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**COLLEGE OF ARTS AND SOCIAL SCIENCES (CASS)
CENTER FOR CONFLICT MANAGEMENT (CCM)**

**THE EFFECTIVENESS OF PRIVATE SECURITY
COMPANIES IN CRIME PREVENTION:
A CASE OF LILONGWE CITY**

**A Dissertation submitted to the University of Rwanda in partial fulfillment of the
requirements for the award of Master of Arts in Peace Studies and Conflict
Transformation**

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DECLARATION

This dissertation document offers an original piece of work that is new and interesting in the field of security. I, Monica Katemba, declare that I am the exclusive author of this dissertation entitled “Assessing the Effectiveness of Private Security Companies in Crime Prevention. A case of Lilongwe City Council”. This dissertation is a result of my own research work and where other people’s researches were used, they have been dully acknowledged.

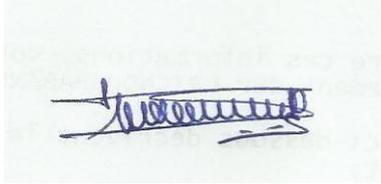
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CERTIFICATION

This is to certify that the dissertation titled “Assessing the Effectiveness of Private Security Companies in Crime Prevention. A case of Lilongwe City Council” was done by Monica KATEMBA under my supervision.



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DEDICATION

I pay homage to God under whose careful and uncompromising protection I enjoy life.

I sought inspiration and owe a great deal to my late parents, Rev. Fr. Alban and Mrs. Ruth Katemba who unquestionably gave all their efforts in raising me in order to bring out the strong woman I am today. These guiding angels taught me that, *he/she that ventures fail not* and made me able to face this world. I cherish every second that we spent together. It pains not to have you around and enjoy the successes of your daughter, keep on resting in peace.

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Considering the intensity of the program, grasping the lectures and reading a variety of notes would not have been possible had it not been the creation of students' discussion groups. My gratitude therefore falls on all my colleagues that we spent tireless moments arguing and brainstorming during our daily undertakings.

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ABBREVIATIONS

CBD	Central Business District
FGD	Focus Group Discussion
JC	Junior Certificate
MPS	Malawi Police Service
MSCE	Malawi School Certificate of Education
SPSS	Statistical Package for Social Sciences
UNODC	United Nations Office on Drugs and Crime

ABSTRACT

This study sought to assess the effectiveness of Private Security Companies (PSC) in crime prevention in Lilongwe City as compelled by their role in ensuring criminal activities are reduced in public places. The Routine Activity theory of criminology informed the study. Specifically, the study intended to determine PSC level of engagement, establish its capabilities and establish the cooperation between PSC and Law Enforcement in crime prevention.

The study adopted qualitative and descriptive research design approaches. Purposive and stratified random sampling were used to ensure proportionate representation of the population. Qualitative data was collected using Focus Group Discussions and interviews from 11 respondents whilst quantitative data was collected using questionnaires from 60 respondents. Analysis was done using thematic and descriptive statistics analysis.

The study findings show that PSC was engaged in a variety of crime prevention protocols and achieved an increase in interception of criminal activities in 2021 as compared to 2020. In addition, they build their capacity through training. PSC was also in the process of developing a close relation with MPS in information sharing, crime mapping and identification of crime hotspots within the city.

The study recommends the development of Private Security Regulatory Framework to enable the implementation of PSC functions within crime prevention bounds, recruitment of graduates who would understand the characteristics of crime prevention, provide a joint crime prevention training with MPS in order to build more trust and confidence with the public.

Keywords: Security, Private Security, Private Security Companies (PSC), Crime Prevention

CHAPTER ONE: GENERAL INTRODUCTION

1.1 Overview

One of the most challenging global observable facts that threaten the livelihood of societies is crime. Quality of life can be compromised if the societal boundaries are infested with criminal activities. The need for crime prevention strategies to mitigate the threats and or risks to crimes in the society is not to be underestimated. This thesis was conducted to assess the effectiveness of Private Security Companies (PSC) in crime prevention using Lilongwe City CBD, Malawi as an area of study. Even though Malawi is utilizing its state law enforcement agents for its public safety, the increase of challenges such as population growth, unemployment and poverty has created an increase in criminal activities within the livelihood.

This study aimed to ascertain the extents related with the effectiveness of private security companies when conducting crime prevention protocols in the communities, in this case, using Lilongwe City CBD. The chapter begins by introducing the background of the issue at hand, setting up the problem statement, presenting the aim and objects of this study, research questions and lastly the significance of the research.

1.2 Background of the study

According to literature reviewed, the industry private security consists of performers who offer security services to the population and material goods through a signed agreement and for a benefit. Universally, according to UNODC (2011), the private security industry is facing a rapid growth, and, when fully accountable and effectively regulated, can valuably contribute to provision of security. On the other hand, the different activities of poorly regulated or uncontrolled private security industry can present assorted governance problems that can be unique in their own way, and in states recovering from effects of conflict, these problems can be an impediment to the building of lasting peace, good governance and sustainable development.

This concern is of great importance because over the past ten years, private security companies have progressively presumed security provision roles which can be described as originally belonging to the state's public law enforcers. This has been so due to increased security demand.

The Police Sector was working as a monopoly of security until 1960s (Maggio, 2009). Conducting policing privately evolved in the 1980s and that is when the private security business sector realized how profitable the investment in security services was (Gill, 2014).

Globally many countries are increasingly outsourcing functions to private security companies which were undertaken traditionally by their national security agents like the police. Additionally, while it is factual that there is great variety of security services provided by the private security companies today, (Santonen, 2017: p585) points out that:

Within security functions, modern security requirements indicate that 'policing' activities very similar to those of the public policing agencies like, crime profiling, identifying vulnerabilities, managing potential crimes, crime profiling, risk reduction, protection of people and property, investigating any breaches of security, collecting information, intelligence and evidence of breaches in the provision of security do occur.

It is worth noting that the security companies that analyze crime statistics, crime trends and their park their vehicles at hijacking hotspots while also responding to customer calls are acting proactively and assisting to prevent occurrence of crime (Sparrow, 2014). Similarly, a security private company that is contracted to deploy guards at shopping centers, banks and industrial area is acting proactively when the company considers trends such as teenagers that are using drugs at night in unlit areas and conducts patrols that result in the youth removing themselves from those areas (Chinwokwu, 2018). Such crime prevention activities and efforts are very important in a security sector.

Analyzing further those similarities of police work to that of private security companies, many private security companies' personnel also drive vehicles and wear uniforms similar to those of law enforcement, (Jaba, 2015). In addition, some functions such as patrols, crowd management, safeguarding buildings, answering to alarm calls or responding to crime reports are very similar to those of state police.

The rapid growth of private security companies and their involvement in crime control is now an acceptable fact globally. In many countries, private security companies have completely taken over the functions of state law enforcement officers. For example, in South Africa, residents in wealthy neighborhoods raise complaints on fading of 'visible' policing within their neighborhoods, such that they mostly only see personnel from private security companies manning street corners or undertaking patrols, while South African Police Services would be in the limelight by their total absence from those needy residential neighborhoods (Singh, 2008).

In Malawi, more than 625 private security companies are involved in providing security services according to the 2020 security report (Lilongwe City Security Development Strategy, 2020) among these, only 45 companies are fully registered and functional. Among the 45, 15 PSC provide their security services in the city of Lilongwe and only 4 were open for to participate in this study.

Although the critical infrastructure protection is the responsibility of public security providers especially Malawi Police Service as established in the Chapter XV Section 153 of the Constitution of Malawi nevertheless due to the fact that the MPS cannot man all critical infrastructures nationwide, the private security companies provide such services (The Constitution of the Republic of Malawi, 2018). Similarly, In Tanzania, there are more than 400 security companies (Gathimi, 2020).

The work that private security companies are performing are well rated and expressed by the public; they have managed to record tremendous successes in their undertakings, however complaints raised in different crime reports question their effectiveness in both capabilities and professionalism in ensuring provision of much needed security (Sidebottom, 2017). This is also compounded by the revelation that to the best of my knowledge, no specific research has so far been conducted to evaluate the efficacy of private security companies in crime prevention in Malawi. Thus, proposal intends to explore that area using Lilongwe City Council CBD as a case study area.

1.3 Statement of Problem

Numerous studies demonstrate that criminal activities are on the increase in many cities globally (Fischer et al. 2012). The risk of criminal victimization of properties, attacks and mugging on populace, violence amongst the populace in cities, theft of goods including abuse of drug is on the rise by the day (Berg & Howell, 2017). Determining the extent to which crime can be prevented and or reduced is an area that calls for empirical research in order to understand what works in terms of strategies (Clarke, 2015).

Most findings from studies conducted worldwide have applauded the cooperation between private security companies and Police in their attempt to reduce and or prevent criminal activities around the cities (Abrahamsen & William, 2011; UNODC, 2011). The studies further note that while it seemed an uphill task for law enforcement to go it alone when fighting crime in cities, the teaming up with PSC in crime prevention is surely contributing positively to the reduction and control of criminal activities in most cities including Lilongwe City CBD.

Furthermore, the rapid growth of PSC and their involvement in many roles of preventing crime has alleviated the mammoth task that law enforcement agencies had in implementing situational crime prevention strategies in cities. However, despite the increasingly positive contribution of PSC to the concept of crime prevention and the obvious public observations of reduction of crime in cities, there has been limited or no study conducted to divulge the extent of effectiveness of PSC contribution in crime prevention.

If this approach is left unevaluated, PSC themselves, CBD stakeholders including the law enforcement will not be able to know the effectiveness of PSC approaches in crime prevention let alone acknowledge the challenges and achievements pertaining to the concept. It is to this effect that this study assessed the effectiveness of PSC in crime prevention; a study which endeavored to understand how effectively the PSC security strategies have contributed in crime prevention and provide the best practices that could enhance reduction of crime in CBDs, using Lilongwe City as a case study area.

Research Questions

- i. What is the level of engagement of PSC in crime prevention concept?
- ii. What is the capability of PSC in implementing crime prevention approach?
- iii. What is the extent of cooperation between PSC and Police in crime prevention?

One way of exploring the effectiveness of security strategies devised by security agents is to analyze common knowledge areas within the scope of study (Ndovim, 2015). For this study, exploring was done by conducting interviews with participants who are actively involved in providing crime prevention policing in Lilongwe City Council CBD. Focus group interviews and questionnaires offered an opportunity to find answers to the aforementioned questions.

1.4 Objectives of the Study

1.4.1 General Objective

The general objective is to assess the effectiveness of PSC in crime prevention. A case of Lilongwe City.

1.4.2 Specific Objectives

- i. To determine the level of engagement of PSC in crime prevention concept.
- ii. To examine the capability of PSC in implementing crime prevention approach.
- iii. To establish the extent of corporation between PSC and Law Enforcement in crime prevention

According to (Creswell, 2015), the purpose of carrying out a research is to review existing knowledge, describe existing problem and then to provide solutions. (Schoonenboom, 2016) stipulates that the objective of any study should be specific in nature. (Creswell, 2015), urges that the objectives of research can be explanatory, descriptive and predictive.

1.4.3 Scope of Study

The study was carried in Lilongwe City Council CBD in Malawi. Lilongwe City Council CBD which is the Capital City of Malawi and centrally located in the Central Region of the country. Lilongwe City is an important transportation and economic hub of Malawi. This City's administration and development fall under the Lilongwe City Council regulations created by law under the constitution of the Republic of Malawi.

The cooperation of PSC and Police provide crime prevention strategies at different levels to help with public safety. Residential break-ins, petty street crimes, mugging, violence, sale of counterfeit and pirated goods are amongst the prevalent criminal activities in the city.

The study focused on assessing the effectiveness of PSC in crime prevention. It sought after the determination of the level of engagement of PSC in crime prevention; determine PSC capability in crime prevention approach and establish the extent of cooperation between PSC and the Police. The research focused on the private security companies in Lilongwe City CBD only.

1.5 Significance of the Study

In studying the effectiveness of PSC in crime prevention, the researcher will achieve twofold outcomes which are significant to the field of security. Firstly, is the theoretical significance that the study will contribute to the existing literature on PSCs especially in the area of crime prevention in Malawi. This study will provide the baseline and information on typologies of crime prevention in Lilongwe City Council CBD and also inspire research in the field by other academicians and researchers. Furthermore, it will act as a reference document to other scholars who would want to engage criminology and security studies especially in studies of crime prevention and PSCs.

Secondly, the findings of this study will enhance the understanding of the public safety policy makers on dynamics and strategies of crime prevention approaches. This will lead to the designing of appropriate crime prevention intervention that will enhance the reduction of criminal activities and improve public safety. Additionally, the study will reveal, the challenges,

if any, of Police working with wide range of PSC and provide suggestions on how the challenges identified can be overcome.

1.6 Organization of the Study

The research report encompasses five chapters. The first chapter designates the overall introduction which was the fundamental subject matter under study. The second chapter discusses literature reviewed in line with the topic being studied and its objectives. It specifically looked at the empirical review, theoretical review and conceptual framework. The third chapter of this study presents the methodology of this research. The fourth chapter presents the results of the research and discussion. Lastly, chapter five summarizes the results, conclusion and recommendations.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction and Rationale

The main rationale of the study was to assess the effectiveness of Private Security Companies as they contribute assortment of security strategies to prevent crime within the designated area. This chapter examines the literature relevant to the research general objective. Specifically, the empirical review was based on thematic studies that relate to this study and are relevant to the involvement of PSC in crime prevention. Additionally, the conceptual framework was used to explain the interaction of different variables of the study.

2.2 Definition of Concepts

This section presents empirical studies on different concepts used throughout the study which include Security, private security, crime prevention and private security companies.

2.2.1 Security

According to Bamidele et al., (2016), “security is a phenomenon that is inevitable in every human beings’ life”. Due to human needs and wants, nature of life, culture, beliefs people believe in staying and socializing together as a result security becomes a necessity to them. The same security was defined by Cunningham et al., (1990) as “any category that includes work, employees, resources used, and their need to have safety and security”. The notion of both the private and public security agencies aim is to meet and actualize the security need. This outlines the significance of safety and security in human civilization. According to Abrahamsen and Williams (2016), the privatization of security was previously compelled by the increase in the demand for the service and the need to fill the existing gap that came due to inadequate resources and personnel to counter the increased insecurity in different countries.

In the past decades, security services were only vested in the public police who were mandated and entrusted by their constitutions to protect life and property but due to increase of the crime rates and inability of public security services to deliver quality services and protection, there has been expansion and booming of PSC to offer complimentary services (Ndovi, 2015)

2.2.1 Private Security

Different writers do not agree as to what private security constitutes as a result different definition have been adopted in prior research. Some of the definitions tend to focus on the tasks that are carried out, the influence that profit and clients has on them, and the inclusion products

and services offered by them like installation of equipment, manufacturing and distribution (Cunningham et al., 1990). In one of the studies, RAND showed private security as any type of private institutions and individuals that provides one or various types of security-related services, including security guard services, foot or vehicle patrols, investigation, providing alarms, lie detection and armored transportation (Lerer, 2007). According to this study, the most common function among all the above-mentioned services is crime detection and prevention. Bottom and Kostanoski (1983) defined these private security as institutions that provide protection against not only crime but also threats like unethical practice, accident and error, therefore any private security broader definition must include physical, information, and employment-related to security. In addition, it should indicate that those providing security related services are provided by self-employed individuals and privately funded business organization and entities.

