TOPIC:


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(A survey of Kwekwe CBD, period 2012-2014).

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I declare that this research project is my original work and has not been copied or extracted from previous sources without due acknowledgement of the source.

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DEDICATION

This research project is dedicated to the ALMIGHTY who made the study a success.

For it is written; “Many are the plans in the mind of man, but it is the purpose of the

LORD that will stand”; Proverbs 19 v 21. To my wife Nyasha and our beloved sons

Believe and Anesu who have always been my source of inspiration, may the

ALMIGHTY give you many more years filled with abundant love, joy and success.
ABSTRACT

The increase in crime and fear of crime, despite an upsurge in the number of private security companies operating in Kwekwe, has been a cause for concern. This research sought to determine the effectiveness of PSCs in policing crime, examine their roles in preventing property crimes, find out factors affecting the effectiveness of these companies in combating crime, and to proffer useful suggestions as remedies to challenges of PSCs. The survey was done in Kwekwe CBD and covered the period ranging from January 2012 to December 2014. Using a descriptive research design, the researcher collected data through the use of questionnaires, interviews and observation. The target population comprised of police officers from Kwekwe Central Police and PISI Kwekwe DHQ, management and security guards from five security companies and property owners in Kwekwe CBD. Stratified and simple random sampling methods were used to come up with 61 respondents for questionnaires from a population of 305, whilst judgemental sampling technique was utilised to draw four interviewees. The data was analysed and presented in the form of tables, pie charts and graphs. The study established that PSCs were mainly focusing on manned guarding, controlling access to private property, surveillance, and protecting assets in transit duties. However, poor training, poor wages and salaries, lack of co-operation between PSCs themselves and with the police, and poor working conditions undermined PSCs policing activities. The study recommends adequate training, partnerships between PSCs themselves, and with police, favourable working conditions and attractive remuneration be prioritised for PSCs to improve service delivery. Furthermore, modern technologies in securing properties such as CCTVs, and contemporary crime management models such as the Compstat model, should be adopted by PSCs. The research concluded that PSCs were effective in preventing crime, especially through techniques such as manned guarding, armed courier and surveillance services.
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CHAPTER I

INTRODUCTION

1.0 Introduction

This chapter covers the background to the study, statement of the problem, objectives of the study, research questions, assumptions of the study, significance of the study, delimitations and limitations of the study, definition of terms, organisation of the study, and the summary.

1.1 Background to the Study

Security is a basic necessity in every society. The implication being that, its absence threatens the survival of individuals and their properties. This is why governments globally, invest large resources to ensure that lives and properties of their citizens are secured. However, it is still argued that no government has the capacity to police every corner of its boundaries, regardless its wealth and advancement. This gap created is filled by PSCs.

The devastating terrorist attacks on the World Trade Centre and Pentagon in the United States of America (USA) on September 11, 2001, marked the turning point in the history of security. Because of these attacks, the military, law enforcement agents and PSCs worldwide, diversified both in capacity and size (Hess, 2009). According to Strom et al (2010), in 2009 the USA had 10 000 security companies employing more than one million people. The security industry’s annual revenue was estimated at $15 billion, compared to only 4000 companies in 1999, where around 500 000 people were employed as security guards. Therefore, the September 11 attacks increased the fear of crime and
the demand for private security as people began to lose confidence in the Government as the sole provider of security.

In the African continent, civil wars, economic meltdown, unemployment and the rise in crime has caused individuals and companies alike, to seek the services of PSCs to prevent and control loss of people, property and productivity (Inyang, 2014). The author asserted that in Nigeria, as an example, social life remained largely characterised by fear and insecurity as reports of armed robbers using dynamites and hand grenades to blow their targets, kidnappings, and attacks on policemen and police establishments were the order of the day. As proof of the devastating security situation in that country, the Nigerian police force acknowledged in its annual report for 2008 that crimes against persons had increased, raising from 34 738 in 2007, to 35107 in 2008 (United Nations, 2012). Kasali (2014), elaborated that as a response to these security challenges, companies and individuals turned to PSCs for protection. Hence, at the year-end 2013, there were around 2000 PSCs, employing more than 100 000 people in Nigeria.

In South Africa, in 1997 there were 4 437 registered PSCs and were employing around 115 000 people and the figures increased to around 6000 PSCs employing 390 000 people in 2010 (South African PSIRA, 2011). Notwithstanding this notable increase in PSCs, crime continued to be a menace in South Africa. Reports obtained from the Institute for Security Studies and Africa Check (2014), showed that Murder cases increased from 16 259 incidents in 2012/13 to 17 068 in 2013/14 calendar year. House robberies also increased by 7.4% to 19 284 incidents in 2013/14, representing an additional 1 334 Households being attacked when compared with the 2012/13 figures. Thus, South Africans continued to live in the fear of crime, pressing more demand for the services of PSCs.

Mariwo (2008), highlights that in Zimbabwe, there were around 438 PSCs in 2007, employing around 65 000 people. The author opined that new business ventures, which resulted in increase in private property ownership, migration of families to other countries living their properties requiring the care of someone, and harsh economic conditions prevailing in the country during the period to (2008), were the main contributing factors to the upsurge in number of PSCs.
In Zimbabwe, PSCs are governed by the Private Investigators and Security Guards (Control) Act, (chapter 27:10), among other statutes. Their role in policing compliments that of the ZRP which is charged with the responsibility of maintaining law and order in the country as enshrined in section 219 of the constitution of Zimbabwe.

1.2 Statement of the Problem

There has been a general crime increase in Kwekwe CDB from January 2012 to December 2014. What was worrisome was that these crimes increased when PSCs policing this area had diversified both in size and capacity. Information from the police showed that crimes such as Unlawful Entry, Theft, and Robbery increased from a total of 16 cases in 2012 to 32 cases in 2014. Figure 1.1 below shows the crime trend.

![Crime Trend Graph](image_url)

**Source:** ZRP Kwekwe DHQ (2014).

**Figure 1.1 Crime statistics for Kwekwe CDB, year 2012-2014.**

The statistics shown in figure 1.1 above shows a general crime increase. The crime of unlawful entry increased by 100%, raising from 9 incidents in 2012, to 18 cases in 2014. Whilst theft cases increased by 3 cases from 5 incidents in 2012, to 8 cases in 2014. All this was happening in spite of the presence of PSCs which were hired to secure private
property and individuals in the area. This caused many people to question the effectiveness of PSCs in curbing crime.

1.3 Research Objectives

The main purpose of the study was to determine the effectiveness of PSCs in policing crime in Kwekwe CBD. This main objective was to be achieved together with the following specific objectives;

i) To examine the roles of PSCs in preventing property crimes in Kwekwe CBD.
ii) To find out factors affecting the effectiveness of PSCs in combating crime in Kwekwe CBD.
iii) To proffer useful suggestions as remedies to challenges of PSCs in Kwekwe CBD in particular, based on the study findings.

1.4 Research Questions

The following research questions were formulated in order to enable the researcher to accomplish the purpose of the study;

1.4.1 How effective are PSCs in policing crime in Kwekwe CBD?
1.4.2 What roles are performed by PSCs in the prevention of property crimes in Kwekwe CBD?
1.4.3 What challenges are being faced by PSCs when policing crime in Kwekwe CBD?
1.4.4 Which strategies can be adopted by PSCs to ensure that they contribute effectively towards crime prevention and detection in Kwekwe CBD?

