



ADDIS ABABA UNIVERSITY

SCHOOL OF GRADUATE STUDIES

INSTITUTE FOR PEACE AND SECURITY STUDIES (IPSS)

**THE ROLES AND CHALLENGES OF PRIVATE SECURITY
COMPANIES IN THE CASE OF ADDIS ABABA**

BY

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Advisor

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Declaration

I Mahader Teshome declare that this thesis entitled the roles and challenges of private security companies in the case of Addis Ababa is my original work and has not been presented for a Degree in AAU or any other universities. I have carried out this thesis independently with the guidance and support of my advisor. All sources that are used in this research paper have been acknowledged.

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LIST OF ACRONYMS

ACLED	Armed Conflict Location & Event Data Project
EHRP	Ethiopian Human Rights Project
EPRDF	Ethiopia People Revolutionary Democratic Front
FDRE	Federal Democratic Republic of Ethiopia
FGD	Focus Group Discussion
FPC	Federal Police Commission
ICCRC	International Covenant on Civil and Political Rights
ICoC	International Code of Conduct for Private Security Service
ICRC	International Committee of Red Cross
NGOs	Non-governmental Organization
PMSCs	Private Military and Security Companies
PSCs	Private Security Companies
SNNPR	Southern Nation and Nationality People Region
TPLF	Tigray People Liberation Front

ABSTRACT

The title of this thesis is the roles and challenges of private security companies in Addis Ababa. Specifically, this research sought to answer four main research questions. It explores the roles played by private security companies, explores the challenges private security companies face, analyzes how private security companies function in the absence of regulation on PSCs, and to understand the perception of clients towards PSCs. To carry out this research, the researcher used qualitative methodology and exploratory research design. Data were collected through in-depth interviews and FGD with managers of private security companies, security guards, PSCs customers, security guards, and police officers.

The findings of this thesis show that the PSCs play an important role in providing security in society but some barriers prevent private security companies from being effective in their performances. While mainly technical and managerial issues like the lack of regulations for PSCs, a misconception of the PSCs by different actors, lack of adequate training, and the wage for security guards, are mentioned as major barriers; there is a deeper security issue seldom mentioned. For private security companies to perform well and ensure the safety of society, these obstacles must be resolved by the relevant bodies.

Key words: Private security, security companies, regulating the private security

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Since ancient times, people have sought safety and protection from fear and danger. To protect themselves, they used various mechanisms such as creating barriers around their homes, creating rules and laws to protect individuals and groups. Over time, in some place's security was seen only from the perspective of the royal family and the country, where they are the only applicant for protection in a formal way (Hess, 2009). With the emergence of modern statehood, the security understanding and practices have changed over time this is done due to the state's fulfillment of its duty of providing security to the public and growing private concerns (Mbadlanyana, 2011). The safety of both private and public life is essential to human existence, survival, and development (Okereke, 2014).

Although the effects of the Cold War varied, one of the most important was the growth of private security companies around the world. Oladele (2018) argues that this increase in numbers is a global phenomenon with far-reaching economic, political, and social implications. Globally, the processes of privatizing security companies are going through a period of rapid growth. The growing demand for private security companies globally reflects that there is a serious gap in the provision of public security, mainly public police forces, to control threats, crime, and insecurity (Mohammed, 2019). It has been suggested that in some countries authorized bodies responsible for providing security to their citizens are no longer able to do so. Not only this but also to the extent that it is considered a threat by the people. (Kinsey, 2007). linked the case to a lack of democratic institutions, unlike the West. He further argued that democratic stability can only be achieved by democratic practices including the professionalization of the state military and independence. This is only when PSCs can play a constructive role in society.

Abrahamsen and Williams (2011) point out the growth of private security companies is not a reflection of weak states. They argued that although this was true for some war-torn states, it was inappropriate to conclude weakness or failure. On the contrary, globalization has led to their proliferation. The privatization of security can be seen all over the world, but the reason builds

the expansion of PSCs differs from one country to another. The roles they play, the functions they provide, the regulations they are directed to and manages their business also differ from country to country. With around 20 million registered private security guards worldwide, the number doubles that of public security forces (UN News Centre, 2011). The main customers of PSCs range from industries, banks, government agencies, and commercial firms to embassies, international organizations, NGOs, INGOs, and refugee camps (Abrahamsen and Williams, 2005).

As noted in United Nations Development Program (2013) and Frutos (2014), Puck (2017) Latin America, the private security sector is growing by 10% per year. For instance, PSCs in Mexico are the primary employers of the 450, 000 working private security guards. State police have a very bad reputation in Mexico. This event leads private security companies to grow in conflicting practices. PSCs were associated with the public police to gain a sense of acceptance and at the same time separated themselves from the public police to rid themselves of their bad reputations. Abrahamsen and Williams (2011) the Mexican government responded to the growth of private security in the country by creating laws that could be a collaborative and positive relationship with the public police.

Africa, as a continent is riddled with a range of conflicts where both the state and non-state parties are involved. These conflicts have been triggered by religious tensions, tribal rivalries, political problems, unequal distribution of scarce resources, climate change, and natural disasters (Arduino, 2020). Strange (1996) and Musah and Fayemi (2000) as cited in Abrahamsen & Williams (2007) in Africa, when private security company is regarded as non-state authorities there is a tendency to associate them with the corresponding erosion of states sovereignty and they are perceived as illegitimate actors and mercenaries. Gumedze (2008) also argued that in Africa, conflict is seen as a legitimate source of business. He further argued that it makes private military and security companies (PMSCs) be engaged in military coups and mercenary activities. Cillers and Mason (1999) private security and military companies are highly associated with the context of weak or conflict-prone states, particularly states on the African continent. Even if studies in Africa show this character of PMSCs, they are still expanding in number and engaged in the system protecting their clients.

Hollemans (2005) one of the significant growth and expansions of private security companies in Africa is Nigeria. It went through a silent revolution the reason for its growth is the fear of crime in society. People are no longer satisfied with leaving security issues to public safety organizations. This can be mainly in the south-eastern part of the country, where hunters and civilians have taken this action to compact terrorism in the region (Hollemans, 2005). Although Nigeria's constitution has made it clear that the Nigerian police will be the only police force in the country, private security companies, ethnic militias, and vigilance groups share responsibility for ensuring security. It is not just companies that need additional security through private companies today, but the rich, poor, local, NGOs, and public authorities (Mohammed, 2019).

One study showed that in Ethiopia, it is estimated that there are sixty to seventy-five PSCs (Solomon, 2010). Since 2010, PSCs grew to 130- 160 with 120 of them based in Addis Ababa and it created job opportunities for 400,000 – 500,000 private security guards (Munira, 2016). Statement of the Ethiopian Federal Police Commission No. 720/2011 Article 6 issues certificates of competence to private organizations wishing to participate in the provision of security services. This shows that the FDRE police commission has accepted the role and recognized the potential of private security companies in protecting people and their properties. But in Ethiopia, there is no separate code of conduct, declaration, and legislation governing PSC activities. This research purpose is to explore the role of private security companies and the challenges it is facing in the provision of security.

1.2 Statement of the Problem

Currently, as states are losing their role as sole providers of security to citizens and the process of privatization is underway, private security companies are busy providing security for their customers. Research has been conducted by Munira (2016), Desta (2011), and Solomon (2009) has studied the challenges and prospects of PSCs and the status of PSCs. As there is a time gap and the dynamics for PSCs for private security companies have changed, this paper aims to explore the roles and challenges of private security companies taking Addis Ababa as a case study. The reason for Addis Ababa to be taken is most of the private security companies in the country are found in Addis Ababa covering larger areas than other parts of the country's private security companies. As Solomon (2010) argues, the main agenda of the Ethiopia-based PSCs is economic interest. The stability, peace, and security of the country are not much of concern to

the PSCs. The lack of legislation, regulation, and neglect by the government significantly contributed to this position of PSCs. However, the existence of regulations governing these companies will contribute to peace and security in the country. He further claimed that the PSCs guards are perceived only as guards, apart from the uniform. They face economic challenges where they have very low wages and lack professionalism due to recruitment and training.

The Ethiopian government facing a shortage of funds has made it difficult to have enough police and armed forces. Although this is a challenge for the government, it has been an opportunity for the proliferation of private security companies in Ethiopia (Munira, 2016). According to Solomon (2010), the growth of private companies in Ethiopia has two phases. The first phase takes place in the early 1990s after the Derg regime. The second phase is in the Ethiopian millennium when the country's economy showed success and the inclusion of privatization in its economic policy. After few years, the number increased from 130 to 160 (Munira, 2016).

In the late 2000s, Ethiopia has started to follow police hybridity. This police hybridity includes state police, traditional police services such as traditional rulers, Sheria Courts, peace committees, women's groups, and community policing. This hybrid police brought these actors together for better security and better results (Baker, 2013). As clearly stated above, this police hybridity, despite its growth in number, does not include PSCs. Studies show that PSCs play a vital role in ensuring the security and protection of their clients. With the employment opportunity mainly for guards, but criminal activity is still reported every day in the city, which creates doubt about the effectiveness, roles, and challenges facing PSCs. Therefore, it is important to the role of private security companies in enhancing security in society. The challenges private security companies are facing in providing security for their clients.

1.3 The Objective of the Study

1.3.1 General Objective

This study is to explore the role and challenges of private security companies in enhancing security in Addis Ababa.

1.3.2 Specific Objectives

The study has the following specific objectives:

- ✓ To explore the roles played by private security companies.
- ✓ To explore the challenges of private security companies.
- ✓ To analyze how private security companies function in the absence of regulation on PSCs.
- ✓ To investigate the perception of clients towards PSCs.

1.4 Research Question

- ✓ What are the roles of private security companies?
- ✓ What are the challenges private security companies face?
- ✓ How do private security companies function in the absence of a comprehensive regulation governing the work of private security companies?
- ✓ What is the perception of clients towards PSCs?

1.5 Scope of the Study

The scope of this study was limited to Addis Ababa, the capital of Ethiopia. It focuses on the role and challenges of private security companies in Addis Ababa. Addis Ababa was selected as a case since most of the private security companies are found in Addis Ababa (Munira, 2016). So, their roles and challenges will mostly be seen where PSCs are widely active. Overall, completing this study, took almost 9 months. Respondents for this study were selected from three private security companies called Beza Security Company that have been operating for 10 years, Nebiro Private Security Company that has been operating for 5 years, ABC Security Company that has been in operation for the past 12 years. Security guards from two different PSCs and a Federal Police officer who gives license for PSCs under Federal Police Crime Prevention and Firearm Director Directorate were interviewed for this thesis. The interviews and FGD were all conducted within Addis Ababa City.

1.6 Significance of the Study

The researcher focused on the role and challenges of private security companies in the case of Addis Ababa. Therefore, the finding of this study:

- I. Will serve as a learning platform for the academic community and government to understand PSCs and their role in providing security and help PSCs develop their work guidelines and to improve security services.
- II. Will contribute to filling existing knowledge gaps by complementing existing literature on the role of private security firms.
- III. Will help to understand the challenges private security companies are facing from doing their jobs.
- IV. Helps the concerned authorities mitigate the existing problem and ultimately provides a platform for those who wish to carry out similar research.

