Title

Comparing the Policing and Management of Security in Private/Hybrid Space in South Korea and the United Kingdom

The thesis is submitted in partial fulfilment of the requirement for the award of the degree of Doctor of Philosophy of the University of Portsmouth.

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Abstract

This thesis is a comparative criminological study comparing the private policing and management of security of private/hybrid space in South Korea and United Kingdom. It is based upon two comparable shopping malls and draws upon thirty four semi-structured interviews of security officers, supervisors, managers and police officers; thirty nine structured interviews of security officers at both malls; one hundred structured interviews of shoppers at each mall; and one hundred hours of observation at each mall. Increasingly in both South Korea and the United Kingdom the public feel a greater need to protect themselves from crimes because of declining police resources. As a consequence the police are finding it difficult to meet the demands of the public and organisations in terms of crime prevention and the provision of a visible uniformed presence, amongst others. Society demands more effective public security control than what the government can offer. To better respond to these needs private security firms have filled the gap and areas of large private/hybrid space such as shopping malls have been one of the prime examples. However, there have been a few studies of the private security industry in such areas in the UK and in Korea and no internationally comparative research conducted on shopping malls at all. This study seeks to start to fill that gap by analysing the contribution of private security to the policing of private space, which is open to the public in shopping malls of the two different countries. Secondly, the research explores and compares the systems of regulation, licensing, legal powers, training and working conditions, amongst others. Third the thesis explores real functions, statuses and image of private security officers and police officers, examining their daily operations, at the two case studies.

The research identifies a number of findings, particularly around the role and orientation of officers, noting a strong 'service men' culture amongst Korean officers, distinct from the United Kingdom officers who are more security and policing orientated. It also finds private security officers and their contribution are still considered as unimportant by the public and this is linked to their governance, lack of legal power, poor level of training and low educational levels, although this did vary between the two countries. These issues also impact on the relationship with the police who in South Korea are less likely to entrust private security officers with policing work compared to the UK. This research also sheds light on the issues of private security industry regulation, legal powers, poor working conditions, the level of training and occupational risks and the research will hopefully contribute to the growth of comparative research on private security. Therefore, this thesis makes significant recommendations to improve the management of security in shopping mall such as great investment, batter training, working conditions and regulation etc.

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Declaration

Whilst registered as a candidate for the above degree, I have not been registered for any other research award. The results and conclusions embodied in this thesis are the work of the named candidate and have not been submitted for any other academic award. (Word count: 78,085)

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1 CHAPTER ONE

Introductory Chapter

1.1 Introduction

This research is a comparative analysis of the policing of hybrid space in shopping malls in two different countries; South Korea and United Kingdom. It is the first in-depth study comparing private policing in two countries. In recent years, terrorism, cybercrime and international crime have all become significant on the global stage. Understanding different countries' criminal justice systems and exploring the impact of their similarities and differences is important in understanding how to deal with those crimes (Pakes, 2010; and Diez-Repolles, 2013). In this sense, comparative criminological research can provide a deeper and better understanding of the differences in the private security industry between countries.

According to Jones and Newburn (1998), private security is recognised as a growth industry. However, there is a relative lack of research and comparative research on private security industry, particularly in Korea, which was one of the reasons for the choice of this topic. Van Steden (2007) has also discussed the dominance of Anglo-Saxon countries in criminological studies of private policing and a tendency to disregard other countries' experiences and systems in the private security industry. Nonetheless, a very small group of researchers from outside of Anglo-Saxon countries have conducted studies to begin to address this gap (Miyazawa, 1991; Mawby, 1999; Button and Park, 2009; van Steden, 2007; and Juska, 2009).

There have been various studies surrounding the growth of private security industry (Draper, 1978; Shearing and Stenning, 1987; South, 1988; Johnston, 1992; George and Button, 1994; Jones and Newburn, 1995; De Waard, 1999; and Forst, 1999), the power of private security (Jones and Newburn, 1998; Stenning, 2000; Jason-Lloyd, 2003; and Button 2007b); the role of security officers (South, 1988; McManus, 1995; Rigakos, 2002; Wakefield, 2003; and Sharp *et al*., 2008); occupational cultures (Michael, 1999; McLeod, 2002; Button, 2007b; and Wakefield, 2007); the relationship between private security officers and police officers (Shearing, 1992; and Button, 2007); policy and the regulation of private security (George and Button, 1997; Button and George, 2001; Button, 2007b; Hakala, 2007); and the governance of security (Johnston and Shearing, 2003; Wood and Shearing, 2007; and Noaks, 2008).

One area where private security have increasingly become the principal agents of policing is in shopping malls, which are usually areas of hybrid space (Button, 2007b). There have been studies of the private security contribution to such space in the UK (Wakefield, 2003; and Button, 2007b). On the other hand, in South Korea there has been no such research and more broadly this thesis presents the first comparative study of the contribution of private security to private/hybrid space in the two countries.

This research is also the first comparative study of such space between South Korea and the United Kingdom. It is also important to note both nations are significantly different countries. The UK is an Anglo-Saxon and European country with a distinct culture and a long established democratic state based upon based on the constitutional monarchy. By contrast South Korea is a Republic with a relatively new democratic system with an Asian culture. In addition, there are a lot difference in terms of criminal justice system including police and private security systems. Those differences between two countries will be explored in more detail in Chapter 4.

1.2 Significance of the Research

Nowadays, public safety has become an increasingly crucial issue with the demands from the public. The general public's interest in crime prevention increasingly includes private security (Button, 2007b). Even though recorded crime has steadily diminished in South Korea and in England and Wales (Office for National Statistics, 2015; and KNPA, 2015), major crimes publicised in the media serve to increase anxiety and the fear of crime. For example recently in South Korea there were reports of missing female college students and a married women being found murdered and buried, kidnappings and murder of elementary school students in Anyang. Media reporting implies that the public provision of security is failing to meet the needs of the public, and this in turn is causing greater anxiety. Thus, the public feel a greater need to protect themselves from crimes in both countries.

However, there is a serious imbalance between this need and the resources available. Many countries are faced with a similar lack of public security resources. Such limitations create a higher demand for private security services. To better respond to these needs, private security firms must provide more efficient services in crime prevention through advanced management of security industry as its alternative plan.

There is an increasing recognition of the important role for the private sector in policing (McManus, M., 1995; Jones and Newburn's, 1998; Rigakos, 2002; Wakefield, 2003; Crawford, A., and Lister, S.,

2004; Button, 2007b; and van Steden, 2007). The number of private security officers has been increasing, overtaking that of police officers in both the UK and Korea (Home Office 2010; NPA 2012; and SIA 2013). However, alongside this expansion, there have been problems of low pay, poor working conditions and high labour turnover rate (Button, 2007b). Moreover, the financial pressure facing many 'buyers' of private security services, often leads to inadequate investment in policing operations, too few security officers and insufficient equipment such as CCTV cameras, walkie-talkies or suitable uniforms. The long term financial constraints on these companies may also bring down the morale of the personnel as well as their working conditions and wages. In reality, Button (2007b) found that most security officers were paid at or slightly above the minimum wage, and that this affects the quality of the service they provide.

In addition, many security officers have taken insufficient and unsystematic training, which means that they often cannot recognise their actual role and the legal powers within their workplace (Michael, 2002; Wakefield, 2003; Crawford and Lister, 2004; and Button, 2007b). There is no doubt that the police play an important role in providing reassurance for the public, but there are not enough of them to meet public demand. Thus, private security officers are needed to fill this gap. However, relationships between the security officers and the police are variable. Police sometimes tend to disregard private security officers due to the low quality of the training and qualification system. Most ordinary people could easily become security officers if they attended a short training course and passed a low standard test. As a result of that, security officers may be deemed by the police to lack reliability. In order to improve the cooperation between the two agents, the level of training for security officers needs to be developed (Button, 2007b). Wakefield (2003) suggest that developing a strong relationship between security officers and the police is essential to meet the public's demand for protection. Therefore, private security firms need to provide their security officers with a higher level of training in crime prevention. Not only does the security industry need more regular communication with the police service than before, it also requires an improvement in the relationship between them   (Michael, 2002).

  Private security officers also face a higher possibility than the ordinary workers to be exposed verbal abuse, threats of violence and even physical assaults (Gil at al. 2002; Bowie et al. 2005; and Button, 2007b). This is because one of the core functions of the security officers is to maintain order and to address anti-social behaviours from intoxicated, mentally-ill individuals or drug addicts. In fact, many security workers have experienced these negative situations (Button, 2007b).

All these above issues will be examined in this research contributing to the improvement of private

security area for safe community.

1.3 Research Aims and Key Questions

The aim of this comparative research is to (i) analyse the contribution of private security in the policing in hybrid/private space open to the public in South Korea (Korea) and the United Kingdom (UK), with a view to (ii) identifying areas of potential improvement in the security systems of the two countries and (iii) proposing arrangements for more effective security management at both operational and strategic levels. The research was conducted in shopping malls in each country in order to compare the different roles and legal powers of private security, police and other agents of policing between South Korea and the UK. A set of research questions was set out as follows:

1. What do the policing agents actually do on a day-to-day basis?
2. How different are the roles of the security officers within their workplaces in the two countries?
3. How aware are the security officers of their legal powers and roles within the workplaces?
4. To what extent do security officers utilise their legal powers and where used when and how do they use them?
5. What risks do security officers encounter carrying out their roles?
6. What kinds of training do the security officers undertake for effective job performance and is the training effective when cooperating with police officers?
7. Is the current level of cooperation between security officers and police helpful in crime prevention
8. What are the views of the key agents (private security, police, etc.) and the public on the different policing agents?
9. What proposals arise from the research and analysis for more effective security management?

The research also provides information on the backgrounds of the security officers such as culture, age, academic level, salary, working conditions and turnover rate, which may reflect their level of knowledge and confidence in the workplace. The study not only explores public views on the role and effectiveness of the different agents engaged in policing in each country, but also examines the broader systems of governance in these two locations.

This thesis consists of nine chapters. The next chapter discusses concepts of private security and its changing nature on the basis of theoretical literature. The powers of private security officers are reviewed using Lukes' three-dimensional approach to power and the work of Wrong. This chapter

also explores existing comparative research and the comparative criminal justice related to this.

Chapter 3 presents the research methodology. Beginning with research paradigms the chapter discusses positivism and interpretivism. The methodology used in this project is explained in terms of two case studies using a qualitative approach. The chapter explains the tools to be used such as structured and semi-structured interviews, participant observation, and documentary research used for data analysis. This research was based on thirty four semi-structured interviews of security officers, supervisors, managers and police officers; thirty nine structured interviews of security officers at both malls; one hundred structured interviews of shoppers at each mall; and one hundred hours of observation at each mall. Both the validity of the study and ethical considerations are also considered.