1.5 Significance of the Study

The research was of paramount importance to the ZRP as its findings and recommendations were to be used to formulate new strategic relationships between the
police and private security companies, aimed at assisting the formulation of crime reduction strategies.

This research was also of essence to security company owners, management and staff in general as the findings and recommendations could be used as a basis for the formulation and implementation of effective crime management strategies.

The study helped to clear some misconception about the police-private security partnerships.

The study was to increase the databank of private policing research material and other related studies as it was to be displayed in the Bindura University library as reference for other researchers.

The study increased the researcher’s level of knowledge about the role of private security companies’ crime management, the various products and services they offer and the challenges menacing the security industry.

Finally, this research was welcomed by Kwekwe CBD residents and business community as it paved way for them to air their security concerns and instilled in them hope of better days to come. Actually, the study reduced the fear of crime as they enlightened on the various techniques of their properties and themselves too.

1.6 Assumptions

The researcher carried out the research basing on the following assumptions:

- All respondents were going to respond to study questions honestly.
- All questionnaires issued were to be answered and returned by the selected respondents.
- Any sample selected would be representative of the entire population.
- PSCs were laying a key role in crime prevention.
- The researcher would have no challenges in accessing information.
1.7 Delimitations of the Study

This study focused on determining the effectiveness of PSCs in combating crime in Kwekwe CBD. The researcher obtained information from five police officers drawn from Kwekwe Central Police Station (Crime Office) and ZRP Kwekwe DHQ (PISI Office), security officers from five PSCs which were considered to be representative of the major PSCs in Kwekwe CBD. Twelve property owners and business managers were also part of the sample. The respondents were selected using stratified random, simple random and judgemental sampling techniques. The period under study was two years starting from January 2012 to December 2014.

1.8 Limitations of the Study

The researcher faced some challenges in accessing confidential information from both the police and PSCs due to security concerns. However, the researcher managed to overcome this problem by assuring respondents that the information was for scholarly purposes only and the recommendations from the study would assist them in making informed decisions.

In addition, some respondents did not return the questionnaires given to them. However, the researcher managed to interview all respondents scheduled for in depth interviews. Time to conduct field work was another challenge emanating from the fact that the researcher was both a full-time employee and full-time student. Nevertheless, the researcher managed to get enough time for the fieldwork by balancing job, family and study demands.

1.9 List of Acronyms

CBD-Central Business District.

CCTV-Closed Circuit Television
DHQ-District Headquarters.

PISI-Police Internal Security and Intelligence Unit.

PSIRA- Private Security Industry Regulating Authority.

PSCs- Private Security Companies.

SPSS- Statistical Package for Social Science

ZRP-Zimbabwe Republic Police.

1.10 Organisation of the Study

This chapter presented the Introduction, chapter two covers the literature review, and chapter three focuses on research methodology. Chapter four centres on data presentation, analysis and discussion, and chapter five summarises major findings, conclusions and recommendations of the study.

1.11 Summary

This introductory chapter covered a number of issues and how they are going to be executed during the study. The section briefly outlined the introduction, background to the study, statement of the problem, objectives of the study, assumptions of the study, significance of the study, delimitations and limitations of the study, definition of terms, and organisation of the study. The next chapter covers the literature review.
CHAPTER II

LITERATURE REVIEW

2.0 Introduction

This chapter focuses on reviewing the literature on private policing and related literature. The researcher was guided by the objectives of the study and research questions to review the literature. In this study, the literature was reviewed under the following headings; conceptual framework, theoretical framework; empirical evidence; and the justification for the study.

2.1 Conceptual and Theoretical Framework

2.1.1 Crime

A crime is any action or omission that may be prosecuted by the state and punishable by the state (Feltoe, 2006). The word ‘crime’ was defined by the Criminal Law (Codification and Reform) Act, (chapter 9:23), as any conduct punishable by the Code or any other enactment. Crimes of concern to PSCs are mainly theft, unlawful entry, robbery, and criminal trespass.

2.1.2 Security

The term ‘security’ lacks a universal definition. However, Kasali (2012), defines security as freedom from danger. This implies protection from physical or direct violence, and freedom from fear, a sense of safety and relative well-being in political, legal, socio-economic, and cultural terms.
2.1.3 Policing

Newburn (2005), defines policing as the protection of human rights. Whilst Loader and Walker (2001), postulates that policing is the authoritative action in the formal social structure by which internal order is maintained through the principle of legal efficiency and individual constitutional claims. These two definitions suggests that policing should be a mandate of the state protecting its citizens, which is their constitutional right, and that the state has the responsibility of maintaining law and order in the country. These definitions best suit public policing done by police.

2.1.4 Private security policing.

Hess (2009), defines private security as any privately owned, profit-oriented industry that provides personnel, equipment, and procedures to losses caused by human error, emergencies, disasters, or criminal activities. As the name implies, private security meets the needs of individuals, businesses, institutions, and organisations that require more protection than is provided by the public police. Unlike the police who are state-funded and public entities who offer security to all citizens on non-payment basis, PSCs’ services are contract-based and only those who can afford to pay can enjoy their services. The major purpose of private security remains to reduce the risk of crime by taking preventive actions, whereas the major purpose of the public police is to deter crime by catching and punishing criminals (Bayley and Shearing, 1996).

Although the duties assumed by private security personnel may vary greatly, most private security officers spend majority of their time in non-enforcement and non-police functions such as controlling access to and static guarding private properties. PSCs primarily engage in supplying guard and patrolling services, and manufacturing of electronic security gadgets such as the CCTV and security alarms. However, today they are also providing specialised operations and services such as private investigations and forensic auditing.

2.1.5 Roles of PSCs

The roles of PSCs are briefly discussed below.

2.1.5.1 Manned guarding
This involves the provision of physical security at various private security properties such as hospitals, supermarkets, Banks, and schools. The security guards are the most visible people in the security industry, manning these premises during the day and night. These officers control access to property, protect against loss through theft, vandalism or fire (Hess, 2009).

2.1.5.2 Undercover
In big supermarkets and wholesale shops, guards may work as undercovers. This may see the officers working in civilian attire, working as detectives to prevent and detect theft by employees and customers. Undercovers help in the apprehension of shoplifting suspects.

2.1.5.3 Private Patrolling
According to Hess (2009), the security guards may move from one place to the other on foot or in a motor vehicle, protecting the property of specific private persons, not the general public. The security guards may perform perimeter checks by roving around the protected places, thereby deterring criminal activities. This function is usually done where there are no static guards.

2.1.5.4 Private Investigation
This task is usually done by carrying out such activities as background checks for employment purposes and credit applications, and investigation of insurance and worker compensation claims. At certain times, private investigators are brought into the work of undercovers to detect employee dishonest and shoplifting.

2.1.5.5 Armed Courier Services
The guards will be uniformed and armed, use cars or trucks to ensure the protection of money, goods or people. In Zimbabwe, this service is mainly offered to large supermarkets when sending their cash for banking services.

2.1.5.6 Video Surveillance
Companies and in some cases individuals, are increasingly using modern technologies in securing their property. PSCs are installing and monitoring various digital cameras such as CCTVs and recent technologies such as the Internet Protocol (IP) video systems.

2.1.6 Structural Functionalist Theory
This theory was propounded by Melton (2003) and submits that it is not only the consequences of formalised social institutions that makes the society work, but that other functioning private institutions can play the same role.