1.7 Research Methodology

1.7.1 Research Approach

The qualitative research approach was being used to carry out this research. As Mishra and Alok (2017) noted, qualitative research is about taking an in-depth look at non-numerical data. Creswell (2003) further argues that the qualitative method has the potential to generate rich descriptions about our study participants and that they tend to focus on the "why" question. Qualitative research is inductive, and the researcher often uncovers meaning and insights in each situation (Levitt et al., 2017). The purpose of qualitative research is to systematically explore problems or phenomena from the perspective of the studied individual or population and to create new concepts and theories (Viswambharan & Priya, 2016).

The researcher chose the qualitative approach because it allowed the researcher to explore the phenomenon in-depth. It helped to see how social actors play roles to explain the role and challenges of PSCs in the case of Addis Ababa. The approach also allowed the researcher to gain a detailed view and knowledge from books and famous people. As a social science study, this paper does not have one reality that exists independently, but the social actors have a role to play so this qualitative approach allowed the researcher to get a better understanding.

1.7.2 Research Design

Research design is simply a plan that is followed to complete a study (Churchill & Iacobucci, 2005). Research design helps define procedures on the methods to be applied on data collection, analyze data, and how this will answer the research question (Gray, 2014). This research paper used an exploratory research design. The main emphasis in exploratory research studies is about discovering ideas and insights (Kothari, 2004). An exploratory design is used when a problem is not clearly defined and when there are not enough studies on a phenomenon (Saunders et al., 2007). In this design, it is not about providing a final answer or solution to the statement of the problem rather it is about exploring the research topic (Brown, 2006). This exploratory research design that was selected for this paper helped the researcher to explore the research topic and address the research questions. Studies were conducted about PSCs by Munira (2016), Solomon (2010), Kenna (2017), and Desta (2011), there is a gap which could be a factor to conduct research even with the same reason and the dynamics, challenges, and roles of private security companies could change, vary, or widen within different time frames. So, exploratory research was useful for conducting research that does not have a lot of previous research to refer to and provide an in-depth overview of the study.

1.8 The Population of the Study

In this study, the targeted population of this study was managers of selected private security companies, security guards, private security companies' customers, and police officers. Semi-structured interviews were conducted with high-ranking police officers from the Federal Police who are responsible for licensing private security companies, customers of private security companies, security guards, and managers of private security companies.

1.9 Data Collection Method

The data collection methods that were used to conduct this research were journal articles, books, book chapters, policy, document reviews, unpublished research, annual reports, newspapers, and government reports. As exploratory research, the primary data collection methods that are stated above have helped the researcher to gain in-depth and creditable findings on the research questions.

1.9.1 Interview

The researcher interviewed PSC customers, Federal Police Officers, PSC managers, and PSC security guards. The type of interview was an in-depth semi-structured interview. This helped the researcher to gain additional insights about the subject that was studied. The researcher conducted an in-depth interview with informants from different people within the private security companies, Federal Police, clients, and security guards. Having a semi-structured interview helped the interviewee not to be rigid and gave them the freedom to talk about the questions they were asked. This also helped the researcher to capture different data and ask additional questions.

1.9.2 Focus Group Discussion

In a focus group discussion with the target group, the researcher will take the position of facilitator or moderator. In this setting, the researcher will facilitate group discussion between the participants, not between the researcher and the participants (Nyumba, et al., 2018). Two FGD with security guards from two different private security companies each. The reason for including these security guards was that these actors are the main actors in ensuring security in all PSCs, so their views and experiences were important in this research. The FGD helped the researcher to obtain a comprehensive perception of the respondents comprehensively. The focus group discussion included 6 and 8 people each.

1.10 Data Sources

The data sources that were used to conduct this research were both primary and secondary data. The primary sources were a semi-structured interview and FGD. The informants were managers of PSCs, security guards, police officers from the Federal Police Commission, and customers of PSCs. Secondary data sources were collected from journal articles, books, book chapters, policy, document reviews, unpublished research, annual reports, newspapers, and government reports. Secondary data sources tend to expand the database from which specific generalizations can be made. Especially when data from several backgrounds and cultures are required for a study where people are geographically widespread. It can be said that using secondary data is less costly than collecting firsthand information (Kothari, 2004).

1.11 Sampling Technique

A sample design is a predefined precise sketch of any kind of data collection to sample from a given universe (Mishra and Alok, 2017). Non-probability sampling involves samples that are selected by the researcher. In this sampling, everyone does not have an equal chance of being selected in the research (Naderifar, et. al 2017). Non-probability sampling was used to conduct this study. Non-probability sampling is where the samples are selected by the researcher intentionally because the researcher selected informants who have sufficient knowledge to answer the research questions. According to Elder (2009), in snowball sampling informants are first found using any data set. These informants lead the researcher to other relevant informants and the process continued until the researcher has collected enough data. Snowball sampling is where a researcher first communicates with a small number of people in the interest group for the project in the first instance. After the researcher interviewed the respondents, the researcher will use them as a resource for other participants. The researcher also uses them as a source for other participants by asking these respondents (Young, 2016).

1.12 Data analysis

Thematic data analysis was used to analyze the data that was collected through different collection methods. Thematic analysis is concerned with the identification and analysis of theme patterns and is a widely applicable, cost-effective, and flexible tool for exploratory research (Herzog, et al., 2019). This helped the researcher to analyze the perceptions and experiences of informants.

1.13 Limitation of the Study

The researcher has faced challenges while conducting this research. Due to the status of private security companies where 14 security companies were banned, private security companies were not willing to be interviewed out of fear that it will have some implications on them. The first is that while conducting this researcher, many of the informants were not willing to be recorded. Due to this, the researcher was having a hard time coping up with informants. Having a focus group discussion with security guards was hard because it was hard to have them all in one time together. To overcome the limitations mentioned above, the researcher dedicated to giving more

time to do research, use data from different bodies to overcome data barriers, and also rather than conducting the interviews and FGD with records, the researcher used writing what the informants says as a way to overcome challenges.

1.14 Ethical considerations

Axiology considers the value that a researcher should attribute to research, participants, audience, and data (Kivunja and Kuyini, 2017). The researcher sought to contribute to the academic community, participants, government, and other relevant bodies. The researcher was true to the findings and interpreted the data objectively. The researcher protected the privacy of the participants and served all her participants equally without discrimination. The research was conducted with the consent of the informants and their confidentiality is kept. The study appreciates and acknowledges all contributors to the study and provided credits to those researchers by properly citing their work and providing all their credit.

1.15 Organization of the Study

This research paper consists of five chapters. The first chapter includes the background of the study, statement of the problem, the objective of the study, the research questions, the importance of the study, the scope of the study, the limitations of the study, and the research methodology. The second chapter deals with the literature review and the conceptual framework. The third chapter includes data presentation, data analysis, and interpretation. The fourth chapter includes the recommendations and conclusions.

CHAPTER TWO

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

The objective of this study is to explore the roles played by private security companies, to explore the challenges private security companies face, to analyze how private security companies function in the absence of regulation on PSCs, and to investigate the perception of clients towards PSCs. To attain the objectives, the researcher has reviewed different literature that will help to see what has been studied by scholars. This part of the study reviewed the existing literature on the research topic and relevant sub-research questions. This sub-topic sees the concept of security, an overview of private security companies in Africa, an overview of private security companies in Ethiopia, the importance and characteristics of private security companies, the limitations of private security companies, development of private security, and conceptual framework.

2.2 Concept of Security

When we try to define the concept of security, two schools of thought should be considered. Traditional and non-traditional. In the traditional school of thought, security is seen from a realist point of view that the referent object is the state and the only way to secure it is the military means (Abolurin, 2010). National security is seen in its military capacity and protection from external threats. This view of security does not exist in private security (George and Kimber, 2014). This school of thought has a narrow view of security that includes the state only. It could not answer the security question that often persisted after the end of the Cold War. Afolabi (2015) explained the non-traditional school of thought. It is more than the survival of the state which includes social, political, economic, and environmental aspects. Security to states around the world gives a different meaning to analysts, academics, and organizations. When we try to define security, it is about peace, safety, the absence of threats to human dignity, and the absence of fear (Afolabi, 2015).

William (2008) highlights how security is related to threat mitigation which focused specifically on threats that threaten the survival of a referent object. To have understood the concept of

peace, there is the theoretical level of understanding and analysis that Buzan put forward. These are individual, national, and international levels. He defined individual security as security that includes valuable individuals who try to secure life, freedom, wealth, security, status, and health. seek to secure life, freedom, wealth, safety, status, and health (Buzan, 1991). Security studies, as reported by Joseph Nye Jr. and Sean Lynn-Jones (1988), “are not a discipline but a problem.” The main problem conducting research is global violence and the variety of threats that can cause conflict (Nye Jr. and Lynn-Jones, 1988). Just as International Relations scholars began to get used to the expansion of the post-Cold War security agenda, a series of other events occurred once again that seemed to completely change the international landscape: the incident 9/11 terrorist attacks. Those events—and the US-led responses have brought unprecedented attention to the proliferation of non-state organizations and their impact on the international security environment (Enders and Sandler 2006; Hoffman 2006; Pape 2006; Sageman 2008; Cronin 2009).

2.3 Private Security

Holmqvist (2005) explains that the services provided by private security and military companies are military training and consulting, security services, crime prevention, housing, and communication services. Makki (2005) also calls a private security company a service that provides defensive capabilities and is intended to protect individuals and property. There is a supply and demand factor that leads to the rise of private security. A private security company is considered a private organization that provides security such as guarding, patrol, and investigation (Kakalik and Wildom,1971). Private security in World War II was considered an unreliable and unpleasant profession. This is mainly due to the private security image acquired as poorly trained gangs hired by private businesses to do their job like suppress labor (Bayely and Shearing, 1996).

Despite the time gap, by different scholars, a private security company has a similar definition and job description. The reason for the growth of private security can be seen in three points. The first is the post-Cold War era, which leads to the traditional governmental organizations being outsourced. The second is after the end of the Cold War, which lead to a reduction in the number of military personnel to recruit military personnel into private security and military companies. The third is the disengagement of major powers from the developing countries (Spearin, 2001).

2.4 Privatization of Security

Max Weber (2004) had defined a state as an entity that monopolizes the legitimate use of physical force within a territory. Before the 1990's the use of force was legitimately assumed to be the jurisdiction of the state but at the end of the 19th century, the private security role has expanded (Avant, 2004). But following the end of the Cold War which leads to the usage of private military and security companies extensively had challenged this definition (Chesterman, 2007). Private security actors have been described in two ways. The first is that the rise of private security has been seen with the erosion of state sovereignty where there is a shift from a state-centric form of governance to the dispersal of power towards private actors and the second is that since the private security actors are non-state, there is a tendency to categorize them as illegal actors (Abrahamsen and Williams, 2007).

Avant (2003) argued that categorizing all private security actors in one category is not right since it will ignore the activities of the private security sector and the cooperation it has with the public security forces. Many states around the world are increasingly outsourcing functions traditionally assumed by their military and police to private contractors, partly in response to the shrinking of the public sector and because of the changing nature of warfare. In theory, the new shift of security responsibility to private security companies allows government and public institutions to concentrate on their core responsibilities and functions (Richard and Smith, 2007). According to Krahmman (2003), the reasons for the privatization of security differ in the weak states and the strong states. In weak countries, customers turn to the private security sector because of the lack of functioning public security institutions. In strong countries, the privatization of security is to supplement public security institutions.

