed however the import of most technological equipment has been too expensive making it abit hard for most people who would need the device hard to afford. Through legislation the cost of importing these tracking devices should be lowered to allow affordability to all.

**5.2 Conclusion**

The examination found the part of the private security organization in Kenya in upgrading the security of Kenya. Among a portion of their approaches to upgrade security in Kenya are: a presentation of various administrations in various firms, for example, the avoidance of unapproved action or section, get to control and fire and robbery recognition and anticipation, present wandering watch and monitor puppy benefits as a component of their administrations extensively depicted as the
assurance of work force as well as resources. From the investigation discoveries it was discovered that private security division has come about into work open doors for some Kenyans consequently improving security in numerous areas and also elevating individuals' lives. Kenyan natives have certainty with the security watchmen to monitor them and their belonging other than depending on open security.

The investigation found that the private security segment in Kenya influences the wellbeing and security of people which consequently decidedly impacts the national security of the nation which the general population security goes for accomplishing. From the discoveries the investigation discovered that the private security part kept an eye on monitor benefit influences the wellbeing and security of people, a sign that private security firm adheres to their order of giving private security to subjects of Kenya supporting the general population security offices in distance wrongdoing.

From the investigation discoveries in-house security elements of the private security area on security and wellbeing impact wellbeing and security in Kenya in that the security monitors are utilized to ensure properties by keeping up a high perception nearness to deflect illicit and improper activities, watching indications of wrongdoing, crises or clutter and if there is any issue, they would know how to manage it. These winds up helping open security distance wrongdoing in the nation. The examination found that the private security area affect wellbeing and security of people.

The study, therefore, concludes that there is role of the private security sector in Kenya and a significant relationship exists between the functions of the private security sector and development of the private security sector in Kenya which influence safety and security to a very great extent.
REFERENCES


APPENDICES

APPENDIX 1: INTRODUCTORY LETTER
The Management University of Africa

I am a student of the management of The management University of Africa, undertaking a Bachelor’s Degree in Management and Leadership. My Research is on “The role of private security companies in enhancing security in Kenya”. A case study of Nine One One Group Ltd.

This questionnaire is aimed at collecting information and is solely for academic purpose and due privacy will be accorded.

Your co-operation will be appreciated.

Yours Faithfully

……………………………………………………………………………

Miss. Janeth Cherono

Date…………………………………………………………
APPENDIX II: RESEARCH STUDY QUESTIONNAIRE
This questionnaire aims at collecting academic information on role of private security companies in enhancing security in Kenya.

Please answer the questions as honestly as possible tickling in the spaces provided. All information shall be treated with confidentiality.

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

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

SECTION A

1. Your age
   i. 22 - 30 years ( )
   ii. 31 – 40 years ( )
   iii. 41 – 50 years ( )
   iv. Over 50 years ( )

2. Gender: Male ( ) Female ( )

3. Level of education from high school
   i. High School Education ( )
   ii. College Education ( )
iii. University Education ( )

4. Gross salary per month regulated by labour and union
   i. A minimum of Kshs. 12000
   ii. Between Kshs. 12,001 to Kshs. 15,000
   iii. Between Kshs. 15,001 to Kshs. 17,000
   iv. Between Kshs. 17,001 and Kshs. 18,000

5. Working hours per day
   i. 8-10 hours
   ii. 10-13 hours
   iii. 13-15 hours

5. Type of Weapon used .....................

6. Nature of uniform (if any) .....................

7. Your position
   i. Manager [ ]
   ii. Supervisor [ ]
   iii. Guard [ ]

8. For how many complete years have you held your current position?
   i. Less than one year [ ]
   ii. 1-3 years [ ]
   iii. 3-5 years [ ]
iv. More than 5 years [ ]

9. For how many years have you worked in the Nine One One Group Ltd?
   i. Less than one year [ ]
   ii. 1-3 years [ ]
   iii. 3-5 years [ ]
   iv. More than 5 years [ ]

10. What is the type of communication adopted at Nine One One Group Ltd?
    i. Vertical
    ii. Horizontal
    iii. Diagonal
SECTION B: LEADERSHIP IN ENHANCING SECURITY IN KENYA

10. The table below presents statements regarding the role of leadership in private security company in enhancing security. Indicate the extent to which you agree or disagree with each statement by ticking on the appropriate column, using the scale below.

<table>
<thead>
<tr>
<th>SA</th>
<th>– Strongly Agree</th>
<th>A</th>
<th>– Agree</th>
<th>N</th>
<th>– Neutral</th>
<th>D</th>
<th>– Disagree</th>
<th>SD</th>
<th>– Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you agree leadership affects the role of private security companies in enhancing security in Kenya?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you agree lack of appropriate leadership style affects the role of private security companies in enhancing security in Kenya?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you agree guiding change affects the role of private security companies in enhancing security in Kenya?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you agree inspiring others is a challenge affecting the role of private security companies in enhancing security in Kenya?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. To what extent do you agree with the following statements regarding security system?

1 – Strongly disagree; 2 – Disagree; 3 – Moderate agree; 4 – Agree; 5 – Strongly agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>The security system respond on time in case of an emergency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staffs have the knowledge to use computerized security system?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff are able to use excel?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff have the ability to manage their emotional intelligence</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff know how to work with their working tools and techniques</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SECTION D: INFORMATION TECHNOLOGY

12. To what extent do you agree with the following statements regarding their knowledge and skills on Information Technology?

1 –Strongly disagree; 2 –Disagree; 3 –Moderate agree; 4 –Agree; 5 –Strongly agree

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do staff have updated information on IT Knowledge on how to use computerized security system?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the security system have the capacity to show accurate information?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do most staff have effective skills to counter cybercrimes i.e. hacking</td>
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<td>Does the security system respond on time in case of an emergency</td>
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</table>

13) How does a manned guarding service affect security system in Kenya?

14.) To what extent do electronic security solutions contribute to enhancement of security system in Kenya?

15.) How does emergency response service affect security system in Kenya?

16.) How does a car tracking service affect security system in Kenya?