Modern broad definition according to (Youngs, 2014), private security is defined as a wide variety of institution that provide security guard services, investigative services, Corporate Security services, bank escorts using armored car businesses and many more which have personnel who are armed or unarmed, the service are either on contract or in-house, some are registered and regulated while some are not. Some of the security services offered by security organization include:

- a) Physical security -This normally addresses physical measures aimed at safeguarding people and property by preventing all the unauthorized access to facilities, buildings, equipment, facilities, material, appliances, machines and documents; and safeguarding these areas and things against security incidents (ASIS International, 2009), information, and employment-related.
- b) Information security – Includes safeguarding created, stored, process data and transmitted via automated information systems while maintaining confidentiality and reliability. Information communication systems security personnel are developed procedures and safeguards used to protect clients from hackers and other unauthorized efforts to access data, unauthorized entry, cybercrime, identify theft, computer viruses, software piracy, fraud and other threats to information systems (Dempsey, 2008)

According to Nsibambi (2014), “private security is security services provided to clients by non-State agencies”. Nsibambi alluded to the fact that growth of private security in most parts of Africa is due to governments' inadequacy of capacity and funds to provide proper security to citizens. South Africa and Uganda represents many other African countries ranked as the third

world and struggling in funding the basic social welfare programs. Private security thus comprises any security and related services being offered by any other entity other than the State. This is based on the fact that the provision of security is considered one of the core functions and the characteristics of a government from the earliest eras of monarchs to the modern times when democracy is the order of the day.

2.3 Crime Prevention

According to the general understanding of crime prevention in literature, most theorists look at crime prevention as an involvement of activities by an individual or group of people, public or private, which tries to curb or mitigate crime before it occurs or before any additional activity results. Further, these theorists use a public health model to distinguish between primary crime prevention (universal), tertiary crime prevention (known offenders) and secondary crime prevention (at-risk).

Oxford dictionary defines crime prevention as; “the adoption of measures intended to mitigate or deter criminal activity, especially by implementing programs to inhibit potential offenders or to enhance the security of potential targets”. Another definition of crime prevention from other theorists is that “it is a combination of all private initiatives and state policies, which apart from enforcement of criminal law, are aimed at the reduction of damage caused by acts which are defined as criminal by the state” (Van Dijk & de Waard, 2009: p130).

However, a comprehensive definition of crime prevention is offered by UNODC as: Crime Prevention is made up of different measures and strategies that seek to mitigate the risk of committed crimes occurring and the possible and potential harmful effects on individuals and society, including fear of crime happening, by intervening to influence their multiple causes (UNODC, 2011)

This assertion by UNODC resolution suggests that governments have the responsibility to incorporate any planned crime prevention and mitigating strategies because not only will these strategies mitigate crime rather they will also offer promotion to societal safety and hence their contribution to the sustainable development of entire country. There are many benefits associated with putting in place appropriate crime prevention strategies amongst which are enhancement of quality livelihood of citizens, reduction of associated costs to formal criminal justice system and many other costs that may result from crime being committed.

2.4 Private Security Companies: As an Actor in Crime Prevention

Today, private security Companies are responsible not only for protecting many of the nation's institutions and critical infrastructure systems, but also for protecting intellectual property and sensitive corporate information. Private security companies (PSC) are businesses that provide security services on a for profit basis to paying customers (Mkutu, 2007). They normally come in a great variety of forms from small local businesses to large multinational corporations and are hired by members of the public, other businesses, and also the state. Due to the demand of their services, PSC services has increased significantly over the past decades and PSC employees now outnumber public security forces in a significant number of countries (Muchira, 2005). Their services that can be contracted include security guards, protecting people or property and regulating access to private property or commercial premises; conducting online and in-person surveillance and investigations (private detectives); improving site security through physical measures (such as locks, fences, surveillance equipment, etc.); and providing security training for state security services or other PSC.

PSC are also often contracted to supplement state security providers, such as working with police in public order and crowd control tasks at large public events or guarding critical infrastructure; working in penal institutions with prison services or providing logistical support; working with border authorities in immigration or border management; or working with intelligence agencies in supplying open-source data and analysis or cyber security services. Although they often work hand-in-glove with the state security sector, PSC have no special powers of law enforcement or state authority, and their work is restricted to the tasks that they are contracted to perform.

Globally, studies have conducted research to find out the different security services provided by PSC in the public safety area. Findings show that there has been a great assortment of explicit security services provided by these private security companies (Dixon & Rauch, 2004). The findings indicate that there exists, across the board, policing activities that the private security companies provide very similar to those of the public policing institutions to include managing security risks (potential crime), risk (crime) profiling, risk (crime) analysis (identifying vulnerabilities), risk reduction, investigating any breaches of security and collecting information/intelligence as well as evidence of breaches in the provision of security and the protection of assets, property and people (UNODC-UNHabitat, 2011)

According to (UNODC-UNHabitat, 2011) analysis of crime prevention approaches in urban areas, it is observed that private security companies serve the narrow interests of a contracting

clients or organization while public policing similarly serve the interests of individuals or the wider public at large, however both entities share the same aim to mitigate crime and prevent client losses (victims of crime or theft of property/security breaches).

Another study by Rynn and Page (2005) who wanted to find out functions of PSC found that it was very clear that some of the functions which are very important in safe guarding peoples' lives and property in the society such as securing premises, patrols, responding to alarm calls or crime reports and crowd management are very similar for both forms of policing.

2.5 Empirical Review

It is imperative to understand that the literature review portrays how the research being undertaken relates to other previously conducted studies. Furthermore, according to (Long, 2014), it elucidates the research question's distinctiveness and significance, including how the study varies from others.

Dixon and Rauch (2010) studied the origins of private security companies. Using content analysis, it was shown that private security companies have been involved in different crime prevention since many ages that their counterparts thus the public police. The study found that during the feudal period, there was no public police service that could be contacted when people sought security and safety of their property, life and livelihood. Thus, groups of people called vigilantes were involved in protection of communities and businesses from various man-made threats. Thus, it can be established that private security elements may be used to safeguard public safety.

In another study, Abrahamsen and William (2011) who wanted to find out the number of private security personnel found out that between the 1950s and 1960s saw a boom in the number of personnel employed by the private security companies. Using document analysis, their study findings suggested that the escalation of criminal activities and the increase of security threats to businesses, livelihoods and government activities have caused private security companies to flourish into the present day. The study concluded that globally, the private security industry employees far outnumber law enforcement officers.

Maggio (2009) investigated how private security companies responded to criminal activities in designated areas. Using crime statistics and trends, they found that this accrued data could be used to identify hijacking hotspots where now they would park their policing vehicles in order to proactively prevent crimes from occurring. Using these findings, security companies that are contracted to post guards at shopping centers around different towns and cities are acting

proactively when they consider trends such as teenagers using drugs at night in unlit areas of the centers and conduct patrols that result in the youth abstaining themselves from bad behavior in those areas. Such activities can be an important part of efforts to prevent and mitigate crime.

Setola (2011) in a study to assess the efficiency of performance of PSC in crime control in South Africa found that private security companies were more efficient and effective in crime control duties than their public security counterparts. This research using a mixture of questionnaires and in-depth interviews found out that the efficiency and effective of security guards in controlling crime was regarded as 'fairly good' by 43% and 'very good' by 28% of the respondents. A total of 80.7% of respondents believed that it was a 'good thing' that the private security industry was increasingly taking up some policing and public protection functions of which previously entrusted to state police.

PSC bring into the corporate security environment an assortment of security resources which have a progressive impact in crime prevention. As observed by one study (Abbas, 2017), PSC globally invests much in security technological advancement which helps them to interact with their clients. This helps PSC to understand better the needs of their clients and develop goods and services according to those requirements. The study acknowledged that by developing this customer care approach, PSC are able to incorporate a much-needed safe working environment which is productive to different workplaces. In this regard, PSC is able to provide security technological advancement solutions including CCTV, biometric identification, metal detectors and vehicle tracking devices which are essential in protection of assets.

It can be summarized, therefore that, globally studies have conducted research to find out the different security services provided by PSC in the public safety area. Findings show that there is a great assortment of explicit security services provided by private security companies (Dixon & Rauch 2010). Using an assortment of data collecting techniques, the findings indicate that there exists, across the board, policing activities that the private security companies provide very similar services to those of public policing institutions to include managing security risks (potential crime), profiling, analysis (identifying vulnerabilities), risk reduction, investigating any breaches of security and collecting information as well as evidence of breaches in the provision of security and the protection of people and their assets/property.

2.6 Theoretical Perspective

Routine Activity Theory (RAT)

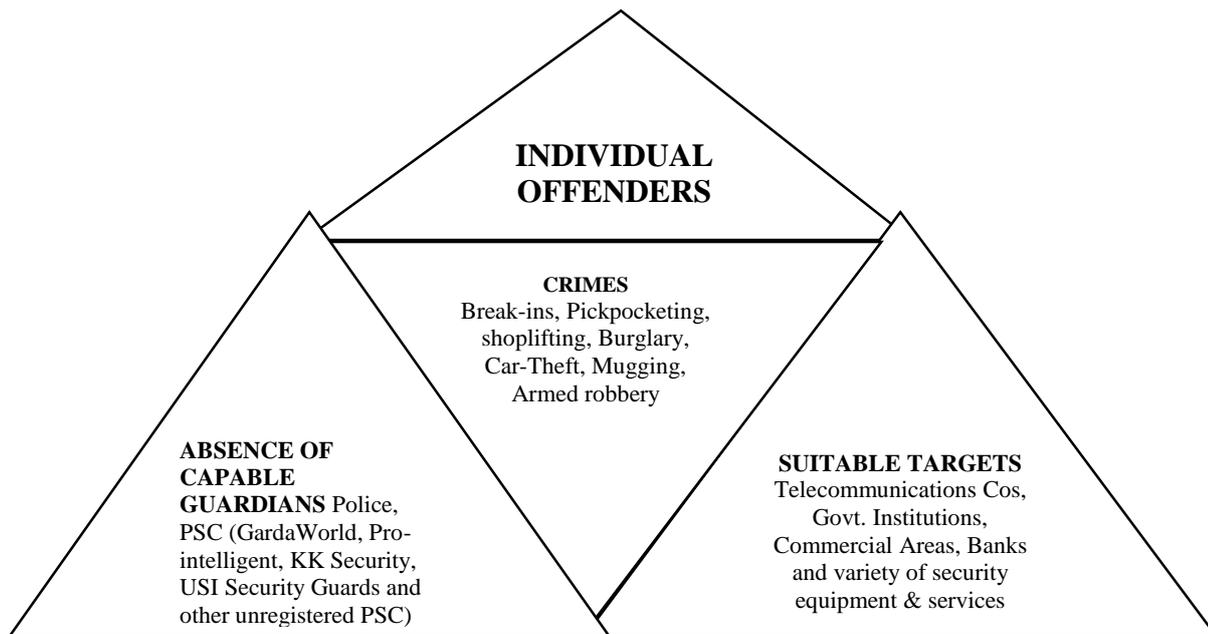
Routine Activity theory is one of the environmental criminology theories that provide a unique contribution to the understanding of how crime happens from an offender's point of view and

the prediction on how offenders reacts to blocked opportunities (Clark, 1979). According to Clarke (1993), PSC are described as “potential guardians who have responsibility of controlling behavior of clients and offenders within a specific place and time which proves the existence of a relationship between this theory and the research topic”. Much as the there is this relationship and the study adopted this theory, it has some shortfalls as pointed out by Reynald and LeClerc (2017). The theory has several shortcoming including the assumption that all criminals are rational human beings who can make rational decisions before engaging in criminal activities and that crimes are situational events that depend on the offender’s personality. The theory overlooks the situations where kids (especially street kids) are used by adults and habitual criminals when committing the crimes and yet these kids cannot reason like adults nor even understand the consequences that comes with committing a crime.

Besides this, the theory can be looked at positively and be of importance to security service providers especially PSC, this study adopted it for different beneficial reasons. The theory states that a crime will only be committed when the following linked elements are present in any given space and time and at least one of them is altered: “the presence of someone who is a motivated offender, a target that is accessible thus someone or something that the likely offender is attracted to offend against and the absence of capable guardians that could intervene and deter potential offenders from committing a crime by their mere presence” (Wilcok et al., 2003).

Guardianship is broader as it does not only mean police who prevent crimes but also often means the presence of ordinary people that can prevent crime (Osgood et al., 1996). Capable guardians are formal or informal and have a human element attached and include people such as Police, security guards who can be formal and deliberate, any security devices monitoring if someone is committing a crime like CCTV, environmental factors such as locks and fencing around homes, vigilant staff and co-workers, neighborhood watch and neighbours who are informal and inadvertent guardians as illustrated in the diagram below:

Figure 2.1 Theoretical relationship between Crime, Offenders and Guardians



Source: Researcher's data collected from the field

Figure 2.1 Theoretical relationship between Crime, offenders and Guardians

Figure 2.1 indicates the relationship that exists in the security environment where crime links individual offenders, targets and guardians. Individual offenders commit crimes like: break-ins, pickpocketing, shoplifting, burglary, car theft, mugging and armed robbery because they see suitable targets which are accessible like: government institutions, commercial areas, banks and variety of security equipment, objects and services and the absence of capable guardians in City like the mentioned private companies would contribute to increase of criminality, therefore there is need for PSC to increase their level of engagement, upgrade capability for their interventions to be effective.

The exploration of this theory allows security providers to identify hotspots where criminal activities are likely to be concentrated and be able to deter or prevent crime when a motivated offender has selected a target (Cohan & Felson, 1979). A guardian can be present but ineffective, for example, a guard might be present at a hotspot but may not be aware on how to be an effective deterrent or have no sufficient training. The most effective crime prevention strategies will focus on all three of these elements.

Therefore, if PSC are fully engaged, empowered in terms of their capabilities and cooperate effectively with Police then there is a likelihood of protection of the targets and deter offenders according to the theory terms. This means, with the effectiveness of PSC, crime prevention may be achieved.

2.7 Conceptual Framework

There is a growing body of literature connecting Situational Crime Prevention strategies and crime in the corporate environment. Situational crime prevention is a primary reliable prevention measure as it is directed at mitigating criminal activities before they occur. This thought is intended to focus on decreasing different crime opportunities rather than dealing with the characteristics of criminals committing the crimes or any potential criminals.

The conceptual framework of this study describes the expected relationship between the independent variables (Situation Crime Prevention Strategies) and the dependent variable (Effective Crime prevention outcomes such as Safer Cities). The independent variable affects dependent variable (Safer Cities).

Figure 1 exhibits the conceptual framework for this study.