2.5 Conceptual Framework

Private security companies can play a constructive role in improving security in society. The effective operation of private security companies guarantees security at the individual, societal, and national levels. To improve security in a society, it is necessary to have strong and organized security companies that are well equipped and provide quality and affordable security services. The improvement of security in private security companies is also moderated by the presence of different frameworks to manage and supervise the implementation of the conditions which

govern the functioning of these companies. If there is a successful and operational private security is created, it will help in crime reduction, create smooth relationships among communities, focus on one job leaving the security issues to these private security companies, and safety and security in each society.

2.6 Development of Private Security Companies

Since ancient times, people have sought safety, protection from fear and danger. To protect themselves, these people used various mechanisms, such as creating barriers around their homes, creating rules and laws to protect themselves and as a group. Over time, in some country's security was seen only from the perspective of the royal family and the country, where they are the only ones that need protection in formal means (Hess, 2009). Forst (2000) stated that 'It had taken centuries for public policing to establish dominance over privately paid security agents, and less than three decades to reverse the trend'. It is difficult to distinguish between the public and private sectors in terms of their responsibilities. Both have the same task and responsibility (Joh, 2004). In one aspect, we see their difference in the fact that while private security companies provide security for profit, the state police are run and funded by the public (Wakefield, 2003). The concept of security privatization has complex characteristics that are sometimes overlapping and contradictory. But these different characteristics of security privatization need to be looked at to better understand (Abrahamsen and Laender, 2016). George and Kimber (2014) argued that the phenomenon of private security existed much longer than modern security, where an attempt was made to protect their family and land. It was uniquely related to slavery and private security, thereby bringing the U.S in close connection with the slave trade, where it imported slaves from Africa perceived as private security.

Human desires for further individual protection and aimed at preventing crime against persons and property led to the development of private security (Hess, 2009). The growth of private security is not a purely functional response to state reform and the outsourcing of formerly public services. However, it is also linked to social and cultural transformations that are related to late modernity (Abrahamsen and Williams, 2011b). The diverse social, economic, and political dynamics that characterize late modernity have played a role in the growth and globalization of the private security market (Abrahamsen and Williams, 2011a). Solomon (2010) explains that the atmosphere of anxiety and fear among rich people has helped to increase private security.

After the end of the Cold War, the world becomes a dangerous place to live. Because of this, in different places in the world like Africa, Asia, and the Middle East, not only the people but also their businesses need protection (Kinsey, 2007). The second half of the 20th century witnessed the Cold War, the Cuban Missile Crisis, terrorist acts, and the fall of the Berlin Wall, and the start of globalization. Globalization has created challenges for businesses and security professionals (Hess, 2009). The external need for protection other than from the state could be seen from different perspectives.

The need for protection from outside rather than from the state can be viewed from different angles. It may be the fear of the unreliability of state security provision in the eyes of the people, the inability of the state security power to approach in the eyes of its citizens, the inability of the security power of the state to meet the need of its citizen through the power and lack of resources. As argued by Abrahamsen and Williams (2015), the growth of private security companies does not always reflect weakness. They argue that while this may be true for some war-torn countries, it is not appropriate to conclude state weakness or failure. Rather, the global system or globalization has led to their proliferation. Holmqvist (2005), in the weak states, PSCs are operating because of the lack of active public security organizations, and in contrast to the strong states, PSCs are used as a supplement to the state agencies that are in operation work.

2.7 Types of Private Security

ASIS (2009) has identified three types of private security. These are physical security, information security, and job security. Physical security is about protection using many barriers, locks, lights, sensors, and guards (Cunningham et al., 1990). This is done to protect people, documents, and materials from any security incident (Montgomery and Griffiths, 2015). An information system is when security personnel develops procedures and safeguards to protect against hackers and other unauthorized efforts to access data, in addition to protecting against viruses and cybercrime (Dempsey, 2008). The third is job security, which focuses on securing and knowing the employees of a given organization (Montgomery and Griffiths, 2015).

2.8 Advantage of Private Security Companies

This sub-topic will discuss how the presence of private security companies has benefited different stakeholders like the customers of private security companies, economies of countries, and others.

Economic

Private security companies contribute greatly to the country's economy and provide economic opportunities. PSCs have a high level of access to employment opportunities. Employment opportunities will contribute to the economic growth of a country (Solomon, 2010). PSCs are also low-cost compared to the police. Customers could get protection for less money (Buzatu and Buckland, 2015). The private security industry has been a prominent player employing 19.5 to 25.5 million, with global revenue ranging from 100 billion to 165 billion annual growth rate of between and experiencing an annual growth rate of 7 to 8% (Florquin, 2011). Different authors have advanced different points to explain how and for what reasons private security has grown rapidly. Private-sector services expanded to all segments by the mid-twentieth century. The inability of the public policy to meet all private security needs has contributed to the growth of private security (Hess, 2009). PSCs are one of the largest employer companies in the world and PSCs' largest employers are America, Europe, Asia, and Africa (Mauricio, 2008). Political and economic globalization in Africa has led to the arrival of multinational organizations on the continent mainly to the extraction of national resources to unsuitable and unstable sites. These unstable sites require security and the private sector to enter the security services (Arduino, 2020).

Flexibility

Private security companies save time and money for their customers. Instead of training security personnel for months and putting them on duty, customers can go to private security companies to receive trained offers of security services (Gill and Hart, 2009). The flexibility of private security companies is one of the factors that make customers choose for their protection and security. The ability to be free from the government procedures in hiring security guards, choosing the type of security they provide, and the flexibility to change security guards that customers are not satisfied with why they choose PSCs (Solomon, 2010).

2.9 Disadvantage of Private Security Companies

Although private security companies have filled a security vacuum, PSCs still have their limitations. This may be due to the nature of private security companies or the lack of necessary inputs.

Lack of Accountability and Transparency

The PSCs lack public accountability. They have been ineffective in reducing crime (Sklansky, 2006). This may be due to a lack of necessary weapons or tools to prevent these armed crimes or insufficient training of security personnel. Mahmood (2019) also determined that the security staff of PSCs tend to neglect their duties due to their carefree approach and legal income.

Working under a Fixed Contract

Although working on a fixed contract would help clients to manage their security personnel well, Gill (2015) explained that working on a fixed contract would make it impossible to respond to the unpredictable nature of service requests.

Profit-driven nature

As Solomon (2010) argues, the only driver for the presence of PSCs is profit. PSCs are focused on businesses that do not care about the security of the state. Due to this nature, PSCs staff will work for those who pay them more. This includes wrongdoing including criminal offenses while on duty. This exposes clients to the risk and scope of work for political parties with different agendas.

2.10 Regulation

2.10.1 International Regulation

Montreux Document was launched by the Switzerland government and the International Committee of Red Cross (ICRC). The Montreux Document led to the establishment of the International Code of Conduct for Private Security Service Providers' Association (ICoCA). The Montreux is the result of an initiative launched by Switzerland and ICRC. The document was developed with the participation of governmental experts, civil societies, and private

military and security companies (Kalman, 2014). The Document provides the clearest legal standards and business administrative and regulatory procedures that shape the relationship between states and private security providers (Cockayne, 2014). Currently, there are 57 states and three international organizations which are European Union, Organization for Security and Co-operation in Europe (OSCE), and North Atlantic Treaty Organization (NATO) supports the Montreux Document. (Montreux Document, 2021). Angola, Sierra Leone, South Africa, Uganda, and Madagascar are the only supporter countries in the Africa continent. The Montreux Document focuses on mainly the operation of private security and military companies during armed conflict. This hinders the document to be comprehensive because it does not discuss the operations of private military and security companies under normal circumstances.

But it is important to notice that the Montreux Document is highly drawn from International Humanitarian Law and Human Rights Agreements. There are international laws that can refer to private security firms. The first is the Universal Declaration of Human Rights which was adopted by the UN General Assembly in 1948. The Declaration includes the right to life, prohibition on torture, equal protection under the law, prohibition on arbitrary arrest and detention, and presumption of innocence (United Nations General Assembly Resolution 217, 1948). The other is International Covenant on Civil and Political Rights (ICCRC). The rights are the prohibition of torture, equality before courts, and the right to liberty and security (ICCPR, 1966). These rights that are given to every human being could be violated by anyone including private security companies. Even though there will not be any law that is specifically drafted on private security companies. So even if there is no international regulation on private security companies, these laws could be used to regulate their actions. The International Convention against the Recruitment, Use, Financing, and Training of Mercenaries was adopted by UN General Assembly in 1989 and came into force in 2001. This convention attempts to give a broad concept on mercenaries. It prophets recruiting, financing, and training mercenaries.

Having Montreux Document as its foundation, the Swiss Government and ICRC have launched the International Code of Conduct for Private Security Service (ICoC) in 2008. This code of conduct also articulates based on international human rights and international humanitarian law. It also has a mechanism to sanction those who violate the code of conduct (Buatu, 2010). In 2013, to promote, govern, and oversee the implementations of ICoC, the International Code of

Conduct for Private Security Service Providers' Association was established. Kalman (2014), emphasized that while these international initiatives are important steps, they do not address important issues like accountability. Since it is not legally binding it cannot address human rights issues that should be the core responsibilities of private security and military companies.

The international community has been investigating the privatization of security, but Africa has not given it much attention. This is mainly due to a lack of sufficient research on private security and military providers especially in conflict and post-conflict zones (Gumedz, 2008). In private security, regulation is defined as “the presence of formal, direct mechanisms of control established with the stated intention of preventing or reducing injustice, corruption, negligence, and incompetence” (O'Connor et al. 2004).

Richards and Smith (2007) bulleted specific points that should be included in the regulation of private security companies. These are:

- I. To have professionalization and ensure a high standard of their activities, licensing should have a limited duration of time.
- II. Relationships between political parties and private security companies should be prohibited.
- III. private security company personnel should be licensed to work in the field.
- IV. As a country's military are neutral, there should not be a relationship between political parties and private security companies.

Statement of the Federal Police Commission No. 720/2011 Article 6 issues certificate of competence to private organizations which wish to participate in the provision of security services. This shows that the FDRE Police Commission has accepted the role and recognized the potential of private security companies in protecting people and their property. According to the federal police, they are currently making a separate proclamation on private security companies. The researcher asked for details but since the proclamation is still in progress, the federal police are not willing to disclose the matter and suggested that it is better to consider that there is no proclamation yet. In Kenya, the Private Security Regulatory Authority is the licensing body for a private security company to provide security services. The licensing authority gives complies with the rules and laws of the Private Security Regulations Act (Private Security Regulations

Acts, 2016). The Kenya Regulation Act includes important rules that can guide PSCs, how they should work with the police force, and code of conduct. So, Ethiopia can learn from Kenya's experience to draft a working code that can serve all concerned bodies.

In Addis Ababa, the capital of Ethiopia, licensing of private security companies is handled by the Ethiopian Federal Police and the Addis Ababa City Bureau of Labor and Social Affairs. With the support of Article 8 of Proclamation No. 32/2009 stating that "the competent authority shall, until a required condition is fulfilled, issue a license to the applicant" (Desta, 2011). After the ban of 14 PSCs, to monitor them, there is a new 24-hour report from all PSC. This is to monitor them, and they should report if anything happens. The lack of regulation on private security companies plays a vital role in hampering their role in ensuring public safety. It takes away the courage of private security companies to take steps and participate in crime prevention processes. It creates a poor image of them which hinders their performance.

2.11 Overview of Private Security Companies in Latin America

Under this sub-topic, private security companies in Latin America, taking Mexico as a case study will be studied to understand how private security companies also function in countries like Mexico which is showing economic growth like Ethiopia.