Chapter 4 provides a contextualised understanding of the private security industry in South Korea and the United Kingdom. Starting with the general background of both countries, their criminal justice systems, and its characteristics and trends in crime in each country. The size, regulation, training and legal powers of private security operatives in the two countries is established. Finally, the governance of the two case study countries is compared.

Chapter 5 examines basic demographic information such as age, gender, educational achievement, and working years of the security operatives. It also deals with the motivation and the level of training they have received.

Chapter 6 discusses the findings of the research in relation to the role of the security officers in what they do in practice and how they deal with anti-social behaviours and crime. This chapter illustrates the service role as a core function for security officer, and also discusses the utilisation of CCTV systems.

Chapter 7 discusses the legal power of security officer, how much the security officers know about their legal powers and how well they utilize these powers for crime prevention within the shopping malls. This chapter also examines the public perception of the legal power given to security officers.

Chapter 8 deals with the occupational hazards facing security officers such as anti-social behaviours, verbal abuse, violence and assaults. Moreover, the chapter examines the relationship between the security officers and the police, and the opinions of shoppers towards the private policing operatives.

The thesis ends with a conclusion bringing together the findings of the thesis.

2 CHAPTER TWO

Literature Review

2.1 Introduction

According to recent official statistics, the number of crimes has decreased in England and Wales (Office for National Statistics, 2015), but also the number of crimes has not increased since 2009 in South Korea (KNPA, 2015). However, the number of people who feel insecurity or fear of crime has increased giving rise to a demand for greater protection which includes private security (Button, 2007b; and Office for National Statistics, 2013). At the same time, current police resources are at breaking point with diminishing budgets, equipment and personnel (Button, 2007b). The police, therefore are experiencing difficulties in meeting public demands and in addressing the fear of crime. Consequently society demands more effective security control than governments can currently offer. In order to solve these problems, private security firms have increasingly moved into police areas of activity, providing more efficient services in crime prevention and cooperating with police officers through advanced management with training of security officers. Wakefield (2003) found that a strong working relationship between police and security officers is crucial to deal with the public's demand for protection and safety. A closer relationship and more regular conversation between the security industry and public police service are required.

This chapter will examine the following areas. Firstly, it explores and defines private security is discussing how its size and role have changed. Next, it investigates the issues around the regulation of private security in different countries, including the role and legal powers of the security officers in the field. The chapter ends with a discussion of the advantages that comparative study can bring to the field.

2.2 Private Security

2.2.1 Definition of Security

As always in this field there is a problem of terminology. This is mainly because the use of the terms varies and continues to change over the time. It is imperative, however, to clarify the terms in order to understand what constitutes private security.

With the development of technology, people are exposed to crime more easily and the types of crime

become more diverse as well. Security is an important issue. This is because it does not only keep people safe and protected from danger, but also promote the quality of people's lives. Indeed, security covers more than crime-related areas. It has a much wider scope including international relations and even welfare payments (Button, 2008). Moreover, the meaning of the term 'security' varies in different languages. In French, for example, sécurité indicates safety as well as security in the English sense (Gill, 1996). Security is also seen as 'human security' in a broader framework. As Kofi Annan argued,

> *Human security in its broadest sense embraces far more than the absence of violent conflict. It encompasses human rights, good governance, access to education and healthcare and ensuring each individual has opportunities and choices to fulfil his or her own potential. Every step in this direction is also a step towards reducing poverty, achieving economic growth and preventing conflict. Freedom from want, freedom from fear and the freedom of future generations to inherit a healthy natural environment – these are the interrelated building blocks of human, and therefore national, security. (Commission on Human Security, 2003, p. 4)*

2.2.2 What is Private?

The debate as to what distinguishes private (market) from public (government) has been significantly influenced by the expansion of paid security occupations (van Steden, 2007). Despite a number of studies, however, attempting to distinguish between the two sectors, there seems to be no clear-cut definition where the public ends and where the private starts. 'Private' is sometimes defined as 'commercial' in relation to non-public policing (Johnston, 2000; and Loader, 2000). Button (2002, p. 8), notes that the term 'commercial' cannot fully represent 'private' as 'it excludes voluntary initiatives and in-housing security working for public sector organisations', and at the same time, 'it includes the public sector's increasingly commercial activities.' Indeed, it is difficult to disentangle public and private as 'two extremities flow into multidimensional fusions' (Benn and Gaus, 1983) leading to some doubts about the usefulness of any division between public and private (Kempa et al., 1999). Button (2002) identifies the most problematic 'grey area' between the two spheres. This refers to situations in which privatised companies use some public officers or, conversely, the state organisations that use privately employed individuals. These blurring boundaries even result in the creation of new terminology such as 'parapolice' (Rigakos, 2002) and 'quasi-policing' (Jason-Lloyd, 2003). As Geuss (2001, p. 6) argued, therefore, there may be 'no single clear-cut distinction between public and private but rather a series of overlapping contrasts'. Nevertheless, it is important to understand some distinctions between these two in order to have a clearer idea of what functions are done in private security sector.

Benn and Gaus (1983) identified three dimensions to disentangle 'publicness' and 'privateness': access, agency and interest. They divided access further into four categories in terms of access (right) to places, activities, information and resources. Agency relates to an individual's status, whether he or she belongs to a public community or a private organisation. This approach, does not address Button's (2002) 'grey area' (see above). The last dimension Benn and Gaus distinguish is the interest served. It may be most difficult to draw a line between 'public' and 'private' interest. Benn and Gaus simply argued that it this is dependent on whether they seek (intend) to benefit all or a specific individual or group.

Jones and Newburn's (1998) approach tends to focus more on process than context. They identified the most distinguishing factors to be considered in conceptualising the public and private. The factors encompass the method of service provision, the source of funding, the nature of the relationship between the provider and the user of the services, and the employment status of employees. This last factor is similar to George and Button's conceptualisation (2000) and differentiated Benn and Gaus (1983) notion of 'agency', in terms of whether or not the personnel are vested with any statutory powers. There are now some personnel working in private security companies who do possess such powers, such as prison custody officers in private prisons or prison escort services (George and Button, 2000, p. 13).

2.2.3 What is Private Security?

George and Button (2000) identified two types of definitions for private security: 'List-based' definitions and 'Function-based' definitions. The former method is to list those activities which are believed to be part of, or related to security services following Trojanowicz (1993) and Kakalik and Wildhorn (1971). These definitions, however, can be criticised as there is no rationale as to what leads particular sectors to be included. George and Button (2000, p. 8) argued that it is akin to saying 'this is a car because I say it is', without offering the characteristics that define such vehicles. Function based definitions identify 'the unifying theme', which captures all security services (Shearing and Stenning, 1981, p.195). The theme is often believed to be the protection of information, property and individuals, or installing systems to do so (Shearing and Stenning, 1981).

However, Jordans and Son (1992) argued that limiting the industry to protecting from theft or violence is too narrow as it excludes the functions protecting from other crimes, such as fraud and vandalism, and also that are unrelated to crime, such as crowd control, public order functions and fire watch duties. George and Button (2000), on the other hand, argued that these 'function-based'

definitions are too wide. They argued that the definitions would include the public security sector and can be stretched beyond the scope of the security sector.

Thus, defining private security is an endless debate by which a new definition is consistently created that is often different to the preconceptions. Nevertheless, a number of functions can be identified within the following four different criteria: 'crime prevention, order maintenance, loss prevention and protection, though these are not common or exclusive to all private security products and services' (George and Button, 2000, p. 10). The point is, therefore, the extent to which the product or service in question can be characterised with the functions above. That is to say, 'the more of the functions that are relevant to that activity, the more clearly it can be viewed as private security' (ibid, p. 10).

In Korea, Lee and Lee (2011, p. 64) argued that "private security is to ask safety service for special person to prevent asset and life from the diverse treats." Therefore, private security means all types of safety activities for protecting the life and property of the people and maintaining order, and security-related activities carried out by the security firms and officers. Some researchers also define security as every possible means that can be used in order to prevent and remove the factors that may threaten people in advance so that people's safety can be secured (Kim, 2006; You, 2009; and Lee, 2010). However, as the aim of these activities is to guard and prevent the dangerous factors that may threaten the life, body and property of the people, they may involve some illegal or unreasonable actions (or situations) such as threatening the right and freedom of other people or regulating the activities of individuals and groups. Thus, they may bring about anxiety or confusion in people's lives. Choi (2008) stated that the definition of private security varies, and that there is no correct definition for it. Furthermore, as private security industry has continued to expand, its definition is also fluid (Park and Lee, 2011, p.14).

2.2.4 The Changing Nature of Private Security

It is now common, in the field of criminology and police studies, to find the countries in which the policing systems are pluralized (Jones and Newburn, 2006). The term 'pluralisation of policing' can be summarised as where policing tasks which used to be undertaken by only public police, are now both authorized and carried out by diverse networks of governmental, commercial and community bodies, and even by individual citizens as well (Bayley and Shearing, 2001; and Crawford et al., 2005). The way in which policing has been pluralised may somewhat differ between countries but they can be categorised into two main reasons.

Firstly, pluralisation of policing was greatly influenced by the imbalance between the increasing

demands for additional security arising from the growing insecurity felt by people in recent decades and constraints on public police expenditure. In other words, the state has been unable to provide the appropriate level of security demanded and, consequently or inevitably, this has led to other forms of provision emerging in order to fill the gap that police are unable to fill themselves by providing the products and services for those who can afford to purchase them (Crawford and Lister, 2004; Jones and Newburn, 2006; and Button, 2008).

Pluralised policing also has been affected by some form of deliberate transfer of policing functions from the public to the private sector (Jones and Newburn, 2006). The shifting boundaries of policing and security to a multiplicity of cross-cutting locations and bodies has led some to develop the concept of 'nodal governance' or 'a multiplicity of governance authorities and providers' as Wood & Shearing (2006) note. The intention of the state 'to govern indirectly through mobilizing the knowledge, capacity and resources of other institutions, groupings and individuals in the delivery of security and other goods' led to the emergence of a number of governing nodes (Jones and Newburn, 2006, p. 3). Governing nodes are organizational sites (institutional settings) that bring together and harness ways of thinking and acting where attempts are made to intentionally shape the flow of events. It can be also referred to Mazerolle and Ransley's (2005) 'third-party policing' in the context of neo-liberalism, of which emphasis is on 'government at a distance'. The role of the government in nodal governance is to control the participation of the nodes and it employs a variety of strategies such as the use of legal levers, incentives, rewards or mobilizing volunteers (Wood and Shearing, 2006).

Another form of private policing involves using market mechanisms, or 'contractual governance' as Crawford (2003) refers to it, in which 'state governments not only use tax resources to fund state agencies, but buy governmental services through a market'. Private security firms, for example, 'provide a wide range of security services under contract to governments, such as the guarding of government buildings, including police buildings, and the running of prisons' (Ayling et al. 2006 cited in Wood and Shearing, 2006, p. 4). The role of the government here is to designate state agencies to perform as contractors for the delivery of 'public' goods as well as the providers of governmental services (ibid).