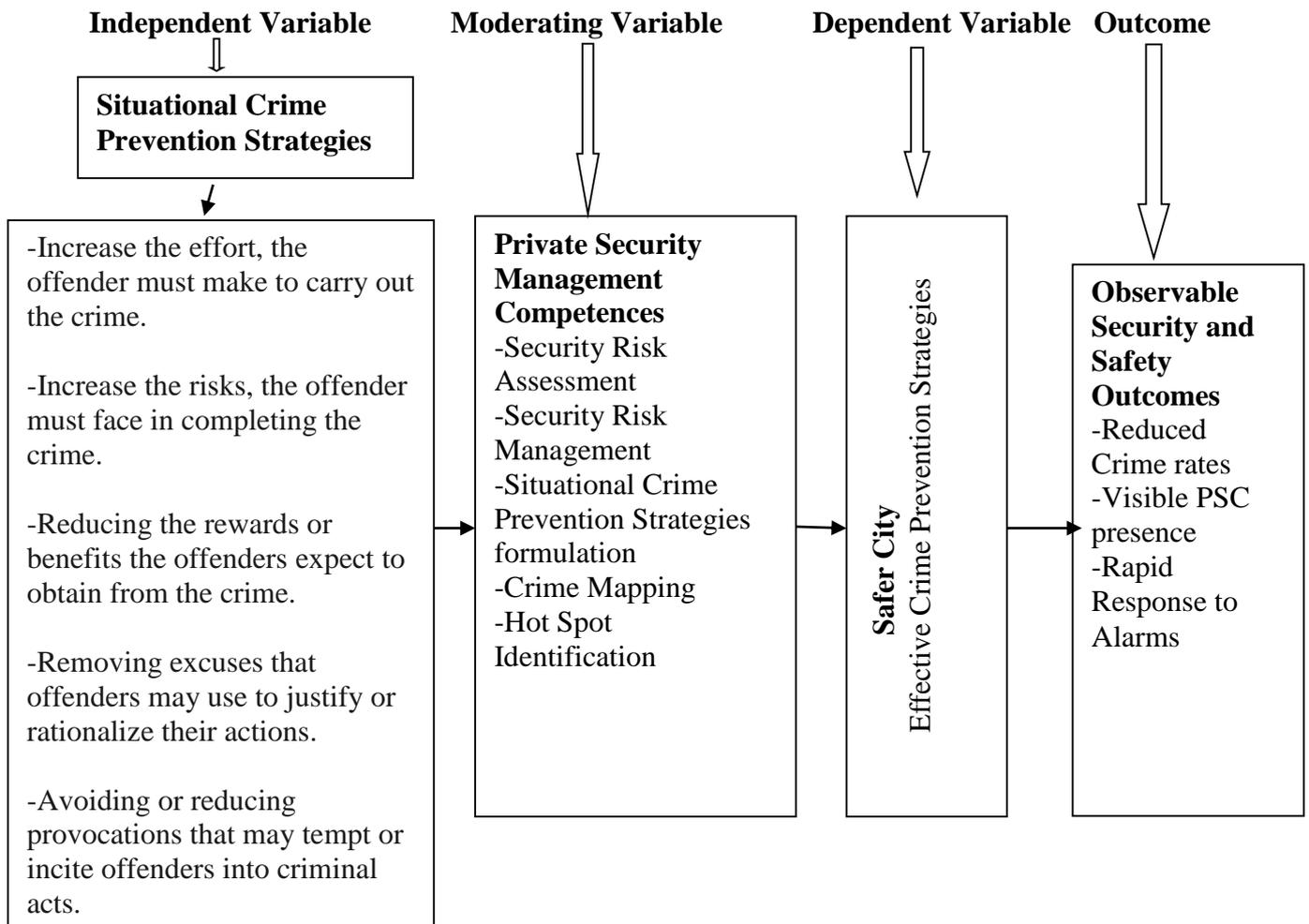


Figure 2.1: Conceptual Framework

Figure 1.1, the conceptual framework of this study shows the relationship existing between the three variables namely the Independent Variable (IV), the Dependent Variable (DV) and the

Moderating Variable (MV). In this illustration, the researcher is suggesting that the Independent Variable, which includes attributes as depicted from Situation Crime Prevention Strategies which has a premise that there is a relationship between a situation and some attributes related to criminal activities. Clarke (2011) argues that by removing these criminal attributes proactively, criminal activities will be reduced, deterred or prevented.

The illustration in Figure 1.1 further shows that in order to achieve a Safer City, which is the Dependent Variable in this study, it shall depend on how competent and knowledgeable PSC is in managing crime prevention attributes. PSC needs to ensure that the crime prevention strategies being implemented are measurable amongst some factors. Outcomes of a Safer City includes observable aspects like reduced crime levels, visible PSC and Rapid Response to Alarm systems. As can be seen from the illustration, the researcher clearly shows the outcome that could be achieved if the Dependent Variable is linked to Moderating Variables. In this regard, outcomes can only be achieved if PSC is knowledgeable in areas such as managing risk, situation crime prevention, crime mapping and Hot spots identification.

The independent variable highlighted in the conceptual framework is directly linked to the Routine Activity Theory. The theory argues that that the occurrence of a crime is likely if there is a motivated offender and a suitable target, with the simultaneous absence of a capable guardian. The susceptibility of the offender's target depends on how well it can be taken and concealed and its value relative to its concealability. To be a capable guarding and intercept offenders before they reach the target, PSC need to come up with achievable crime prevention strategies that would increase risks of the offender to commit crimes as they will need to put in much effort to unlock the available hardened target and then the Lilongwe city will be a safer city.

The theory also depicts that crime rates in a specific place time depend on the constantly changing lifestyles and behaviours of the population (Cohen and Felson, 1979). To effect the strategies and hide the target, the PSC need to have competences in security risk assessment, be able to re-formulate crime prevention strategies according to situation and carry out crime mapping then identify all hotspots. With these in place, crime rates will reduce, there will be visibility of PSC and the Companies personnel will be able to respond rapidly to the security alarms there by making the services offered to prevent crime offered be effective

In summary, hereto, the researcher through this conceptual framework is showing how different variables are interlinked to show direction of the researcher.

2.8 Identification of Research Gaps

The reviewed studies indicated practical evidence on the connection between PSC involvements in crime prevention in the society. However, a number of research gaps were identified. Firstly, there is situational gap where the reported studies are not conducted in Malawi's context. It would be unrealistic to generalize the findings of these studies to the local context given the different environments in which different countries operate. The current research thus sought to bridge the gap by focusing on Malawian context.

Almost all studies reviewed presented conceptual gaps since they did not focus on the concepts in the current study (Abrahamsen & William, 2011; Dixon & Rauch (2010; Setola, 2017; Sparrow, 2014). The current study intends to address the research gaps by determining the effectiveness of Private Security Companies in crime prevention.

2.9 Summary of Literature Review

The chapter reviewed both empirical studies pertaining to the area under study. The review sought to look at how previous writers defined crime prevention, the actors in the crime prevention area, approaches to crime prevention including the conceptual framework used in the study which also showed the linkage between the independent and dependent variables. Finally, identification of research gaps from reviewed studies was presented.

CHAPTER THREE: METHODOLOGY

3.1 Introduction

The methodology chapter presents a picture of how the study was approached in order to assess the effectiveness of PCS in crime prevention. It presents the plan of the research that is, the research design, how data was collected, the participants involved and the data analysis technique used to analyze the data in order to come up with the findings of the study.

3.2 Research Design

Research design, according to (Orodho, 2004) is a plan or an outline used to generate responses to research problems. The study was carried out through a descriptive research design. (Creswell, 2015) defines descriptive survey research design as a “design that describes a phenomenon or characteristics that are associated with a subject population, estimate the proportion of a population that has these characteristics and discover associations among different variables and alludes that descriptive studies are easier and simpler to conduct”. Best and Kahn (2012) confirmed that descriptive survey is an appropriate design for assessing management matters for it uses both qualitative and quantitative information which allows for a blend of both arithmetical measurements and in-depth exploration. According to Schreiber and Asner-self (2011) descriptive design method is applicable in collecting background information especially when the researcher has minimal opportunity to motivate or influence respondents’ responses. The strength of the design is its ability to study, describe, explore and analyze relationships among the respondents included in this study.

The study was conducted in Lilongwe City in Central Region of Malawi which was used as the area of the study. The city is the largest among the other three cities; Blantyre, Mzuzu, and Zomba and it represents a sample for the study. The descriptive data was collected using questionnaires, Focus group discussions, interview schedules and documentary analysis. The questionnaires comprised both open and closed questions, which were preferred to take care of the illiterate respondents and who questionnaires posed a challenge. Focus Group discussion and Interview schedules were used on the 5 Senior Police officers from the Criminal Investigation Units at Police Headquarters, 4 Operation Managers from Private Security Companies and 2 Operation Managers from Lilongwe City Council in order to compliment and triangulate the study. The researcher followed up to collect the filled questionnaires as they were returned by the respondents. Additionally more control was gained by the researcher over the administration of FGD and interview schedules; hence eliminating bias recording by

obtaining clarifications from questions which were not clearly answered. According to Bryman (2001), more than one research tool can be used in descriptive research.

Data that was obtained from the field of study was edited and cleaned to ensure accuracy, completeness, and comprehensibility and coded for ease of analysis. Study data were analyzed using both descriptive and inferential statistics with the aid of the Statistical Package for the Social Sciences (SPSS) version 23 for windows. Descriptive statistics was computed to summarise and explain data and was presented in the form of frequencies, percentages, and mean. Qualitative data derived from open-ended questions was thematically presented in narrative forms and tables.

The design helped the researcher to acquire precise information on effectiveness of PSCs in the crime prevention in Lilongwe City, CBD. The selection of this method is ideal as the study was carried out in a limited geographical scope.

3.3 Study Location

The study was carried out in the City of Lilongwe which is the capital of Malawi since 1975 and has a population of 1,122,000 (National Statistics census, 2020). It is the largest city in and is a main administrative centre as it is the hub economic (agriculture) and transportation activities. Government head offices were also relocated in this city from Blantyre as a result, since 2005, the city has been witnessing high urbanization rate (Weir et. al., 2019). The city is divided into 4 sectors (Old Town, City Centre, Kanengo and Lumbadzi) and hosts a large area of green space including Botanic gardens and the Lilongwe Wildlife Reserve located at the centre of the city. The research focused on selected PSC that are plying in cooperation with Police because most of their functions are on crime prevention. The PSC alone provides with over 3500 employees.

The PSC particularly provides security services to Government institutions, commercial areas, banks, research institutions, hotels and telecommunication firms with a variety of security equipment and services. Since the city is an administrative, industrial, commercial and residential setup, making it prone to social problems such as crimes (KRI/NIPPON Report, 2020), criminal activities in Lilongwe City CBD such as pickpockets, vehicle robbers, carjacking, residential burglary and armed robbery, can be described as critical (Manda, 2021). As the country is undergoing economic turbulences, crime remains a concern that has necessitated the partnership between PSC and law enforcement agents –The Police. According to Police Reports on crime - KRI/NIPPON Report (2020), the increase in the number of crime incidents reported in Lilongwe City and the serious negative effects to the residents is a reason

enough for necessary and immediate action such as crime prevention strategies to be taken. It is against this back drop that this study sought after determining the effectiveness of PSC in crime prevention in Lilongwe City Council CBD.

3.4 Sampling Procedure

Mugenda & Mugenda, (2003) defines sampling as “the process by which a relatively small number of individuals, object or event selected and analyzed in order to find out something about the entire population from which it will be selected”. The study combined purposive sampling and stratified random sampling to arrive at the sample population. The first stage of sampling was stratified sampling which was used to ensure representation from different respondents, PSC security guards and managers, Police officers and the Lilongwe city council who formed the sample size to ensure that the PSC officers from the 4 PSC were represented in the same proportion that they existed within the population and also to incorporate other offices involved in private security provision in the city of Lilongwe. Creswell and Creswell (2017) defines stratified sampling as a probability sampling in which the researcher divides a finite population into strata, then randomly select final subjects. sub-populations and then applies random sampling techniques to each subpopulation. Creswell (2014) explains that “a sample of 20 - 30% of the accessible population is adequate for purposes of generalization of findings from the sample onto the entire population from which the sample was obtained”.

The advantage of stratified sampling is that by selecting a part of the subject on which measurement is being taken in a population, conclusions may be drawn about the entire population. This method is also economical and time saving. Simple random sampling was applied to identify respondents from each of the 4 PSC. Being descriptive research, the study involved assessing attitudes, opinions, and responses of PSC towards crime prevention. FGD and interview schedules respondents were selected using purposive sampling. Maxwell (1996) defined purposive sampling as a type of sampling in which particular settings, persons, or events are deliberately selected for the important information they can provide that cannot be gotten as well from other choices.

3.5 Target Population

The target population is the group of individuals that the intervention intends to conduct research on and draw conclusion from (Creswell, 2015). Sekaran and Bougie (2013) describes target population as the population constituting of individuals sharing similar characteristics. Malawi Chamber of Commerce and Industry (MCCI, 2001) reports that it has over 8750

commercial businesses depending on PSC crime prevention interventions in Lilongwe City CBD.

Target population consisted of PSC security guards and managers operating in Lilongwe, Senior Police Officers from Crime Investigation Unit (CID), and Lilongwe City Council Security Managers. The accessible population included 15 PSC operating in Lilongwe City. Purposive sampling was used to identify 4 PSC (Gardaworld, Pro-telligent, KK Security and USI Security) who participated in the study on the premise that they were the only PSC that were fully registered, licensed, and permitted to operate and thus more willing to participate in the study hence providing the study population. purposive sampling is a form of sampling where individuals are selected to participate in research based on a specific purpose (Creswell, 2017). These 4 PSC were the only ones which were fully registered and licensed to offer private security services. The target population involved 700 PSC security guards and managers drawn from the 4 PSC, Police and City Council. The above-mentioned PSC were believed to have adequate information to fulfill the assessment of their effectiveness in crime prevention. Table 1 shows the distribution of the target population.

Table1.1: Sample Size

Sn Category	Population	Sample Size	Sampling Technique
1. Police Crime Prevention Dept	50	5	Purposive
2. City Council Security Manager	20	2	Purposive
3. PSC Operations Managers	40	4	Purposive
4. Gardaworld Security Guards	250	25	Stratified
5. Pro-telligent Security Guards	150	15	Stratified
6. KK Security Guards	100	10	Stratified
7. USI Security Guards	100	10	Stratified
Total	700	71	

Source: Researcher (2022)

3.6 Study Sample Population.

The sample population was selected from a diverse security fraternity of the Lilongwe City Council CBD comprising of the Police – Crime Investigation Department, PSC and Lilongwe City Council security management which is slightly above (N) =700. The researcher used the conventional rule of thumb to establish the sample population. According to Kothari (2004), the use of a conventional rule of thumb is that the sample size (n) should be 1/10th of the population size (N). To achieve a determined representation of the population under study, it

was important and necessary to consider the effects of non-responses while attempting to reach out to broad views of the population. Therefore, this researcher deliberately over-sampled in order to obtain a desirable sample size (Kothari, 2004).

Respondents were grouped into two categories—managerial thus Police Officers managing the Crime Prevention Department at Area 30, Lilongwe City Council management comprising of Operations manager and Security Manager and PSC management comprising of Operations Managers from selected companies (GardaWorld Security, KK Security, Pro-telligent Security and USI Security). The second category comprised of selected PSC security guards who are involved with daily security crime prevention activities—and were picked to accommodate diverse viewpoint that could be evaluated. Key respondents who are identified as being from the private and public security and general managerial category were assumed to be the appropriate population for a focus group discussion and ensuing data being more valid and easier to generalize. In an attempt to reach a broader view, the sample population also involved security documentary analysis (n=1), the Police (n=5), Lilongwe City Council (n=2), PSC Operations Managers (n=4), Security Guards thus Garda world (n=25); KK Security (n=10); Pro-Telligent Security (n=15) and USI Security (n=10).