Mexico

United Nation Development Program (2013) and Frutos, (2014, 19) as cited in Puck (2017) Latin America, the private security industry is growing. Mexico is no exception. In the 1970s only 40 companies were operating, and the industry accounted for 1.6% of the country's GDP. The industry has become a major employer for Mexicans with an estimated 450,000 private security guards (Frutos, 2014). Many factors contributed to the growth of PSCs in Mexico. Mainly an increase in crime and neoliberalism. When the Mexican government began implementing neoliberal economic policies, the country also defaulted on its debt. The debt crisis with the neoliberal economic policies brought inequality and unemployment (Puck, 2017). Mexico's government has responded to the growth of private security in the country by creating laws that can be a cooperative and active relationship with the public police (Abrahamsen & Williams, 2011b). In Mexico, state policies are highly discredited. This incident caused private security companies to expand and grow themselves in contesting practices.

The PSCs have been affiliated with the public police force to achieve a feeling of acceptance and at the same time distinguished themselves from the public police to save themselves from their poor reputation (Frutos, 2014). To have a partnership between the public and private security forces and to respond to the PSCs, the Mexican government legislation in the 1900s and 2000s (Puck, 2017).

2.12 Overview of Private Security Companies in Africa

Africa, as a continent has always had a series of conflicts in which both state and non-state actors are involved. These conflicts have been triggered by religious tensions, tribal rivalry, political problems, unequal distribution of scarce resources, climate change, and natural disasters (Arduino, 2020). Gumedze (2008) also argues that in Africa, conflict is seen as a legitimate source of business. This makes private military and security companies (PMSCs) engage in military coups and mercenary activities. Cillers and Mason (1999) private security and military companies have a lot to do with the context of weak or conflict-prone states, especially those on the African continent.

Bryden (2006) listed a few points on how PSCs in Africa have been facilitated. The first is burden-sharing. This means that government wishes to share the responsibility of protecting its citizens with non-state security organizations. Second, the government lacks enough resources to provide security to the people. These are intended to reduce the burden on the state agencies in protecting their citizens. Finally, to attract investment, the government should need a secure environment. Even as studies in Africa show these characteristics of PMSCs, they are still expanding in number and participating in their client protection system. Even so, contemporary PSCs in Africa are working to distinguish themselves from post-colonial mercenaries (Arduino, 2020).

Nigeria

Before the establishment of private security companies in Nigeria in 1965, it was customary to use security guards as guards of individuals or organizations (Mohammed, 2019). Over time one of the notable growths and expansion of private security companies is in Nigeria, which has undergone a quiet revolution. The reason behind its development is the fear of crime in society. People are no longer content to leave security matters to police public authorities. This is mainly

seen in the northeastern part of the country, where the hunters and civilians have taken this action to catch terrorists in the area (Holleman, 2005).

Although Nigeria's constitution has made it clear that the Nigerian police will be the only police force in the country, private security companies, ethnic militias, and vigilance groups share responsibility for ensuring security. It is not just companies that need additional security through private companies today, but the rich, poor, local, NGOs, and public authorities (Mohammed, 2019). Even so, the presence of private security firms has played a role in reducing crime, and PSCs clients have benefited from their presence (Oladele, 2018).

Some studies show that in 2015, the number of private security organizations was estimated to be 1500- 2000 having more than 100, 000 employees. With this, we can understand that these private security industries play important role in the Nigerian economy (Abrahamsen and Williams, 2015). Private security companies in Nigeria contribute to economic growth and development as worker employers (Oladele, 2018). Private security is the country's second-largest source of income after oil and gas. Private security personnel of almost every business, embassies, non-governmental organizations (NGO), and residential complex employees (Sarre and Steden, 2010). Bababusuyi (2016) explained that in Nigeria, the main actors in PSCs, the guards have six major functions in ensuring the protection of lives and properties. First, prevention the security guards are in a prevention business where they prevent crime, risk, and threat on those people and properties who they are paid to protect. Second, team player, this is when those guards are ordered by their supervisor to play a miscellaneous rule. Third, getting help is in times of robbery, crime, and so on. Forth, observe, and report. Fifth, its vigilance which indicates being alert. Finally, observe and report.

2.13 Historical Development of Private Security Companies in Ethiopia

Contemporary African private sector characteristics differ from region to region and from country to country. There are discussions about the growth of the private security sector in Africa. These arguments state that this growth is a sign of the weakness of the state and the failure to provide physical security to its citizens (Holmqvist, 2005). Ethiopia's government faced a lack of funding, making it difficult to have an adequate police force and armed forces. Although it was a challenge for the government, there was an opportunity for private security

companies to proliferate in Ethiopia (Munira, 2016). Interestingly, in Ethiopia, most private companies in Ethiopia claim to be the first in the country. This strategy is used to attract customers and gain legitimacy in their customer's eyes (Solomon, 2010). Some argue that in the time of emperor Haileselassie, there was the first private security in Ethiopia named Securicor owned by an Italian citizen, but it was closed after Derg took power (Desta, 2011). Since there is no clear evidence for this, it is believed that private security companies emerged and expanded in Ethiopia after 1991 (Solomon, 2010).

Even though it was motivated by one party's interest of one party and one party's profit in the late 2000s, Ethiopia followed police hybridity. This police hybridity includes state police, traditional policing like traditional leaders, Sharia courts, peace committees, women's groups, and community policing. This hybridity policing brought these actors together for better security and better results (Baker, 2013). As clearly stated above, this hybridity of policing despite the growth, does not include the PSCs. According to Solomon (2010), the growth of private security companies in Ethiopia happened in two phases. The first phase is in the early 1990s after the Derg regime lost its power and the demobilization of military armies of the Derg regime. The second phase is in the Ethiopian Millennium when the economy of the country was showing success and inclusion of privatization in its economic policy.

A study indicates that in Ethiopia, it was estimated that there were between 60-75 PSC (Solomon, 2010). After a few years, the PSCs grew to 130-160 of which 120 are based in Addis Ababa and this gave employment opportunities to 400,000-500,000 private security guards. It is estimated that this private sector has an annual income of 40 to 50 million birrs (Munira, 2016). In Addis Ababa, the capital of Ethiopia, licensing PSCs is carried out by the Ethiopian Federal Police and by the Office of Labor and Social Affairs in the city of Addis Ababa. With the support of Article 8 (1) of Proclamation No. 632/2009 stipulating that "the competent authority shall until the required condition is fulfilled, issue a license to the applicant" (Desta, 2011). Article 6 of Proclamation No. 720/2011 of the Ethiopian Federal Police Commission issues a certificate of competence to private institutions wishing to engage in the provision of security service. But it only shows the slight legitimacy the PSCs have but there is no legislation that is comprehensively and separately enacted to regulate and monitor private security service providers (Solomon, 2010 and Kenna 2017). This shows that the FDRE Police Commission has

accepted the role and recognized the potential of private security companies in protecting people and their property.

Solomon (2010) explains that an atmosphere of anxiety and fear among the rich people has helped increase private security in Ethiopia, Addis Ababa. Government and non-governmental organizations leave their security needs to private military security companies. The main clients of private security companies are from the commercial sector. It ranges from small to large companies, embassies, NGOs, international organizations, and banks. This shows that the trace of PSCs is visible in almost all aspects of the country's economic sphere. One of the main reasons is the responsibility for any human rights violations and the consequences of operations. The Ethiopian government, facing a lack of funding has made it difficult for the police and the armed forces to suffice. Nevertheless, it is a challenge for the government (Munira, 2016).

Like any business venture, Solomon (2010) argued that economic benefits are the reason why private security companies are in business. Like other countries, the main agenda of Ethiopia-based private security companies is economic gain. Ethiopia's stability, peace, and security have not received much attention from the PSCs. The absence of legislation, regulation, and neglect from the government has greatly contributed to this attitude of the PSCs. However, the presence of regulations that guide these companies will help to contribute to the peace and security of the country. The security vacuum filled by PSCs is clear, but some study in Ethiopia shows that PSCs staff mainly the security guards are unhappy, uneducated, and poorly paid people whose career is considered uncertain. This is because of four main reasons. First, they are retired security personnel, fired from public security service personnel, PSCs do not see their security guards' employees as permanent, and lastly lack of code of conduct (Munira, 2016). There is no association of private security companies in Ethiopia. The main reason for this is that they see each other as competitors rather than partners, and many private security owners want to be seen as a business for profit rather than a security provider (Solomon, 2010). This demonstrates that providing security to customers with extensive operations across the country is not perceived as a responsibility and is a threat that can result in a lot of insecurity and loss if not well regulated.

Training security personnel in PSCs aims to have professional and behavioral skills and behavioral skills to act professionally. The visible position in providing security by PSCs is security guards usually in uniform. These guards can have different roles, such as controlling

access to armed, unarmed, private property, protect against the loss, and maintaining order, and reducing all kinds of risks (Hess, 2009). The roles of PSCs security guards differ according to the preference of their customers. Common roles played by PSCs are to open entry doors, arrange passages, and guide visitors, etc. (Solomon, 2010). Some research shows that PSCs staff that are security guards in Ethiopia must have a specific characteristic to minimize risks on the ground. Those security guards should not have a criminal record, if they are ex-militarist personnel should bring resignation letters and have Ethiopian nationality (Solomon, 2010, Munira, 2016).

Private security companies in Ethiopia have some failures. There is a lack of transparency in the payment of wages. This shows PSCs security staff are being exploited because their pay does not match the service they provide and cannot guarantee a decent life for workers and their families (Kenna, 2017). While this is the case in many countries, possession of weapons in Ethiopia is also a complex issue. Very few organizations are allowed to use weapons like international organizations, banks, and embassies. To overcome these constraints, PSCs began to arm their security personnel with individual firearm licenses (Munira, 2016). The private and public security sector does not have a formal relationship. Their relationship has been mostly ad-hoc. The private sector seeks help from the public sector when the incidents are beyond their control, such as the use of a weapon. But it takes formalized and documented cooperation between these sectors to see better security outcomes (Solomon, 2010). The training of PSCs personnel is at issue. Despite the various roles they play and the responsibility they assume, in most PSCs, training lasts three to seven days. Since these companies will not have expenses, most companies prefer ex-soldiers to be employed. (Ibid). This shows that these companies are not seeking to provide professionalized personnel, or they are only focused on profit. On the other side, PSCs seek professionalization rather than having a civilian with no military background.

CHAPTER THREE

DATA PRESENTATION, DATA ANALYSIS, AND INTERPRETATION

3.1 Introduction

The objective of this study is to explore the roles played by private security companies, to explore the challenges private security companies face, to analyze how private security companies function in the absence of regulation on PSCs, and to investigate the perception of clients towards PSCs. To attain the objectives, the researcher has interviewed informants and did a focus group discussion. This chapter discusses the findings from the data collected in line with the specific objectives which are stated in chapter one. Thematic data analysis is used to analyze the data collected through different instruments (See Annex 1,2,3, and 4). Thematic analysis is concerned with the identification and analysis of patterns of themes and constitutes a widely applicable, cost-effective, and flexible tool for exploratory research (Herzog, et al., 2019). This helped the researcher to analyze the informant's perceptions and experiences.

Two FGD were conducted with security guards from two different private security companies. A semi-structured interview was used to interview security guards, private security companies' managers, police officers, and clients of private security companies. This has helped the researcher to understand the perspectives of different actors to get the full picture. This chapter will address research questions that are stated here briefly.