A node does not need to be based on physical spaces. It could be a community established for a specific purpose, such as a church, a professional group or a sporting group, even a community in cyberspace (Button, 2008). As widespread nodal access enables them to introduce more voices from more constituencies into the public realm, enhancing the bargaining powers of the nodes is the key to raising their voice when there are conflicts or competing preferences (Wood and Shearing, 2006).

"Within a nodally-governed world, effective nodal access is a prerequisite for bargaining and ultimately, for a more equitable distribution of goods including, but not limited to, security" (Ibid, p. 12).

The pluralisation of policing has brought a number of changes in the field, and Jones and Newburn (2006) identified three main changes. First, many countries have seen a huge growth in the size of private security: not only the personnel who are involved in policing and security tasks but the technologies they use. Second, public policing has been increasingly commodified, and Loader (1999) argued that this change can be conceptualised under three headings: *managerialism* (becoming more 'business-like), *consumerism* (the re-presentation of the police as 'deliverers of a professional service' and of the public as 'consumers' of that service), and *promotionalism* (becoming increasingly competent in managing and promoting their 'product'). Finally, there has been growing number of governmental regulatory and investigatory agencies involved in important policing tasks. The nature and number of activities of these agencies may vary between countries, but they have formed significant part of the policing patchwork in some countries such as the UK and the Netherlands. As this study mainly focuses on private security, I will discuss the issues surrounding this sector in more detail. Now this chapter has considered the challenges of defining private security it will now move on to explore the size of the private security sector and some of the limitations to this data.

2.2.5 The Size of Private Security

In most industrialized countries, over the last 30 years have seen a significant expansion in the size and role of the private security industry, and now the number of people who are employed in private security sector outstrips that of the public police in many of the countries, undertaking a wide range of functions (Cunningham et al., 1990; Campbell and Reingold, 1994; De Waard, 1999; and Button, 2007).

South Korea is one of the countries that has experienced a remarkable growth in the industry, increasing from less than 10 companies in 1978 deploying almost 5,000 officers to 2,789 in 2005 deploying more than 115,000 (See table 1). This increase has brought a positive effect to the policing infrastructure in South Korea, especially in crime reduction. Indeed, the security officers play an important role in preventing and detecting crime, and there are also some cases that offenders in an act of committing a crime are arrested by the security officers. Unfortunately, the UK SIA has not published regular annual statistics in the same way as the Korean regulator to enable comparison over time.

Table   2.1: The number of Private security company and officer in Korea in 2014

Year	1978	1984	1990	1995	2000	2005	2009	2010	2014
No of officers	4,991	8,631	25,559	40,109	81,819	115,845	141,048	142,363	150,543
No of companies	10	44	252	833	1,838	2,789	3,151	3,473	4,287
Population of South Korea	34,4M	40,4M	43,3M	44,5M	45,9M	47,2M	48,3M	48,5M	51M

Source: KNPA (2015), National Statistics Office (kostat.go.kr).

An earlier, similar, growth of private security industry was seen in Canada (Shearing and Stenning, 1980). The 1960s and 70s in Canada saw a huge growth in the private security sector, and in 1971, its size reached almost the same as that of public police, at 36,720 security personnel compared with 39,724 public policemen. This rapid increase can be evident in the study of Ontario by Shearing, Farnell and Stenning:

> The growth of contract security in Ontario has not only outstripped population growth, but has been more than double the rate of growth of the public police at a time when the public police themselves were growing almost three times faster than the population.
>
> (Cited in Shearing and Stenning, 1980, p. 226)

As a result, there was a strong probability that "if a member of the public is going to be subjected to police-like powers by anyone in our society, it will be by a private security person rather than by a public police man" (Shearning and Stenning, 1980, p. 228). 'Mass private property' was noted as one of the main causes of this change. A number of small houses and shops have been replaced by high-rise apartment buildings and massive commercial complex, and with this process, the streets, which were used to be patrolled by the public police, were developed into a mass of private 'streets' and patrolled dominantly by private security personnel. Another cause is fiscal restraints on public police funding and consequently growing disillusionment with the public police as effective instruments for crime prevention and social control. Moreover, there are some other factors that contributed to the shift from the public police to private security in Canada such as a conscious move in the industry toward preventive rather than curative policing and increasing demands for advanced technological aids as society developed (Shearning and Stenning, 1980).

However, it is not easy to gauge the number of private security officers who are working actively. One

of the main reasons for this is the large number of personnel working on a part-time basis (Button, 2008) or under the table (cash-in-hand). Furthermore, the use of different definitions hinders the collection of accurate data (Sarre and Prenzler, 1999; and van Steden, 2007). In spite of these difficulties, a number of attempts were made to estimate the size of the industry, especially through the private security officer to public police officer ratio. In many countries, the number of private security officers outnumbered that of police officers. In the USA the ratio was 2.26:1 in 2010 (Small Arms Survey, 2011); the proportion of the Canada was 2:1 (Campbell and Reingold, 1994); in Australia illustrated the ratio 2.19:1 (Small Arms Survey, 2011); and in New Zealand showed 1.2:1 (Bradley and Sedgwick, 2009). In the case of the South Korea the ratio was 1.44:1 in 2011 (KNPA, 2014), which is relatively higher than most European countries (Table 2.2). The UK was the highest country among EU countries with 2.65:1 in 2011, and outnumbered non-EU countries.

Table 2.2: The number of police officer, security officer, active firms and population in European countries in 2011

Country	Population (*100)	Active Firms	Police officer (A)	Private personnel (B)	Ratio (A/B)
*South Korea	50,699	3,473	101,239	146,286	1.444
*United Kingdom	62,510	2,500	137,473	364,586	2.652
Hungry	10,014	11,304	34,484	80,000	2.319
Finland	5,351	100	8,180	12,500	1.528
Czech Republic	10,462	5,629	38,942	51,542	1.323
Germany	81,802	3,700	243,201	168,000	1.173
Bulgaria	7,421	800	39,358	57,146	1.141
Turkey	72,561	1,212	407,731	427,967	1.049
Switzerland	7,785	637	17,263	17,742	1.027
Sweden	9,340	250	20,398	20,000	0.980
The Netherlands	16,574	400	38,312	31,543	0.823
Spain	46,486	1,494	247,535	188,018	0.759
France	64,658	3,859	203,076	131,542	0.647
Poland	38,022	3,000	97,474	58,000	0.595
Greece	11,183	1,200	55,218	30,000	0.543
Denmark	5,534	400	10,868	5,000	0.460
Portugal	10,573	1,282	47,061	21,188	0.450
Austria	8,374	100	27,614	10,000	0.362
Belgium	10,839	187	46,933	15,411	0.328
Italy	59,190	913	278,461	47,858	0.171

Source: CoESS (2011) and KNPA (2014)

2.2.6 The Role of Private Security

Alongside the expansion of private security industry, there have been significant changes in the roles and status of the private security officers. The range of functions undertaken by officers has become wider and, in some cases they have access to privileged information and exercise powers to conduct certain special functions (Jones and Newburn 1998; Stenning 2000; Rigakos 2002; Wakefield 2003; Crawford and Lister 2004; and Button 2007b).

One of the main changes is that some of state security functions have been devolved to the private sector (Johnston, 1992). For instance, 'the security of sensitive government locations, prisoner escort, prisons and custody suites' has been now privatised (Button, 2002). According to the analysis of Jones

and Newburn (1998) on selected policing functions, such as responding to calls, investigating crimes, arrest of offenders and so on, the metropolitan police and the private security industry carried out the same range of tasks. This indicates that there is a very small, or no, gap between the functions undertaken by the public police and private security (Button, 2008). Firearm-related functions in the UK are an exception as they are only carried out by the public police, but in many other countries they are one of the routine functions of private security officers (Cunningham et al., 1990; De Waard, 1993; Rigakos, 2002; Sarre and Prenzler, 2005). The private security industry in some countries provide services against some serious levels of violence such as ADT security in South Africa (Button, 2008) and is engaged in a much wider range of functions. In Iraq, for instance, the range of functions covered by the private security industry varies from the services associated to the military and emergency services to providing advice and technical support (Johnston, 2006).

There are also many new roles created to serve the additional demands as discussed above, and these roles are required at a number of levels such as local authorities, different sizes and types of businesses, and even individuals (Button, 2007a).

2.2.7 Culture of Private Security Officers

The culture includes national, regional, organisational and occupational levels (Buchanan and Huczynski, 2001). Among these levels, the characteristics of occupational culture will be examined for this study. Studies of the culture of the private security community are still limited (Wood, 2004), in contrast to research on police culture (Chan, 1996 and Rigakos, 1995). Chan (1997) studied a model of how cultural values emerge in the police, which can be applied in other policing agents. Private security officers have their unique culture that is similar to the culture of the police. Rigakos (2002) explained that there is a subculture of security officers called 'wannabe' security officers who want careers in law enforcement. These officers tend to be young, energetic and eager, and aspire to be hired as public police officers. This type of culture instills a sense of collective purpose among security officers (Rigakos, 2002, p. 126). Button (2007b, p. 173) also noted a 'Parapolice' culture where personnel regard themselves as members of the 'police' force. These security officers want to deal with the 'real' work of the 'thin blue line'. At the other end of the continuum, some security officers want to be 'watchman' tending to be more passive when dealing with disorder and conflict or in using legal powers.

Furthermore, Button (2007b) found that the culture shared between private officer and public police is called 'cop culture'. According to Rigakos (2002) and Button (2007b) the culture of security guards involved isolation, solidarity, inferiority, machismo and a risk-focused mind during working hours.

Policing agents, particularly frontline personnel, might have more chances of encountering conflict than general workers because they are more likely to be exposed to risk and this may make their solidarity stronger. Likewise, security officers feel that their status is lower than anyone else in the field, even if they perform a number of tasks. Masculinity is also a feature of the culture in security spheres as the jobs are mostly occupied by males.

2.3 Regulating Private Security

2.3.1 Common Problems with Private Security

Despite the growth of the private security sector, regulating and supporting this sector is still problematic in many countries. Consequently, a number of studies have attempted to examine the problems and seek solutions. International Alert (2005), for example, identifies unregulated aspects of the private security industry in eight South East European countries. The main problems in these countries mainly come from the affiliation of private security companies, setting up and implementing legislation, a lack of professionalism and so on. These unregulated systems bring about significant insecurity to citizens, especially in a context of increasing numbers of private security providers and high crime rates.

South Korea has similar problems that hinder the development of private security and many of them remain unresolved. The problems can be found in several areas such as "ethics, poor training, lack of domestic security technology and know-how, false alarms, and a lack of partnership between public police and private security" (Button et al., 2006, p. 174). Moreover, the inefficient management of the National Police Agency make the problems even worse, since officers who are in charge of supervising the private security industry often have a lack of knowledge in this area (Lee and Kim, 2012).