Therefore, the theory seems to convince people to admit that there are various structural and functional alternatives that can perform the same task of the police in the society. It thus, appears to explain the fact that ZRP cannot alone deal with the complex issue of crime in the society, but suggests that resources from outside the system are needed as well as new ways of thinking about the security problem. Hence, the existence of private players such as PSCs. Without casting any doubt on the supposition of Melton (supra), are these complimenting players really making an impact in policing?

2.1.7 The Rational Choice Theory

The advocates of this theory according to Hess (ibid), are Cornish and Clark (1986). The theory argues that individuals make rational animals. Thus, before making a decision to commit a criminal conduct, they evaluate the negative elements associated that act as well as the benefits they will obtain. The factors that may be considered by an individual contemplating a criminal act are the possibilities of being caught, arrested, imprisoned, and stigmatised. The offender then decides to commit the offence where the rewards of the criminal act off-set the costs.

To deter potential offenders, the theory propounds that the perceived likelihood of being caught and penalized for any criminal act rules should be high. Thus, the theory can provide an insight for security managers and property owners to come up with strategies that increase the risk of an offender being caught.

The rational choice theory appears to be relevant to my study as contemporary policing demands robust crime prevention strategies. What measures have been put in place by PSCs policing Kwakwe CBD to deter criminal activities and increase the degree of detection and apprehension of offenders?

2.1.8 The Routine Activity Theory
This is an environmental, place-based explanation of crime, where the behavioural patterns and interactions of people in time and space influence where and when crime occur (Cohen and Felson, 1979). The theory proclaims that crime occurs when three elements converge, that is, a motivated offender, a suitable target, and the absence of a capable guardian.

The Routine Activity theory suggests that reducing criminal opportunities serves a key role in reducing the prevalence of crime. The authors argue that opportunity is the root cause of all crimes. Therefore, crime, according to this premise, is a result of the interaction between the desire to commit a crime and the belief that the opportunity to commit it indeed does exist (Cohen and Felson, 1979).

Cohen and Felson (supra), also argue that in order for a crime to occur, a motivated offender must identify and engage a suitable target. A suitable target can take various forms depending on the nature of the crime. In some instances, a suitable target might be an object such as a piece of valuable property which can be stolen, or a house which can be broken into.

Additionally, the theory suggests that the presence of capable guardianship bears the potential to dissuade crime, even in the presence of a motivated offender and a selected suitable target. Forms of guardianship include police officers, security guards and tangible objects and gadgets such as CCTVs, all of which make the offender think twice before committing a crime.

Therefore, this theory appears to be relevant to this study as it suggests that the presence of the guardianship have a deterrence effect to would-be offenders and hence the need for the services of PSCs. The theory also appears to be encouraging security managers to establish preventative programmes and at the same time, enlightening their security personnel on the common behaviour of offenders.

2.1.9 The Compstat Model

This model was propounded by Willis (2011). It emphasises targeting specific crimes committed by specific offenders, at specific times and places. It is a multifaceted
approach to management that derives its guiding principles from sound business practices, including its emphasis on collecting and analysing data that is used for strategic decision-making.

Compstat management emphasises exceptionally high levels of performance, accountability and real-time crime analysis as the best crime management strategies which security agents, both private and the public can utilise. This exceptional performance is attained through regular interactions between executives, managers and other key stakeholders that takes place in compstat meetings.

This model can be explained and understood through a review its basic principles. The first principle being that security personnel can and do make a difference. A lack of faith in this basic premise undermines the need to be proactive and blame external factors for any losses or victimisation.

The second principle states that timely and accurate, intelligence, effective tactics, rapid deployment of personnel and resources, and relentless follow-ups to ensure that the problem has been solved, are effective crime management strategies. This suggests that for an organisation to realise the benefits of the compstat model, there should be exceptionally high levels of performance at all levels of the organisation.

The final principle of this paradigm is that accountability is the key to performance. This suggests that transparent systems in which performance objectives are clear and objectively measurable, must be used to identify and reinforce the organisational members. Thus, managers must consult with the rank-and-file in developing policies, strategies and organisational goals.

Research has shown that companies that adopted this theory are better placed to attain operational effectiveness and efficiency. How far has this model been embraced by PSCs?

2.2 Empirical Evidence
Inyang and Ubong (2014) in their research entitled “Private security Guard Companies and Crime Control in Akwa, Ibom State, Nigeria”, carried out a study to explore the role of PSCs and crime control in that state and to determine the challenges affecting PSCs’ operations. A survey was used to study a sample of 160 respondents of different categories of people who were drawn from private security practitioners as well as residents in the city. Using questionnaires and interviews to collect data from the respondents, the researchers found that the roles of PSCs included twenty-four hours surveillance over client property, firefighting, acting as first line of defence in protective duties, and providing intelligence information to the police among others. The research also discovered that PSCs faced numerous challenges which included poor wages, poor working conditions, high costs of registration, and high risk of violent attacks from criminals as the laws of the land do not permit the carrying of firearms by security guards.

In another research by Kasali (2012) titled “Analysing the evolution of Private Security Guards and their limitation to Security Management in Nigeria”, the researcher intended to find out the factors giving rise to private policing as well establishing the challenges undermining effective service delivery by PSCs in Nigeria. Using questionnaires and interviews to gather data from a sample of 120 respondents who were comprised of security guards, individuals and the police drawn from Niger state, the researcher established that the proliferation of PSCs in Nigeria was attributed to the systemic failure and inefficiency of the police. The research also highlighted police corruption, lack of proper training, and nepotism among other factors, to be the contributing factors to the upsurge of PSCs. The PSCs in Nigeria were facing many challenges as highlighted by Inyang and Ubong (2014) ibid.

In an exploratory study to find out public trust and satisfaction with PSCs in the city of Porto, Portugal carried out by Moreira et al (2015), the researchers collected data from a sample of 163 participants consisting of 60 university students and 103 individuals, using questionnaires and interviews. The study came to the conclusion that majority of the respondents were contented with the services of PSCs and saw security guards as professionally trained personnel who were very helpful and interactive.
Prenzler et al (2009) carried out a research in Australia to find out the size and effectiveness of private security companies in policing crime. Using questionnaires and interviews to collect data from a sample of 80 people, the researchers established that security personnel outnumbered police by more than two-to-one. Their also revealed that the security industry had a ratio of approximately 776% to 24% male as compared to female employees. Another result from their study was that security personnel occupied an older age demographic than the police and that the police were better educated and paid than the security guards. Their findings on the effectiveness of the private sector on policing crime were that the sector was efficacy in curbing property crimes. However, more effort was needed in areas such as training and wages of security employees.

In the United States of America, a study by Blackstone and Hakim (2013) titled “Competition versus Monopoly”, was carried out to establish changes in the US crime, and describe and evaluate the growth of PSCs. In this survey, questionnaires and interviews were used to extract data from top executives at various security companies in Philadelphia. The major findings from this study were that there was a substantial increase in property and cybercrimes, in spite of the fact security guards had risen to be three times larger than the number of the public police. Nevertheless, the increase of PSCs was socially beneficial as it somehow improved efficiency in service delivery, forced PSCs to deliver client-oriented services, and influenced the police to improve their performance.

Joh (2004), conducted a research in the USA entitled ‘the paradox of private policing’, so as to establish whether the regulatory framework governing the police and PSCs were different, and to find out the impact of different legislation on the two policing entities. The researcher used a study of only one PSC by obtaining data through observations and structured interviews. The major findings were that the regulatory framework governing the police and PSCs are different regardless of the fact that the two were serving almost the same interests. The researcher also questioned the existing situation that PSCs ought to serve as partners with the police in the same field of crime prevention, since the two are operating on uneven ground.
Reynolds (2009) carried out a research entitled ‘the functions of private security in Australia’. Using questionnaires and structured interviews to collect data, the researcher’s findings were that PSCs provide three main functions which include physical security, information security, and personnel security. Physical security entails protection of both the people and property, information security entails counter espionage activities, and personnel security entails protection of people either through direct means such as body guards or through information and regulation.