Purposive and simple sampling techniques were used to select respondents that constituted a representative sample of this descriptive study in Lilongwe City Council CBD setting. The researcher formulated this selection criterion after considering the fact that the sample should have some crime prevention protocols background knowledge. Figure 1 summarizes features of the respondents of the study sample.

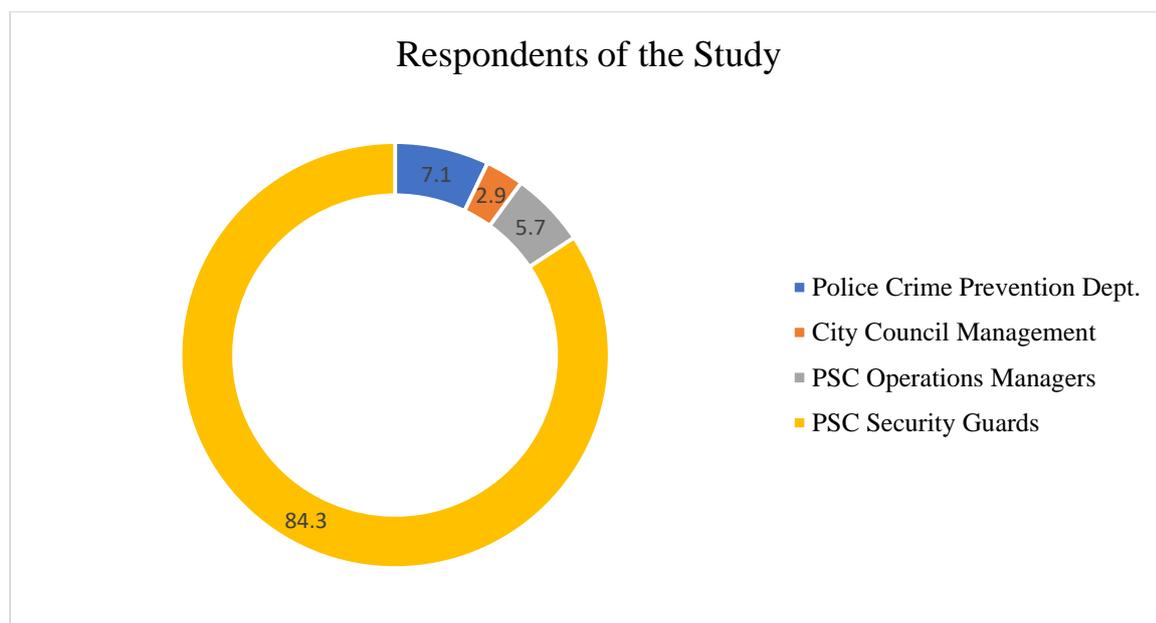


Figure 3.1: Respondents of the Study

Source: Researchers primary data, December 2022

3.7 Data Collection Measures

3.7.1 Development of Research Instruments

The study used both quantitative and qualitative data. Primary data was collected using self-administered questionnaires. The questionnaire was made up of structured questions which had four parts; first part collected the respondents' demographics and the other parts gathered information with respect to the research questions. The survey consisted of 5 multi-choice questions and 10 questions that the respondents had to answer with a 7 –point Lickert scale. The aim was to conduct the survey with security guards (n=80) selected within the PSC on respective company premises in Lilongwe from 23rd -25th January 2022 between 10:00 through 15:00hrs. The set of questionnaires (Appendix 2) was created for PSC security guards to assess their opinions, beliefs and attitudes toward the crime prevention strategies and practices. The questionnaire covered a range of research-related topics within the research questions.

To test the soundness of these questionnaires, they were first pilot-tested on eight security guards who were not among the respondents in the study sample. After the questions were answered, the researcher asked the respondents for any suggestions or any necessary corrections to ensure improvement and validity of the instrument. The pilot study highlighted a single issue – many questions were too closed and requiring refinement. The researcher employed direct methods to evaluate the representation of the sample and identify the nature and extent of any bias by making 'further follow ups' (Bryman, 2005). This was done to ensure that there was completeness, accuracy, relevance, consistency and uniformity of the data collected.

The participants (security guards) were defined as individuals who have security background knowledge and have worked on crime prevention protocols with PSC. Questionnaires were administered to security guards of Garda World (n=25), KK Security (n=15), Pro-telligent Security (n=10) and USI Security (n=10). Participants were given an hour to fill in the survey anonymously and a total of 60 questionnaires were distributed to study participants. The questionnaire had both closed and open ended questions in order to enable effective data collection filled in the questionnaire.

Additionally, in order to obtain a better insight into the effectiveness of PSC in crime prevention in the City of Lilongwe, qualitative data collection instrument was also done using focus group discussions and semi-structured interviews to designated authorities. Participants in this category were as follows, Police Offices deployed with Crime Prevention Department (n=5), Lilongwe City Council security management (n=2) and PSC Operations Managers (n=4).

These participants were presumed to possess a wider knowledge of the subject matter being researched. Interviews and focus group discussions were conducted in secluded offices identified within respective premises and lasted 25 minutes each and answers were recorded by note-taking. Police Officer interviewee (n=1) and PSC Operations Manager (n=1) preferred not to be interviewed but accepted to participate in the focus group discussion. The planned focus group discussion and semi-structured interviews and were also used to find in-depth information in order to corroborate the findings from the questionnaires (Annex w).

Due to the investigative nature of this research, documentary data analysis tool was believed to be another appropriate method of data collection at this stage. It was presumed that taking advantage of the authorization to work with both the Crime Prevention Department of the Police and also interacting with PSC Operations Managers would yield positive results to go through crime statistics records, situation reports, movement orders and incident reports. Most notable was the collection of such information which would help augment the data collected with other methods, since the researcher would compare the relationship between crime rates at different periods when the PSC was involved in crime prevention. During this exercise, the researcher was accompanied by the crime records keeper and Archives assistant at PSC offices.

3.6.2 Data Gathering Procedures

Mugenda and Mugenda (2003) suggests that data collection technique is a vital part of gathering data and meaningful for data analysis. To initiate the data collection technique, an introductory letter was formulated and acquired from the university thus authorizing the collection of data. Being an employee of national security agency, The Malawi Police Service, the researcher sought authorization from the Inspector General of Police through the Director of Training to conduct interviews and Focus Group Discussion (FGD) with relevant police officers in the Crime Prevention Department and also prepared a similar authorization letter to seek audience with authorities of PSCs management. Interview guides were drafted in preparation for focus group discussions and semi-structured interviews with the Police, Lilongwe City Council managers and PSC Operation managers.

Questionnaires which were self-administered were distributed to security guards of the identified PSCs. Response time to respond to the questionnaires was calculated at an hour. This was made in this way to enable the targeted participants have enough time to go through the questionnaire, understand the questions set and provide responses. The researcher emphasized the need for anonymity however moved around to ensure that all questionnaires were distributed.

3.8 Data Analysis Methods

According to Sekaran and Bougie (2013) there are several objectives of conducting data analysis among which is to answer research questions. In this regard, after gathering data using different instruments, it was checked adequately for reliability and clarification. Thematic analysis was adopted to analyze the data collected on the major themes identified in the main study issues to facilitate in answering the research questions.

Further quantitative techniques were use where the findings were presented in forms of frequency distributions pie charts and tables while qualitative techniques were incorporated in the study to facilitate description and explanation of the study findings. In so doing, this created good understanding of the study findings.

The Excel program was applied to analyze data gathered from the instruments used and then data was exported on to the SPSS software for further analysis. The researcher used the services of SPSS software to analyze data into percentages, means and standard deviations. The software also assisted in reviewing completeness and coding especially data gathered through questionnaires. It was appropriate to use this program as it can produce a wide variety of charts and basic descriptive statistics.

However, respondents may have answered some incorrectly or not answered all the questions. Consequently, incorrect answers, unanswered questions and misunderstood instructions resulted in missing data and may have caused small data inconsistencies or errors. This researcher relied on academic experience gained over the years of study and the literature reviewed during the study to present the data in various ways through various interpretations.

3.9 Validity and Reliability of Results.

Validity concerns the question of whether the findings can be proven true with reference to the problem being investigation. Various determinants of validity exist including accuracy of information, methodology followed, description of the data collection instruments used and the fairness in reporting the research findings (Saunders, 2007). He further suggests that researchers may use multiple sources of evidence as the way to ensure construct validity.

The current study used multiple sources of evidence such as focus group, questionnaires and documentary evidence. Secondary data were drawn from reliable and trusted sources such as scholarly journals and reference books. Reliability concerns the consistency of the results of the study, were it to be replicated. According to (Yin, 2003), triangulation increases the reliability of the data and the process of gathering it.

3.10 Ethical Concerns

This researcher was fully aware of several ethical concerns in this research study, which accordingly encompasses the nature of the organization being used as well as human subjects designated to the study. (National Advisory Board on Research Ethics, 2009) acknowledges that anonymity is an ethical, practical and epistemological issue. (Yin, 2003) concurs with this acknowledgement and asserts that ethics in research are related to the ethical norms that in all phases of the research design the researcher should consider. With this knowledge, this researcher obtained approval from the university research authorizing office, the MPS Research and Development Office, management of Lilongwe City Council, PSCs including consents from all participants involved.

The researcher additionally upheld the strong ethical standard of keeping the gathered data with confidentiality whilst using it for academic purposes only. This information was put forward to the participants and presented it in an unprejudiced manner.

3.11 Limitations of the Study

During the implementation of this study, various limitations emerged. Being a very security sensitive area, although being assured of confidentiality, some of the participants were uncertain in divulging information. Nevertheless, it was the time for the researcher to use her tact and alleviate the predicament by guaranteeing the participants of confidentiality and anonymity. The researcher further assured the participants that all the data that was collected would be used for academic work only. The study was limited to selected MPS officers, PSCs and management of Lilongwe City Council CBD only.

3.12 Summary of Chapter Three

This chapter presents a research methodology and that it used qualitative methods. It also covers research design and target audiences, lists of data collection tools and analysis methods. Data in this study was collected using interview and focus group guides guidelines, questionnaires and document analysis. Interviewing protocols and questionnaires were used to obtain data. Thematic analysis was used to analyze qualitative data, whereas descriptive and conventional statistics were used to analyze quantitative data. The next chapter will present the research findings and discussion

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

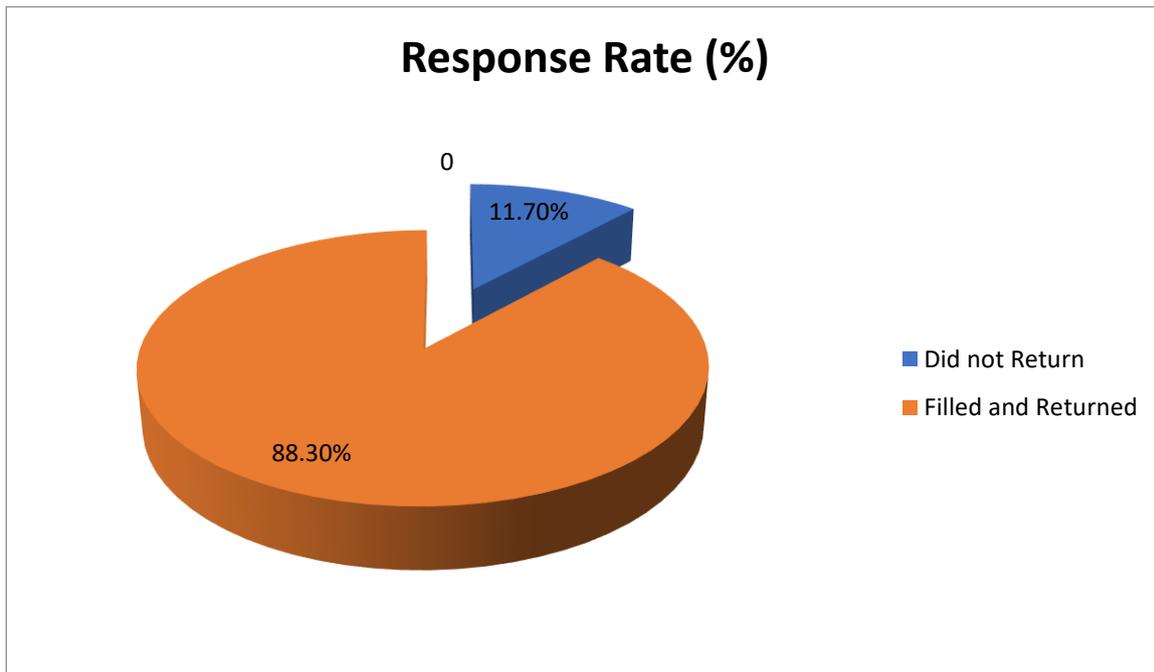
4.1 Introduction

This chapter presents the analysis and discussion of the findings of the study. The general objective was to assess the effectiveness of PSC in crime prevention using Lilongwe City Council as a case study. The results are presented in accordance with the research objectives. 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. The chapter starts by providing results on demographic information of respondents then questionnaire response rate. Each objective is explained and presented based on quantitative data obtained. In addition, qualitative findings, according to the study objectives, are thematic analyzed. Lastly, a discussion of the findings is provided.

4.2 Questionnaire Response Rate

The researcher distributed 60 questionnaires to the selected respondents within the Private Security Companies (PSC). Out of those 53 sample respondents filled in and returned the questionnaires while 7 respondents did not return the questionnaires contributing to 88.3% response rate. As observed by Creswell (2015), a study response rate of 50% or higher suggests excellent in most circumstances. This implies that respondents were motivated to carry out the study and also that the collected information was sufficient to carry the analysis. However, this high response rate could be attributed to the data collection procedure that the researcher employed. She personally administered the questionnaires and waited for respondents to fill in and picked them once fully done. The response rate demonstrates a willingness of the respondents to participate in the study.

Figure 4.1: Response Rate



Source: Researcher (2022)

4.3 Demographic Information

This segment analyses the characteristics of the respondent of the study sample. This includes gender, age, academic qualification and years of experience with PSCs.

4.3.1 Gender of the respondents

The study wanted to find out the gender of the respondents. According to the findings, 74.3% (n=52) of the respondents indicated that they were male while 25.7% (n=18) of the respondents indicate that they were female. The results were as presented in Table 4.2.1 below.