Some examples can be seen in Button et al (2006). First, the existence of compulsory military service for every young man is often believed to be a contributing factor. It is commonly believed that most newly employed security officers do not need training for the job because they are considered to have already undertaken sufficient training in the army. This is in spite of key differences between the appropriate training for the military and private security sectors. Due to the lack of attention given to this area, the quality of the training for the security officers is often poor. The training, in many cases, is provided to the newly employed security officers by incompetent trainers with manuals that have not been upgraded for decades (Chee, 2000; and Lee, 2000). Second, the status and working conditions of the security officers are often poor. For instance, a Special Security Officer (SSO), who is employed to protect nationally critical facilities, can carry only some weapons, and they have the

same legal powers as ordinary citizens. Moreover, the SSOs work under much poorer conditions than SPOs (Special Police Officer) in terms of pay, pension and job security, although they are expected to perform similar security functions under the Security Police Act (SPA). Finally, ineffective relationships between public police officers and private security officers can be problematic. In South Korea, duties and rights on crime prevention are heavily weighted towards the public police, and police officers often do not trust private security officers and do not want to co-operate with them. However, the cooperation between these two sectors is crucial to produce better quality policing services for the public as their work is so interrelated.

In some countries, such as the USA, Canada and Australia, in which the state or province is responsible for regulating private security, their systems tend to be relatively minimal, the lowest category, in terms of the classification of regulatory systems developed by Button and George (2006). In the USA, the training hours necessary to become a security officer varies by state from none to 16 hours (North Dakota) to 40 hours (California). In Canada, mandatory training standards have only recently introduced, and there are many provinces that still do not have a mandatory training course. In the case of Australia, the employers and employees are required to meet the standards based upon the character of the services they provide, including the absence of a criminal record as a basic requirement for all cases. Each state has their own standards for the services and training required. While some follow the National Security Competency Standards for Security Officers, the training in many states still remain insufficient to provide high-quality services.

On the other hand, Europe has maintained a quite high level of regulation in the industry. The UK's standard is relatively low compared with other European countries, and this was probably one of the main reasons the UK introduced the Private Security Industry Act in 2001 in order to regulate and improve the quality of private security (Button, 2007b). The regulation of private security in the UK was significantly enhanced with this Act. The Act sought to shift the industry into the mainstream of UK policing services and introduced licensing schemes such as Compulsory Licensing and Approved Contractor Scheme to regulate the personnel and companies in this industry. The Act also established the Security Industry Authority (SIA) in 2003 to license and regulate all 'contract' private security providers by encouraging a higher degree of standards and professionalism (Button, 2007b; Crawford and Lister, 2004).

The general status of security officers in South Korea is low and this inhibits not only their ability to maximize their crime prevention potential but also presents barriers to effective co-operation with the police. In South Korea, with regard to officers' equipment and weapons, a police officer, an SPO

(Special Police Officer) and an SSO (Special Security Officer) can carry and use weapons in some limited places, but a GSO (General Security Officer) cannot. (The Special Security Officers will be further explained in chapter 4). However, all of them can be equipped with whistles, truncheons, taser guns and gas sprays. There is also a growing demand for hand-cuffs and ropes for security officers undertaking arrests (Lee, 2000).

2.4 Security Officers Research

2.4.1 Limited Studies, Dominated by Anglo-Saxon Countries

It is noticeable that there is a growing awareness of the important roles of private security personnel in policing (Button and George 1994; and Wakefield, 2003). The number of private security personnel has overtaken that of police officers in England and Wales (Home Office, 2015 and SIA, 2014). However, there have been only a couple of studies on private security in England and Wales (Johnston, 1992; Jones and Newburn 1998; Button 2003; Wakefield, 2003; and Button, 2007b). In particular, the research on the commercial sector is quite limited even though most of the security industry is closely linked with this area (Button, 2000). In terms of empirical research within the private security spheres, there has been only a small number of studies (Shearing and Stenning, 1983; Noaks, 2000; Rigakos, 2002; Wakefield, 2003; Button, 2007b; and Button and Park, 2009). Furthermore, most of the research focuses upon Anglo-Saxon countries such as the United Kingdom, North America and Australia. Van Steden (2007) argues that police studies have been dominated by Anglo-Saxon countries with an 'ethnocentric' bias in that Anglo-Saxon countries tend to disregard the effects of other cultures, policies, economics and histories on the growth of the private security industry. Nevertheless, some researchers of outside Anglo-Saxon World have investigated private security and its contribution to policing in recent years (Miyazawa, 1991; Mawby, 1999; van Steden, 2007; and Juska, 2009).

On the other hand, in the case of South Korea, the private security industry has substantially expanded during last few decades to such an extent that there are now more private security officers than police officers as in England and Wales (KNPA, 2014). Similar to other countries, a diversity of factors have accelerated this expansion (Prenzler and Sarre, 1999; and Button, 2003). Nevertheless, there have been few studies on private security regulation, occupational culture and legal power (Button et al 2006; Roh, 2007; Button and Park, 2009; and Lee and Kim, 2012). There has been no comparative, academic and empirical research of private security in shopping malls. This empirical research carried out in light of this dearth of study on the private security industry outside the Anglophone sphere, and will be the first comparative research of the private security between South Korea and the United Kingdom.

2.5 The Powers of Security Officers

2.5.1 Definition of Power

The term 'Power' is still debated amongst many political scientists, philosophers, social scientists and sociologists. Parsons (1967) conceived power as using authoritative decisions for the organisational purpose. The concept of power according to Parsons (1967), is the pursuit of collective aims through authority and consensus, and to separate from conflicts of interests and force. However, he insists that power is no longer considered as power when it is misused in the case of the threat of coercion or compulsion without legal authority or justification. From this point of view, security officers can be analysed as to whether they utilise their power appropriately within their workplace or not. As Parsons (1967, p.308) defined,

> *"Power then is generalized capacity to secure the performance of binding obligations by units in a system of collective organization when the obligations are legitimized with the reference to their bearing on collective goals and where in case of recalcitrance there is presumption of enforcement by negative situational sanctions-whatever the actual agency of that enforcement."*

However, Lukes (2005) suggests that power can be divided in three dimensions. The first dimensional view of power is called a 'pluralist' view. It concentrates on behaviour and decision-making on issues in which there is an observable conflict of subjective interests. In this sense, the meaning of the first dimension is the ability of A to get B to do something that they otherwise would not do. Lukes (2005, p. 39) suggests the first dimension is that "this view cannot reveal the less visible ways in which a pluralist system may be biased in favour of certain groups and against others".

The second dimensional view of power contains examining both decision and non-decision making process. "A decision means 'a choice among alternative modes of action, whereas a meaning of non-decision is 'a decision that results in suppression or thwarting of a latent of manifest challenge to the values or interests of the decision-maker" (Lukes, 2005, p.22). Button (2007b, p.5) noted an example in regard to the second dimension that "where A prevents an issue of conflict from emerging so that B still pursues a course of action that if that issue has arisen B might have pursued differently."

The third dimensional view of power is intimately associated with the second dimensional view. The third one involves a further critique of the first two views and it allows for consideration of the many ways where potential issues are kept out of politics through an individual decision or institutional practices and social forces (Lukes, 2005). The three views can be applied as an example of security officers being placed at a commercial area. The example of the first dimensional view of power is

where a security officer requires someone to leave the store when the person did not want to leave. An example of the second dimensions of power would be where the existence and mere presence of security officers could deter a person entering a shop when they wished to and would otherwise do so The third dimensional view of power would be where the presence of the security officers influences the way of someone thinks and behaves, making him or her not even want to enter the store (Button, 2007b). The second and third dimensional views of power could be difficult to apply to security officers because they seem to be invisible power or 'symbolic power' (Bourdieu and Thompson, 1991). The problem with these dimensions is that it is difficult to measure when security officers carry out the second and third dimensions.

The characteristics of the three dimensional views of power are summarized as follows (Lukes, 2005, p.29):

One-Dimensional view of Power
Focus on:
a) Behaviour;
b) Decision making;
c) (Key) issues;
d) Observable (overt) conflict;
e) (Subjective) interests, seen as policy preferences revealed by political participation.

Two-Dimensional View of Power
(Qualified) critique of behavioural focus. Focus on:
a) Decision-making and control over the political agenda (not necessarily through decisions);
b) Issues and potential issues;
c) Observable (overt and covert) conflict;
d) (Subjective) interests, seen as policy preferences or grievances.

Three-Dimensional View of Power
Critique of behavioural focus. Focus on:
a) Decision-making and control over the political agenda (not necessarily through decisions);
b) Issues and potential issues;
c) Observable (overt or covert) and latent conflict;
d) Subjective and real interests.

In addition, Wrong (1979, p.2) defines power as "the capacity of some persons to produce intended and foreseen effects on others". Thus he is adopting a modified version of Russell's notion of 'the production of intended effects' (Russell, 2004). Wrong (1979) argues that there are five problems of power. Firstly, there is an issue of intentionality of power influencing the ways people behave in all social interaction. Secondly, there as an issue of effectiveness; when attempts to exercise power over others are unsuccessful, there tends to be no effect of the power. Thirdly, the problem of latency or potential power. This is the disposition of power inherent in the performance. The implications of the performance with power used can be different to the effect of the performance when the power was not used. Fourthly, there is the problem of asymmetry and balance in power relations. When the use of power is recognized as unfair, there are likely to be problems between two parties. Thus, the issue of 'bilateral power relation' or 'equality of power' is raised. Lastly, the nature of the effects produced by power; when a person's power changes the feeling, beliefs or attitudes of others, though their behaviour did not change, it can still be justified as an impact of power.

Wrong (1979) found that there are largely two types of influence, unintended influence and intended influence, and in this sense, the intended influence is power. The intended power can be also divided into four different forms such as force, manipulation, persuasion and authority. There are generally two types of 'force' such as 'physical' and 'biological' forces. The physical force tends to constrain the freedom of others, cause suffering or do violence to others This kind of power is efficient in prevention when someone acts. Likewise, biological force produce an emotional or mental pain such as through the denial of food, sleep or rest which also can be a form of physical force. The 'manipulation' of power is attempting to exercise power over others without telling them the intended effect. Wrong (1979, p.28) suggests "such manipulation may occur within a social relation, which may or may not be another form of power relation between the actors". Persuasion is one common type of power. For example, when A makes an effort to persuade B into his opinion through communication or argument, B accepts A's suggestion by evaluating it on his or her own. However, s/he defines the form of authority as "not the content of communication but its source, that is, the perceived status, resources or personal attributes of the communicator, which induces compliance" (Wrong, p. 35). In the context of authority, it means both successfully ordering or forbidding, and any and all command-obedience relations between relations. In this case A should do whatever B requires. Whilst accepting the difficulties involved in measuring Lukes' second and third dimensions of power in the case of security officers, this research will use Lukes', Parsons and Wrong's conceptions of power as analytical frameworks.