Reynolds (2009)’s research was supported by Wakefield (2010) and Strom et al (2010), who also carried researches to establish the roles of PSCs in Britain and the United States of America, respectively. These researchers concluded that PSCs’ functions include surveillance through patrols and the use of electronic gadgets such as CCTV. Besides, they support police by supplying timely crime information to police on suspicious activities and other events that may be early warning signs for possible emerging threats.

2.3 Justification of the study

Reviewing related literature enabled the researcher to examine the historical and latest developments in private policing and establish a gap. This was pertinent as it enabled the researcher to avoid duplication of work done by others. It is apparent that there was a deficiency of studies relating to private policing in Zimbabwe, considering that all the cited literature was done outside the country. Consequently, there was a boundless need for localising the study and create home-grown solutions to improve the effectiveness of PSCs in policing property crimes.

This study had one similar objective to the research by Inyang and Ubong (2014); to identify the challenges faced by PSCs. However, their study was done in Nigeria, whereas my study focuses on Zimbabwe which has great differences in terms of socio-economic, cultural and political environment as compared to Nigeria. Hence, this was likely to bring different results emanating from distinct challenges faced by the PSCs.
Moreover, most of the reviewed literature focused mainly on the evolution of PSCs, their roles and relationships between the PSCs and the police. This study intended to go beyond that and focus on the effectiveness of PSCs in preventing and detecting property crimes, and proffer useful suggestions as remedies to the challenges faced by PSCs.

This research had a similar research methodology to other researches cited in the sense that it used similar research design ad data collection methods which emphasised the use of questionnaires and interviews. However, this study went a step further to use direct observations to obtain first-hand research data which could not be obtained through the other instruments mentioned above.

Another notable difference between this study and previous researches is that of theoretical start point. Previous researches were mainly reinforced by the pluralisation theory which justified the existence of PSCs, but without illustrating the extent to which the existence of these PSCs has contributed towards crime reduction in the society. On the other hand, my study is underpinned by the structural functionalist theory, the rational choice theory, and the territoriality theories.

2.4 Summary

This chapter dealt with the conceptual and theoretical framework, empirical research findings were explored, and justifications of the current study were raised. The next chapter covers the research methodology of the study.
CHAPTER III

RESEARCH METHODOLOGY

3.0 Introduction

The previous chapter dealt with reviewing related literature. This chapter focuses on the research design, target population, sample size and sampling techniques of the study. In addition, the research instruments, data collection procedure, validity and reliability of research instruments and finally, data presentation and analysis are also covered.

3.1 Research Design and Justification

In this survey study, the researcher used a descriptive research design. The descriptive research design was chosen because it enabled the researcher to make use of secondary and primary data sources to collect both quantitative and qualitative data. Again, this design permitted the researcher to use a variety of research instruments which included questionnaires, interviews and observations, to gather valuable data about people perceptions and experiences on the effectiveness of PSCs in policing crime. In this case, the weaknesses of questionnaires as a data collection method were complemented with the strengths of the interview method. Moreover, the researcher used the descriptive survey design because it allowed the gathering of data from many respondents within a short space of time and with limited resources.

3.2 Research Subjects

3.2.1 Population
The target population consisted of police officers from ZRP Kwekwe District, PISI office and ZRP Kwekwe Central, Crime and Records office, security guards and security managers drawn five PSCs policing Kwekwe CBD, property owners and their management who were employing security guards in Kwekwe CBD. The total population of 305 respondents was used in this study. The identification of the target population was necessary so as to expedite the selection of the sample size.

3.2.2 Sample Size

From a target population of 305 participants, a sample size of 61 respondents was used in this research study. Table 3.1 below shows the target population and respective sample size for each category of population.

Table 3.1 Statistical representation of the sample size.

<table>
<thead>
<tr>
<th>Category</th>
<th>Target Population</th>
<th>Sample size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police officers</td>
<td>25</td>
<td>5</td>
</tr>
<tr>
<td>Varichem security</td>
<td>30</td>
<td>6</td>
</tr>
<tr>
<td>Peace security</td>
<td>35</td>
<td>7</td>
</tr>
<tr>
<td>Prime Security</td>
<td>40</td>
<td>8</td>
</tr>
<tr>
<td>Guard Alert</td>
<td>55</td>
<td>11</td>
</tr>
<tr>
<td>Fawcett</td>
<td>60</td>
<td>12</td>
</tr>
<tr>
<td>Property owners and property managers</td>
<td>60</td>
<td>12</td>
</tr>
<tr>
<td><strong>Grand Totals</strong></td>
<td><strong>305</strong></td>
<td><strong>61</strong></td>
</tr>
</tbody>
</table>

Source: primary data

Table 3.1 above shows that the sample size of 20% of the target population was selected as representative sample to achieve valid and reliable results. This sample size was
chosen in line with Van Dalen (1978), who propounds that a recommended sample of the population should be 10% to 20% of the population for the results to be reliable.

3.2.3 Sampling Design and Procedure

The researcher used the stratified, simple random and judgemental sampling techniques to select participants for questionnaires and interviews. Firstly, the target population was divided into three strata. These groups were the ZPR officers, security guards and security managers, and property owners and managers in Kwekwe CBD.

For respondents of questionnaires, a simple random sampling technique was used for all the three groups. The respondents were assigned numbers in the order of their names as they appear in the duty rosters and attendance registers. Then, the numbers were randomly selected, giving each element in the population an equal chance of being selected.

For interview respondents, the judgemental sampling technique was selected since some police officers, security and property owners and managers had some special knowledge and experience which the researcher felt were needed for this study. As such, this technique enabled the researcher to apply his experience and convenience in selecting the most appropriate participants from the strata.

Stratified, purposive and simple random sampling techniques were preferred because they were simple to administer, cheaper and took less time. The simple random technique ensured that all population elements had an equal chance of being selected into the sample.

3.3 Research Instruments

Research instruments used in this study included questionnaires, interviews and observations. These instruments were chosen as the best for the study because they allowed the researcher to gather more data from a large geographical area and numerous
participants. These instruments allowed both qualitative and quantitative data to be collected.

3.3.1 Questionnaire

Both closed and open-ended questions were used in this study to obtain data from respondents. Some closed questions were asked in the form of Likert Scale, which consisted of scaled responses. This enabled the researcher to capture the intensity of the respondents’ feelings and perceptions on a given subject matter. Open-ended questions enabled the researcher to remove restrictions of proving guided responses so as to enable participants to articulate issues deeply from their own standpoint.

The researcher selected questionnaires in this study because it was cheaper to administer, was effective in obtaining data which was beyond physical observation, and promoted anonymity which was needed for respondents to contribute more, freely. Respondents were physically given the questionnaires and adequate time of five days were allowed for the participants to complete the questionnaires and make sensible contributions. This instrument made it possible for the researcher to reach many people within a short period of time and obtained variety of answers without changing the questions.

The questionnaires, however, had their own challenges. This administering of this instrument was time consuming as it involved constructing them, carrying a pilot study, analysing the response from respondents, reconstructing and delivering them again and then analysing and validating collected data. These challenges were however, perfected by allocating more time on this device as compared to that on observations and interview methods.

