

## Correlates of quality of training of private security guards and crime prevention in Nairobi County, Kenya

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International Journal of Science and Research Archive, 2025, 16(01), 1278-1287

Publication history: Received on 10 June 2025; revised on 15 July 2025; accepted on 18 July 2025

Article DOI: <https://doi.org/10.30574/ijrsra.2025.16.1.2144>

### Abstract

Crime rates in Kenya, particularly in Nairobi, have been steadily rising, surpassing those in other cities. To combat this, private security personnel have been hired to protect both private and public areas, yet crime continues to increase in Nairobi County. While the National Police Service offers rigorous training at the Kenya Police Training College, private security agencies often lack well-equipped facilities, leading to inconsistent training quality. The impact of these training variations on crime prevention remains unclear. Thus, this study aimed to investigate the relationship between training quality and crime prevention among private security providers in Nairobi County. The primary objective was to assess how the training programs of private security guards relate to crime prevention in the area. The target population included 2,817 security officers and instructors from 55 licensed private security firms, along with employees from regulatory bodies and associations. A sample of 350 respondents were surveyed, consisting of 283 security officers, 55 instructors, and 12 key informants from the Private Security Regulatory Authority (PSRA), Private Security Industry Association (PSIA), and Kenya Security Industry Association (KSIA). Instructors and regulatory employees were purposively selected, while security officers were chosen through random sampling. The study employed a correlational research design, combining quantitative analysis of crime data with qualitative insights from questionnaires and interviews. Data was analysed using SPSS version 25.0, with results presented as frequencies, percentages, and correlations. The analysis revealed no significant relationship between training programs and crime prevention in Nairobi County. The study recommends that stakeholders, including policymakers, develop effective strategies to enhance crime prevention through improved guard training, while also addressing underlying social and environmental factors.

**Keywords:** Training quality; Private security officers; Crime prevention; Regulatory bodies; Nairobi County; Instructors

### 1. Introduction

The commercialization of security, as discussed by Abrahamsen and Leander (2016), marks a departure from the state-funded social welfare model towards private sector involvement. This shift has led to debates surrounding the use of private military contractors and mercenaries, fueling the growth of private security industries globally. Dempsey (2010), describes private security as security services rendered by non-state actors, a phenomenon driven by governments' inadequate capacity and funding to ensure public safety. This trend underscores the evolving landscape of security provision, where non-state entities increasingly supplement or even replace traditional state-run security apparatuses. George and Kimber (2014), argue that private security predates modern governmental structures, tracing

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its origins to early attempts by individuals to safeguard their properties and loved ones. Despite the absence of formalized governance structures, early societies relied on private arrangements for security, highlighting the intrinsic human need for protection. Abrahamsen and Leander (2016), provides historical context, citing instances in British England where private individuals, primarily landowners, employed guards to protect their estates. This historical precedent laid the groundwork for the institutionalization of private security as a global phenomenon.

Private security has become an increasingly important industry in the United States over the past few decades. As public law enforcement resources have become strained, private security firms have taken on a larger role in protecting businesses, individuals, and infrastructure (Alrousan & Faqir, 2023). According to industry estimates, there are now over 1 million private security guards employed in the US, outnumbering public law enforcement officers by a ratio of over 3 to 1 (Dempsey, 2010). The private security industry in the US encompasses a wide range of services, including uniformed security guards, executive protection, cybersecurity, alarm monitoring, armored car transportation, and investigation and loss prevention (Miller & Russell-Brown, 2022). Private security companies range from large, national firms to small, local providers. Many corporations, retailers, healthcare facilities, and other organizations rely on private security to supplement or in some cases replace public law enforcement.

The private security industry continues to evolve rapidly, driven by factors such as technological advancements, emerging threats, and changing client demands. Some key trends include increased use of surveillance technology and smart surveillance systems, growing demand for cybersecurity and information security services, expanded use of remote/virtual security monitoring, and a focus on specialized services like executive protection and event security (Dempsey, 2010). These trends present both opportunities and challenges for private security training programs, as providers must continuously adapt curriculum and delivery methods to keep pace with industry changes and prepare guards for modern security work (Miller & Russell-Brown, 2022). Recruiting and retaining qualified personnel also remains a significant challenge for the industry in the United States. Generally, private security training in the US is a complex and dynamic field that warrants further research and analysis. Examining the regulatory environment, training standards, and emerging industry trends can provide important insights for policymakers, security companies, and the public.