2.5.2 Powers of Private Security Officers

For the study of private security officers, the exact powers of security officers should be identified. With a clear knowledge of their powers security officers can carry out their roles effectively, and will be able to contribute to crime prevention more efficiently. There is, however, only a relatively small amount of research available on the legal power of security officers (Shearing and Stenning, 1980; Sarre, 1994; Jones and Newburn, 1998; and Button, 2007b); public awareness of the power of private security officers (Mopas and Stenning, 2001); and the knowledge of the private security officers of their legal powers (Kakalik and Wildhorn, 1971). Legal power is derived from diverse sources, mostly from property law, contract law and employment law, and it can be inferred through the wearing of uniforms, identity cards, walkie-talkies and the carrying of weapons (Button, 2007b).

In a majority of countries, citizens have similar, if slightly different, legal powers, such as to arrest criminals and use reasonable force for self-defense. Some countries also have their own systems, giving a range of private special legal powers to security officers. Special Security Officers at airports in Scotland have a right to stop and search, even arrest a suspected person without a warrant (Jason-Lloyd, 2003). Moreover, private security officers in the USA are often substitutes for the local police officers (Braun and Lee, 1971). Significant legal power is given to the security officers in Canada (Stenning and Shearing, 1979). According to Rigakos (2002), in Ontario by Trespass to Property Act (R.S.O 1980, c.511), Intelligardes manage private areas through the owners of the private property in residential areas delegating their rights to them. In the case of England and Wales new legislation was made creating new special powers in the Accredited Community Safety Schemes under the Police Reform Act 2002. (which will be explained in chapter 4). In South Korea, there are special security officers who commonly work at major national facilities such as airports and harbours. They have a right to stop and search under the Korea Security Services Industry Act, 2001.

In addition, most private security officers are generally hired by a private company or personnel to patrol and manage their private areas. In such cases security officers may be able to exercise the property owner's rights on their behalf. These cases have been studied by many researchers in this field such as Stenning and Shearing (1980), Wakefiled (2003), Button (2003) and van Steden (2007), often under the terms 'mass private property' or 'hybrid space'. These two terms refer to spaces such as large shopping malls, leisure centres, office complexes, large private residential area and industrial areas where the space is open to the public. These private owners have an extensive range of rights over these private spaces. Where the property owner employs security guards, the security officers are often vested with these private ownership rights. These officers have a 'Select Right' (Button, 2003), enabling them to use their legal force to stop, search, remove or refuse entrance within the space. In some cases, private security officers have to use compulsory power to deal with anti-social behaviours

in order to fully undertake their responsibility (Rigakos, 2002; and Wakefield, 2003).

McLeod (2002) found that some spheres sometimes can be controlled more effectively by private security officers than police officers. Button (2007b) also suggested that if security officers fully use their right such as legal, physical, linguistic, and knowledge tools to deal with their duties, problems could be solved more easily. However, there are some officers do not use or understand their legal authorities, making them less confident when they work. Proper training, therefore, should be provided to the security officers in order to help them learn how to make good use of various policing tools as well as their legal powers (Crawford and Lister, 2004). (Detailed comparison of security officers' legal powers in shopping centres will be compared in chapters 4 and 7).

2.6 Comparative Research in Private Security

2.6.1 What is Comparative Research?

'Comparative study', usually refers to 'the comparison of a social situation in one country with that in another'. Bayley (1999), the pioneer of international police studies, argued that the 'international study of social phenomenon' is a more accurate and intelligent term than 'comparative study' reasoning that 'because all science is comparative, 'comparative' should not be used to denote a subfield of any discipline. What distinguishes the various 'comparative' subfields is not comparison but political geography, that is, whether the cases to be analysed occur within a single country or several' (Bayley, 1999, p. 4). A range of issues arises when comparing between societies mainly due to 'he differences in language, customs, value systems, life styles and institutions' (Thomas, 2013, pp. 177- 178), and studying through analysing these different phenomena is the main purpose of cross-national study. Thomas (2013, p.178) identified what can be examined through comparative study, such as:

- Contrasting patterns of development across different societies;
- How specific or how general forms of social and institutional structures are between different societies : how they are the same and how they are different;
- Cultural determinants of difference across societies.

2.6.2 Comparative Research in Criminal Justice

Likewise, the task of comparative study in criminal justice is 'to compare and contrast our ways of responding to crime with those practiced elsewhere' (Nelken, 2009, p. 291). However, it is only recently that comparative study in this field has received attention. The reluctance to comparative

criminal justice study has mainly stemmed from the doubts about the feasibility and usefulness of the study, since it is believed that human experience across national boundaries is so different as to make it impossible to make comparisons (Bayley, 1999). But, as Mawby (1999, p. 13) reminded us, social science was developed when "theorists used social conditions in different societies as the starting point from which to explain the differences they identified and used such explanations to develop more extensive theoretical arguments". In this sense, cross-national study is key to develop our knowledge about various phenomena through analysing instances from different countries. Therefore, comparative study in criminology should start from the attempt to identify and appreciate the differences between societies such as 'socio-political factors, economic development and culture' since these differences produce different policing arrangements (Mawby, 1999, p. 14).

Bayley (1999) also responded to some other barriers of comparative study such as language, access and cost. He argued that these are generally greater barriers to transnational research but they vary case by case depending on the nature of the topic to be studied, the place chosen for study and the methodology adopted. Moreover, we never know how much worth the study would have until we try, and that is the benefit of social science research. In terms of expertise, in the sense of knowledge about the local backgrounds such as history and circumstances, he suggested that it might be more insightful if outsiders did the study. This is because with their fresh eyes, they might see things that local people miss.

2.6.3 Benefits of Comparative Research in Criminal Justice

In spite of these barriers to overcome, there are several benefits of cross-national study in this field. Firstly, the importance of comparative criminal justice has been emphasised with the increasing interrelationship between different countries. There is no doubt that crime has increasingly become a global issue. Indeed, some crimes such as terrorism and cybercrime are no longer problems in one country and the scope of the crimes is expanding at a rapid pace. In order to deal with these types of crimes effectively, cooperation among officials in different countries is crucial, and therefore, it is imperative for officials in those countries to understand how their systems are similar and different to each other's (Pakes, 2010; and Diez-Repolles, 2013). International cooperation is considered more important within European countries due to the proximity of countries to one another (Bayley, 1999; and Pakes, 2010). A good example is the agreements made between Belgium and its neighboring countries such as France, Luxembourg and Netherlands with respect to limited cross-border powers. These agreements are useful when the offenders flee into a neighboring country while being chased by the police. The roles of these systems are significant in the work of the organisations that are operative on a global scale, such as Europol and Interpol (Pakes, 2010).

Another benefit of comparative research is that we can learn from the experience of others, and, as Pakes (2010) suggested, the policing of the protests surrounding G8 summit meetings are good examples for this case. Because there are similarities in the ways these events are policed in the host countries, learning from previous cases can be helpful. In fact, this benefit is not limited to specific cases. In most countries, the challenges that criminal justice systems confront tend to be similar (Pakes, 2010) and, therefore, analysing through cross-national study will enable the countries to look for alternatives when they experience difficulties with their current systems or confront new problems (Bayley, 1999).

Comparative study also may increase the chance for successful reform in some countries (Bayley, 1999). There are still many countries in which regulating private security remains inadequate particularly, with regard to introducing licensing schemes for the companies and personnel in the area, enhancing the quality of services through sufficient training and establishing an independent organisation to supervise and manage all regulating issues. For these countries, it can be beneficial to learn how other systems have been developed tackling some of their problems. However, countries often find it difficult to assess and determine which systems would fit their own context better, since their cultures and values tend to differ from place to place. Nelken (2009, p. 307) suggested another reason why learning from others is not straightforward as 'we may well find that we like the outcome achieved by other systems of criminal justice, but not the means they use to get there – or vice versa'. Because of this, comparative research is often considered as the starting point for the decision-making process. In case of Japan, they have systematically studied about foreign practices, being exemplary in the field of comparative criminology (Bayley, 1999).

Although the primary aim of learning from others is so as to improve our own practice, it is also beneficial in discovering 'who we are as human beings' (Bayley, 1999, p. 11). Comparative study provides us with opportunities to reflect on our practice as well as understand ourselves better, thereby helping us to know what are our advantages and limits. Moreover, knowing ourselves well can help us learn from others more effectively.

Generally, contributions to comparative studies of policing are made by practitioners, academics and policy makers. Some earlier attempts were provided by some practitioners such as Raymond Fosdick and Charles Jeffries. Fosdick's work first published in 1915 (republished in 1969) after his trip to Europe when he worked as an administrator with the New York police department, and he contrasted police systems of continental Europe with those of England and Wales and the US (Fosdick, 1969).

Jeffries (1952), a British colonial administrator at that time, identified a specific type of police system, the colonial model, that he argued was created for Ireland, and he could prove it successfully through his practical experience in different parts of the British Empire.

2.6.4 Limited Research of Comparative Research in Criminal Justice

With the gradual expansion of private security has been noted in many countries during the last decades, some attempts have been made to compare the regulations of private security industry among different countries. One of the earlier studies by Ward (1999) makes an international comparison of the size and regulation of the private security industry between the 15 EU-countries and 12 non-EU countries. After that, more comparative studies on the regulation of private security industry have been presented through some authors in the field such as Button (2007a) and Page et al. (2005). Button (2007a) compares the structures and standards of private security introduced in European countries with those in other countries such as North America, England and Wales and Australia, whereas Page et al. (2005) compares the development of private security industry and its regulation in eight countries in South Eastern Europe. Comparative study is also quite feasible on a small scale and often useful when attempting to draw a comparison within a country or between two countries. For example, Lee's (2008) study compares and evaluates the regulation of private security in the United States and South Korea, making suggestions for the effective regulation of private security.

Despite increasing academic interest and its importance, there remains a relative lack of cross-national research in this field and the available information is often superficial (Brogden, 1987; and Mawby, 1990). Indeed, the scope for comparative studies is very limited due to the variation between countries in terms of the availability and reliability of existing data. While we can find substantial data available and accessible in most Western industrial countries, it is difficult to find even basic data in less developed countries (Jones and Newburn, 2006). Therefore, more attempts to reduce the gap between countries should be made so as to enable more comparative studies to be conducted in broader contexts. "Comparative criminological research is essential in order better to understand similarities and differences within and between jurisdictions, and to gain a deeper understanding of social reality in different national contexts" (Jones and Newburn, 2006, p. 2). Gaining such knowledge will enable us to improve our practice through not only learning from others, discovering ourselves, but also through cooperating and harmonising with others.