Table 4.1 Gender of Respondents

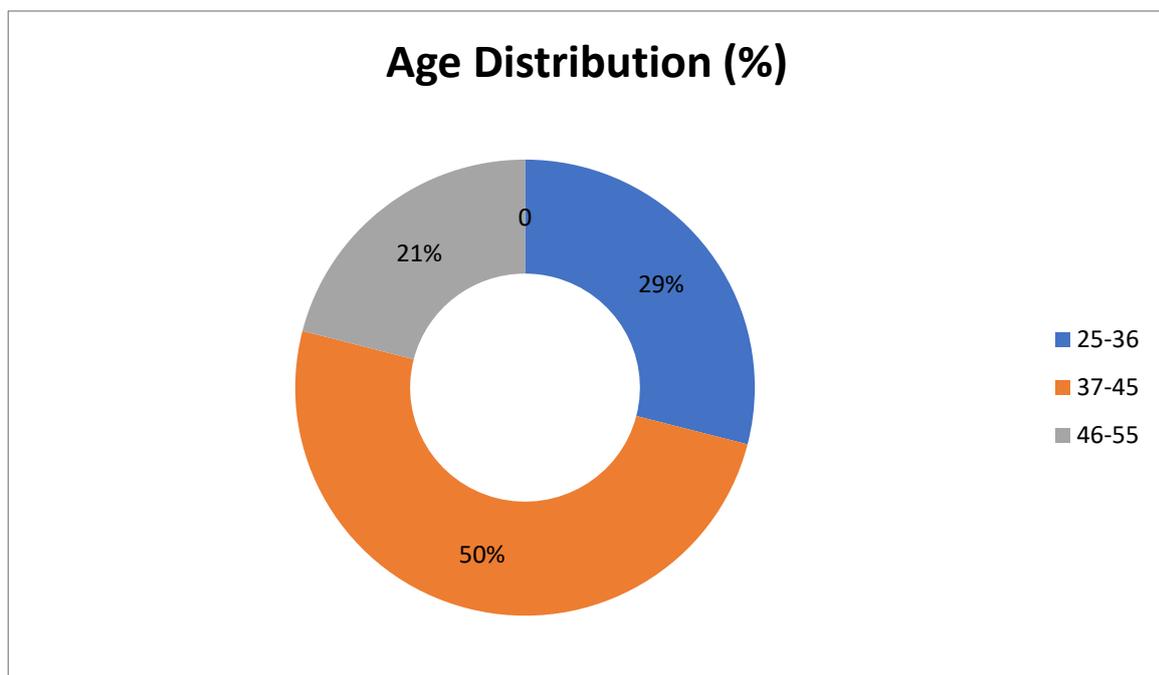
Gender (n)	Police	City Council	Garda world	PSC Mgt	KK Sec	Pro-telligent	Sec	USI
Male 52 (74.3%)	4	2	16	4	10	8	7	
Female 18 (25.7%)	1	-	9	-	4	2	3	
Total (n=70)	(5)	(2)	(25)	(4)	(14)	(10)	(10)	

Source: Researcher (2022)

4.3.2 Age Bracket of the Respondents

The study reveals that 50% (n=35) of the respondents were aged between 37 and 45 years, 29% (n=20) of the respondents signify that they were aged between 25 and 36 years while 21% (n=15) of the respondents indicate that they were aged between 46-55. These findings suggest that the majority of the participants taking part in the study were middle age and elderly. This implies that these were experienced security persons who could have given the relevant information to the study. The outcomes were shown in Chart 4.2.

Figure 4.2: Age Distribution of Respondents

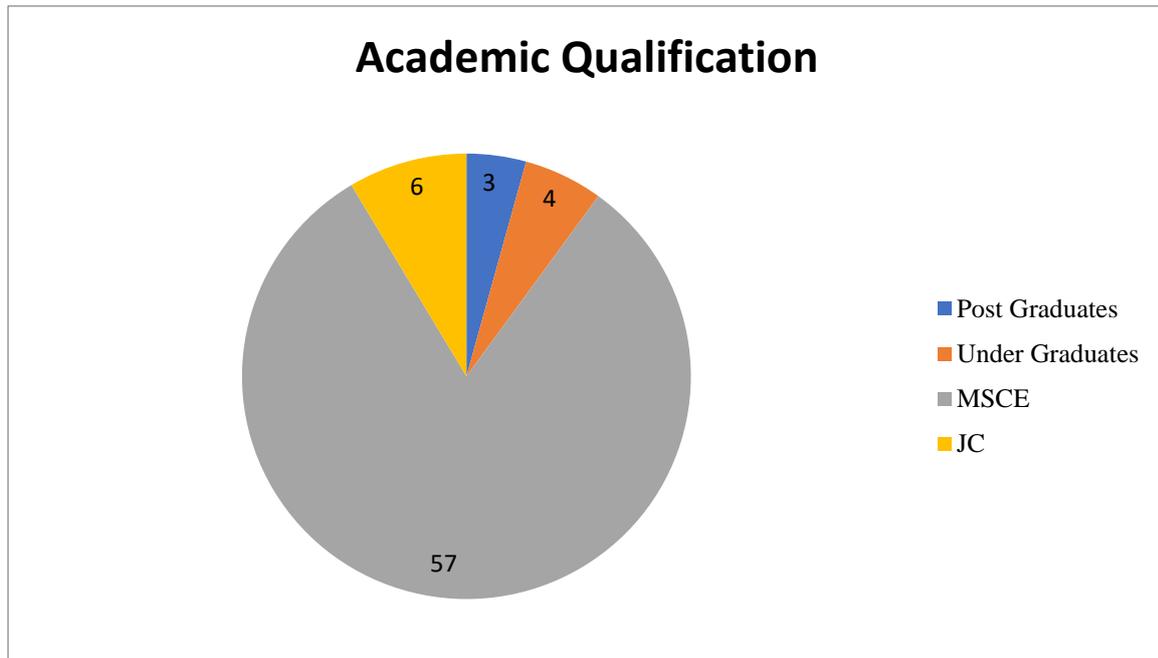


Source: Researcher (2022)

4.3.3 Academic Qualification

The study results reveal that, 4.3% (n=3) had acquired post graduate degrees while 5.7% (n=4) of the respondents indicated had acquired under graduate, 81.4% (n=57) had Malawi School Certificate of Education (MSCE) and the remaining 8.6% (n=6) had Malawi Junior Certificate (JC). These levels of distribution of academic qualification indicate that the respondents could give respondents that would be of mixed factual content. However, this was good because it suggests the reality of employment within the field under study. The results are as captured in Chart 4.3.

Figure 4.3: Academic Qualification of Respondents

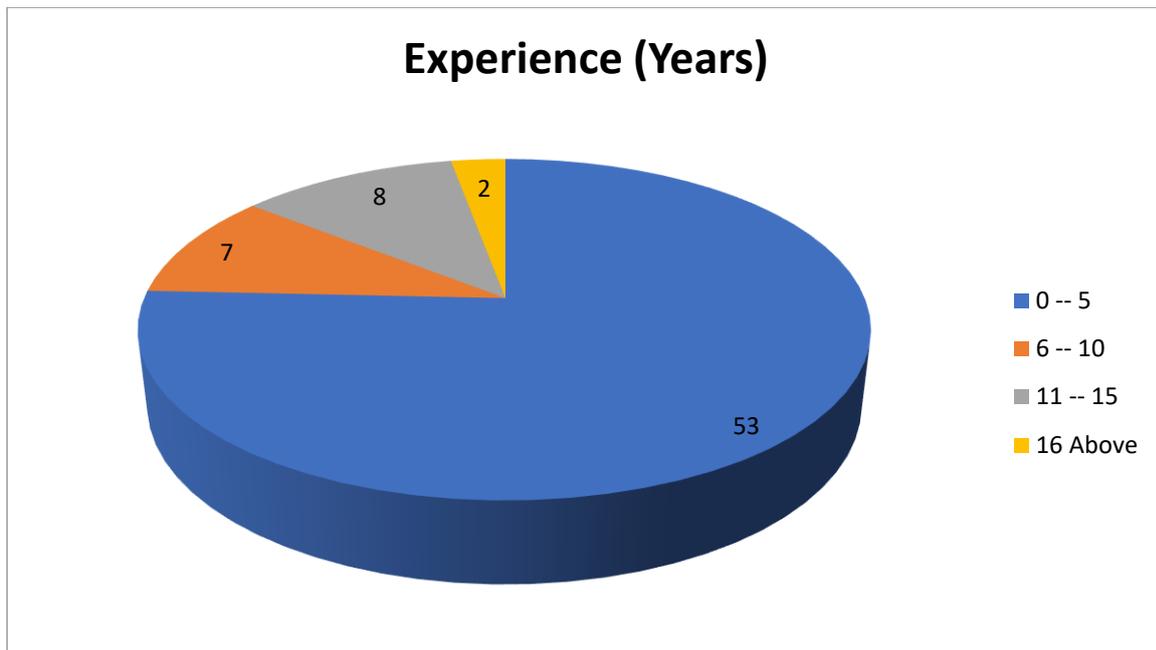


Source: Researcher (2022)

4.3.4 Experience of Respondents in Crime Prevention

It was very pertinent that the study seeks to know the experience that respondents have in the matter under study thus crime prevention. The study results reveal that 37.1% (n=53) had experience of between 0-5 years, 4.9% (n=7) of the respondents had 6-10 years' experience, 5.6% (n=8) possessed experience of 11-15 years and 1.4% (n=2) had experience of more than 16 years. According to these findings, it implies that there could be a mixture of ideologies accrued in implementing crime prevention strategies gained over years from different security agencies. The results are shown in Chart 4.4 below.

Figure 4.4: Experience of Respondents in Crime Prevention



Source: Researcher (2022)

The reflection of demographic data interestingly reveals some contrasting issues that are questionable as regards understanding, effective implementation and reinforcing efforts by PSC security personnel in crime prevention activities. The study found that while the PSC management (n=3) (4.3%) has post graduate qualification and at least 5.7% (n=4) other undergraduates, the highest qualification in the PSC security guards n=57 (81.4%) and 8.6% (n=6) was MSCE and JC respectively. This has an impact in understanding the complex issue of crime prevention.

Demographic results also reveal that within the security fraternity, the security experience gap, especially in crime prevention is too wide as noted of PSC management which is 1.4% (n=2) 16 years and over; 5.6% (n=8) possessed experience of 11-15 years against 57.7% (n=53) PSC security guards who have 0-5 years' experience. The gap is notably very wide in both the experience and tacit knowledge of the subject at hand which inevitably would make it difficult to understand and implement the framework of crime prevention strategies.

4.4 Focus Group Discussion

In this study, focus group discussion generated data as general field notes acquired during the discussion. Informed consent of the participants and assurances of confidentiality was sought

and given. Sample for the focus group was chosen to reflect those segments of the population who will provide the most meaningful information relative to the study objectives.

The purpose of the researcher was to guide the discussion from topic to topic, probe and encourage discussion and ensure that all participants contributed their views. Note that due to the sensitivity of the discussion, the researcher was allowed to take along with her one assistant who would help with recording data. This activity invited all participants from MPS Crime Prevention Department (n=5), PSC managers (n=4) and Lilongwe City Council Security Manager (n=2). Notably, only one MPS participant failed to attend the discussion due to other duties.

At the start of the discussion all participants were encouraged to introduce themselves to the group. For the most part the discussion followed the structure intended, although at some points participants wandered off the topic. They were always led back to the broad topic under discussion, but if the point they were making was relevant to one of the other issues under investigation they were allowed to make some statement before being led back. Finally, notes made by the assistant were reviewed and final selection of quotations which seemed to illustrate key themes was made, and this is reproduced in this section.

The following questions were posed in the focus group discussion.

Theme 1: Level of engagement of PSC in crime prevention concept

(Gill, 2014), states that there are several security activities that PSC carry out in their quest to prevent crime. Understanding the level of engagement of PSC in crime prevention concept would entail firstly to break the ice for the FGD thus to understand the key characteristics of criminal activities and places being targeted by PSC in crime prevention program in the City of Lilongwe, CBD. With this regard, most of the interviewees at the FGD described the PSC'S security operational activities in crime prevention as follows: "Key characteristics of criminal activities that makes PSC engage in crime prevention protocols include petty theft, burglary, Car theft, shoplifting, vandalism, assault and armed robbery" FGD 1 - PSC

On the same question, an interviewee identified as FGD 3 – MPS informed that: Mostly these are carried out within the city congested areas, commercial shopping areas, residential areas and transportation areas. PSC at management level is engaged with MPS Crime Prevention Department in areas such as security and crime status briefing and cash in transit operations FGD 1- PSC. PSC security personnel is engaged in a variety of operations including standing guards, Rapid Response Units, Cash Escort and foot patrols" FGD 2 – PSC. PSC has registered positive achievement in its operatives. Our records suggest that there is a significant reduction of criminal activities owing to our engagement in

several crime prevention operations carried out”. FGD 3- PSC. I concur with this statement by our fellow Officer from PSC management that since the inception of a helping hand from PSC, MPS Crime Prevention Department has recorded a decrease of some crimes where the presence of PSC are in operations” FGD 2 – MPS.

The researcher sought to understand if there was any regulatory framework that the PSC and or the MPS was applying to ensure that PSC and MPS were controlled and their activities in terms of crime prevention measured for effectiveness.

An interviewee identified as FG 2 – PSC was quick to inform that: “In fact the entire process of PSC registration is conducted under the watchful eye of the government. However, no regulatory body exists that could enforce aspects like training, use of force policies, ethics and conduct and so forth” FGD 2-PSC.

It was also learnt from the MPS interviewee coded FGD 3 – MPS: “The government is yet to formalize the regulatory framework for PSC. Currently, the MPS is the main enforcer of most activities carried out by PSC in crime prevention. That is the reason PSC is seen working together with MPS in most aspects” FGD 3- MPS.

Theme 2: The capability of PSC in implementing crime prevention approach

Training has a number of functions relate to security. It plays a role in capability building for PSC security workforce because it enables them to understand, share knowledge and skills necessary to carry out their work. Training of security personnel also help to build trust and relationships at all levels of operations.

Through this question, the researcher sought to establish the ways how PSC management are incorporating training as one way of capability building of their functions within the MPS crime prevention protocols. Responses came from three participants (n=1) (MPS) and (n=2) (PSC).

An interviewee FGD 2-PSC explained their involvement in capability building as follows: At various levels of command, PSC management plan and develop capability building through training of security personnel in different aspects pertaining to crime prevention approaches. These include normal guard training services, Alarm monitoring, Investigation, CCTV monitoring, Armored transportation, pre-employment screening, manning physical security, Applied crime prevention management, security risk management, threat assessment and rapid response operatives” FGD 2-PSC.

Another PSC interviewee designated as FGD 3-PSC clarified and added the following: “Additionally, PSC at management level, is in the process of developing a close relation with MPS as regards information sharing, analyzing crime mapping data and identification of crime hotspots within the city” FGD 3-PSC.

An interviewee from MPS supported the PSC managers by informing that: “MPS is supporting the works of the PSC within their jurisdiction. It is in the processes of developing protocols that would enhance liaison between MPS and PSC; It is also developing cash on transit operations guidelines and training of Canine handling” FGD1-MPS.

Theme 3: The extent of cooperation between PSC and Police in crime prevention

The study sought to establish the perception of the FGD participants on the extent of cooperation between PSC and MPS. Studies have shown that the partnership between these two entities, if well managed, could produce fruitful security output. The researcher posed questions regarding this cooperation by exploring areas such as establishing the level of information sharing with the police, consultations on security issues, material resource sharing, joint operations as well as presence of formal cooperation with the police in crime prevention.

There was an overwhelming response from the participants when this questioning area was raised. However, the responses indicated that although PSC security management strived hard to ensure that their operations were objective, some short comings emerged from their cooperation with MPS. Therefore, it was deemed that getting cooperation from MPS to understand and create a room for working together remains a daunting challenge in crime prevention operations.