3.3.2 Interviews

The researcher used face to face interviews and an interview guide enabled the researcher to obtain answers to the questions through verbal and non-verbal communication. This instrument also permitted the interviewer to probe the interviewees who were mainly managers from the three strata, since these people possessed some special knowledge and experience on the subject matter and this was essential to this study. Interviews permitted
the researcher to obtain deeper insights of the subject under discussion and they also complemented the questionnaires by clarifying some issues that were not well explained in the questionnaires.

However, the interviews had their own drawbacks. Like the questionnaire method, interviews were time consuming to conduct since the researcher encountered some inconveniences in fixing interview dates as some managers were frequently giving excuses. However, the researcher managed to overcome these difficulties by convincing the respondents that the research was for academic purposes only and in fact the participants stand to benefit from the exercise since they would extract any relevant information from the discussion.

3.3.3 Observation

This method was chosen because the researcher managed to observe how security equipment such as CCTV cameras operated. The researcher also managed to observe and determine the alertness of security personnel at their workplaces especially when people were approaching or leaving check points. The other advantage of observation was that the researcher acquired data of the actual events as they happened.

3.4 Reliability and Validity

In this study, to ensure the reliability of instruments and data, the questionnaires were simplified, kept clear and relevant to answer research questions and objectives. Questionnaires were pilot tested with a convenient sample to establish anticipated problems, time needed to complete the questionnaire, and verify the clarity and objectivity of questions.

3.5 Data collection procedures

The researcher first sought permission from all the organisations and individuals involved in this study, to undertake the study and make appointments with respondents. Then,
some appointments with the participants were made some through telephones and others by personal visits. The researcher then selected some security managers and supervisors, and the officer-in-charge Police Kwekwe Central as research assistants and they facilitated the distribution and administration of questionnaires and interviews.

Secondly, sufficient questionnaires were prepared and physically delivered to all the respondents for completion and a grace period of five days was given for thorough completion of the questionnaires. Both open-ended and closed questions were asked to obtain both qualitative and quantitative data from the participants. To remind respondents of the appointment date, the researcher made follow-ups by phoning the participants.

The researcher then interviewed selected police officers at Kwekwe Central Police, security personnel and managers from the five PSCs above and property owners to solicit for information pertaining to common crimes, nature of enforcements being carried out and their effectiveness, and challenges being faced to quell the crime scourge. The interviews were done in a short space of time ranging from 20 to 30 minutes to eliminate unnecessarily lengthy and rhetoric discussions.

Observations were be carried out at properties with security personnel to check for the alertness of security personnel at their workplaces. Other observations were made at properties at which various security gadgets such as CCTV cameras were installed. This was done to assess how the equipment worked. These observations were necessary to enable the researcher to extract primary data on events as they took place.

Finally, secondary data in the form of deployment returns, patrol reports, arrest registers, crime register and crime statistics was requested from relevant stakeholders and used to collect relevant data. This secondary data enabled the researcher to do his research timeously and economically.

3.6 Data presentation and Analysis

Data preparation involved the editing, coding, transcription and verification of data so as to remove errors that could have occurred during the data collection process. The next
stage involved data analysis. This data was subjected to both quantitative and qualitative analysis in order to determine relationships and establish the gaps which needed to be filled by the research. The quantitative data contained in questionnaires was converted into relevant knowledge, giving it more meaning.

Upon completion of data analysis, information was presented in the form of tables, pie charts and graphs for easy understanding and interpretation. This presentation stage started with the response rate, followed by respondents’ demographics and then responses answering the research questions and objectives, as shown in the next chapter.

3.7 Summary

This chapter focused on the research methodology, that is, the design, target population, sample size and sampling technique, research instruments, data collection procedure, validity and reliability, and data presentation and analysis. The following chapter covers data presentation, analysis, and discussion of the research findings.
4.0 Introduction

Whereas the previous chapter focused on the research methodology, this chapter concentrates on data presentation, analysis, discussion and interpretation of research findings. The results were presented in the form of graphs, tables, charts, ad text.

4.1 Response rate for questionnaires

Questionnaires were physically delivered to respondents by the researcher and the response rate is shown in table 4.1 below.

Table 4.1 Percentage response for questionnaires by respondents.

<table>
<thead>
<tr>
<th>Class</th>
<th>Number of Questionnaires administered</th>
<th>Questionnaires Returned</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police officers</td>
<td>5</td>
<td>5</td>
<td>100%</td>
</tr>
<tr>
<td>Property Owners and managers</td>
<td>12</td>
<td>12</td>
<td>100%</td>
</tr>
<tr>
<td>Fawcett</td>
<td>12</td>
<td>10</td>
<td>83%</td>
</tr>
<tr>
<td>Guard Alert</td>
<td>11</td>
<td>10</td>
<td>91%</td>
</tr>
<tr>
<td>Company</td>
<td>Count</td>
<td>Returned</td>
<td>Response Rate</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>----------</td>
<td>---------------</td>
</tr>
<tr>
<td>Varichem</td>
<td>6</td>
<td>5</td>
<td>83%</td>
</tr>
<tr>
<td>Peace</td>
<td>7</td>
<td>6</td>
<td>86%</td>
</tr>
<tr>
<td>Prime</td>
<td>8</td>
<td>5</td>
<td>63%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>61</strong></td>
<td><strong>53</strong></td>
<td><strong>87%</strong></td>
</tr>
</tbody>
</table>

Source: primary data

The findings on Table 4.1 above show that 61 questionnaires were distributed and a total of 53 were returned, representing an overall response rate of 87%. The response rate suggested that results could be a true representative of the population and therefore, could be relied upon, as was postulated by Saunders et al (2010), that a response rate of over 75% can be considered for analysis as true representation of the population.

The high response rate was attributed to persistent follow-ups on the respondents, while the unreturned questionnaires were those given to respondents who either did not turn-up for work henceforth, whilst others misplaced them.

4.2 Response rate for Interviews

All the four scheduled interviews were conducted with the officer in charge ZRP PISI section, managers for Fawcett and Peace Security companies, and the security officer for OK Supermarket Kwekwe. This represented a 100% response rate for interviews, also indicating that the results could be valid and reliable.

4.3 Demographic information

This section deals with the analysis and interpretation of demographic data from respondents. Data was collected on gender, age, length of service, length of ownership of property in Kwekwe CBD, and level of education. Table 4.2 below shows the demographic results.

Table 4.2 Demographic findings of the study.
<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>40</td>
<td>66%</td>
</tr>
<tr>
<td>Female</td>
<td>21</td>
<td>34%</td>
</tr>
<tr>
<td><strong>Age Group:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-30 years</td>
<td>11</td>
<td>18%</td>
</tr>
<tr>
<td>31-40 years</td>
<td>10</td>
<td>16%</td>
</tr>
<tr>
<td>41-50 years</td>
<td>33</td>
<td>54%</td>
</tr>
<tr>
<td>51 years and above</td>
<td>7</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Level of education:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordinary level</td>
<td>18</td>
<td>30%</td>
</tr>
<tr>
<td>Advanced level</td>
<td>6</td>
<td>6%</td>
</tr>
<tr>
<td>Diploma</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Degree</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Others</td>
<td>31</td>
<td>54%</td>
</tr>
<tr>
<td><strong>Working experience:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-4 years</td>
<td>36</td>
<td>59%</td>
</tr>
<tr>
<td>5-10 years</td>
<td>13</td>
<td>21%</td>
</tr>
<tr>
<td>11-20 years</td>
<td>8</td>
<td>13%</td>
</tr>
<tr>
<td>20+ years and above</td>
<td>4</td>
<td>7%</td>
</tr>
</tbody>
</table>

Source: primary data
Both men and women participated in the study as shown in table 4.2 above. These results point out that majority of the respondents (66%), were males, suggesting the fact that the security industry is male dominated. This could be attributed to the historical misconceptions that policing duties are masculine in nature, hence, PSCs’ recruitment policy could be androcentric. The findings in table 4.2 above ascribe to the findings by Prenzler et al (2009), that the security industry had a ratio of approximately 76% to 24% male to female employees.