Most of the attempts were provided by academics as well in large and small scales (Mawby, 1999). Comparative study is often very large in scale, with cooperation between and among countries, using a combination of various methods (Thomas, 2013). Jones and Newburn's (2006) comparison of plural

policing between ten different countries and Bayley's (1979) work, like Fosdick's, on contrasting police system between European countries and that of the United States are good examples. However, comparative study is also quite feasible on a small scale and often useful when attempting to draw a comparison within a country or between two countries. For example, Wakefield (2006) conducted a comparative study on the role of private security in three different publicly accessible sites of mass private property so as to explore their standards and accountability in policing.

2.7 Conclusion

Despite the growth of the size of the private security industry, there is relatively little attention given to this field. Therefore, regulating private security continues to be problematic and its importance is underestimated in many countries. Moreover, there is little academic literature and few university courses available in security management, compared to those in public policing (George and Button, 2000; and Reiner, 2000). Continued study in the field of private security is important, since the role of security officers is directly related to the safety of the public in more and more places and comparative research can play an essential role in helping countries to learn from each other. It is hoped that this research can contribute to the development of private security studies in England and Wales and South Korea.

3 CHAPTER THREE

Research Methodology

3.1 Introduction

This chapter will explain the research methodology, and outline the research procedures used for this thesis. The chapter will discuss two main research paradigms within the epistemological paradigm in social science. The chapter will then show the research was conducted using two case studies adopting a Mixed-Method research approach in order to gain a clear understanding the behaviour, legal powers and interaction of policing agents. In addition, the chapter will examine the issues of ethics, validity and reliability of the research design.

3.2 Research Paradigms

During the last few decades, social science research has encompassed many different kinds of paradigms leading to considerable debate. Bryman (2008, p. 605) defined a paradigm as "a cluster of beliefs and dictates which, for scientists in a particular discipline influence what should be studied, how research should be done, [and] how results should be interpreted." In other words, paradigms are needed when conducting research to provide a philosophical framework on how knowledge is extracted from the natural world. Weaver and Olson (2006, p. 460) identify paradigms as "patterns of beliefs and practices that regulate inquiry within a discipline by providing lenses, frames and processes through which an investigation is accomplished." According to Krauss (2005), the epistemology paradigm is deeply involved with ontology and methodology. Ontology includes the philosophy of reality, while epistemology approaches how we come to know particular practice in reality.

> *"Many of the theory bitter arguments about the significance of research findings are founded in fundamental disagreements about knowledge and how to get it: there are precisely disagreements about methodology and epistemology."* (Griffiths, 1998, p. 33)

The epistemology paradigm is concerned with what the nature of current relationships is and the different forms of knowledge in our reality. Neuman (2013) insists that epistemology involves what we need to do to produce knowledge and what scientific knowledge looks like once we have produced it in the real world. Equally, Bryman (2008), suggests epistemology is concerned with how we know

things and what we can regard as acceptable knowledge in a discipline. Philosophical assumptions or theoretical paradigms are questions debated in quantitative and qualitative research. This fundamental framework plays an important role in all research design and conducting all research (Krauss, 2005). In the study of social sciences, there are two ways of acquiring knowledge from epistemology paradigms: 'positivism' and 'interpretivism'.

3.2.1 Positivism

Positivists typically seek an objective reality using quantitative methods in social science. Positivism relies upon quantifiable research methods that give rise to statistical analysis. Positivism is fundamental to modern experimental science as pointed out by Robson (2011, p. 20), its main characteristics are as follows:

Positivist Science – the 'standard view'
- Objective knowledge (facts) can be gained from direct experiences or observations, and is the only knowledge available to science. Invisible or theoretical entities are rejected.
- Science separates facts from values; it is 'value-free'.
- Science is largely based on quantitative data, derived from the use of strict rules and procedures, and fundamentally different from common sense.
- All scientific propositions are founded on facts. Hypotheses are tested against these facts.
- The purpose of science is to develop universal causal laws. The search for scientific laws involves finding empirical regularities where two or more things appear together or are in some kind of sequence (sometimes called a constant conjunction of events).
- Cause is established by demonstrating such empirical regularities or constant conjunctions – in fact, this is all that causal relations are.
- Explaining an event is simply relating it to a general law.
- It is possible to transfer the assumptions and methods of natural science from natural to social science.

3.2.2 Interpretivisim

In contrast to positivism, intepetivism is when "researchers assume that access to reality (given or socially constructed) is only through social constructions such as language, consciousness, shared meanings, and instruments" as identified by Myers, (2008, p.38). Interpretive research is often carried out through highly closed and detailed interviews to understand and discover in-depth people's behaviour to reach profound insight (Neuman, 2013). The interpretive approach has been explained as:

"the systematic analysis of socially meaningful action through the direct detailed observation of people in natural settings in order to arrive at understandings and interpretations of how people create and maintain their social words." (Neuman, 2013, p.101)

It means that interpretive researchers investigate how people live their lives and interact with others in order to develop an understanding of a person's subjective view of the natural world. Assumptions of 'interpretivisim' can be described as follows:

- A constructionist view is that it is socially created
- Human are interacting social beings who create and reinforce shared meaning.
- A voluntaristic stance is taken regarding human agency.
- Scientific knowledge is different from but no better than other forms.
- Explanations are idiographic and advanced via *inductive reasoning.*
- Explanations are verified using the postulate of *adequacy* with people being studied.
- Social scientific evidence is contingent, context specific, and often requires *bracketing*.
- A practical orientation is taken toward knowledge that is used from a transcendent perspective.
- Social science should be *relativistic* regarding value positions (Neuman, 2013, p.108):

One of the proponents of interpretive research is Norman Denzin who defined it as follows

"Interpretive interactionism attempts to make the meanings that circulate in the world of lived experience accessible to the reader. It endeavors to capture and represent the voices, emotions, and actions of those studied. The focus of interpretive research is on those life experiences that radically alter and shape the meanings persons give to themselves and their experiences." (Dezin, 2001, p.1)

Table 3.1: Feature of positivism and interpretivism

Metatheoretical assumptions about:	Positivism	Interpretivism
Ontology	Person (researcher) and reality are separate.	Person (researcher) and reality are inseparable (life-world).
Epistemology	Objective reality exists beyond the human mind.	Knowledge of the world is intentionally constituted through a person's lived experience.
Research object	Research object has inherent qualities that exist independent of the researcher.	Research object is interpreted in light of meaning structure of a person's researcher's) lived experience.
Method	Statistics, content analysis.	Hermeneutics, phenomenology, etc.
Theory of Truth	Correspondence theory of truth: One-to-one mapping between research statements and reality.	Truth as intentional fulfilment: interpretations of the research object match lived experience of the object.
Validity	Certainty: data truly measures reality.	Defensible knowledge claims.
Reliability	Reliability: research results can be reproduced.	Interpretive awareness: researchers recognize and address the implications of their subjectivity.

Source: Class Notes Provided by Jörgen Sandberg. Published in Weber (2004, p IV)

3.3 The Main Research Tools for Social Scientists

3.3.1 Quantitative Research

An underlying principle of quantitative research is objectivity which is a primary assumption of positivist paradigms in social reality. Bryman (2012) suggests that positivists insist that quantitative research needs to be value- and error-free to ensure that the-validity of data and findings can be maximized. Punch (2000) argues that the strengths of such research methods are to enable standardized, objective comparisons to be made, and that the measurements of quantitative research permit the systematic and comparative overall descriptions of situations or phenomena. Quantitative research is conducted through large-scale surveys or controlled experiments in rigorous and structured approaches. Robson (2002) classified quantitative approach as commonly equated with 'fixed-design' which called for tight pre-specification at the outset. This type of research is useful for descriptions of trends or as explanations of variables' relationship in the literature. According to Macionis and

Plummer (2012), quantitative research is mainly connected to deductive reasoning. Deductive research gives rise to progress in the formation of a theory and associated hypotheses, data collection and analysis, and in the formation of conclusions and then findings (Bryman, 2012). Crowther and Lancaster (2008) suggest that as a general rule, positivist studies usually adopt deductive strategy (theory, hypothesis, observation, confirmation), whereas inductive research (observation, pattern, hypothesis, theory) approach is usually concerned with a qualitative research approach.

3.3.2 Qualitative Research

In contrast, Robson (2011, p. 24), asserts that "qualitative researchers consider the task of the researcher is to understand the multiple social constructions of meaning and knowledge". According to Berg (2009, p. 7), "Qualitative procedures provide a means of accessing unquantifiable facts about the actual people, researchers observe and talk to or people represented by either personal". Research methods are usually composed of modes such as in-depth interviews, observations and content analysis which allows for multiple perspectives when conducting empirical research. The range of data collected from qualitative approaches is wide and varied as it is possible to have both structured and unstructured forms, whereas quantitative data should be structured in terms of a numeric system (Punch, 2000). Qualitative approaches are typically more flexible and easily modifiable in a research process. 'Flexible design' tends to evolve during data collections and typically employs three influential designs: case study, ethnographic and grounded theory methods (Robson, 2002). These kinds of research require the researcher's abilities to be drawn from experience and training, to include having an open and enquiring mind, being a 'good listener'. A general sensitivity and responsiveness to contradictory evidence are needed (Robson, 2011). These methods also favour developing theory inductively on the basis of observation at hand as a consequence of inductive procedures in qualitative investigation. The following statement illustrates this view:

> *"Qualitative implies a direct concern with experience as it is 'lived' or 'felt' or 'undergone'... Qualitative research, then, has the aim of understanding experiences as nearly as possible as its participants feel it or live it".* (Sherman and Webb, 1988, p. 7)

Table   3.2: Feature of qualitative and quantitative methodologies

Qualitative	Quantitative
Soft	Hard
Flexible	Fixed
Subjective	Objective
Inductive	Deductive
Speculative/illustrative	Hypothesis testing
Political	Value-free
Relativistic	Universalistic
Case Study	Survey
Grounded	Hypothesis testing

Source: Halfpenny (1979, p.799)

3.3.3 Mixed-Method Research

"*Mixed methodology today is a natural complement to traditional qualitative and quantitative research*". (Johnson and Onwuegbuzie, 2004, p. 14)

Johnson and Onwuegbuzie (2004, p.17) argue that "mixed methods are still not the norm, but are often seen as an appropriate third way to judge ideas on the grounds of empirical and practical consequences". Some researchers (Smith, 1983a; Reichard and Rallis, 1994; and Bryman, 2004) have argued that quantitative and qualitative research methods are based upon incompatible positions with each other, whereas Guba and Lincoln (2008) suggest there is currently no single dominant paradigm, because differences between research paradigms are increasingly blurring. Teddlie & Tashakkori (2009) have also pointed out that mixed method research has gained in popularity since the eighties as the 'third methodological movement'. The interesting issue in recent years is also that integration of quantitative and qualitative research has become more and more common in research methods (Bryman, 2006). According to Greene et al. (2001), mixed methods have been actively promoted in connection with research concerning social problems and the evaluation of social intervention programmes. Robson (2011) depicts several advantages using a mixed-method design, and states that it provides a more accurate, reliable and complete description of reality. This is because mixed-methods research involves positivistic-quantitative and interpretive-qualitative nature, or a mix of different qualitative data (Moran-Ellis, 2006). Mixed methods are defined as a technique that "mixes or combines quantitative and qualitative research techniques, methods, approaches, concepts or language into a single study" (Johnson and Onwuegbuzie, 2004, p.17). Punch (2000, p. 246) points out three key components how mixed-methods are combined: whether the methods are taken as equal,

whether or not they influence the operationalization of each other, and whether they are conducted simultaneously or sequentially. There are lots of researchers who have studied how to carry out mixed-methods research during the last few decades under diverse labels such as: multi-methods (Branned, 1992; Brewer and Hunter, 1989), multi-strategy (Bryman, 2008; Robson, 2011), mixed-methods (Greene et al., 1989; Punch, 2000; Creswell, 2003; and Tashakkori and Teddile, 2003), or mixed methodology (Tashakkori and Teddile, 1998).