FGD 2 – PSC in his attempt to be open narrated that: To be frank, our cooperation with MPS is not that perfect meaning there are some areas that needed to be ironed out if crime prevention strategies put in place are to be effective” FDG 2 – PSC.

It was then an interviewee from MPS identified as FGD 2 – MPS who submitted and said: There has not been much in terms of moving forward in line with the cooperation between us the MPS and PSC as regards crime prevention. It’s true, much needs to be done” FGD 2 – MPS.

Having understood the narration from different parties within the FGD, the security manager of Lilongwe City Council, CBD concurred with the information and came in to say: “I concur with these two observations that as a member of Lilongwe City Council security management, I have not participated in a forum that included all security agents present here to discuss issues pertaining to public safety of our city. Indeed, there is need to strengthen this cooperation”, FGD 1 – Lilongwe City Council.

The Focus Group Discussion findings reveal a hidden phenomenon that could affect the effectiveness of the crime prevention approach outcome. Some studies have reiterated (Sidebottom, 2017) and (Setola, 2017) that, in order to achieve effective crime prevention

approach in a designated area, there must be trust and confidence in both parties implementing the strategies. These studies have informed that PSC and the Police both can contribute an assortment of knowledge, knowhow and skills pertaining to their field of work.

The findings from the engagement level of PSC and MPS suggest that the MPS management is not comfortable to share pertinent crime information like “Crime hotspots”, analyze crime statistical data, accommodate resource sharing and training in some operatives which are crucial attributes in effective crime prevention management. This observation is cemented when discussing the cooperation between PSC and MPS in crime prevention where FGD 2 – MPS revealed that: “There has not been much in terms of moving forward in line with the cooperation between us the MPS and PSC as regards crime prevention. It’s true, much needs to be done”
FGD 2 – MPS

To summarize the findings gathered from the FGD, it should be accepted is that in effect these days public and PSC serve similar interests. While PSC security serve the narrow interests of a contracting organization or client and the Police the interests of the wider public at large, both broadly aim to reduce crime and prevent client losses (victims of crime or security breaches/theft of property). In essence then both aim to maintain order and protect their respective clients. Accordingly, the role of PSC and public policing has become increasingly blurred.

4.5 Documentary Analysis

The researcher supplemented the focus group discussion and questionnaires with gathering and analyzing documentary materials generated through monthly crime statistics by PSC which compared criminal activities around their designated areas and engagements over periods of 10 months 2020 through 2021. Note that attempts to acquire MPS criminal statistics proved futile as the researcher was denied access. Nevertheless, the main intention of collecting this data was to explore criminal activities reported intercepted through various crime prevention strategies by the PSC security operatives around their designated areas within the City CBD. Table 4.2 shows data which was recorded from monthly crime statistics from March 2020 through December 2021. The Figure 4.5 illustrates the findings of the comparison between criminal activities intercepted through crime prevention strategies over the two-year period.

Table 4.2: Comparison of Crime Statistics of PSC Interceptions

	Period (months)										Mean
	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
2021	60	64	76	75	76	78	77	83	85	86	76
2020	73	70	70	71	70	72	68	67	67	68	69.4

Note: 2021/2020 denotes PSC crime prevention interceptions (Patrols, CCTV monitoring, Cash Escort, applied crime risk management, threat assessments) on criminal activities (Office thefts, unauthorized access, misuse of property, property theft, shoplifting, disclosure of information, forced entry, burglary, collusion to steal, mugging, assaults, vandalism and theft from vehicles).

Source: Researcher data analysis (2012).

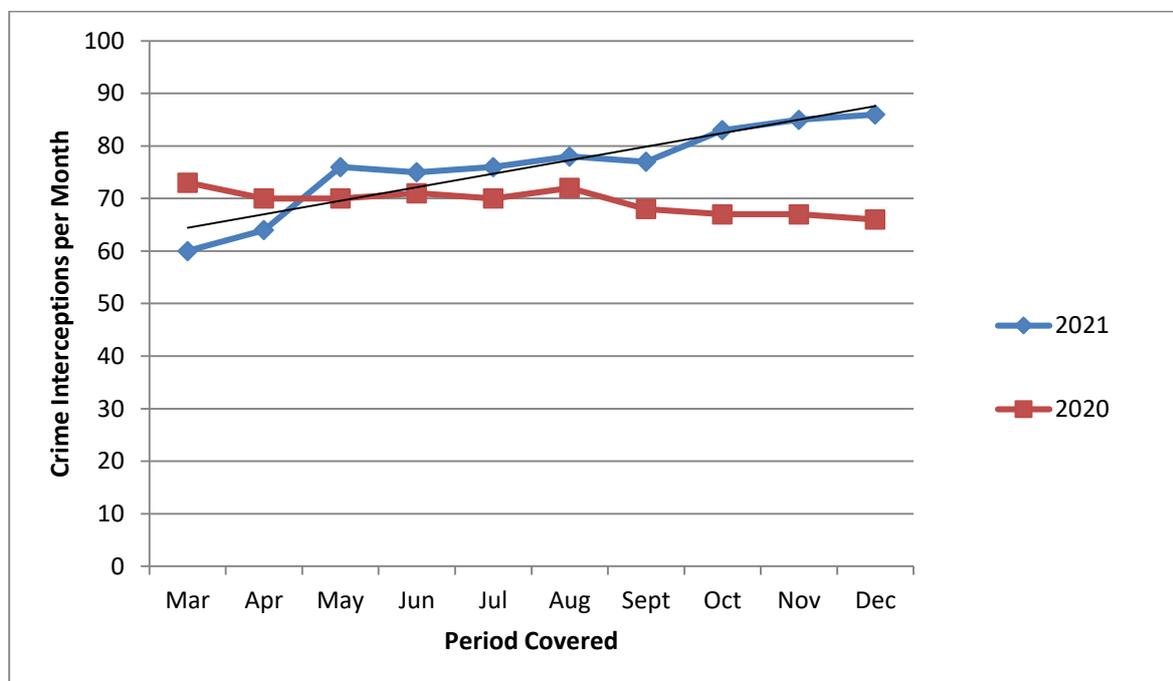


Figure 4.5: Comparison of PSC Crime Prevention Interceptions

Source: Researchers primary data analysis (2012).

Findings from the documentary analysis indicate that there is an increase in criminal activities intercepted by PSC security operatives in comparison with the same over the same period in the 2020. In 2002, PSC crime statistics recorded 60 cases of PSC security interceptions against 73 in the month of March year 2020. In 2004, there was an increase of intercepted cases thus 76 against 70 in May. By the year December 2021, PSC security intercepted 86 cases against 67 in 2020.

This finding concurs with that of (Setola, 2017) who in his study that assessed the efficiency of performance of PSC in crime control in South Africa found that private security companies

were more efficient in crime control duties than their public security counterparts. Likewise, (Sidebottom, 2017) observed that although private security companies are performing well, their capabilities and professionalism in ensuring provision of much needed security is paramount.

It can therefore be seen that although PSC is actively doing much to intercept criminal activities, there is a need to reorganize and or revitalize the cooperation between PSC and public security thereby effectively control criminal activities to a manageable level. Fig 3 above show how, despite much effort by PSC to intercept crimes in the City of Lilongwe, criminal activities are still on the rise.

4.6 Descriptive Analysis

This study was aimed at assessing the effectiveness of PSC in crime prevention. This section presents descriptive findings related to the research objectives. The researcher sought to determine, through descriptive analysis, the level of engagement of PSC in crime prevention; find out the capacity of PSC in implementing crime prevention approach and lastly establish the extent of cooperation between PSC and MPS in preventing crime in Lilongwe City CBD. The descriptive include frequencies, percentages, mean and standard deviation.

4.6.1 Determining the Level of Engagement of PSC in Crime Prevention

The first objective for this study was to determine the level of engagement of PSC in crime prevention in Lilongwe City CBD. The researcher outlined several statements that best describes their engagement in crime prevention. The results were presented in table 4.6.

Table 4.3: Level of PSC Engagement in Crime Prevention

Level of PSC engagement in Crime Prevention	Number and Percentage of Respondents					
	Very High	High	Average	Low	Very Low	Total
Information sharing with MPS	3(5.7%)	6(11.3%)	7(13.1%)	14(26.4%)	23(43.4%)	53
Briefing on Crime Status	4(7.5%)	7(13.2%)	11(20.8%)	22(41.5%)	9(17%)	53
Security Briefing prior to Cash in Transit operations	2(3.8%)	3(5.7%)	10(18.9%)	27(50.9%)	11(20.8%)	53

Security Training on Crime Prevention protocols	1(1.9%)	2(3.8%)	8(15.1%)	12(22.6%)	30(56.6%)	53
Resource sharing with MPS	3(5.7%)	5(9.4%)	29(54.7%)	7(13.2%)	9(17.0%)	53

Source: Researcher Data Analysis (2022)

In outlining several statements pertaining to how PSC engages in this modern crime prevention approach, the research wants to understand the areas that PSC would use to effectively carry out its mandate of contributing to crime prevention in the City of Lilongwe. Studies have shown the PSC brings with it numerous attributes to the field of crime prevention (Bourne, 2004). However, the effectiveness of these strategies will depend on its interaction with the public security management.

Respondents, who were PSC security personnel, when asked to comment on the information sharing with MPS eluded that this was at a very low level (n=23(43.4%)), likewise it is evident from the responses that not enough effort is made to ensure that briefing on crime status is made known to PSC operatives (n=27(50.9%). It is also observed from the responses that although PSC endeavors to implement crime prevention strategies, there is not adequate security training in that regard (n=30(56.6%).

A study by (Sidebottom, 2017) and (Abrahamsen &William, 2011) specified that improved security networks contribute to the coordination of quality crime mitigation services between private security companies and public security. As is observed from the findings of this study, there is inadequate understanding between the two security agents to enable achieving effective crime prevention in the City of Lilongwe. This observation can also be related to one response from FGD MPS whose response was: “There has not been much in terms of moving forward in line with the relationship between us the MPS and PSC as regards crime prevention. It’s true, much needs to be done”, FGD 2 – MPS, suggests that there is inadequate support from MPS.

In line with the engagement aspects of PSC in crime prevention concept, the researcher wanted to know if the PSC security involvement in crime prevention made any impact in reducing criminal activities within the designated areas in the City of Lilongwe CBD. Responses are shown in diagram Figure 4.6 below.

Figure 4.6: PSC Involvement in Crime Prevention



Source: Researcher Data Analysis (2022)

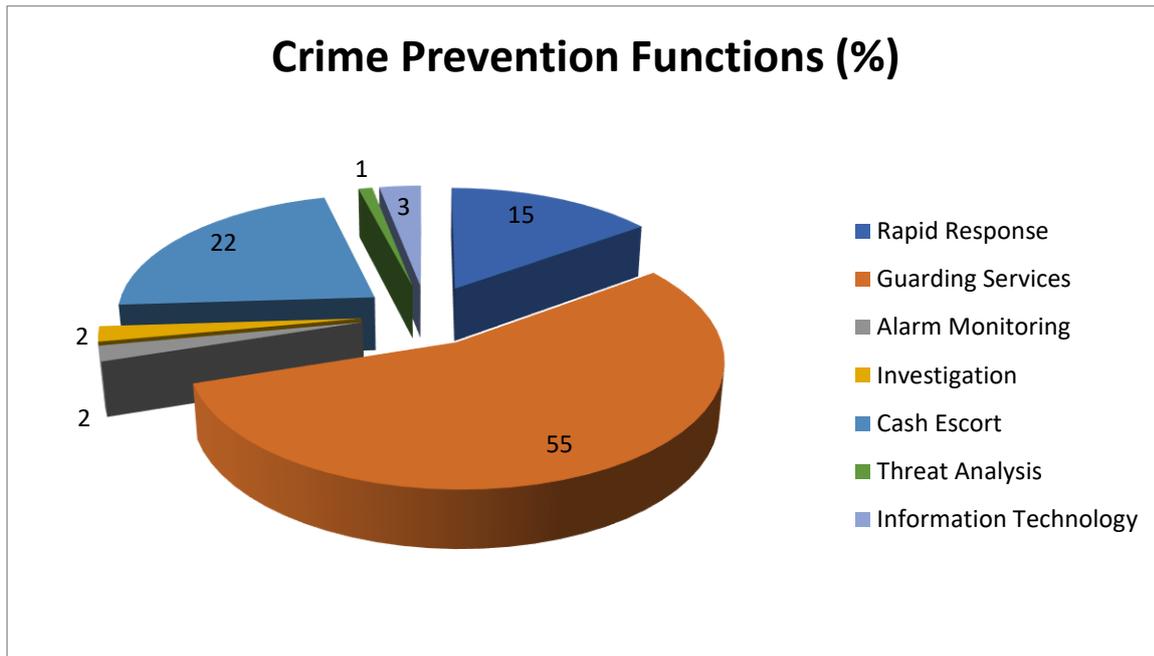
Findings to this question reveal that participants know that they are achieving something. An overwhelming (n=37) (69.8%) of the participants indicated that there was a huge difference in the reduction of crimes. This observation concurs with the data accrued from the content analysis that the researcher did. Findings during the content analysis showed that in 2021, PSC security intercepted 86 cases against 67 in 2020.

According to (Setola, 2017) in a study to assess the efficiency of performance of PSC in crime control in South Africa found that private security companies were more efficient in crime control duties than their public security counterparts. His study found that PSC performance measurement was embedded into their planning, operation and development processes. In that way the PSC were able to balance their approach to crime prevention through their inputs, processes, output and outcome. As PSC, most of their measurement of outcomes is based on services delivered. In case of the outcome of the matter under study, the responses are based on the number of interceptions done over the period. The PSC presence and actions were able to change the behavior of the criminals otherwise they intercepted their plans. Unlike the public security, they have a multiple ways of measuring effectiveness of crime prevention strategies including reduced crime rates and increased arrests rate.

4.6.2 The capability of PSC in implementing crime prevention approach

The second objective of this study was to find out the capability of PSC in implementing crime prevention approach in the City of Lilongwe. The researcher in the first place wanted to know the nature of involvement of PSC in crime prevention concept. Participants were made to tick areas related to their functions. Results are presented in Figure 4.7

Figure 4.7: Crime Prevention Functions conducted by PSC



Source: Researcher Data Analysis (2022)

The responses suggest that PSC management is doing much to contribute to making the City of Lilongwe a safer place to live and work in. However, it is observed that their contribution may not be as effective to their cause because they are still hinged to traditional security services. It is noted from Figure 4.3 that slightly over half of the participants (n=30) (55%) are in guarding services. Only (n=1) (3%) is in Information Technology and (n=1) (2%) in Threat analysis section.

In the modern crime prevention approach, studies have found that PSC should be able to bring with it into the field functions that uphold crime prevention such as Applied Crime risk management, Security risk management among others (Sidebottom, 2017). These are the areas that will enable raise the capability of PSC to enable them implement effectively crime prevention strategies. This lacking of capability building is evident in the results accrued by the researcher when analyzing demographics of participants. It was noted that 81.4% (n=57) had MSCE and 37.1% (n=53) had experience of between 0-5 years. It is obvious that this lacking of capacity building may also affect achievement of effective contribution of crime prevention strategies.

When PSC security personnel were asked to respond on the view that, “As PSC security personnel advocating to crime prevention concept, we are not well trained to accomplish effectively crime prevention strategies”. Using Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree, the following Figure 4.8 shows their response.