3.2 Private Security Companies development in Ethiopia

Defining the meaning of private security companies and seeing their development required seeing the pattern of private security companies in the Ethiopian context. George and Kimber (2014) argued that the phenomenon of private security existed much longer than modern security, where an attempt was made to protect their family and land. It was uniquely related to slavery and private security, thereby bringing the U.S in close connection with the slave trade, where it imported slaves from Africa perceived as private security. Human desires for additional individual protection and aiming to prevent crime against person and property lead to the evolution of private security (Hess, 2009). The development of the private security sector has led to being transnational sector. Although most PSCs are probably small or medium-sized

businesses, these sectors have recently emerged as powerful global security actors (Abrahamsen and Williams, 2007). The growth of private security is not a purely functional response to state reforming and outsourcing of previously public services. But it is also linked with social and cultural changes that are associated with late modernity (Abrahamsen and Williams, 2011b). Solomon (2010) security globalization has been the case for the development of PSCs in Ethiopia.

Private security companies have been defined by various actors. Most of the definitions assigned to PSCs were similar. The scope of theirs varies, while in some countries the PSCs are given the right to guard, patrol, investigate, detain, regulate traffic, and maintain peace, Ethiopia's PSC patrol and provide patrol services only.¹ A manager of one security company said the government alone cannot solve the security problem of all people due to funds, human resources, populations, and others. This contributed to the development of PSCs.² One respondent mentioned the Commercial Nominees as the source and main contributor to the growth of PSCs. It helped to understand the need to outsource the security issues of any given organization to focus on its work wholeheartedly and shift responsibility. It is about getting rid of the fatigue of having to deal with security issues. The second definition of PSCs is the protection of the life and property of governmental and non-governmental bodies by customers that can afford to buy them. Their main functions will be three. Providing security, preventing crimes, and protecting properties.³ Commercial Nominees is one of the oldest in the financial sector in Ethiopia. The company was established in 1965 by the Commercial Bank of Ethiopia (CBE), Construction, and Business Bank (CBB). Initially, the company carried out its tasks as an integral part of the Commercial Bank of Ethiopia. In that position, it is principally engaged in the stock resignation, stock registration agency, and handling and management of CBE and insurance brokerage employee pension account. Commercial Nominees began operating independently as a business entity after 1993 and reorganized itself. (Solomon, 2018).

The federal police had two intentions when they encouraged the establishment of PSCs. The first is to fill the gap that has been created by the police and military. Second, when police and military personnel resign, they can apply for jobs in these private security companies. Ethiopia

¹ Interview with a PSC manager – Addis Ababa at his office April 2021

² Interview with PSC Operational manager Aseffa Mezgebu – Addis Ababa at his office April 2021

³ Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

has a very large investment sector, and these investment sector areas cannot be covered by the police or military, so private security companies can fill the gap by using retired police and military personnel.⁴ Munira (2016) stated that the lack of funds made it difficult for the Ethiopian government to have adequate police and military force. Although a challenge for the government there has been an opportunity for the development of PSCs in Ethiopia. PSCs are growing in significant numbers each year. There were 60-75 in 2010, 130-160 in 2016, (Munira, 2016) and now in 2021, there are 314 PSCs including the banned according to the Federal Police.

As discussed above, even though the role of private security companies in Ethiopia is very limited in terms of patrolling different areas, the significant development of PSCs shows that there is a constant demand from people for safety and security. So, the development of private security companies has had its dynamics in the Ethiopian context.

3.3 Licensing Private Security Companies

In Ethiopia, Federal Police has its criteria for giving licenses. The first is to be Ethiopian. The second is to have a background in safety and security. The owner may simply be someone who can afford to open a PSC without any military and police training, so there should be a committee that includes the manager, operation manager, and administrative office that must have police or military training. If they have a degree 5 years, diploma 7 years, and certificate 10 years' experience. For the manager and operational manager, it is a must for them to have a police or military background.⁵ According to the federal government, there are two levels of license. Those who go to Federal Police to get a license for private security companies will first get a second-level license from the federal government after fulfilling all the criteria. Level two is awarded to all PSCs who obtain the license after the Federal Police visits the PSCs office a year later and check structure if they provide 15-days training and job-related training for security guards. When the Federal Police see that they meet all criteria, they will be level one.

⁴ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

⁵ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

3.4 Recruitment and Training of Security Guards

The training for security guards in PSCs aims to have professional and behavioral skills that will enable security guards to have professional conduct. The main role in ensuring security by PSCs is played by security guards, who usually wear a uniform. These guards can be armed, unarmed, and have various roles, such as controlling access to private property, protecting against loss, and maintaining order, lower risks of all kinds (Hess, 2009). In Ethiopia, the mode of training is two types. The first is in theory where security guards learn in the classroom about security theories that will be relevant to their day-to-day work. The second is practical where they will practice what they learned in a classroom. Both mode of training in total takes 15 days.⁶ In total, security guards receive training for three months. However, the training is not provided continuously, rather they will have training for 1 week, which is the basic training before they start working, but they will have another 2 months and 3 weeks training whenever they have a day-offs and have free time in total taking 3 months. They are trained in how to use weapons, because some organizations, such as a bank, the bank provided weapons for security purposes.⁷ The duration of training is provided varies from one private security company to another. There are two types of security guards. One is those with military or police backgrounds. They also receive 15 days of training before they start working in their duty stations. The second is the civilian security guards also receive the same type of training as the retired military and police officers.⁸

“5 days of training helps them to have a military gesture. The Federal Government said 15 days, but we cannot afford it. So, after five days, they will be at the station and coaches will teach them how to adapt to the workplace and its environment. Second, we gave them training during their annual leave.”⁹

The need for training is to have professional security guards who can use technology, armament, and be competent in their work. PSCs in Addis Ababa works in various sectors of the city to protect their client's lives and property. Criminals now use different types of technology and techniques to commit crimes, but almost all security guards do not know how to use technology, so they are not compatible with their counterparts. The government itself is not able to control

⁶ Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

⁷ Interview with ABC PSC Operational Manager Asefa Mezgebu in Addis Ababa at his office, April 2021

⁸ Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021

⁹ Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021

crime in all corners of the city through its intelligence, so it is important to train security guards by the federal police and other actors.¹⁰ Although this is the case in many countries, possession of weapons in Ethiopia is also a complex issue. Very few organizations can use weapons, such as international organizations, banks, and embassies. To overcome the problem, private security companies began to arm their security personnel with individual firearms licenses (Munira, 2016).

The training of professional security guards is essential in ensuring public safety. Having a trained security guard in the workplace helps maintain public safety. The findings show that the federal police do not provide training rather whenever private security companies ask for it, the Addis Ababa police commission provides training and private security companies are more interested in making money by making security guards train on using their days off and annual leaves. The main actors in private security companies in providing security and protection are security guards, if they are not well trained and do not get enough time for a break, it will prevent their role in enhancing security and safety. The federal police and the Addis Ababa Police should encourage the PSCs to have their instructions and code of conduct to gain appropriate and useful knowledge and training to better perform their work.

Private security companies in Ethiopia have also their criteria to employ and train security guards. As private security companies are considered as part of the security sector for the state police, their training for security guards is vital. The researcher conducted FGD and interviewed security guards, customers, police, and PSCs managers. Asking each actor helped to understand the truth behind training security guards before they are deployed at any duty station. The researcher also saw how training security guards help in their job performance and how it contributes to the roles of private security.

A manager of one security company has responded that there are four criteria that they consider when hiring security guards. Health conditions, age, identity card, and clearance. Before employing security guards, one of the criteria is health conditions. Regarding the health conditions of the security guard, including 1.60 cm tall, weight appropriate for her/his height, eyes must be healthy, no Hypochondroplasia, no paralysis, normal legs and arms, and mental

¹⁰ Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

strength. If there is any health problem that might prevent the security guard from doing his job, the wellbeing of the person, they won't get recruited. Second, any applicant for the job must be 18 years and older, this is required to make them legally acceptable and required by the Social and Labor Ministry. The third is an ID card or passport that is important for PSCs to know who they are and to see that the applicants are Ethiopians. The fourth is clearance. A clearance is written from the police station to know whether the applicant is free from criminal activities.¹¹ Some research shows that PSCs staff that are security guards in Ethiopia must have a specific characteristic to minimize risks in the field. Those security guards should have no criminal records, if they are ex-military personnel should bring resignation letters and have Ethiopian nationality (Solomon, 2010 and Munira, 2016).

In FGD, the researcher understood that there are security guards who have been trained for 1 month, 15 days, 4 days, and those who have not undergone any training.¹² The training for the security guards is given by retired police or military personnel who is under contract with the PSCs but whenever the PSCs ask help from the Addis Ababa police for training, Addis Ababa Police Commission is there to help them.¹³ There are two types of training, as the Federal Police official said, these are off-duty training and on-duty training before they start their work.¹⁴ PSCs managers have two different opinions about the employment of security guards. While some PSC preferred security guards who are former military or demobilized soldiers for the sake of professionalization, the others prefer those who do not have any military training because they do not ask for big paychecks.¹⁵

“PSCs prefer employing security guards who don't have a military background. This is mainly because the security guards without a military background do not ask much for payment, and they are less likely to ask for their rights.”¹⁶

¹¹ Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021

¹² FGD 1 and 2 with security guards Addis Ababa in their workstations April 2021

¹³ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

¹⁴ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

¹⁵ Interview with ABC PSC Operational Manager Asefa Mezgebu in Addis Ababa at his office, April 2021, Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021. Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

¹⁶ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

Training for security guards before starting their work, they receive training on how to prevent crimes, protect themselves and the organization from assault, make a more robust gesture, how to handle a fire problem, ethical training, how to use weapons and finally they are equipped with appropriate training to customer's desire. However, some errors can be seen at work, and they are trained to improve themselves.

*“Training is a full-fledged, especially related to the profession of the police. One of the tasks of training is to provide basic security services. The federal police said training should be for 15 days. Many of our security guards are experienced since they came from other companies. For those who do not have the experience, after we give them basic training, they will start working and training will be given to them in their free time mostly on Sunday in a different round.”*¹⁷

The client of PSC said that he had no idea whether the security guards were trained as they have no direct relationships with the security guards before they were hired. Customers meet and work with security guards after signing with private security companies. However, when customers find out that the security guards are not doing their job properly, the customers contact the companies, and the guard is replaced accordingly.¹⁸

In this respect, the researcher interviewed several respondents, and a security guard leading the team working at a duty station.

*“Although there is still a gap in security staff, security guards receive training before starting work and the training has been very important to us. We now know how to treat our customers, how to use modern security equipment and respond to any threats”.*¹⁹

The criteria that the federal police set for security guards are like those of the state police. In practice, however, this does not mean that all private security companies follow these rules because they are the ones who are told to give those who don't give enough training even though days training and are not providing it. The government stated that training should be given to every security guard before they start work for 15 days, PSCs have been providing training for 1

¹⁷ Interview with PSC Operational manager Aseffa Mezgebu – Addis Ababa at his office April 2021

¹⁸ Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

¹⁹ Interview with security guard at in Addis Ababa at his office April 2021

month, 15 days, 4 days, and those who have not undergone any training. There shows that there is a lack of accountability and transparency within the sector. Some private security tries to give longer training to their security guards to attract the attention of the customers. Due to the type of challenges and the variety of services assigned to these guards, the length of training is far from sufficient.