The private security industry in Europe has seen significant growth and evolution in recent years, driven by factors such as heightened concerns over terrorism, cybercrime, and other emerging threats. Acampora *et al.* (2023), demonstrate that while the regulatory landscape varies across different European countries, there are some common trends and challenges that private security training programs must address. Many European nations have implemented national licensing or certification schemes for private security personnel, often requiring a minimum level of training and examination before individuals can work as guards, investigators, or in other security roles (Bambaradeniya *et al.*, 2023). These training programs typically cover topics like legal authorities, use of force, emergency response procedures, and specialized skills. However, the specific curriculum and competency standards can differ considerably between countries, and even between individual regions or municipalities within the same country.

The private security industry in Africa has experienced significant growth and transformation in recent decades, driven by a range of economic, political, and social factors. As public law enforcement resources have often been strained, many businesses, organizations, and high-net-worth individuals have turned to private security providers to fill critical gaps in safety and protection (Berg, 2010). The regulatory environment for private security training and operations varies widely across the African continent, with some countries having well-established licensing and certification frameworks, while others lack comprehensive national standards (Abrahamsen & Leander, 2016). This has led to a patchwork of training requirements and competency levels, with concerns over inconsistent quality and accountability of private security personnel. Despite these regulatory challenges, private security companies in Africa have had to adapt their training programs to address emerging threats, such as cybercrime, terrorism, and civil unrest. Staller *et al.* (2022), present an increasing demand for specialized skills, including surveillance, crisis management, and executive protection. Recruitment and retention of qualified security staff also remains a persistent issue, as private security firms compete with public sector jobs and struggle to offer competitive compensation and career development opportunities (Kasali, 2011). As the private security industry in Africa continues to evolve, there is a growing need for more comprehensive and standardized training frameworks to ensure the professionalization of the sector and the provision of high-quality services to clients.

The private security industry in East Africa has experienced significant growth and transformation in recent years (Staller *et al.*, 2022). The regulatory environment for private security training and operations varies across the East African region, with some countries, such as Kenya and Rwanda, having relatively well-established licensing and certification frameworks, while others, such as Tanzania and Uganda, lack comprehensive national standards (Bambaradeniya *et al.*, 2023). This has led to a patchwork of training requirements and competency levels, with

concerns over inconsistent quality and accountability of private security personnel. Despite these regulatory challenges, private security companies in East Africa have had to adapt their training programs to address emerging threats, such as cybercrime, terrorism, and civil unrest (Ngari, 2015). Recruitment and retention of qualified security staff also remains a persistent issue, as private security firms compete with public sector jobs and struggle to offer competitive compensation and career development opportunities (George and Kimber, 2014). As the private security industry in East Africa continues to evolve, there is a growing need for more comprehensive and standardized training frameworks to ensure the professionalization of the sector and the provision of high-quality services to clients.

In Kenya, private security has a rich history dating back to the pre-independence era, with companies like KK Security and Securicor Kenya operating since the 1960s (Abrahamsen & Williams, 2011). Despite the lack of comprehensive regulation, recent efforts by the Kenyan government, including the enactment of the Private Security Regulatory Act in 2016, signal a commitment to oversight and standardization. Ngari (2015), highlights ongoing regulatory reforms aimed at aligning the private security sector with international best practices, in line with the United Nations Guidelines for the Prevention of Crime. Radić *et al.* (2021), allude that the evolution of private security reflects broader societal shifts towards privatization and commercialization. From historical antecedents to contemporary practices, private security has emerged as a vital component of global security frameworks (Bamigboye, 2022). While challenges persist, including regulatory oversight and accountability, private security entities continue to play integral roles in safeguarding individuals, institutions, and critical infrastructure. The dynamic nature of security necessitates ongoing collaboration between state and non-state actors to adapt to emerging threats and ensure public safety.