According to Greene et al. (1989, p.259) there are five rationales for conducting mixed method research:

- Triangulation: Seeking convergence and corroboration of results from different method s and designs studying the same phenomenon.
- Complementarity: seeking elaboration, enhancement, illustration, and clarification of th e results from one method with results from other methods.
- Initiation: discovering paradoxes and contradictions that lead to a re-framing of the re search question.
- Development: using the findings from one method to help inform the other method
- Expansion: seeking to expand the breadth and the range of research by using differen t methods for different inquiry components.

This research is mainly conducted using an interpretivist approach rather than a positivistic approach to social sciences. However some parts of this research also require a quantitative approach. Therefore, I have adopted a multi-method strategy.

3.4 Case Study

3.4.1 Case Study Research

A case study is explained as "an empirical inquiry that investigates a contemporary phenomenon within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident" (Yin, 2003, p.13). Similarly, Berg (2007, p. 283) argues "case study methods involve systematically gathering enough information about a particular person, social setting, event, or group to permit the researcher to effectively understand how it operates or functions". This type of method has a holistic focus, formed out of detailed investigations and capable of handling a wide range of different cases. The main aim of this method is to realize a specific case in great detail so that the data might be used to generalize to other cases. Punch (2000) argues that case study research is not a methodology, but instead its purpose is to organise social data to describe a phenomenon of interest.

The reason is that a case study can often involve diverse methods such as observations and/or in-depth interviews with participants and key informants. Stake (1995) argues that interviews, document reviews and participant observation have traditionally been the essential research method techniques in undertaking case study research. According to Stake (2000, p. 435), "a case study is not a methodological choice, but a choice of what is to be studied". In this respect, a case study is not the methods of investigation, but the choice of object to study. Case studies can be also based on any mix of qualitative and quantitative research methods (Yin, 2003). Therefore, case studies have been extensively applied across the social sciences such as criminology, anthropology, psychology, business and sociology studies, etc.

Furthermore, Yin (2009) points out key features which needs to be considered when using a case. The first consideration is "how and "why" questions are being asked: which questions are preferred and can help in understanding contemporary set of cases. Secondly, it is essential that researchers access or control the actual behavioural events as little as possible. Thirdly, researchers should cover contextual conditions using documents, cultural and physical artefacts as the main source of evidence. Finally, the boundaries between the context and the phenomenon should not be explicit. Additionally, Punch (2000) asserted four essential characteristics in undertaking case studies, as follows: (a) the case is a 'bounded system'- this is when the researcher needs to clearly describe the boundaries of the case in order to avoid duplication between the case and the context; (b) the case is a case of something - identifying what the case is a case of is also important in determining the unit of analysis, an important component in the analysis of data; (c) there is an explicit attempt to preserve the wholeness, unity and integrity of the case; (d) multiple data sources and collection methods are likely to be used, typically in a naturalistic setting.

Case studies are classified by a range of types according to researchers. Stake (1994) distinguishes three different types of case studies: the *intrinsic*, the *instrumental* and *collective* case study: (a) the intrinsic case study is undertaken to gain a better understanding of a particular case; (b) the instrumental case study is examined to provide insight into an issue, or to refine a theory; (c) and the collective case study is the study of several cases in order to learn about a particular phenomenon. Scapens's (1990, p.7) four types of case studies are: *descriptive, experimental, illustrative* and *explanatory* case studies: A descriptive case study is associated with describing a phenomenon and real-life context; An experimental case study is used to deal with new techniques, procedures, and evaluating consequences; An illustrative case study is concerned with how innovations in urban services become routinised; Explanatory case studies are used to describe presumed causal links in real-life interventions that are too intricate to capture in surveys or experimental research. In addition,

Yin (2009) adds more types: *exploratory, meta-evaluation* and *multiple-case studies*.; Exploratory case studies aim to explore theory by observing a social phenomenon in its raw form; The meta-evaluation case study is employed to control bias and aid improvement of evaluation whereas using multiple case studies allows researchers to explore differences within and between cases and enables them to use and combine the different variations available.

There are a number of strengths in employing case studies. The first strength of case studies is the use of multiple sources and techniques in the data collection process. The researcher establishes what methods to conduct and what evidence to collect from a variety of data such as documents, artefacts, interview in-depth and direct observation. Secondly, this can allow flexibility when conducting research (Yin, 2009). A further advantage is that a case study mainly investigates social phenomena with the experience of individual, small group or institutions and real world processes and interactions (Hodkinson and Hodkinson, 2001). As a result, the data collected is richer and more in- depth than other forms of research. To sum up, case study is "a strategy for doing research which involves an empirical investigation of a given contemporary phenomenon within its real life context using multiple sources of evidence" (Robson, 2002, p. 78).

On the contrary, using case study has some potential negative effects. First of all, one of the main criticisms is that data may not be able to be generalized to the total population, because the data gathered is mainly from a particular case such as a person, group or event, (Yin, 2003). A second weakness of case study research is that it tends to produce vast amounts of data, which increase the possibilities for observer bias and misinterpretation. Thirdly, case studies have been criticized for a lack of rigor in the process of collection, construction and analysis of data (Guba and Lincoln, 1981). The last drawback is that obtaining data in conducting a case study is difficult. It can be time consuming and expensive to collect and analyse data (Hodkinson and Hodkinson, 2001). Whilst accepting that there are some disadvantages in case study research, its strengths surpass the weaknesses and can be counter-balanced by a diverse research strategy.

3.4.2 Case Study Design

Yin (2009) proposes that design of case study research involves at least following four factors: (a) what questions to study; (b) what data is relevant; (c) what data to collect; (d) and, how to analyze the result (Cited in Philliber, Schwab, & Samsloss, 1980) similarly, some case study researchers such as Robert (1998) and Simons (1980). Yin (1984) identified and recommend four major steps when successfully designing and employing case study approaches. The four stage progression can be described as follows:

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- Determine the research questions and select case;
- Determine data gathering principles;
- Collect data in the field;
- Evaluate and analyze the data.

The first component is mainly associated with selecting what questions are used. It is recommended that the case study open to analysis using "how" and "why" questions (Campbell, 1975; Stake, 1998; and Yin, 2009). Second, if researchers are using case studies for the purposes of comparison they need to select those which have a similar basis, although it is highly likely complete similarity will be impossible to achieve. The case also pays attention to something that should be dealt with within the range of study (Yin, 2009). As for the second component, as mentioned above, the advantage of case study research is that it can use a number of different research tools, which develop validity and reliability by using qualitative and quantitative approaches with various data collection methods such as questionnaire survey, in-depth interviews, documentation, artefacts and observation. These methods are directly linked with the notion of 'triangulation' that enhances the rigour of the research. Thirdly it should not only be clear how the data contributes to the study, but also how it can be collected systematically. The researcher should also avoid collecting data randomly (Davies, 2011). The last component is one of the important stages to offset the potential weakness of case study in the eyes of some critics in social science in terms of its alleged 'unscientific' or 'invalid' nature. In order to avoid this point of view, researchers need to use 'pattern-matching' and cross-check the data. Campbell (1975) argues that pattern-matching is a useful tool where some information from the same case may be associated with some theoretical proposition. Yin (2003, p. 109) summarizes "Data analysis consists of examining, categorizing, tabulating, or otherwise recombining both quantitative and qualitative the evidence to address the initial propositions of a study."

3.4.3 Criteria of the Case Study

All research should establish a set of criteria in order to evaluate the quality of the research conducted in the study. Validity and reliability are important components when designing research, analyzing the findings, leading conclusion and judging the quality of the study (Patton, 2002). In the current project, the researcher has made an effort to keep up a high level of research reliability, validity and honesty. This research was based on case studies adopting mixed-methods research, and research design, data collection and analysis undertaken in accordance with the proposals of Yin (2009). Yin (2009) states that the research design of a case study should meet the following four tests: 'construct validity', 'internal validity', 'validity' and' reliability' (See Table 3.3). First, 'construct validity' involves using

multiple source of evidence, establishing a chain of evidence and having the draft case study report reviewed by key informants, in order to offset any researcher biases that might affect the data gathered from case study. Second, 'internal validity' means undertaking pattern matching between the researcher's observations and theoretical ideas. This is the strength of qualitative research, especially ethnographic research because the researcher can ensure a high level of congruence between concepts and observations through ongoing participation in the real world (Bryman, 2012). Third, 'external validity' deals with the extent to which the findings of a study can be generalized across social settings. That is to say, whether or not a particular set of results can be generalized to some broader theory. Because of this, external validity represents a problem for a case study as single cases offer a poor basis for generalizing. Fourth, 'reliability' means that performing the same data collection and research process again would bring about the same findings and conclusions. The aim of reliability is to minimize errors and bias in the research. Yin (2009) suggests two particular tactics: the use of case study protocol and the development of the case study database.

Table   3.3: Case study tactics for four design tests

Tests	Case Study Tactic	Phase of research in which tactic occurs
Construct validity	-Use multiple sources of evidence -Establish chain of evidence -Have key informants review draft case study report	-Data collection -Data collection -Composition
Internal validity	-Do pattern matching -Do explanation building -Address rival explanations -Use logic models	-Data analysis -Data analysis -Data analysis -Data analysis
External validity	-Use theory in single-case studies -Use replication logic in multiple case studies	-Research Design -Research Design
Reliability	-Use case study protocol -Develop case study database	-Data collection -Data collection

Source: Yin (2009, p.41)

3.4.4 Selection of Case Study Sites

The case sites were selected to collect the primary data. Selecting the appropriate sites for case studies is crucial in comparative research, for the conditions of the sites should be carefully considered to see

whether or not the samples selected are comparable. Therefore, the first step the researcher needs to take is searching for the appropriate places for the research through the internet, media and experts. In this research I chose a multi complex shopping mall in each country with similar characteristics to carry out the research. In order to collect data, the researcher needed formal permission from the relevant owning organization or company. For that reason, the researcher had to identify and contact the 'gatekeeper' (Jupp, 1999). Gatekeepers are those who have the authority to give permission to the researchers to conduct their research. (Fosters, 2006). Fetterman (2009, p.36) clarifies that "An introduction by a member (a gatekeeper) is the ethnographer's best ticket into community".