Figure 4.8: Crime Prevention Training Needs



Source: Researcher Data Analysis (2022)

The findings suggest that over 75.6% (n=40) need to build their capability to understand how to effectively implement crime prevention strategies. This is very interesting and encouraging. Studies have found that knowledge of crime prevention approaches enables security personnel to be aware of various social, economic and political factors that influence crime (Ndovi, 2015). Working with this mindset enables security practitioners to work together, understand the nature of tasks, share knowledge/skills and collaboration.

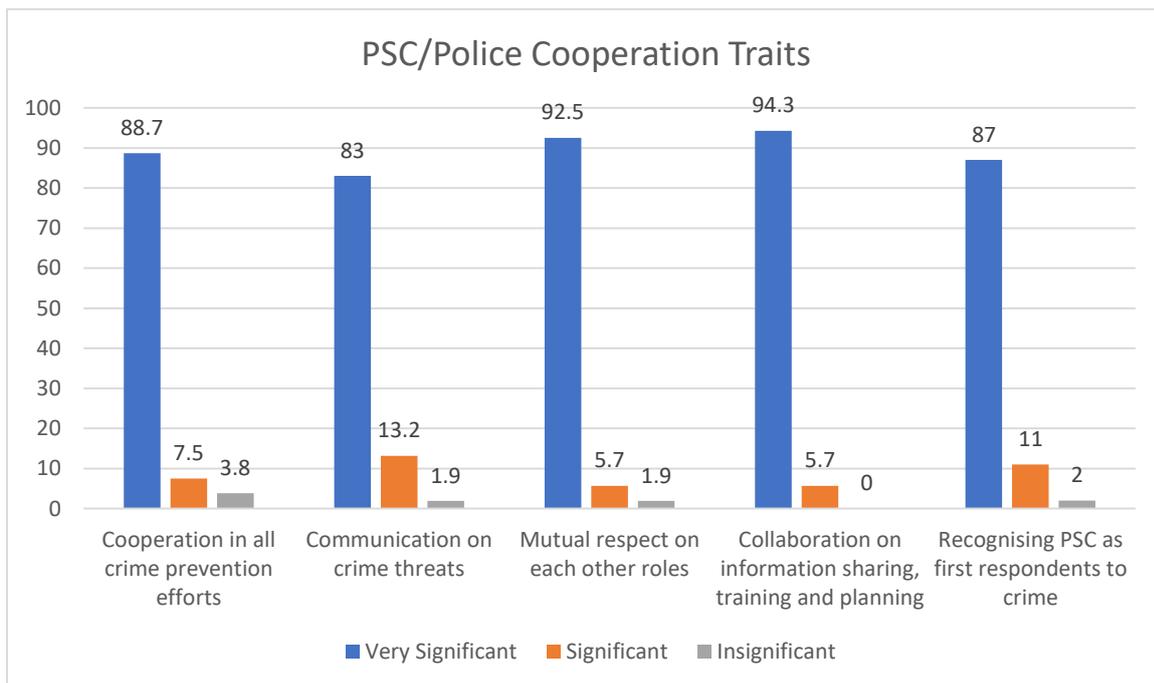
(Rynn & Page, 2005) concurs with the above study findings and further note that the knowledge of crime prevention concept has an impact on how to force criminals to change their behaviors or avoid certain targets. Very often the Police will work alongside PSC with an aim of ensuring the training is effectively executed to enable reduction of crime levels.

4.6.3 The extent of cooperation between PSC and Police in crime prevention

The last objective for this study was to establish the extent of cooperation between PSC and Police in crime prevention concept in the City of Lilongwe, CBD. The respondents were required to give their views concerning their cooperation with the MPS. The researcher understands that Police is the main agent vested with public safety in any country. However, as the number of risks and threats to both human and property is growing, public alone cannot face the challenges, especially in a growing city like Lilongwe.

It is therefore a common phenomenon that private security comes into play in partnering with the public security agents in crime prevention approaches. (Schouten, 2017) urges that, “The cooperation between security institutions involves the trust, commitment, shared goals and mutual benefits which are essential ingredients for success of their operations in crime prevention”. In order to understand how the extent of cooperation between PSC and Police was, the researcher posed some statements to be weighed against very significant, significant and insignificant. The responses are shown in Figure 4.9 below.

Figure 4.9: PSC and Police Cooperation Traits



Source: Researcher Data Analysis (2022)

Findings obtained from participants suggest overwhelming need for improvement in all areas sought. 88.7% (n=47) found that there was dire need for cooperation between PSC and MPS and that this was an aspect that was lacking in the bid to effectively prevent crime in Lilongwe City, CBD. Likewise, participants 83% (n=44) revealed that communication was key to the success of crime prevention. There was need for PSC to communicate with MPS on matters pertaining to crime ‘Hotspots’, crime threat mapping and crime threat analysis.

In order for PSC to effectively engage in crime prevention protocols in Lilongwe City, CBD they need to work in cooperation with MPS. This calls for mutual respect as both parties bring to the table an assortment of knowledge and skills. In this regard, participant showed that mutual respect on each other roles was very crucial 92.5% (n=49). Participants also indicated that as crime is changing at an alarming rate, the need to collaborate efforts on information sharing, training in crime prevention approaches and planning operations was very pertinent 94.3%

(n=50). Finally, 87% (n=46) of the respondents indicated that it is very significant to recognize the PSC as first respondents to crime as they normally supplement their services by providing backup services such as alarm response when security incidents occur, conduct patrols to ensure the areas are secured.

These findings are in line with most studies that sought to establish the need for improved cooperation between PSC and public security agents (Dixon & Rauch, 2010). Almost all such studies found that improved cooperation between these two parties has a positive implication in the reduction of crime in cities. However, (Abrahamsen & William, 2011) noted that the cooperation between PSC and Police is mostly characterized by the lacking of a regulatory framework which is clear and definite including non-availability of a consistent policy framework in most countries.

4.7 Summary of Chapter Four

The study found out that PSC effectiveness in crime prevention lies in the protocols put in place to intercept criminal activities. The contributory factors to achieving this effectiveness depends on PSC cooperation with Police and application of modern crime prevention protocols among others. The main thrust of the study is to assess the effectiveness of PSC in crime prevention. Specifically, the study answered questions on determining the level of engagement of PSC in crime prevention concept; finding out the capability of PSC in implementing crime prevention approach and establishing the extent of cooperation between PSC and Police in crime prevention.

The study used the descriptive survey method and the main tools used were focus group discussion (n=5), documentary analysis (n=1) and questionnaires that were distributed for responses from (n=53) PSC security personnel. The data gathered in this study were analyzed using the Statistical Package for the Social Sciences (SPSS) - a computer program used for statistical analysis.

4.8 Findings

4.8.1 What is the level of engagement of PSC in crime prevention concept?

The study found out from the Focus Group Discussion, that:

PSC at management level is engaged with MPS Crime Prevention Department in areas such as security and crime status briefing and cash in transit operations, FGD 1- PSC. PSC security personnel is engaged in a variety of operations

including standing guards, Rapid Response Units, Cash Escort and foot patrols, FGD 2 – PSC. PSC has registered positive achievement in its operatives. Our records suggest that there is a significant reduction of criminal activities owing to our engagement in several crime prevention operations carried out, FGD 3-PSC. In fact, the entire process of PSC registration is conducted under the watchful eye of the government. However, no regulatory body exists that could enforce aspects like training, use of force policies, ethics and conduct and so forth, FGD 2-PSC

The study also found mixed reactions to the level of engagement of PSC in crime prevention from participants' questionnaires. It heard that most engagement efforts in terms of information sharing (43.4%), Briefing on crime status (41.5%), security briefing on operations (50.9%) and security training (56.6%) were seemingly low. This finding suggests that, PSC, if left in such state would not effectively contribute in crime prevention. In addition, a document analysis conducted during the study revealed that PSC had an increase in intercepting criminal activities. Notably, in December 2021, PSC intercepted 86 cases against 67 cases in 2020.

The study therefore found that PSC is engaged in crime prevention approach in the City of Lilongwe. It has also been established from the discussions during FGD, Questionnaires responses from the PSC security personnel and the document analysis that PSC engaged in many crime prevention tasks including manning guards to institutions, patrolling of premises, rapid response operations in both residential and commercial areas, responding to alarm systems and cash-in-transit escorts. However, analysis of the responses suggests that there is more to be done to ensure that this engagement is fruitful and effective.

The findings through the first objective relate with the findings by a study by Dixon and Rauch (2010) which found that the engagement of PSC in roles that used to be of public security has brought trust and confidence from the general public on how effective PSC is in implementing crime prevention strategies. This was also found by a study (Abbas, 2017) which sought to find out the role of PSC in crime prevention. The study found that PSC has applicable resources that are appropriate to intercept or mitigate criminal activities within the society.

4.8.2 What is the capability of PSC in implementing crime prevention approach?

In this study that sought to assess the effectiveness of PSC in crime prevention, it was imperative that the researcher understands the capability of the security personnel taking part in crime prevention activities. Unlike traditional ways of preventing crime, modern crime prevention strategies are based on interpreting theories and data analysis which required knowledge, skills and character traits through a learning experience thereby achieving effectiveness in the outcomes.

This second objective which sought to find out the capability of PSC in implementing crime prevention approach, the results showed that slightly over half of the participants (n=30) (55%) indicate that are involved with guarding services and only (n=1) (3%) in Information Technology and (n=1) (2%) involved in Threat Analysis. Further the study reveals that an overwhelming (n=40) (75.6%) strongly agreed that they were not well trained in crime prevention activities. The most interesting finding that would lead to understanding this need for training emerge from the finding in demographics data that (n=57) (81.4% had MSCE educational qualification whilst their managers (n=3) (4.3%) have post graduate qualification.

4.8.3 What is the extent of cooperation between PSC and Police in crime prevention?

The objective of this third objective was to establish the extent of cooperation between PSC and Police in crime prevention. It is very important that the cooperation between PSC and MPS is healthy. Studies have shown that in order to ensure public safety, PSC and Police must work together closely in many aspects including but not limited to information sharing, cooperation, training, threat assessments and having mutual respect of each other's role.

In order for the researcher to assess the effectiveness of PSC in contributing towards crime prevention, she thought of exploring this cooperation. The study found that there was a dire need for cooperation between PSC and MPS as (n=47) (66.7%) indicated that there was none. Likewise, (n=44) (83%) revealed that communication, which was lacking, was key to success of crime prevention efforts. It was also found that participants (n=49) (92.5%) showed that mutual respect was crucial to their cooperation. Participants (n=50) (94.3%) indicate that information sharing, training, planning were very pertinent to the cooperation and final, 87% (n=46) of the respondents indicated that it is very significant to recognize the PSC as first respondents to crime.

4.9 Routine Activity Theory (RAT)

This theory can help to elaborate this study. The theory stipulates that a potential guardian might be any person whose presence may stop the crime incident from happening, including family members, police officers, neighbors, or private security service providers. Schneider (2014) highlighted those potential guardians might also include Private Security Companies who may have the overall responsibility of controlling behavior within a specific location, such as a commercial business. Availability of a target and victim presents itself to crime.

According to Reynald and LeClerk (2017), PSC implement the theory in different ways, for example, they install electric fences and alarms in order to increase the effort of committing a crime, increase the risk of offenders being caught by installing CCTV Cameras for their clients,

conducting surveillance and attaching their labels to their client's property. According to Clark (2017), the PSC portray as potential guardians as they have the responsibility of controlling behaviours of offenders and improve the services they provide, this depicts the connection between this theory and the topic.

4.10 Summary of Chapter Four

In summary therefore, the chapter presented the findings which responded to the raised three research questions in this study and thematically discussed them. The findings show that the crime prevention strategies implemented by PSC are effective in reducing criminal activities in the City of Lilongwe. The findings further reveal that PSC is engaged in different level as regards crime prevention, that PSC has capacity in implementing crime prevention protocols although much needs to be done to perfect the accomplishment and finally, the study has shown that the cooperation between PSC and Police has an implication to the effectiveness of crime prevention protocols.

4.11 Conclusion

Based on this study's empirical evidence, it revealed a statistically significance that there is a need to enhance cooperation between these two security agents if PSC crime prevention contribution is to be completely effective in the City of Lilongwe, CBD.

CHAPTER FIVE: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter addresses the summary of the findings of the study in relation to the objectives outlined in chapter one. It also presents the conclusion of the study together with the recommendations of the researcher based on the findings. The study was aimed at assessing the effectiveness of PSC in crime prevention in the City of Lilongwe, CBD.

5.2 Summary of the Chapters

The first chapter introducing the background of the study, Statement of Problem, presented the aim and research objectives of this study, research questions, scope of study, significance of the study and lastly the limitations of the study. This introductory chapter designates the overall introduction which was the fundamental subject matter under study. The second chapter discusses reviewed literature relevant to the study and its objectives through different documentary sources. It specifically looked at the empirical review, theoretical review and conceptual framework which was used to explain the interaction of different variables of the study.

The third chapter presents the methodology of this study which pictures how the study was approached in order to assess the effectiveness of PSC in crime prevention. The study used interviews and focus group guidelines, questionnaires and documentary analysis. Thematic analysis was chosen to analyze qualitative data while descriptive and conventional statistics analyzed quantitative data. The fourth chapter presents the results of the research and discussion which were analyzed from interviews, focus group and questionnaires. Finally, chapter five summarizes the findings of the study in relation to the objectives outlined in chapter one. It also presents the conclusion and recommendations of the study based on findings.

5.3 Summary of Findings

The study administered Sixty (60) questionnaires to PSC and a total of seven (7) questionnaires were returned, yielding 83.3% (53) response rate. Five (5) senior officers from Criminal Investigation Department, 4 Managers from PSC and 2 Operation managers from Lilongwe City Council we involved in Focus Group Discussion and interview schedule and one police officer and one operation manager from City Council failed to attend the discussion due to other duties. Monique (2011) pointed out that survey researches face a challenge of low response rate that rarely goes above 50%. She further suggested that a response rate of 50% and above is satisfactory and represents a good basis for data analysis.

Male respondents were represented by 74.3% (52) while female respondents were 25.7% (18). This implies that when providing security services in Lilongwe City, PSC consider gender equality even though male employees continue to dominate. This was encouraging as it supports the National Gender Policy 2015 which encourages enhancement of the participation of women, men, girls, and boys in the socio- economic development process of the country and discourages inequalities (Kanyongolo, 2011). The study also revealed that the majority of the respondents were in the age bracket of below 37-45 years 50% (35). These findings imply that the majority of employees are young adults; it is from this group of employees where physical activity is supposed to be concentrated in their roles as security personnel.

Academic qualification of respondents in crime prevention indicated that 4.3% (3) of the respondents had acquired post graduate degree, 5.7% (4) under graduate degree, and 8.6 % (6) MSCE while 8.6% (6) of the respondents had JSCE. This implies that the respondents were literate enough to interpret and respond to the objectives of the study conclusively. From the findings 37/1% (53) of the respondents have work experience of 0-5 years, 4.9%(7) have worked between 6-10 years while 5.6%(8) have worked between 11-15 years and 1.4% (2) have worked for more than 16 years. This implies that there could be a mixture of ideologies accrued in implementing crime prevention strategies gained over years from different security agencies. With the period that most of the them have been with these PSC means they were conversant with effectiveness of PSC in the provision of security service in Lilongwe city, CDB, Malawi; therefore, they gave in valuable information for the study.