In addition, the findings in table 4.2 above seem to suggest that the security industry had mature people since 54% were within the 41-50 years age group. This could be emanating from the proposition by Bayley and Shearing (1996), that most PSCs employ retired police and army officers who have experience in policing duties.

Table 4.2 above indicated that majority (54%) of the respondents had not reached ordinary level of education, whilst only 5% had degrees. This high level of illiteracy seem to imply that the security industry employed uneducated people so that they pay them less. This impression is in tandem with findings by Mariwo (2008), who asserted that the security industry had grown by 4555% since his previous survey in 1987 and due to low salaries and poor working conditions, the industry employed mainly uneducated personnel.

The above table 4.2 also highlighted that most police officers and security guards (59%) who participated in the research had served in their organisation for a period between zero and four years. This may be stressing the fact that PSCs were employing contract workers whom they retained for just a few years, giving them lower wages, or else employees themselves were finding it difficult to continue working for one employer for a longer period of time, due to poor working conditions and meagre salaries. Whilst most the police officers who were selected into the sample were junior officers who most of time are operational and frequently interact with security guards. Hence, these officers were better placed to give the required information.

4.4 Questionnaire and Interview Results
4.4.1 Identification of the problem

The property owners and/or managers were asked whether they had experienced any property crime at their premises and their responses are shown in figure 4.1 below.

![Figure 4.1](image.png)

Source: primary data.

**Figure 4.1. Distribution of sample according to crime experienced (n=12)**

The findings on figure 4.1 above shows that majority of the respondents (67%), had previously experienced property crimes such as robbery, unlawful entry and theft at their premises. Most of these respondents who witnessed the crime had no security at their premises. Thus, suggesting that PSCs had a deterrent effect on the commission of crime. As for the smaller number of respondents who had security, but were attached by offenders, it calls for the PSCs, police and the property owners to put their heads together, find and amend their weaknesses, to prevent future similar incidents.

4.4.2 Respondents’ views on the role of PSCs

The respondents identified numerous roles of PSCs. However, only seven major duties have been highlighted in figure 4.2 below.
Source: Primary data.

**Figure 4.2 Distribution of sample on the role of PSCs (n=53)**

The results shown in figure 4.2 above revealed that most of the respondents believe that the most significant duties of PSCs include manned guarding, protecting assets in transit and surveillance. This is not surprising as most often, security guards are seen at the entrance and exit points of premises and properties, controlling access to and searching people exiting these secured premises. These results agree with Reynolds (2009), Wakefield and Strom et al (2010), who asserted that PSCs’ main duties included physical security, information security, as well as personnel security. These researchers concluded that PSCs’ functions include surveillance through patrols and the use of electronic gadgets such as CCTV. Besides, they support police by supplying timely crime information to police on suspicious activities. Manned guarding and public order maintenance mainly involves protecting assets and people.

The results in figure 4.2 above also agree with results established by Hess (2009), who highlighted that security guards may move from one place to the other on foot or in a motor vehicle, protecting the property of specific private persons. These roles points out at what the respondents coined as patrolling and surveillance. A research carried out by Inyang and Ubong (2014), views that the roles of PSCs included twenty-four hours
surveillance over client property, firefighting, acting as first line of defence in protective duties, and providing intelligence information to the police among others. This coincided with the respondents’ opinion on the major roles of PSCs.

However, very few respondents agreed with Hess (2009), who pronounced that today PSCs are also providing specialised operations and services such as private investigations and forensic auditing. This might have been brought about by the fact that in Kwekwe CBD, PSCs are not engaged in such specialised activities, though there are statutes which authorise such activities.

4.4.3 Respondents’ perception on the effectiveness of PSCs in policing crime

The respondents had different perceptions on whether PSCs were effective in policing crime in Kwekwe CBD. Figure 4.3 below shows the respondents’ perception on seven roles of PSCs as highlighted below.

![Figure 4.3 Distribution of sample on the effectiveness of PSCs.](image)

Source: primary data.

The results shown in figures 4.3 above highlighted that majority of the respondents believed that PSCs were effective in manned guarding, surveillance, and protecting goods in transit. These results are in line with findings by Blackstone and Hakim (2013), who
discovered that the existence of PSCs was socially beneficial as it influenced the police to improve their performance. In the same vein, the result in figure 4.3 ties well with a research by Moreira et al (2015), which concluded that majority of the respondents were contented with the services offered by PSCs.

On the other hand, a sizeable number of the respondents perceived that security personnel do not collaborate with or assist the police in curbing crime. This complements finding by Prenzler et al (2009), who discovered that more work still needs to be done in terms collaboration between PSCs themselves and with the police.

Furthermore, some respondents perceived that security personnel were not performing patrols around areas which they secured, were not involved much into public order management and investigations. Such a response could have resulted from the fact that PSCs were not often hired for such activities in Kwekwe, as such areas have been the domain of the police. Hess (2009), added that PSCs were mainly concerned with non-enforcement duties which were contract based.

4.4.4 Factors affecting the effectiveness of PSCs in policing crime in Kwekwe CBD

Various factors were said to be impacting the effectiveness of PSCs in curbing crime in Kwekwe CDB. The main factors which include poor training, poor working conditions, poor wages and salaries, and lack of co-operation between PSCs themselves and with the police, are shown in figure 4.4 below.
Figure 4.4 above showed that most of the respondents (52%) cited poor working conditions as the major factor hampering the effectiveness of security personnel in combating crime at their workplaces. Various sub-factors such as poor lighting, inadequate protective equipment and poor communication equipment, were alluded to as some the factors affecting the working environment of security personnel.

The findings in figure 4.4 agreed with the research by Inyang and Ubong (2014), and Kasali (2012), in which the researchers highlighted that poor working conditions, poor wages and salaries, and poor training were undermining effective service delivery by PSCs.

Other factors cited as disturbing the PSCs’ efficacy included poor training, poor wages and salaries and lack of cooperation between PSCs and the police. Numerous reasons for such factors as poor wages and salaries, poor training and poor working conditions could be brought forward and include; economic meltdown, lack of laws mandating specific training before one registers to be a security, and failure by property owners to pay for competent and professional security services.
Although the Rational Choice theory encouraged that to deter potential offenders, there is need to increase the risk of an offender being caught. However, this is not for free and contractors often fail to meet the necessary security requirements and the PSCs end up providing makeshift security services, causing them to be blamed for wrong reasons when some offenders attack.

The findings in figure 4.4 above differed with findings by Inyang and Ubong (2014), and Joh (2004), who mentioned that security personnel in Nigeria were not allowed to carry firearms at work. In Zimbabwe, PSCs had no severe legal limitations hampering their operations as they were allowed to use firearms on duty.

4.5 Interviews Results

Interviews were contacted with four respondents who were drawn from the police, property owners, property managers, and security personnel. Their responses to main research questions asked are analysed hereunder.