3.5 Contract with Private Security Companies

The researcher has asked clients and private security companies' managers what the contact of PSCs entails if there are offices that clients and private security companies should visit before entering a contract and the terms and conditions to be filled. This sub-topic will discuss how private security companies get a contract to work for their clients.

The PSC is the one who visits various offices to obtain a license before starting to work as a security service provider. PSCs are licensed by the federal police and the Social and Labor Affairs Office. PSCs only get a license once and start working. This process shows that private security companies like all businesses, renew their business licenses every year. What makes private security companies differ is that the Federal Police visits PSCs once a year. This is since Federal Police consider them to be part of the security sector, once a year, Federal Police visit the offices of private security companies. On the client's side, there is no such thing as visiting the offices. The point is that candidacy and any interested PSC can participate in the bid. In the submission, clients have a criterion that they expect about the PSCs. These are like documents a license from the Federal Police, the Social and Labor Affairs office. From the Trade office, they should have a document stating that they pay VAT and tax to the government. When a PSC has all these criteria, clients have a contract with them.²⁰ There is a condition to terminate contracts. This happens when private security companies, not security guards are involved in criminal activities.²¹ We can see from the November 13 Federal Police statement when 14th private security companies are banned because of robbery and violence against civilians (Ethiopia Monitor, 2020).

²⁰ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

²¹ Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

3.6 Advantage and Disadvantage of Private Security Companies

This sub-topic will discuss the advantage and disadvantages of private security companies in terms of their functions, presence, economic benefits, safety, and security. private security companies also have hindrances in their functions. This sub-topic will discuss briefly.

3.6.1 Advantage

3.6.1.1 Concentration on Work and Flexibility for Customers

The advantage of private security companies cannot be denied. Private security companies benefit the police, customers, the public, and security guards. When a company or organization gets bigger, thinking about and dealing with security issues is exhausting. So, the presence of these PSCs helps customers to focus on their work effectively.

“PSC is creating a job opportunity. I believe the presence of these has helped clients focus on their work. That way, they complement the public force. Police alone cannot provide security for us. Consider this, we have so many branches, the government cannot deploy police in every branch. But this does not mean that the PSC replaces the importance of the police, the PSC can complement the police.”²²

42 security guards work multiple shifts in one commercial center. The presence of security guards in every corner of the building helped the people working in the building feel safe and focus on their work without worry.²³ There is also flexibility about PSCs. PSCs save their customers time and money. Customers instead of training security staff for months and putting them on duty, go to private security companies to provide trained security guards (Gill and Hart, 2009). A customer also responded that whenever there is a problem with a security guard, they will first talk to the security guard to improve their work, but if the matter cannot be resolved between the security guard and the client, he/she will be replaced by another.

In addition, helping customers focus on their work,

²² Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

²³ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

*“Another advantage of PSC is that when our clients are not comfortable with the security guards or want to change them because they are not doing their job right, we do it for them”.*²⁴

Outsourcing the service of a private security company has helped customers to work. It also improves public safety as there is a body that is solely focused exclusively on providing security. Work flexibility also helps the PSCs, and the customers avoid any obstacles in the workplace by removing or changing any security guard who does not provide security effectively. that is not providing the security service effectively.

3.6.1.2 Economic and Employment Opportunity for Security Guard

Private security companies make a major contribution to a country’s economy and provide economic opportunities. There is likely high access to job opportunities within the private security companies. job creations and employment opportunities contribute to the country’s economic growth (Solomon, 2010). Private security companies are also compared to the police and customers could get protection with less money (Buzatu and Buckland, 2015). There are 314 private security companies including the banned in the country. Within the 314 private security companies, more than 1 million security guards are employed in total. This sector has created job opportunities for security guards.

3.6.2 Disadvantages

This sub-topic will discuss the advantages that private security companies have.

3.6.2.1 Lack of Accountability and Transparency

Even though private security companies have been fulfilling the security vacuum, PSCs still have limitations. This may be due to the nature of private security companies or the lack of necessary inputs. Sklansky (2006) stated that private security companies appear to lack public accountability in many parts of the world; this research has found that the same is true for the Ethiopian context. They were ineffective in lowering crime rates. Mahmood (2019)

²⁴ Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021

also found that PSCs tend to neglect their duties due to the carefree attitude of security personnel and legal proceeds.

There is a certain level of lack of credibility with private security companies, mainly due to a lack of proclamation. As a result, police officers do not see private security companies as partially trustworthy. The second is that most private security companies' guards have not been trained for 15 days after registration, according to federal police. This has led the private security companies to be perceived as those who lack a sense of responsibility, which undermined the police confidence of private security companies.²⁵

The lack of accountability and transparency has made PSCs ineffective in reducing crime rates, and this may be due to a lack of necessary weapons or tools to prevent such armed crimes or the lack of proper training for security personnel. Although the 15-day training is short on its own, there are private security companies that do not even provide training. On the other hand, some private security companies prefer to provide training for security guards after they start their work. This is mainly due to the lack of enough human resource supply security guards and not to lose any profit. This negligence of private security companies will make them face consequences since they provide untrained security guards.

3.7 Challenges Facing Security Guards

Security guards face many challenges in their workplaces. These challenges vary from station to station. In an interview and focus group discussions, security guards stated that clients, customers, and even the PSCs they work at as a challenge to them. During FGD, one of the security guards made the following remarks.

“There are customers who insult us, I don't know what the reason is. Not only customers but also clients in the bank consider us having informal employment. They see me as a watchman, but even if they did, they should know that it is we who prevent them from getting harmed and that we are trusted to maintain and protect their millions of birr

²⁵ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

properties. They don't trust us, and our salary is very small but despite all the negative attitude towards us, I am very proud to be trusted over millions of birr property."²⁶

On the other hand, others stated that they do not have enough equipment to enable them to fulfill their duties in their places of duty. Although they are not responsible for purchasing and arming themselves, they are blamed by customers for not being well-armed.

One security guard in FGD remarks,

*"Our job is a very serious one, we have many responsibilities, but our payment is too small. That is a problem. Although it is the responsibility of our security company, we do not receive a proper uniform, our uniforms are torn but we received nothing from them"*²⁷

A customer of the private security company said,

We gave 2,000 birrs to the PSC we work with. So, what I am trying to say is there are companies where they only pay 600 birrs to their security guards while they get 3000 or 2000 from their clients. Because of this treatment, we heard from various sources, we discussed with the PSC, but they told us that only 4 or 5% is left for their administration costs, remaining 95% is covered spending on security guard salaries, social security, annual leave, health care, taxes, and others. As a result, there is a harsh relationship between the government and private security companies. Therefore, I believe there is a need for a regulatory body that will balance these issues between private security companies, security guards, and the government."²⁸

The security guards also emphasized that they are not trusted in the workstation they work on. This is because they come from an agency that is considered unreliable in the Ethiopian context.²⁹ The pay issues have been a challenge for security guards for decades. Whenever security guards ask for more pay from the respective company they work for, they are informed they can leave the job if they so desire as there is already an available workforce supply on the

²⁶ FGD 1 with security guards in Addis Ababa in their workstations April 2021

²⁷ FGD 2 with security guards in Addis Ababa in their workstations April 2021

²⁸ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

²⁹ FGD 1 with security guards in Addis Ababa in their workstations April 2021

market. This has caused security guards, especially male security guards to work in many places and many shifts to survive. But not having enough rest has affected the work efficiency of security guards.³⁰

The challenges security guards face in fulfilling their responsibilities are those PSCs customers and the public look down on them, as they see them only as watchmen. Considering them as watchmen both right and wrong in the Ethiopian context. The right side is that the security guards are doing nothing but contact the police near them when a crime occurs. That is what watchmen do. The wrong side is that watchmen do not receive anything training to work in a duty station. The second is watchmen are not third parties who came from a private security company or agencies. The third is watchmen rarely have the chance to work in more than one duty station. The second challenge they face is that private security companies are not paying them well. This lack of sufficient pay causes the security guards to be less interested, which affects the performance of their work. Since the payroll they receive is not enough to get by, they work in 2 or three shifts by not getting enough rest. The third challenge is not being armed. This prevented them from working their job effectively where they could not protect themselves and their clients.

3.8 Challenges Facing Private Security Company

Private security companies face challenges that could hinder their roles in providing security. There are different issues PSCs faces. First, there is no single and clear guideline for PSCs from the government. The government should have a policy of approving this private security company's roles and responsibilities. So, the big problem is PSCs are self-employed which requires government policies. For example, permits are issued by the federal police, Trade and Industry Office, and Labor and Social Affairs Office. In other words, it is not yet known who is responsible for what. Second, the stance of private security companies in Ethiopia is still in its infancy compared to the other countries. People do not have enough knowledge of PSCs; it is an obstacle to the activities of private security companies. Third, after security guards are hired by PSCs and most of them leave their jobs without notice after they receive their paychecks or get a

³⁰ FGD 1 with security guards in Addis Ababa in their workstations April 2021

better job with a better paycheck. This is also a major obstacle that requires the government to respond.

According to a police officer,

“This is a cross-checking problem. Since they are large in the number you cannot tell how they hired, etc. We cannot control. We are faced with a robbery problem and the use of weapons. This was a challenge for us as most of the security guards did not know how to use the weapons. Another problem is that although we are not responsible for the paychecks, we always receive complaints that demand a transparent and accountable system.”³¹

Private security companies, on the other hand, are facing challenges from the government side. Social and Labor Office categorizes private security companies as an agency. The type of agency is like the one that helps people to migrate to other parts of the world by brokers. Social and Labor Office has a law of 80/20 where 80% of the income goes to security guards and the remaining 20% to private security companies. This by itself made PSCs think that the federal police and the government do not understand the contribution they are making. Federal Police are supposed to be an advocator for PSCs against the challenges they face from the Social and Labor Office, but they are not.³² So far, PSCs have tried to take their challenges to the court. In court, PSCs have raised issues like it is not appropriate to be accountable to each minister's office rather the federal police or defense force.³³ The challenges that private security companies face are mainly related to the lack of regulations that spell out states the rights and responsibilities of all actors that are involved in private security companies. The challenges could be reduced when government and private security companies work on regulation.

3.8.1 Lack of Sufficient Training

Security guards do not have enough knowledge and ethics as security providers. This is mainly due to insufficient training. Although private security companies have a supervisor who monitors

³¹ Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

³² Interview with Federal Police Officer Mekonnen – Addis Ababa at his office May 2021

³³ Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

the performance of the daily activities of security guards, do not do their job effectively.³⁴ The lack of sufficient training is partly blamed on the private security companies, which are the responsible actors for the provision of training. If security guards do not have enough training, it will affect their performance in providing security. The Federal police ask PSCs to provide training 15-days training for both the civilian security guard and the retired police officer or military personnel. But the training time for both types of security guards must be different. 15 days may be enough for retired police or military personnel but 15-days of training for a civilian is not enough.

3.8.2 Lack of Belongingness

Lack of belongingness has been another disadvantage of PSCs mainly this comes after customers started to outsource their security issues.

“While PSCs are appreciated because they have helped customers outsource their security to focus on productive work, outsourcing security has made private security companies security guards feel lack of belongingness and loyalty, this affects our work.”³⁵

This lack of belongingness caused a lack of commitment from the security guards in carrying out their duty. Security guards are under contract with private security companies, but security guards carried out their duties with a third party which is the customers of private security companies. This shows that there is no close connection between the security guards and customers since work-related issues are mostly discussed between customers and private security companies. This has created a lack of belongingness on security guards even though they are employees. This lower level of motivation, belongingness, and loyalty affects the work.