The Private Security Regulatory Act (2016) requires that Private Security Service providers without their own training facilities must provide evidence of a partnership with a licensed training institution (Jones, 2023). Failure to comply will result in the revocation of their operating licenses. This regulation underscores the importance of training in crime prevention. Ngari (2015), analyzes international regulatory frameworks for the private security industry, with a focus on quality of training in the United Kingdom. The British government has partnered with the Security in Complex Environments Group (SCEG), which operates within the private security sector. The partnerships aimed to ensure quality control by enforcing stringent standards for quality of training, recruitment, and service provision (Mazerolle *et al.*, 2021). This has greatly enhanced the quality of training for private security service providers in the UK, both domestically and internationally. This demonstrates that industry associations in Kenya, such as the Kenya Security Industry Association (KSIA), the Kenya National Private Security Workers Union (KNPSWU), and the Protective Security Industry Association (PSIA), could collaborate with the private security regulatory authority to create a national training manual in accordance with the Private Security Regulatory Act 2016 (Staller *et al.*, 2022).

Nairobi, has experienced significant growth in its private security industry, driven by rising concerns over crime, terrorism, and political instability. Private security companies operating in Nairobi provide a wide range of services, including guarding, surveillance, executive protection, and specialized crisis response (Bambaradeniya *et al.*, 2023). The regulation of private security training and operations in Nairobi is primarily governed by the Kenya Private Security Regulatory Authority (KPSRA), which oversees licensing, certification, and minimum training requirements for security personnel. However, the implementation and enforcement of these standards can vary, leading to concerns about inconsistent quality and competency levels among private security guards (Ngari, 2015). Recruitment and retention of qualified security staff also remains a challenge for private security firms in Nairobi, as they compete with the public sector and struggle to offer attractive compensation and career development opportunities (Jones, 2023). Addressing these workforce issues will be crucial for the continued professionalization of the private security industry in the city. Therefore, the study sought to examine how quality of training relates with prevention of crime among private security guards in Nairobi County, Kenya.

Training programs serve as fundamental pillars in honing the skills and competencies of private security providers, thereby bolstering their capacity to deter and prevent criminal activities (Alrousan & Faqir, 2023). This comprehensive review scrutinizes the corpus of literature concerning the ramifications of training programs on crime prevention within private security firms. By meticulously analyzing studies elucidating diverse facets of training programs ranging from their quality of programs, quality of content, to quality delivery methodologies. This review endeavors to furnish nuanced insights into the intricate nexus between training initiatives and their profound impact on the performance of security personnel and the subsequent outcomes in crime prevention (Abrahamsen & Leander, 2016). Through a systematic examination of these dimensions, this review seeks to unravel the mechanisms through which training programs influence the efficacy of private security providers in curbing criminal incidences, thereby enriching our understanding of the pivotal role of training in fostering safer environments.

Quality training programs for private security in the United States of America (USA) are critical for effective crime prevention, and their structure significantly impacts outcomes. Button and Stiernstedt (2018), assert that well-designed

training manuals and curricula that incorporate both theoretical knowledge and practical skills lead to improved performance among security personnel. For instance, curricula that include modules on threat assessment, emergency response, and legal frameworks enhance officers' ability to manage diverse situations effectively. According to Button and Stiernstedt (2018), scheduled training sessions that balance classroom instruction with hands-on drills foster a deeper understanding of real-world applications. Additionally, continuous education integrated into training schedules ensures that security officers remain updated on emerging threats and best practices, which is vital for proactive crime prevention (Alrousan & Faqir, 2023). Studies indicate that programs lacking in comprehensive content and regular updates often result in inadequately prepared personnel, leading to increased vulnerabilities. Thus, the correlates of training quality, including structured manuals and effective scheduling, are essential for enhancing the crime prevention capabilities of private security forces.