4.5.1 What do you think are the roles of PSCs in Kwekwe?

All the four respondents revealed that the main roles of PSCs include securing private property through techniques such as manned guarding, armed courier services, and surveillance. These findings were in line with research findings by Reynolds (2009), and Wakefield (2010), who highlighted that PSCs’ functions involved physical security, which entails the protection of both people and private property. Thus, these findings suggest that PSCs in Kwekwe were mainly engaged in the securing of private property and people and the common techniques they used include target hardening which they exhibited through deployment of static guards and use of surveillance equipment such as CCTVs.

4.5.2 Do you think that PSCs are effective in reducing property crimes in Kwekwe?

Three out of the four respondents (75%), stated that PSCs were effective in preventing property crimes such as unlawful entry, theft and robbery. These results propose that
PSCs are making a positive impact on crime prevention, even though there might be crime increase in the area. These findings agree with results of a research done by Hess (2009), who claimed that PSCs were effective in reducing the risk of crime by taking preventive such actions that include patrolling, video surveillance, and access control activities.

### 4.5.3 What factors, if any, do you think has negatively influenced the performance of PSCs?

The respondents identified factors such as poor training, poor working conditions, lack of cooperation between PSCs themselves and with the police, and poor wages and salaries as the major factors hindering the effectiveness of PSCs. These findings complement the findings of a research by Inyang and Ubong (ibid) and Kasali (ibid) in which the researchers highlighted that poor working conditions, poor wages and salaries, and poor training were undermining effective service delivery by PSCs. This propose that factors affecting PSCs’ performance in Africa are similar regardless of the geographical location.

### 4.6 Observation Results

The researcher visited seven premises which were manned by security personnel in Kwekwe CBD between 2000 hours and 0600 hours and observed that 70% of the security personnel were not alert at night. The researcher also noted that some companies were deploying only one old-aged security guard to secure a very large area, thereby making it difficult for him to manage the whole place effectively alone. This observation was supported by Prenzler et al (2009) who discovered that most security personnel occupied the older age demographic than the police and the researcher criticised the system of deploying insufficient staff in order to minimise wage costs as it defeated the whole essence of securing the properties since the officers could easily be overpowered by criminals.

The other observation made was that most of the premises in Kwekwe CBD were not secured by electronic gadgets such as alarms and CCTV cameras, serve for banks and big
supermarkets such as OK and Pick and Pay. Moreover, lack of safeguards such as CCTV and Alarms to deter would be offenders increased the chances of criminal activity, as expounded by the Routine Activity theory (Cohen and Felson, 1999). The theory highlighted that where a motivated offender meets with a suitable target in the absence of capable guardianship, crime is more likely to happen. The Routine Activity theory is also complemented by the Rational Choice theory by Cornish and Clark (1986), which emphasises the idea of increasing the likelihood of would-be offender being caught by using systems such as electronic alarms and cameras.

This observation result might have been one reason why property crimes were more prevalent in shops and properties without CCTVs and alarms than in those which were electronically secured. More so, there was poor detection rate in these areas.

4.7 Summary

This chapter dealt with data presentation, analysis and interpretation. It was discovered that security guards were effective in curbing property crimes though their effort was being undermined by factors such as poor working conditions, poor wages and salaries, and ineffective training, among others. The major roles of PSCs were found to be mainly manned guarding, surveillance and protecting assets in transit. The following chapter covers summary of findings, conclusions and recommendations.
CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter covers the summary of major research findings, conclusions and the recommendations as they emanate from the study. The chapter marks the end of the main research report.

5.1 Summary of major research findings

This study came up with numerous findings and the major ones shown hereunder.

Firstly, the research established that the main duties of PSCs involved protecting private property and persons through techniques such as manned guarding, surveillance and protecting assets in transit.

Secondly, the study established that the effectiveness of PSCs was undermined by factors such as poor working conditions, poor wages and salaries, poor training and lack of cooperation between PSCs themselves and with other stakeholders such as the police.

Additionally, it was noted that most PSCs were employing insufficient staff, thereby causing the existing staff to work long hours, covering very large areas, thereby increasing the chances of being overpowered by criminals.

The research also established that in Zimbabwe there was no standard training, as a requirement before one registers as a private security guard and this resulted in PSCs employing some people without adequate training.

The research further discovered that most property crimes were taking place at premises without security guards and security devices such as CCTVs and electric alarms. In
companies that secured their premises, especially those that had both security guards and modern security systems, no crime was experienced at all.

Additionally, this study discovered that PSCs are effective in preventive property crime at their workplaces through employing techniques such as surveillance, which involves the use of CCTVs and satellite software, manned guarding and armed courier services.

5.2 Conclusions

- PSCs’ major role is the protection of private property and persons.

- The effectiveness of PSCs is affected by factors such as poor working conditions, poor wages and salaries, and poor training internally, and lack of cooperation between PSCs themselves and with other stakeholders such as the police.

- Other factors such as the inability of contractors to pay for adequate security systems, have negative impact on the efficacy of PSCs to effectively prevent property crimes because PSCs end up providing inadequate security.

- Modern security technologies such as alarms and CCTVs enhance the effectiveness of PSCs in the prevention of property crimes through surveillance and forewarning intrusion by offenders.

- Finally, the research concludes that PSCs are effective in crime prevention through employing techniques such as manned guarding, surveillance and protecting assets in transit.

5.3 Recommendations

In view of the above conclusions, this research makes the following recommendations;
• PSCs should co-operate other security companies and with other stakeholders such as the police in areas such as information dissemination, training and scene attendance, for effective crime prevention.

• The Private Investigators and Security Guards (Control) Act (chapter 27:10) should make it a requirement that private security guards should have a minimum and standard training before practicing as a security guard.

• Contractors and PSCs should attempt to improve the working conditions and wages and salaries of security guards to motivate them to perform better.

• Property owners should be encouraged to secure their properties with modern technologies such as CCTVs, alarms and sensors as they have proved to be more effective in deterring would-be offenders.

• PSCs should embrace contemporary management approaches such as the Compstat model which has proved to be relevant and effective in the contemporary policing.

5.4 Areas of further studies

This study recommends that further research be conducted on the effectiveness of employing ex-police and ex-army officers as security executives in PSCs in order to determine whether their previous training and experiences really makes impact in private policing.

Further studies may also be conducted on PSCs and media in order to establish whether there is a good rapport between PSCs and the media. This may encourage PSCs to embrace community policing and develop new strategies for interacting with the public, correct misconceptions reported by media about PSCs, and ask the public to participate in private policing initiatives.
REFERENCES


APPENDIX A: INTRODUCTORY LETTER FOR ALL RESPONDENTS

I am Clifford Maukazuva, a student at Bindura University of Science Education studying for a Bachelor of Business Administration in Police and Security Studies. As a requirement for the completion of the degree programme, students are required to carry out a research project on a problem of their choice, subject to approval by university authorities. In my case, I am undertaking a research on “The effectiveness of private security companies in policing crime: A survey of Kwekwe CBD”.

You are therefore, kindly requested to assist in the research by completing the questionnaire fully and as truthfully as you can. All the information you provide will be used solely for the purpose of this study and will be treated with utmost confidentiality. Your cooperation in this regard will be greatly appreciated.

INSTRUCTIONS

- Please answer all questions.
- Where boxes are provided indicate your answer by ticking [✓] or [x] in the appropriate box.
- Do not write your name, address or any identification particulars anywhere on the questionnaire.
APPENDIX B: QUESTIONNAIRE FOR POLICE OFFICERS AND PRIVATE SECURITY COMPANY EMPLOYEES POLICING KWEKWE C.B.D.