5.3.1 Theme 1: Level of engagement of PSC in crime prevention concept

The first objective of this study was to determine the level of engagement of PSC in crime prevention concept in Lilongwe City, CBD. Based on the FGD responses, the study learnt that the nature of criminal characteristics in the City of Lilongwe, CBD that PSC encounters include petty theft, shoplifting, Burglary, Car theft, Vandalism, Assaults, Mugging and Armed Robbery.

Further, PSC informed that it was therefore engaged in a variety of crime prevention protocols that included providing standing guards, foot patrols, and cash-in-transit escort operations, Rapid Response Operations, Alarm Response and Threat Analysis. When documentary analysis was conducted at PSC premises, it was revealed that PSC had achieved an increase in interception of criminal activities that lead to arrests or thwarting the offender plans in 2012 in comparison with the same in 2020.

Findings from the descriptive analysis of PSC security personnel showed that information sharing with MPS was at a very low level (n=23) (43.4%), likewise it is evident from the

responses that not enough effort is made to ensure that briefing on crime status is made known to PSC operatives (n=27) (50.9%). However, the study noted that PSC engagements in crime prevention approach in the City of Lilongwe, CBD were not regulated by any Regulatory Framework as reported by PSC and confirmed by MPS during the FGD. The MPS member, however, informed that the Private Security Regulatory Framework is yet to be formalized.

5.3.2 Theme 2: The capability of PSC in implementing crime prevention approach

The second objective formulated to find out the capacity of PSC in implementing crime prevention approach. Through FGD, it was learnt that PSC management plan and develop capacity building through training of its security personnel in different aspects of crime prevention. Furthermore, the study learnt that PSC at management level was in the process of developing a close relation with MPS as regards information sharing, analyzing crime mapping data and identification of crime hotspots within the city.

It was learnt from the FGD that MPS was supporting the works of the PSC within their jurisdiction. It is in the processes of developing protocols that would enhance liaison between MPS and PSC; it is also developing cash on transit operations guidelines and training of Canine handling. However, findings from descriptive analysis suggest that respondents were not well trained in crime prevention strategies. There was an overwhelming need from PSC security personnel for the need for capacity building. Findings from the assessment of respondents' educational qualification reveal that over 80% of the respondents had MSCE qualification. This would have a negative impact on understanding the needs of the modern crime prevention approach.

5.3.3 Theme 3: The extent of cooperation between PSC and Police in crime prevention

The final objective of this study was to establish the extent of cooperation between PSC and Police in crime prevention concept. Findings from the FGD when analyzed suggest that the MPS management is not comfortable to share pertinent crime information like "Crime hotspots", analyze crime statistical data, accommodate resource sharing and training in some operatives which are crucial attributes in effective crime prevention management.

Findings obtained from participants suggest overwhelming need for improvement in all areas sought by the study. 88.7% (n=47) found that there was dire need for cooperation between PSC and MPS suggesting that this was an aspect that was lacking in the bid to effectively prevent crime in Lilongwe City, CBD. Likewise, participants 83% (n=44) revealed that communication was key to the success of crime prevention. Finally, 87% (n=46) of the respondents indicated

that it is very significant to recognize the PSC as first respondents to crime as they normally supplement their services by providing backup services such as alarm response when security incidents occur, conduct patrols to ensure the areas are secured. Therefore, there was need for PSC to communicate with MPS on matters pertaining to crime ‘Hotspots’, crime threat mapping and crime threat analysis.

The study further found that almost all respondents from PSC revealed that there was no mutual respect for roles that PSC played in crime prevention. Similarly, PSC respondents showed that there was no collaboration in very important areas in crime prevention such as information sharing, operations planning and training.

5.4 Conclusion

In accordance with findings of the first objective, it is concluded that PSC is engaging in a variety of crime prevention protocols. However, in order to ensure effectiveness of the outcome, there is need for PSC to develop a constructive Private Security Regulatory Framework that should be incorporated to guide the various areas. Clear regulations are significant in enhancing and putting a clear comprehension of cooperation between the PSC, Police and the beneficiaries because the absence of a regulatory framework negatively affects the performance of PSCs and their security services are compromised. The study also concludes that well formulated regulatory framework influences effectiveness of PSC in crime prevention.

Based on the results from the second objective, this study concludes that capability building is very pertinent in modern crime prevention approach and PSC capability significantly influence how security services are provided. Although this study has found that there was some kind of capability building, however, there is need for vibrant capability building especially in terms of threat analysis, crime risk management, crime mapping and training in use of Information Communication Technology bearing in mind that capability building is a continuous process that can be enforced by extensive and regular on and off job training. The implication of this would be improved implementation of crime prevention strategies.

As results from this study have shown, the extent of cooperation between PSC and MPS remains the fundamental aspect of effective crime prevention in the City of Lilongwe. Most notably, this cooperation is accrued over time in areas such as information sharing, operational planning, Crime mapping, and Threat analysis and training. This has positive implications towards achieving crime prevention goals.

5.5 Recommendations for Practice

The study found that PSC was engaged in a variety of protocols in the modern crime prevention approach. Although the study found that these were being implemented in an ad hoc parameter, some effectiveness of these strategies was duly noted. However, this study recommends that the government of Malawi in collaboration with PSC and Police should develop a national policy that will regulate the PSC and Police. This will enable and guide the implementation of PSC functions within the crime prevention bounds.

The study also found that; capability building is the backbone of understanding the attributes of modern crime prevention. This study therefore recommends that PSC should endeavor to recruit graduates who would understand the characteristics of crime prevention. PSC should also develop training and practice in all areas relevant to crime prevention and review such programs regularly. Further, it is recommended that PSC develops a joint crime prevention training with MPS to build more trust and confidence.

The study further recommends that, PSC should advocate for the formation of a professional associations where by private security providers can be represented whenever that would want to voice their concerns.

Finally, the study found that the extent of cooperation between PSC and MPS has a lot of positive impact to the implementation of crime prevention activities. The study recommends that PSC management should enhance this cooperation through enhanced communication, cooperation, mutual respect and higher-level liaison.

5.6 Recommendations for Further Study

The current study concentrated on assessing the effectiveness of PSC in crime prevention in the city of Lilongwe, CBD. Specifically, it explored the efficacy of PSC in crime prevention. Further study could consider exploring the effect of PSC capability building on crime prevention and customer satisfaction.

Furthermore, studies can also be carried on the entire country in the other three cities, Blantyre, Mzuzu and Zomba to generalize the findings since the current study was a case of private security companies in Lilongwe City only.

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Annex II: Focus Group Discussion Schedule

(Police Ops, Lilongwe City Council managers and PSC Management)

Topic: *Assessing the Effectiveness of Private Security Companies in crime prevention in Lilongwe City Council CBD, Malawi.*

Dear Participants,

Welcome and Overview

Welcome and thank you for accepting to participate in this focus group discussion. The main purpose of this discussion is to get your feedback on the study issue of “*Assessing the Effectiveness of Private Security Companies (PSC) in crime prevention in Lilongwe City Council CBD, Malawi*”.

Specifically, we want to hear your views and perception on how effective the PSC have been in Crime Prevention concept in the Lilongwe City Council CBD, Malawi.

Self - Introduction

My name is Monica Katemba a student at the University of Rwanda. This is an academic study for my end of 2021/22 program thesis. My co-facilitator is Edward Nyirenda who will assist me with recording the discussion.

Recording Session

The discussion session will be recorded to enable review and analyze the data. However, all recorded information is anonymous and confidential, and will solely be used for the purpose of this study.

Consent Form

A consent form will be signed by all participants taking part in the discussion and you have the right to withdraw from the discussion.

Participants Introduction

At this juncture, I call upon each one of you to introduce yourselves in a few sentences. (*This will make the participants feel relaxed*)

Discussion: What is the level of engagement of PSC in crime prevention within the Lilongwe City Council CBD?

1. What are the main components or activities delivered as part of this program?
2. What are the characteristics of the problem, places and/or people being targeted by the program?
3. To what extent has the program achieved its stated objectives?

4. How capable are PSC security personnel in understanding crime prevention concept?
5. Explain the policies and regulations pertaining to PSC capacity building in crime prevention
6. What determines crime prevention strategies being deployed to ensure effectiveness?
7. Did the program make any difference in terms of the problem it sought to address?
8. What outcomes have been delivered as a result of having implemented the program?
9. What external factors impacted positively or negatively on the effectiveness of a program and the outcomes that were delivered?
10. What challenges were faced during implementation of crime prevention concept?
11. What changes could be made to the program to improve its overall effectiveness?

Closing of the Session

After responses and discussion of the last question, the findings were summarized and participants were asked if there were any relevant issues to clarify.

Participants were thanked for their time and the session was adjourned.

INTERVIEW GUIDE
(PSC Managers and Police Ops)

Topic: *Assessing the Effectiveness of Private Security Companies in crime prevention in Lilongwe City Council CBD, Malawi.*

INTRODUCTION

Thank you for responding to the call for this security evaluation interview on *Assessing the Effectiveness of Private Security Companies in crime prevention in Lilongwe City Council CBD, Malawi.*

In particular, we want to hear your views and perception on how effective the PSC have been in Crime Prevention concept in the Lilongwe City Council CBD, Malawi.

Instructions: Please respond to the questions as precisely as possible.

1. What is the level of engagement of PSC in Crime Prevention concept?

- What are the main components or activities delivered as part of a program?
- What are the characteristics of the places, problem and/or people being targeted by the program?
- What is the nature and extent of stakeholder involvement in all stages/aspects of the program?
- What factors impact positively or negatively the implementation or operation of the program?

2. What is the capability of PSC in implementing Crime Prevention approach?

- How appropriate are the governance arrangements, operating guidelines and where applicable, legislative framework in supporting the operation of the program?
- How efficient has the PSC been in delivering key activities?
- What changes could be made to the program to improve its overall effectiveness?

3. What is the extent of cooperation between PSC and law enforcement in Crime Prevention?

- What is the nature and extent of stakeholder involvement in all stages/aspects of the program?
- Were there any consequences or unintended outcomes from the program?
- Which areas of Crime Prevention could best be improved if public safety is to be achieved?

Closing of the Session

After responses and discussion of the last question, the findings were summarized and participants were asked if there were any relevant issues to clarify.

Participants were thanked for their time and the session was adjourned.

Annex III: Self Completion Questionnaire

SECTION ONE: PERSONAL DATA

Please circle the numbers representing the most appropriate responses for you in respect of the following items.

1 Gender

- i. Female
- ii. Male

2. Age

- 1. 20 - 35
- 2. 36 – 50
- 3. 51 - 65
- 4. Over 65

3. What is your highest educational qualification

- 1. High School
- 2. Undergraduate
- 3. Graduate
- 4. Other (specify)

4. Security work experience

- 1. Less than 1
- 2. 1-2
- 3. 3-5
- 4. 6-10
- 5. Over 10

SECTION TWO: Work Related Questions

Q.1 To what extent do you understand the objectives of the crime prevention in Lilongwe City Council CBD? (Tick one)

- Strongly Understand
- Understand
- Not Quite
- Do not Understand

Q.2 What do you perceive to be the most important objective of the Crime Prevention concept being employed within Lilongwe City Council CBD? (Tick one)

- Deterring crime
- Public safety
- General safety
- All of the above
- Other

Q.3 How do you feel about the following statement?

‘As PSC security personnel working on this concept, we are not well trained on how to plan and implement crime prevention strategies.’

(Please circle the appropriate response).

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Q.4 How often are the operating guidelines and where applicable, legislative framework supporting the operation of the crime prevention concept relayed to PSC security personnel? (Please circle the appropriate response)

- Always
- Usually
- Sometimes
- Seldom
- Never

Q.5 How efficient has the crime prevention program been in delivering key activities? (Please choose one on the following)

- Very efficient
- Efficient
- Inefficient
- Don't know
- Other (Specify)**

Q.6 Did the program make any difference in terms of the problem it sought to address?

(Choose one word that best responds to this)

- Huge difference
- Minor difference
- Not at all
- Don't know

Q.7 What impact has the crime prevention program had in the short term on participants' behavior, attitude, knowledge or skills? Are these outcomes sustained over time?

(Choose one statement that best suits this)

- A. PSC security personnel have learnt a lot in all the attributes mentioned
- B. PSC security personnel run short of skills and knowledge to understand the concept
- C. PSC security personnel do not understand anything going on

Q8. **What changes could be made to the prevention program to improve its overall effectiveness?**

(Choose one)

- Put in place proper arrangements with law enforcement officers
- Conduct crime risk assessments to determine "Hot Spots"
- Proper liaison with law enforcement
- Incorporate Capacity building
- Crime prevention activities to be evaluated periodically
- All of the above

Thank you for your time

Annex IV: Letter of facilitation for collect data

RWANDA NATIONAL POLICE

Musanze, ¹⁶Dec 21



NATIONAL POLICE COLLEGE
TEL: (+250)788311379
P.O.BOX: 23 Musanze
E-mail: npc@police.gov.rw

TO WHOM IT MAY CONCERN

This is to certify that **SSP MONICA KATEMBA** is a student at Rwanda National Police College, undertaking a Master's Degree in Peace Studies and Conflict Transformation for the academic year 2021-2022. She is conducting a research on: "EFFECTIVENESS OF PRIVATE SECURITY COMPANIES IN CRIME PREVENTION: A CASE OF LILONGWE CITY COUNCIL." for which she is required to collect data from relevant sources.

Any assistance rendered to her in this regard is highly valued by this College.

R MUJIDI
CP
COMMANDANT



Annex V: Identification Letter

Cable Address: POLGEN LILONGWE 3
Telephone: 01 796 333/ 01 796 784
Fax: 01 797 979

In reply please quote No. P1/3388



**REPUBLIC OF MALAWI
OFFICE OF THE INSPECTOR GENERAL**

MALAWI POLICE HQRS
PRIVATE BAG 305
CAPITAL CITY
LILONGWE 3
MALAWI

06th January, 2022

The Chief Executive
Lilongwe City Council

**IDENTIFICATION LETTER – SENIOR SUPERINTENDENT OF POLICE –MONICA
KATEMBA**

With due respect and honour, I write to your good office regarding the above subject matter.

I confirm that S/Supt. Monica Katemba is a gazetted member of the Malawi Police Service based at National Police Headquarters. She joined the Malawi Police on 6th July,2000.

She is currently the In-Charge Internal Audit. She is a student at Rwanda National Police College, Undertaking a Master's Degree in Peace Studies and Conflict Transformation for the academic year 2021-2022.

She is conducting a research on **EFFECTIVENESS OF PRIVATE SECURITY COMPANIES IN CRIME PREVENTION : A CASE OF LILONGWE CITY COUNCIL**. For which she is collecting data from relevant sources. Should you need further clarifications, please do not hesitate to contact the undersigned.

Any assistant rendered to her in this regard, is highly appreciated.


DR. GIFT CHIUNDIRA, ACP
DEPUTY DIRECTOR HUMAN RESOURCE MANAGEMENT



Annex VI: Turnitin Originality Report

- Processed on: 18-Jun-2022 01:19 EAT
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