3.9 The Perceptions toward the Private Security Companies and Security Guards

The researcher asked this question to various actors such as clients, managers, security guards, police officers, and security expertise to get a full picture from a third party.

³⁴ Interview with Abyssinia Bank Manager – Addis Ababa at his office March 2021

³⁵ Interview with Abyssinia Bank Manager – Addis Ababa at his office March 2021

3.9.1 The Clients

Clients are the main beneficiaries of the service of private security companies. To understand how private security companies play role in providing security, understanding clients' perception is important.

“Even though we have been training our security guards next to the training they receive from their respective companies; their response is very poor. Whenever we tried to help them perform better, security guards complain about their wages and how that affects their work performances. Our customers have also told me like this.”³⁶

A customer also said that,

“We have been using this service for 11 years. Since it was difficult, we had to outsource the security issues. It is highly helping us to focus on our work. So, despite they have their flaws, their presence has helped us to focus on our job.”³⁷

Private security companies are viewed in different ways. The different ways are that they have been highly appreciated by customers because they are always present when they need to outsource security to focus on their work but still have doubts about their work efficiency. Private security personnel is not adequately trained to help enhance security. Professionalization is far from being seen in PSCs. Security guards blame their lack of efficiency in their low paychecks. But this can not necessarily be a reason to be ineffective on their job.

3.9.2 Security Experts

On the other hand, according to a security expert, there are different points of view. There is a competitive structure between public and private security. The other is a negative and positive perception. The negative perception is that the public only views security guards as “Zebegna” (ዘበኛ). The other, as an entity involved in criminal activities. This perception causes them to lose their trust in the eyes of their customers and society.³⁸ Private security companies recruit untrained security guards, train them for a few days, and bring them into the station. They prefer

³⁶ Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

³⁷ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

³⁸ Interview with Daniel, security expert, Addis Ababa at his office March 2021

to do this because trained security guards are less expensive, and they can be deployed in multiple locations with multiple shifts. This will make protection companies have less spending but more income. However, in the long run, affecting the operation of the security company.³⁹

In other words, they are viewed negatively because of their performance and attitude. Their performance is that they cannot do anything other than stand in front of a commercial building or bank and inspection. The other is standing outside any duty station doing nothing. Their attitude is that the security guards, especially those without military or police background lack consciousness of the work they are doing. This lack of attention and preparation will expose them to crime and theft.

3.9.3 Police Officers

Private security companies in Addis Ababa have been growing. In the past few years, private security companies have been growing in a three-digit number. The reason behind this is that there is a huge demand from the public that can afford it. Almost all commercial centers outsource their security issues to PSCs. This has led to their growth. The second is the population of the city. Since the human population is growing in the city, police alone cannot provide security.⁴⁰

Because of their increasing number, the Federal police authorized the Addis Ababa police commission to review the PSCs in Addis Ababa. Police have been hindered from giving full attention to PSCs for three main reasons. Firstly, police institutions are too busy to review PSCs regularly so every year the Federal Police and Addis Ababa Police visit the PSC office to see if they are complying with the labor law guidelines and see their activities. Second, PSC is growing in number with more than one million security guards under its command. This has made it difficult for police agencies to manage them well. The third and most important reason is the lack of statements that help police institutions guide and monitor positive security companies and how they operate.⁴¹ Due to the above discussed, there is a lack of trust in private security companies, especially due to the lack of disclosure. This prevents police officers from seeing private security firms as reliably impartial. Second, most of the private security companies after

³⁹ Interview with Daniel, security expert, Addis Ababa at his office March 2021

⁴⁰ Interview with Federal Police Officer – Addis Ababa at his office May 2021

⁴¹ Ibid

being registered, most of the security guards of the positive security company do not receive 15 says as stated by the federal police. This has created a perception of a lack of accountability on the part of the private's security sector, which has led to a lack of police confidence in them.

This shows that police need the help that comes from private security companies in covering the areas where police cannot be due to different reasons including tasks police have but still some works should be done from the police sides like creating awareness among the police and the society about the importance of PSCs role in enhancing security.

3.9.4 PSCs Managers

Private security companies are the providers of security for their clients. Understanding the perception private security company has by different actors helps to know what kind of place and status PSCs have among the society. There is a tendency to categorize PSCs as a criminal group. Private security companies are considered a threat to the state and the public. This perception has persisted for the last few years. But, lately, public and government perception of the PSC has worsened.⁴² On November 13th, 2020, 14 PSCs were banned for robbing a bank and planning a targeted attack. The Federal Police stated that in addition to their involvements in crime, these PSCs misused the weapons they were provided for illegal activities. The Federal Police added that they were conspiring to create chaos by working with TPLF to recruit individuals and arm them (Ethiopia Monitor, 2020). As the 14 PSCs contact was banned on 13 November 2020 due to bank robbery and targeted attacks on civilians, the PSCs suffer because the government accused those PSCs. Even though the government clearly stated that those 14 PSCs are the ones working with TPLF and are involved in criminal activities, other private security companies are also seen as a threat and are losing trust in the eyes of the public and government.⁴³

“The other is that the government does not trust us. Despite the gaps we are filling and the job opportunities we are creating, the government does not trust us or pay attention to us.”⁴⁴

Another PSC manager said,

⁴² Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

⁴³ Interview with Inspector Tadele manager of Beza PSC in Addis Ababa in his office April 2021

⁴⁴ Ibid

“There is only a lack of awareness by the public. This lack of awareness has caused PSCs to have a negative image in society. Our work may be commercially licensed, but it requires training from a safety perspective, and we cannot do this work without the partnership and support of the government. We are government stakeholders and vice versa. So, we both need each other for a better job and safety.”⁴⁵

After the banning of the 14 PSCs, other PSCs who are working now are daily reporting to Federal Police about their works and daily activities. Even though the law of the land states that any criminal is should be bought to court, PSCs had it more difficult to carry out their day-to-day work. This is because the customers of PSCs are in fear and the public categorizes all PSCs as robberies and criminals. This shows that the lack of formality and regulation has a great influence on the sector which significantly affects its performance.

3.9.5 Security Guards

It is important to note that when we talk about PSCs and their role, security guards are the key actors that play an important role in providing security. The researcher tried to understand the perception of the security guards by the FGD method and semi-structured interviews.

“The public and the police, they look down on us and treat us as “Zebega”. But we are not like that we are more than that. We are working with the police for the same purpose. We both work for the more safety and security of our people, and they do not us see someone as filling the void. We can defend the places where we are stationed.”⁴⁶

Another security guard said in a discussion with the focus group:

“There are customers who insult us, I don’t know what the reason is. Not only customers but also clients in the bank consider us having informal employment. He only sees me as a watchman, but even if they did, they should know that it is we who prevent them from getting harmed and that we are trusted to maintain and protect their millions of birr

⁴⁵ Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

⁴⁶ FGD 1 with security guards in Addis Ababa in their workstations April 2021

properties. They don't trust us, and our salary is very small but despite all the negative attitude towards us, I am very proud to be trusted over millions of birr property.”⁴⁷

Each group that has been asked the above specific questions has its perception. PSCs and security guards perceive their role positively and negatively. Cooperation between private security companies and police institutions, training of security guards, and a separate regulation to guide everything in this sector is essential and requires the attention of the relevant authorities.

3.10 The Role of Private Security Company

The role of private security companies cannot be denied. By covering large areas, they prevent crime and protect life and property. Since the sole focus of PSCs is to ensure the safety of life and property, the outsourcing of safety issues has helped improve security.

“From my experience, I believe that the presence of these private security companies helps customers focus on their business. By doing this, they complement the police forces. The police cannot provide us with security. Think about it, we have so many branches that the government cannot send police to every branch. However, this does not mean that private security companies are replacing the importance of the police.”⁴⁸

On the other hand, uniformed security guards create a sense of security and safety for their customers. But despite this, private security companies should be well regulated as they are responsible for physical security. The second is to maintain security, there are times when it is necessary to use force to protect life and security, but security guards are not properly trained to use it. Therefore, it is suggested that there is a need for a legal framework to guide private security companies to help the police.⁴⁹ Private security companies are not allowed to use firearms by law. This privilege is only given to the police and the military. At the same time, the role of private security companies is very limited, they do not have the same powers and duties as the police. Thus, although they may play some role in enhancing safety and security, it is limited.

⁴⁷ FGD 1 with security guards in Addis Ababa in their workstations April 2021

⁴⁸ Interview with Abissinya Bank Manager – Addis Ababa at his office March 2021

⁴⁹ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

3.11 Application of Modern Technology

The use of sophisticated weapons and modern electronics is crucial to increasing security services in society. In Ethiopia's case, there is no legal framework that allows PSCs to arm themselves. The federal police-only mandate is to license private security companies. This has made PSCs stick to local and traditional weapons like a stick and sometimes when the clients can provide equipment, they use electronic systems like CCTV cameras. Despite the changing environment and the technological advancement of criminal activities, PSCs are far behind. Computerization to fight criminals is rarely used in private security companies in Ethiopia rather they are obliged to contact the police whenever criminal activities happen. The use of modernized equipment is not only for the sake of security but to simplify the work of security guards.

*"We use CCTV. Our security company has an IT department according to our client's request. So, if there are places that our clients want to be closely monitored, especially at night or after work, we will have CCTV and if something happens, it will alert both our clients and us."*⁵⁰

According to a client,

*"Considering the context of the Merkato where hundreds of thousands of people are always moving around every day, and between 30,000-70,000 people visiting our commercial building daily, the security guards are not enough to protect lives and property so that others such as the community policing and others are paid by us to patrol the site."*⁵¹

For PSCs to work efficiently and effectively, the need to use advanced technology equipment is very important, but unless it is in places like banks, the security guards are not armed. The lack of necessary and adequate materials from the PSCs side has made customers of PSCs employ more security guards so that the presence of security guards and paid community police by the client can substitute the use of technology.

⁵⁰ Interview with ABC PSC Operational Manager Asefa Mezgebu in Addis Ababa at his office, April 2021

⁵¹ Interview with Yerga Haile commercial building client Commander Urga – Addis Ababa at his office March 2021

3.12 The Cooperation with Public Police

In recent years, private and public security institutions are acknowledging the importance of collaboration in terms of information sharing and partnership for the safety and security of the public (Kaweesi, 2011). Given the importance of cooperation between public police and private security companies, the researcher wanted to know what kind of cooperation exists between private security companies and the police. Although there is still a long way to go, it has been agreed that private security companies will cooperate closely with the police.