Section A: Respondents’ demographics

1. What is your gender? Female [ ] Male [ ]

2. Indicate your age group: A. 18-30 years [ ] b. 31-40 years [ ] c. 41-50 years [ ] d. 51 years and above [ ].

3. What is your highest level of education?
   a. Ordinary level [ ]
   b. Advanced level [ ]
   c. Diploma level [ ]
   d. Degree [ ]
   e. Other (specify) ................................................................................................................

4. For how long have you served in the Police Service or the Private Security Company?
   a. 0-4 years [ ]
   b. 5-10 years [ ]
   c. 11-20 years [ ]
   d. 20 years and above [ ]

Section B: Data for establishing the research problem

5. The roles of Private Security Guards
The following are roles of the Private Security Guards in Kwekwe CBD. Please indicate to what extend do you agree or disagree by ticking the appropriate box using a 5 level scale ranging from strongly disagree to strongly agree.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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</tbody>
</table>

ROLE
- 1 2 3 4 5

Patrolling

Public order maintenance

Access control

Protecting assets in transit
6. From your own experience, what do you consider are other roles of the PSCs in Kwekwe CBD?

7. The effectiveness of private security guard effectiveness in fighting property crimes.

The following are roles of private security guards. Using a 5 level scale below, to what extend do you consider private security guards effective in the execution of their roles in fighting of property crimes in Kwekwe C.B.D.

<table>
<thead>
<tr>
<th>ROLE</th>
<th>Very Ineffective</th>
<th>Ineffective</th>
<th>Undecided</th>
<th>Effective</th>
<th>Very effective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrolling</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Public order maintenance</td>
<td></td>
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<tr>
<td>Access control</td>
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<tr>
<td>Protecting assets in transit</td>
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<tr>
<td>Target hardening</td>
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<tr>
<td>Surveillance</td>
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<tr>
<td>Investigation of crime</td>
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<tr>
<td>Manned guarding</td>
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</tbody>
</table>
8. In your own opinion, how effective are PSCs in policing property crimes such as robbery, theft and unlawful entry in Kwekwe CBD?


9. Challenges faced by private security guards:

The following are challenges faced by private security companies. To what extend do you agree with this? Please indicate your response by ticking the appropriate box using a 5-level scale that ranges from strongly disagree to strongly agree.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
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<td>5</td>
</tr>
</tbody>
</table>

CHALLENGE

Poor Training

Limited legal powers

Poor working conditions

Poor wages and salaries


10. From your own experience, what are other challenges faced by PSCs in Kwekwe CBD?


11. Recommendations for ways to improve effectiveness of PSCs in policing crime.

In your own view how do you think PSCs can improve their performance in policing crime?


Thank you for your cooperation.
APPENDIX C: QUESTIONNAIRE FOR PROPERTY OWNERS AND MANAGERS IN KWEKWE CBD.

Section A: Respondent’s demographics

1. What is your gender? Female [ ] Male [ ]

2. For how long have you owned or rented property in Kwekwe CBD?
   a. 0-2 years [ ] b. 3-5 years [ ] c. 6 years and above [ ]

3. Identification of the problem
   For the past four years have there been any crime incident at your premises?
   If YES specify the offence…………………………………………………………
   If YES specify………………………………………………………………………

Section B: Data for establishing the research problem

5. The roles of the PSCs in Zimbabwe

The following are roles of the Private Security Companies [PSCs] in Zimbabwe. Please indicate to what extend do you agree by ticking the appropriate box using a 5 level scale ranging from strongly disagree to strongly agree.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
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<td>5</td>
</tr>
</tbody>
</table>

ROLE

Patrolling

Public order maintenance
6. From your own opinion what do you consider are other roles of the PSCs in Zimbabwe?

7. **The effectiveness of PSCs in fighting property crimes**

The following are roles of private security guards. Using a 5 level scale below, to what extend do you consider private security guards effective in the execution of their roles in fighting of property crime in Kwekwe C.B.D.

<table>
<thead>
<tr>
<th>ROLE</th>
<th>Very ineffective</th>
<th>Ineffective</th>
<th>Undecided</th>
<th>Effective</th>
<th>Very effective</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Public order maintenance</td>
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<td>Protecting assets in transit</td>
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<td>Target hardening</td>
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<tr>
<td>Surveillance</td>
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<td>Manned guarding</td>
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</tbody>
</table>

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8. In your own opinion, how effective are PSCs in policing property crimes in Kwekwe CBD? ........................................................................................................................................................................

9. **Challenges faced by private security guards:**

The following are challenges faced by private security companies. To what extend do you agree with this? Please indicate your response by ticking the appropriate box using a 5-level scale that ranges from strongly disagree to strongly disagree.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
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</table>

**CHALLENGE**

<table>
<thead>
<tr>
<th>Challenge</th>
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<th>2</th>
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<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td>Poor Training</td>
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<tr>
<td>Limited legal powers</td>
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<tr>
<td>Poor working conditions</td>
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<td></td>
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<tr>
<td>Poor wages and salaries</td>
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</table>

10. From your own opinion what are other challenges faced by private security companies operating in Kwekwe CBD? ..................................................................................................................

11. **Recommendations for ways to improve effectiveness of PSCs in policing crime.**

In your own opinion, how do you think private security can improve their performance in Kwekwe C.B.D........................................................................................................................................................................

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**Thank you for your co-operation.**

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APPENDIX D: THE INTERVIEW GUIDE FOR PROPERTY OWNERS, PRIVATE SECURITY COMPANIES PERSONNEL AND POLICE OFFICERS OPERATING IN KWEKWE C.B.D.

1. May you please state your age and level of education.
2. How long have you been in Kwekwe CBD or at a PSC?
3. During your period of stay in Kwekwe CBD, which crimes have been committed particularly on your secured/unsecured premises and how often?
4. What do you think are the roles of the private security companies in Zimbabwe?
5. How effective do you think private security guards are in policing crimes such as Unlawful Entry, Robbery and Theft?
6. What factors do you think negatively affect the effectiveness of private security companies in preventing and detecting crime in Kwekwe CBD?
7. What do you suggest can be done to improve the operational performance of private security companies policing Kwekwe CBD?
8. What do you suggest can be done to establish a good working relationship between the Police and Private Security Companies in Kwekwe C.B.D?

Thank you for your time and co-operation.
APPENDIX E: REQUEST FOR PERMISSION TO CARRY OUT THE STUDY FROM THE POLICE.

Z.R.Police

Kwekwe District

Box 22

KWEKWE

The officer commanding Police

MIDLANDS PROVINCE

Madam,

RE: REQUEST TO UNDERTAKE A FIELD RESEARCH IN KWEKWE CDB BY NUMBER B1335241 MAUKAZUVA C.

Reference is made to the above subject matter.

I am a police sponsored student studying for a Bachelor of Business Administration in Police and Security Studies with Bindura University of Science Education.

In partial fulfilment of the degree programme, students are required to undertake a field research study. Therefore, authority is sought from your office to conduct this research project in Kwekwe CBD.

The research is entitled; ‘The effectiveness of private security companies in policing crime, a survey of Kwekwe CBD’.

In carrying out the study, the researcher shall consult private security companies and police officers from Kwekwe Central police station and Kwekwe DHQ PISI office.
The findings from this study are exclusively for academic purposes.

Your cooperation is greatly appreciated.

Signed……………………..