In Europe, the quality of training programs for private security personnel plays a critical role in effective crime prevention. Numerous studies highlight that structured training manuals and comprehensive curricula significantly enhance the competencies of security officers, equipping them to handle diverse situations (Bambaradeniya *et al.*, 2023). Training programs that incorporate modules on risk assessment, conflict management, and legal responsibilities provide a robust foundation for effective performance in the field. Moreover, well-organized training schedules that balance theoretical instruction with practical simulations allow personnel to apply learned concepts in real-world scenarios, reinforcing their skills and boosting their confidence (Alrousan & Faqir, 2023). Research shows that continuous professional development, reflected in updated training programs, is essential for ensuring security staff are equipped with the latest skills and knowledge to address evolving threats. For instance, incorporating case studies and role-playing exercises into the curricula fosters critical thinking and decision-making abilities, which are vital in high-pressure situations. Staller *et al.* (2022), present a comprehensive case study of police use of force training in Germany, highlighting the importance of strategic planning and reflective practices in optimizing training outcomes. The study emphasizes the iterative nature of training program development, with continuous evaluation and adaptation based on feedback and lessons learned. By incorporating scenarios reflecting real-world use of force situations, the training program aims to enhance officers' decision-making skills and situational awareness (Nguyen *et al.*, 2023). This case study underscores the significance of tailored training curricula aligned with operational objectives and organizational needs. However, the study's focus on a specific geographic context may limit the generalizability of its findings to other regions with different policing cultures and crime dynamics.

Supporting this perspective, Kasali (2011), contends that many Private Security Service Providers prioritize superficial aspects of training, such as physical fitness, neglecting critical areas like intelligence management, criminology, crowd control, riot management, and information security. Indeed, the majority of private security firms in Kenya lack well-equipped training institutions with dedicated classrooms and practical training grounds. Instead, they often resort to conducting training sessions in public venues like stadiums or even use their recruitment centers for this purpose (Alrousan & Faqir, 2023). Typically, these training programs last no more than a week before recruits are deployed to their first assignments, leaving them ill-prepared to handle the complexities of crime prevention, including adherence to regulatory frameworks like the Private Security Regulatory Act 2016 and fundamental principles of crime deterrence. Button and Stiernstedt (2018) and Kasali (2011) highlight the disagreement between private security service providers and state law enforcement agencies regarding training standards. They argue that many private security firms prioritize superficial aspects of training, neglecting critical areas like intelligence management, criminology, crowd control, riot management, and information security. The lack of well-equipped training institutions and reliance on short-term training sessions undermine the effectiveness of private security personnel in handling complex crime prevention tasks (Kasali, 2011). Addressing these shortcomings requires substantial investment in infrastructure and a shift in training paradigms, which may not be feasible for all firms.

These case studies offer valuable insights into the planning, execution, and evaluation of training programs within security forces (Xia *et al.*, 2023). While the German case study emphasizes the importance of strategic planning and reflective practices, the Kenyan case study underscores the need for adaptive training methodologies and interagency collaboration in counter-terrorism efforts (Button & Stiernstedt, 2018). Despite differences in context and operational environments, both case studies highlight the significance of tailored training curricula, realistic scenario-based exercises, and ongoing evaluation and adaptation processes in enhancing operational readiness and response capabilities. The effectiveness of training programs in crime prevention among private security providers is contingent upon various factors, including innovative methodologies, duration, comprehensiveness of curricula, and collaborative approaches (Xia *et al.*, 2023). Integrating these factors into training initiatives can significantly enhance the capabilities of private security personnel in deterring criminal activities and ensuring public safety. Further research endeavors should focus on evaluating the long-term efficacy of these training methodologies in fortifying crime prevention efforts within the private security sector (Alrousan & Faqir, 2023). It is evident that training plays a pivotal role in determining

the effectiveness of private security service providers in crime prevention, serving as the cornerstone upon which the quality-of-service delivery rests.

### *Objective*

The main objective of the study was to assess the relationship between training programs of private security guards and crime prevention in Nairobi County in Kenya.

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## **2. Methodology**

The study employed a correlational research design. The target population included 2,817 security officers and instructors from 55 licensed private security firms, along with employees from regulatory bodies and associations. A sample of 350 respondents were surveyed, consisting of 283 security officers, 55 instructors, and 12 key informants from the Private Security Regulatory Authority (PSRA), Private Security Industry Association (PSIA), and Kenya Security Industry Association (KSIA). Instructors and regulatory employees were purposively selected, while security officers were chosen through random sampling. Questionnaires were used to collect data from instructors and guards while an interview guide was used to collect data from key informants who included regulatory body and associations employees within Nairobi County. The reliability of the research instruments was determined using Cronbach Alpha coefficient whose reliability coefficient value was 0.763 thus considered reliable. Data was analysed using SPSS version 25.0. The hypothesis testing applied a significance level of  $\alpha=0.05$ , with results presented in frequencies, percentages, and correlations.