A security guard said,

“We get full support from the police, whenever something happens, we call them and report them, and they respond very quickly. They have helped us, and we cannot do anything without their help, especially in the event of a crime”.⁵²

In each workstation where the security guard works, there is a community-police that supervises the security guards, works closely with the security guards, checks the guards, and trains them. Therefore, community policing works closely with security guards, and whenever something is suspicious, security guards report it, and police work to resolve these issues. As that is how it works, help is not coming from the federal police but from the Woreda level which works closely with private security companies.⁵³ So, if the police have a responsibility to about private security to train them, work together to prevent crime, protect lives and property, they will highly contribute to enhancing security.⁵⁴

While mainly technical and managerial issues like the lack of regulations for PSCs, a misconception of the PSCs by different actors, lack of adequate training, and the wage for security guards, are mentioned as major barriers; there is a deeper security issue seldom mentioned. This thesis has found that at face value the administration and discussion on PSC seem to de-securitize a highly sensitive security agenda, however, the securitization of the business has been an integral part of PSC due to their close link with ex-combatants and their political leverages. This was evident in the government actions PSC in the post-2020. One of the

⁵² Interview with security guard at in Addis Ababa at his office April 2021

⁵³ Interview with PSC Operational manager Aseffa Mezgebu – Addis Ababa at his office April 2021

⁵⁴ Interview with Nebiro PSC manager Merid in Addis Ababa at his office, April 2021

main reasons the government of Ethiopia has encouraged the establishment of private security companies is when police and military personnel resign, they can apply for jobs in these private security companies. They at the same time can keep their social security and work for private security companies. This shows that in Ethiopia private security companies have a close link with ex-combatants and their political leverages. Security has become a good that is being sold to those who can afford it. Private security companies have been functioning not only as business entities but also as political. This was evident when the government acted on 14 private security companies in November 2020 as they were banned because of robbery, violence against civilians, and conspiring to create chaos by working with the TPLF to recruit individuals and arm them.

The new shift of security responsibility to private security companies allows government and public institutions to concentrate on their core responsibilities and functions (Richard and Smith, 2007). This has been seen in the finding of this research where the presence of private security companies has helped private and public institutions by shifting the security management to private actors like private security companies. Public security institutions have a mandate to provide protection and law enforcement globally or at least based on the greatest need, private security often focuses on providing risk protection selectively risk based on financial incentives (Krahmann, 2008). Even though there is a slight difference in who receives the protection or security, private security presence has helped to complement the public police.

CHAPTER FOUR

4.1 Summary, Conclusion, and Recommendations

4.1.1 Summary of the Study

This chapter provides an overview of the thesis. It presents summary, conclusion, and recommendations based on findings made during the conduct of research. The summary clarifies the whole study to improve the understanding of the topic under discussion. In this chapter, the researcher also concludes the presentation of the general overview with a reference to the observation made during the study. The researcher also recommends some points that need to be considered to improve the role of PSCs and ways to overcome challenges.

The core stone of this work was to explore the roles played by private security companies, to explore the challenges private security companies face, to analyze how private security companies function in the absence of regulation on PSCs, and to investigate the perception of clients towards PSCs.

The research has four chapters. Chapter one includes is about the background of the study, statement of the problem, objective of the study, and research methodology. The second chapter is a literature review and conceptual frameworks like the concept of security, emergence of private security companies, type of private security companies, private security privatization of security, the significance of private security companies, the disadvantage of private security companies, regulation of private security companies, and private security companies in Ethiopia. Chapter three is the data presentation, data analysis, and interpretation. Chapter four focuses on the summary, conclusion, and recommendation of the research.

4.2 Summary of main Findings

Commercial Nominees is the source and main contributor to the growth of PSCs that helps any given organization to focus on their work wholeheartedly and shift responsibility. Criteria that are looked to recruit security guards are four. These are health conditions, age 18 years and above, ID card, and clearance from the police that he/she is free from any crime. After they are recruited, security guards get trained from 0 days to – 1-month of training.

The perception of clients, police offices, and security experts toward PSCs has a huge impact on the performance of PSCs in enhancing the security and protection of society. If PSCs and their roles are well received and recognized, their performance will grow positively and creates better job opportunities, filling gaps, prevent crimes, and expand the division of labor. In this research, perceptions towards PSCs were diverse. PSCs is seen as untrustworthy actors, gap filler, job creator, non-professional, and profit-oriented or entrepreneurial. The advantage and disadvantages of PSC were also studied. Its advantage is that it helps clients focus on their work while outsourcing security issues, the other is flexibility whenever the security guards do not meet the interests of its clients, they can easily be replaced. The third advantage is economic and job opportunities. Disadvantages include lack of belonging, transparency, and accountability, and insufficient training.

There are four criteria PSCs consider when hiring security guards. Regarding the health status of the security guard, he/she should be 1.60 cm tall, have a suitable weight according to their height, have healthy eyes, no hypochondroplasia, should not be paralyzed, his/her legs and arms should be normal, and he/she should be mentally strong. Second, must be 18 years or older. Third, important for PSCs to know who is not for applicants to see that they are Ethiopian is an identity card or passport. Forth, a clearance that is written from the police station to know whether the applicant is free from criminal activities or not. Challenges facing security guards is that they do not have sufficient equipment, wage, and faces a lack of trust from the customers. The other challenges facing PSCs are from the government side where they do not have one office, they are accountable for, lack of trust from the federal, Addis Ababa police, and the society. The cooperation between police and security guards is insufficient where instead of being collaborators for the same purpose, there is a lack of cooperation where the police do not fully trust the work of PSCs for various reasons. The moment law enforcement started in Tigray Region and after few days the banning of 14 PSC made PSCs think and expect that they will be targeted just because they are Tigrayan or other ethnicities. The ethnicization of PSCs has therefore been a recent but one of the major challenges for PSCs. To PSCs perform better in Addis Ababa, the major steps to be taken are creating regulations that guide PSCs, sufficient training provided by the Federal or Addis Ababa police, and application of modern technology.

4.3 Conclusion

From the result of this research, it was revealed that private security companies have contributed to maintaining security in society. Their roles cannot be denied even though lack of proclamation, lack of sufficient training, lack of trust from the government side, accountability to different offices, and lack of modern technology have made it difficult for security guards to play better roles may not be undermined. This research has uncovered complex factors that are hindering private security companies from their responsibility. The other complex factor is the ethnicization of PSCs which has been the fear for private security companies. This complex factor cannot be solved by the government alone but must involve PSCs, customers, police, and relevant government bodies from the government sides. Creating awareness, training, and teaching PSCs like the police or military forces so that PSCs do not become ethicized in their works and do not align themselves with political parties is important to implement their job.

Ethiopia is not a signatory to any international regulations and does not have any regulations and codes of conduct regarding private security companies which also complicates matters for private security companies in Ethiopia. Neither the government nor the PSC has anywhere to turn to whenever are ongoing legal issues involving private security companies such as affiliation with political parties. So, this was also witnessed while doing this research. Thus, training and proclamation are required to help the force manage and apply these weapons and systems. The major role lay in the hand of the government to improve security guard's role in the provision of safety and security for their clients by building their images which they are losing due to different events, giving them guidelines, and providing pieces of training. The researcher provides this recommendation as a way of providing information to relevant authorities on how to improve the private security companies.

4.4 Recommendations

Everyone in society has a role to play in the success of these private security companies, the police, the customers, cooperation between PSCs, security guards themselves, and the government. Advance in science and technology has also presented a greater challenge as sophisticated weapons and electronic systems are not allowed.

- I. Federal Police Commission should have regulations that govern the 314 private security companies to implement their job effectively and accountably.
- II. For security guards, transparent human resource procurement processes, as most security guards do not have experience of how to do their jobs. Second, continuous training for security guards from 3 to 6 months. Third, to create a sense of belongingness which is linked to the second, but additionally allowing a higher salary would help create the spirit. To keep security guards, PSCs must motivate them by paying them good salaries that will at least allow them to live a decent life.
- III. Before drafting any regulations that will govern private security companies, the government should involve the main actors in the discussion, which are private security companies.
- IV. As emphasized by Diphorn (2016) private security companies should be agency-level standards, include training standards, disciplinary measures, and recruitment policies. In Addis Ababa, private security companies should not expect the government to issue a guiding statement but should prepare and use their training standards, disciplinary measures, and recruiting policies.

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ANNEXES

Annexes 1

Interview questions for customers of private security companies

1. What do you know about PSCs?
2. What were the processes of hiring them? Which offices did you visit to complete the contract? Was there any government office you had to notify?
3. What does your contract with the PSC entail? What are the details of their terms of service? What are your responsibilities? Conditions you must fulfill.
4. What is your view towards PSCs role in terms of providing security? Do they complement the public police?
5. Have you had any criminal incidents in your organizations while there were security guards? If there is, what was the reason behind it?
6. How is the customer's satisfaction with those guards?
7. What are the challenges and advantages of employing PSCs?
8. If it were up to you what laws would you put in place on PSCs?

Annexes 2

Interview questions for private security company managers

1. What do you know about PSCs?
2. How many years has it been since this PSC started to work?
3. What are the criteria you must employ a security guard?
4. Do your security guards receive training?
5. How long do they take the training?
6. Does your company have a modernized security system?
7. What are the types of your clients? From which sector are they?
8. Do your security guards on duty face any problems so far?
9. What kind of collaboration do you have with the police?
10. What are the comments of your customers on your services?
11. What are the challenges your company faces during security service provision?
12. How does the lack of regulation in Addis Ababa affect your work in providing?

Annexes 3

Interview with Police Officers

1. How many private companies are there?
2. What was the intention of the government when they created PSCs?
3. What are the criteria for getting a private security license?
4. Does the type of licensing differ?
2. What are the challenges you face about PSCs?
3. What is the advantage of their presence?
4. Why is the private security company not allowed to arm themselves?
9. What kind of relationship do police and private security companies have?
10. Why is there still no separate law that governs PSCs?
11. What is the contribution of PSCs in providing security?

Annexes 4

Focus Group Discussion questions

1. What are your major activities and duties as a security guard?
2. Did you receive training when you join this company? If you did, how long did you take, and was it helpful? If not, why didn't you?
3. What are the problems you encounter when you are at your guarding station? Have you ever met with any crime in your guarding station?
4. How are you as security guards perceived in the eyes of the police, customers, and ordinary people?
5. Have you worked previously with other private security companies? If your answer is yes, why did you leave and join this?

No.	Interviewee	Sex	Occupation/ Position	Place of interview	Date of interview	Remarks
1	Inspector Assefa Mezegebu	M	Operational Manager of ABC PSC	At his office	April, 2021	Key Informant
2	Commander Urga	M	Customer of Beza PSC	At his office	March 16, 2021	Key Informant
3	Commander Merid	M	Manager of Nebiro PSC	At his office	April, 2021	Key Informant
4	Inspector Tadele	M	Manager of Beza	At his office	April, 2021	Key Informant
5		M	Abyssinia Bank Airport Branch Manager	At his office	March 11, 2021	Key Informant
6		M	Federal Police Director	At his office	May, 2021	Key Informant
7		M	Security expert	At his office	March 25 th 2021	Key Informant
8		M	Security Guard	At his duty station	April 2021	Key Informant
9		M	Security Guard	At his duty station	April 2021	Key Informant

List of FGD 1 Informants

No.	Name	Sex	Date and Place	Position
1	Informant 1	M	April, 2021	Security guard
2	Informant 2	M	April 2021	Security guard
3	Informant 3	M	April 2021	Security guard
4	Informant 4	M	April 2021	Security guard
5	Informant 5	M	April 2021	Security guard
6	Informant 6	F	April 2021	Security guard

List of FGD 2 Informants

No.	Name	Sex	Date and Place	Position
1	Informant 1	M	April 2021	Security guard
2	Informant 2	M	April 2021	Security guard
3	Informant 3	M	April 2021	Security guard
4	Informant 4	M	April 2021	Security guard
5	Informant 5	F	April 2021	Security guard
6	Informant 6	F	April 2021	Security guard
7	Informant 7	F	April 2021	Security guard
8	Informant 8	F	April 2021	Security guard