ASSESSING THE FACTORS THAT ARE AFFECTING SERVICES DELIVERY IN PRIVATE SECURITY FIRM IN KENYA

A CASE STUDY

GROUP FOUR SECURITY COMPANY (G4S)

BY

REGISTRATION NUMBER L125/14511/2010

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DECLARATION

This research study is my original work and has not been presented to any other examination body. No part of this research should be reproduced without my consent or that of the University of Nairobi.

Name: [Signature]

Date: 16th March 2012

Declaration by the supervisor

This research project has been submitted with my approval as the University of Nairobi Supervisor.

Name: [Signature]

Date: 16th March 2012

Lecturer supervising
ABSTRACT

This study aimed at investigating the factors affecting service delivery in private security firms in Kenya. With a case study of G4s Company Limited. The specific objectives of the study were:-

To find out the effect of technology on services delivery on private security firms in Kenya, To evaluate the effects of competition on services delivery on private security firms in Kenya, To analyze the effects of Government policy on services delivery in private security firms in Kenya and to find out the effects of crime levels on services delivery in private security firms in Kenya. The study will benefit the management of G4S Company and other security companies, Researcher in future researcher. The study was limited by confidentiality and non corporations from the respondents.