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## **3. Results and Discussion**

The results of the study were discussed and presented as follows;

### **3.1. Demographic information of the respondents**

The study respondents were required to provide information on their gender, age, education level, and marital status. Data analysis revealed that 55.1% of the respondents were female, while 44.9% were male. The age distribution indicated that 51.2% of respondents were aged between 20-40 years, 14% were aged 51 and above, and 13.7% were in the 36-40 age range. The results regarding education levels revealed that most respondents had completed at least primary education, with a fairly equal representation among those who completed secondary and tertiary education. The marital status analysis showed that 52% of the respondents were married, while 48% were single. Understanding these demographic characteristics is crucial, as they influence perspectives on training quality and crime prevention efforts within the private security sector.

### **3.2. Training Programs and Crime Prevention**

The study focused on the following training programs in this section: basic guarding course, CCTV control room operations, mobile responses, front office security, basic first aid, emergency and disaster preparedness, hostile environment awareness, fire and safety, personal security, dogs and dog handlers and counter terrorism. Descriptive statistics was employed to establish the effectiveness of training programs of private security guards on crime prevention in Nairobi County. Results from the analysis of the training programs indicated a generally positive perception among respondents, with an average rating of 3.01, reflecting overall satisfaction and effectiveness. However, it also highlighted specific areas for improvement, particularly in modules like Personal Security and Mobile Responses, suggesting that targeted enhancements could further elevate the quality of training for private security personnel.

The analysis of the training programs revealed an overall positive perception, with the average rating across all modules standing at 3.01 on a Likert scale of 1 to 5. This indicates that respondents generally found the training programs satisfactory and effective. Among the modules, Front Office Security emerged as the most positively rated, with a mean score of 3.17, reflecting the program's strong effectiveness in preparing guards for roles involving public interaction. Similarly, Emergency and Disaster Preparedness, scoring 3.14, highlighted the emphasis placed on equipping security personnel with the skills needed to handle crises effectively. This finding is in agreement with the finding of Alrousan and Faqir (2023) who suggested that well-organized training schedules that balance theoretical instruction with practical simulations allow personnel to apply learned concepts in real-world scenarios, reinforcing their skills and boosting their confidence.

**Table 1** Descriptive statistics on Training Programs and Crime Prevention

Respondent ID	Mean	Median	Standard Deviation
Basic guarding course	2.99	3.00	1.44
CCTV control room operations	2.97	3.00	1.43
Mobile responses	2.89	3.00	1.42
Front office security	3.17	3.00	1.38
Basic first aid	2.99	3.00	1.43
Emergency and disaster preparedness	3.14	3.00	1.38
Hostile environment awareness	3.01	3.00	1.37
Fire and safety	2.94	3.00	1.45
Personal security	2.88	3.00	1.42
Dogs and dog handlers	3.08	3.00	1.44
Counterterrorism	3.04	3.00	1.38
Training program averages	3.01	3.00	1.41

Moderately rated modules, such as Dogs and Dog Handlers (3.08) and Counterterrorism (3.04), demonstrated that these specialized areas were well-received but benefited from additional refinement to further enhance their relevance and application. On the other hand, modules like Personal Security (2.88) and Mobile Responses (2.89) received the lowest ratings, suggesting areas where improvements were most needed. These modules required updated content or practical sessions to address gaps in individual-focused training and rapid response operations. The consistency of responses was evidenced by a median score of 3.00 across all modules, and standard deviations ranging from 1.37 to 1.45 indicated relative agreement among respondents. While the programs were effective overall, the results suggested opportunities to strengthen underperforming areas while building on the success of high-performing modules like Front Office Security and Emergency Preparedness. This supports the findings of Alrousan and Faqir (2023) who further alluded that programs with insufficient content or infrequent training sessions correlate with negative outcomes, including ineffective crime prevention strategies. These insights provide a solid foundation for improving the quality of training programs of private security.

Key informants with firsthand knowledge of quality of training and crime prevention were engaged to triangulate findings from private security guards and instructors. The qualitative data collected through focused group interviews were thematically analysed and presented in a narrative format. Respondents were asked to comment on thematic statements related to the criteria used in developing training programs. PSRA officers emphasized, "We base our criteria on international standards and local security needs, focusing on practical skills, ethics, and customer service." PSIA officers noted, "We prioritize competency-based training that includes physical fitness, communication skills, and emergency response, highlighting the importance of collaboration with trainers and law enforcement." The KSIA pointed out that, "Our criteria must address real-life challenges like threat detection, crowd control, and incident reporting, advocating for more practical sessions and simulations." These insights underscored the importance of implementing regular feedback mechanisms involving both security personnel and community members to continuously assess and refine training programs (Angafor *et al.*, 2023). This approach would ensure that training remains relevant and effective in addressing evolving security challenges and community needs.

In evaluating the effectiveness of training programs, all key informants confirmed that these programs played a significant role in preventing crime. PSRA officers underscored, "We conduct regular assessments and audits to ensure compliance with the set training standards to enhance crime prevention. Feedback from trainers and guards is essential, as it provides information on the relevance of training to current security trends." Incorporating this feedback was crucial, as it offered valuable insights into how well the training content aligned with contemporary security challenges. As Grier (2023) points out, fostering a culture of security compliance through continuous feedback and adaptation ultimately leads to improved security outcomes. Both PSIA and KSIA representatives noted, "We assess how well the training prepares us for real-world situations. Feedback from colleagues, clients, and supervisors is crucial in identifying gaps." This highlighted the importance of engaging directly with those involved in security operations, enabling organizations to adapt their training programs to effectively address emerging threats and challenges.

In response to how training contributed to crime prevention, key informants affirmed that training programs contributed to crime prevention by equipping security personnel with essential skills and knowledge. According to PSRA officers, "By equipping guards with the necessary skills and knowledge, they can identify threats and respond effectively, enhancing public safety." This statement suggested the proactive approach that well-trained guards can take in mitigating risks. Similarly, PSIA representatives noted that "Training programs improve vigilance and quick response to security threats, reducing criminal activities in the areas we protect." This emphasized the importance of readiness and swift action in preventing crime. KSIA officers added, "The training boosts our confidence and ability to detect suspicious behavior, helping us prevent crimes before they escalate." This confidence was crucial, as it empowered security personnel to act decisively when faced with potential threats (Sapkota, 2024). Thus, these insights underscored the vital role that well-structured training programs play in enhancing the effectiveness of security personnel and ultimately contributing to safer communities.

Based on their experience, all key informants believed that the quality of training programs had a positive impact on crime prevention among private security guards. PSRA officers asserted, "Yes, well-trained guards can detect suspicious behavior early and respond effectively to security threats. This proactive approach significantly reduces crime rates and enhances public safety." This perspective revealed the crucial role that early detection and effective response played in maintaining safety. Similarly, PSIA representatives agreed, "Absolutely, guards who undergo thorough training are better equipped to handle incidents and work with law enforcement." This emphasized the importance of collaboration and preparedness, as proper training instilled discipline and enhanced professionalism in the field. KSIA officers further emphasized, "Yes, practical training builds confidence and situational awareness, which are crucial for crime prevention." This statement pointed to the idea that when guards are well-prepared, they can act swiftly and prevent incidents before they escalate. The findings agree with Kuzmarov (2023) established that high-quality training is essential for equipping security personnel to effectively combat crime and enhance community safety.

Concerning the effectiveness of training programs in teaching security guards to monitor their surroundings is widely acknowledged by the respondents. PSRA officers noted, "Observation techniques and surveillance skills are core components of the training curriculum. Guards are taught to identify unusual activities and report incidents promptly." This highlighted the foundational skills that were essential for effective monitoring. Additionally, PSIA representatives emphasized, "We emphasize patrol strategies and the use of surveillance technology to enhance monitoring." This approach underscored the importance of both proactive patrols and technological tools in identifying vulnerabilities. KSIA officers further add, "Training improves our ability to identify unusual activities and potential threats. We learn how to use CCTV systems and other security tools to enhance surveillance." This statement illustrated how hands-on experience with technology significantly bolstered guard's effectiveness in monitoring their environment (Smith, 2022). These insights suggested that comprehensive training not only equips security personnel with vital observation skills but also enhanced their ability to respond to potential threats effectively.

Ensuring the quality of training programs for private security guards presented several significant challenges, as highlighted by key informants. PSRA officers noted, "Inadequate resources and lack of standardized training facilities are major challenges," which not only hampers effective training but also leads to inconsistencies in program delivery. They also mentioned facing "resistance to compliance from some institutions," complicating the implementation of standardized practices. PSIA representatives pointed out that "high turnover rates and limited access to advanced technology hinder effective training," supporting the findings by Williams (2023), which suggested that instability within the workforce disrupts the continuity of training. Ensuring consistent quality across different regions is also difficult, as highlighted by their concerns. KSIA officers added that "limited training opportunities and outdated content affect our preparedness," indicating that the relevance of training materials is crucial for effective learning. They further stated, "We struggle with poor working conditions that affect our morale," showing how the work environment significantly impacts motivation and performance. These challenges underscore the need for comprehensive solutions to improve the quality of training programs in the private security sector.

To enhance the quality of training programs for security personnel, several key improvements were suggested by industry experts. PSRA officers advocate, "We need to standardize training modules and invest in modern facilities." This call for standardization emphasized the necessity of consistent training across the board, while modern facilities provided a more effective learning environment. Additionally, they highlighted that "regular evaluation and feedback mechanisms are also essential," which ensured that training remained relevant and effective. PSIA representatives added that "incorporating technology and hands-on simulations would enhance learning," pointing to the importance of practical experience in training. They also suggested that, "We should collaborate more with law enforcement agencies," which fostered a stronger partnership between security personnel and law enforcement, enhancing overall effectiveness. KSIA officers emphasized the need for "more practical training and mentorship programs," which provided guidance and support for less experienced guards. Furthermore, they stressed that "fair wages and better

working conditions would motivate us to perform better," highlighting the link between job satisfaction and performance. These suggestions underlined the multifaceted approach needed to improve training programs and ultimately enhance security outcomes (Johnson, 2023).

### 3.3. Correlation

The results from the correlation analysis revealed that there were no significant relationships between the quality of training programs and crime prevention outcomes in Nairobi County. Specifically, the correlation coefficient for Training Programs was ( $r = 0.017$ ,  $p = 0.763$ ), indicating a negligible and non-significant relationship. This result supported the null hypothesis ( $H_0$ ) that training programs does not have a significant relationship with crime prevention. These findings revealed that variations in training programs may not substantially impact crime prevention effectiveness among private security guards.

**Table 2** Correlational analysis between training programs and Crime Prevention

		Training Programs	Crime Prevention
Training Programs	Pearson Correlation	1	0.017
	Sig. (2-tailed)		0.763
	N	325	325
Crime Prevention	Pearson Correlation	0.017	1
	Sig. (2-tailed)	0.763	
	N	325	325

## 4. Conclusion

Results revealed that there was no significant relationship between training programs and crime prevention in Nairobi County. The analysis highlighted the need for a comprehensive crime prevention strategy that integrates effective training with broader policy initiatives to address social inequities and build community trust. Training must encompass not only technical skills but also the socio-economic contexts in which security personnel operate. A holistic framework that combines practical skills development with ongoing assessments can significantly enhance security capabilities. Collaboration among policymakers, security organizations, and training institutions is essential to create integrated strategies that improve training quality while addressing root causes of crime, such as poverty and unemployment. Engaging community stakeholders will strengthen these initiatives, ensuring training relevance and effectiveness, ultimately fostering safer communities in Nairobi County and beyond.

### Recommendations

- The Ministry of Interior and Coordination of National Administration may standardize training durations to ensure all personnel receive adequate preparation before deployment.
- The policy makers in the Ministry of Interior and Coordination of National Administration may develop customized training modules that cater to the specific needs of both new recruits and experienced personnel.
- The Private Security Regulatory Authority and security firms may consider establishing structured post-training programs to provide ongoing skill enhancement opportunities for guards.
- The national Police Service and the Private Security Regulatory Authority may encourage collaboration between private security firms and local law enforcement agencies to enhance crime prevention strategies.

## Compliance with ethical standards

### *Disclosure of conflict of interest*

No conflict of interest to be disclosed.

### *Statement of informed consent*

Informed consent was obtained from all individual participants included in the study.



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