Firstly, therefore, in order to secure permission from the case study site in Korea, the researcher tried to look for a gatekeeper as it was difficult to contact the site directly, and eventually was able to be introduced to a gatekeeper by his previous supervisor in Korea. The gatekeeper was a police officer in Korea, who maintains public order in the surrounding community including the case study site selected. This means that he has a strong relationship with the managers as well as security officers of the site. The researcher met him before meeting the managers of the case study site because the gatekeeper needed to know about the research, and then he asked the managers regarding the possibility of conducting research at the shopping mall. After a few days, the researcher had a formal meeting with the managers. The researcher prepared a research proposal and interview schedule, in order to explain the research plan and the research requirements to conduct the case study such as relevant information about the site. A few days after the meeting with the managers, the researcher finally obtained the permission to conduct the research at the shopping mall.

The case study site in Korea is Mega Mall. The mall is private space freely open to the public through a number of entry points managed by the security officers. The site is one of the biggest shopping malls in Korea and located Seoul, the capital of South Korea. The shopping mall also consists of diverse entertainment facilities such as a cinema, an aquarium, restaurants, shops, and event halls for business and education purposes. It is also connected to the subway line 2, which is the busiest subway line within Seoul, facilitating high visitor numbers coming to the mall. The security company was one of the biggest security companies in Korea and was contracted by the shopping mall. Even though they were known as the most qualified security company, their work at this shopping mall was not easy as there were some barriers that impeded their work. An insufficient number of security officers, high labour turnover rates and CCTV cameras blocked by sign boards or direction boards featured amongst the main barriers. Detailed discussion of these problems including proposals for improvement are considered in chapter 6.

Getting contact with a gatekeeper in the UK could have been even harder for the researcher as he did not have any contacts in the UK. However, the researcher was able to reach a gatekeeper with the help of his supervisor, Professor Mark Button. The gate keeper was a retired police officer, who is still working as a crime reduction manager at the shopping mall that I chose, and also a Special Constable in the UK. I briefly discussed this research with him and he showed interest in this comparative research. He therefore discussed this with his manager and they finally gave me the permission on condition that the researcher did not interview customers inside the shopping mall because they did not want their customers to be bothered by an interviewer.

The case study site in the UK is South Mall. It is a leisure complex shopping mall, which is located in the South East of England. The South Mall has similar conditions to those in the Mega Mall in Korea. Both are private areas freely open to the public through entrances managed by security officers. There are also lots of designer shops, a cinema, a bowling centre, bars, a nightclub and a 26 storey Skyscraper. However, there were some differences between two sites. For example, the Mega Mall is mostly comprised of shops and restaurants, not bars or night clubs. On the other hand, South Mall has shops and restaurants for customers at day time, with bars and night clubs for night time. This means that theses condition might require a different policing strategy. The differences and how to deal with them are discussed later in the dissertation. Detailed comparison of the two case study sites is undertaken in chapter 4.

3.5 Methods Undertaken at the two case sites

3.5.1 Data Collection Methods

In order to address the wide range of questions in this research, it was necessary to adopt diverse research methods. The use of a variety of methods would also improve the validity of interpretations and reliability and aid 'triangulation' (Hagan, 1993; Denzin, 1998; Newman, 2013, etc.). Yin (2003) suggests that there are six main sources of evidence in conducting case studies: interviews, participant-observation, direct observations, documentation, archival records and physical artefacts. Hence, participant observation, structured and semi-structured interviews, and analysis of documentary source were used for this research, which will be examined respectively in the following sections.

Table   3.4: Six sources of evidence: strengths and weaknesses

Source of Evidence	Strengths	Weaknesses
Documentation	-Stable: can be reviewed repeatedly -Unobtrusive: :not created as a result of the case study -Exact : contains exact names, references, and details of an event -Broad coverage: long span of time, many events, and many settings	-Retrievability: can be low -Biased selectivity, if collection is incomplete -Reporting bias: reflects (unknown) bias of author -Access: may be deliberately blocked.
Archival Records	-(*Same as those for documentation*) -Precise and usually quantitative	-(*Same as those for documentation*) -Accessibility due to privacy Reasons
Interviews	-Targeted - focuses directly on case study topic -Insightful - provides perceived casual inferences	-Bias due to poorly constructed questions -Response bias -Inaccuracies due to poor recall -Reflexivity - interviewees give what interviewer wants to hear
Direct Observation	-Reality - covers events in real time -Contextual - covers context of the "case"	-Time-consuming -Selectivity - unless broad coverage -Reflexivity - event may proceed differently because it is being observed -Cost - hours needed by human Observers
Participant Observation	(*Same as above for direct observations*) - Insightful into interpersonal behaviour and motives	(*Same as above for direct observations*) -Bias due to investigator's manipulation of events
Physical Artefacts	-Insightful into cultural features -Insightful into technical operations	-Selectivity -Availability

Source: Yin (2009, P. 102)

3.5.2 The Interview

> "…interviews are particularly suited for studying people's understanding of the meanings in their lived world, describing their experience and self-understanding, clarifying and elaborating their own perspective on their lived world". (Kvale, 1996, p. 105)

Similarly, Punch (2000, p. 174-175) argued "interview is a very good way of accessing people's perceptions, meanings, definitions of situation and constructions of reality". The interview is not only the most important data collection method in the qualitative research, but also has been widely employed in social research (punch, 2005; Robson, 2011; and Bryman, 2012). Jupp (1989) suggests that interview is a powerful tool to gain knowledge though conversation with participants. Yin (2009) explains that interviewing is an indispensible source of case study evidence because the majority of case studies are concerned with human affairs or behavioral events. Therefore, it was essential for this research to interview policing agents such as security officers, their managers, police officers and customers in order to understand their roles and perceptions on the issues taking place within their workplaces. Interview also enables the researcher to use his/her discretion to ask more sensitive or additional questions and have personal contact with the participants to make any misunderstanding or confusion clearer (Hagan, 2010).

On the other hand, there are also some limits to the of interview technique. Firstly, carrying out interviews can be expensive. Secondly, it is also a time-consuming process. This researcher usually spends between 30 minutes and 1 hour for each interview. Lastly, there is a potential for interviewer bias which may distort the result, while interviewer ask questions or deal with the recorded information.

The qualitative interview can be broken down into three main varieties of interview method, which can be associated with the extent to the depth of response sought: the structured interview (exactly the same questions are asked to all with no secondary), the semi structured interview (key themes questions, but scope to develop questions beyond them), and the unstructured interview (no key themes and questions develop from a first general open question) (Robson, 2011). In the structured interview, the interviewer asks all participants the same set of pre-formed questions in the same order with a limited set of response categories (Fontana and Frey, 2000). The aim of structured interview is to reduce the interviewer's bias on the consequence of the research (Hagan, 2010). Structured interview has usually little room for modification in the responses (Punch, 2000), which is a self-administered with very little flexibility. The data can be mostly managed and progressed without

difficulty because responses are mainly pre-structured.

As the information gained from the semi-structured interview tends to be more broad, the researcher should be able to identify the pattern from the answers, and the 'check-off' question is very useful for this process (Adams, 2002). The researcher can use their discretion to modify the interview order or the wording, and ask additional questions based on the flow of the interview (Robson, 2011). A proper interview guide needs to be provided to the interviewer, in order to deal with the relevant topics because it is widely carried out in flexible design. In addition, semi-structured interview can be conducted before observation, informal and unstructured interview in order to develop a deeper understanding by the researcher on the topics. According to Bernard (1988), semi-structured interview is usually used when the researcher will not interview the people more than one time. Semi-structured interviews can also help develop the relationship between the interviewer and participants.

The characteristic of the unstructured interview is a contrast to the structured interview style (Berg, 2001). The traditional feature of unstructured interview is far more flexible with open-ended questions and in-depth interview generally called the ethnographic interview (Punch, 2000). Such unstructured interviews enable researchers to obtain additional information regarding diverse phenomena such as actions, attitudes, values and beliefs about respondents.

Robson (2011) also points out that unstructured interviews can collect valuable data when used in conjunction with other methods. In this case, interviewers should make a precise plan in mind regarding the main aim of the interview because the data form interview affects the result of the research. The data from unstructured interview is hard to codify and tabulate. However it is useful to understand the full complexity of phenomena in conjunction with the subject (Hagan, 2010).

The researcher decided to conduct semi-structured interviews for security officers, supervisors, managers and police officers, and structured interviews for security officers and customers at each site. The research was carried out mainly as a qualitative approach with a view to analysing the data from the semi-structured interview in more detail. However, in order to know more information about their background, the structured interview for security officers was collected. In general, the structured interview provides participants with the opportunity to open up to certain questions, and it often brings about more diverse responses from the questionnaire. The questions were influenced by Button's (2007) study of England and Wales, and Kakalik and Wildhorn's (1971d) study of American security officers.

The researcher conducted 34 face to face semi-structured interviews for security officers, managers, supervisors and police officers, who work in relation to the security of the shopping malls. Most of the questions to the different groups of the participants were similar and the majority of them were 'prompt' questions, with a view to encouraging the participants to respond in more diverse aspects. The interview schedule consisted of closed and open-ended questions that were organised into five different sections. The researcher received the permission for recording all of the interviewees and this was done using a digital recorder. The recording enables the researcher and participants to pay attention during the interview which increased the natural flow of the conversation.

Table   3.5: Semi-structured interview conducted

Name of job function interviewed and abbreviation with the number at South Mall	Name of job function interviewed and abbreviation with the number at Mega Mall
Security officer (CSO) - 15 Structured interview	Security officer (SO) - 24 Structured interview
Security officer (CSO) - 7 Semi-structured interview	Security officer (SO) - 12 Semi-structured interview
Supervisor (SUPERVISOR) - 1 Semi-structured interview	Supervisor (KSUPERVISOR) - 1 Semi-structured interview
Manager (MANAGER) - 3 Semi structured interview	Manager (KMANAGER) - 3 Semi structured interview
Police officer (PO) - 3 Semi structured interview	Police officer (KPO) - 4 Semi structured interview

In terms of security officers, the interview schedule was designed in order to gather information consisted of 24 questions (Appendix 1): Section 1 was about their personal information and their role that they recognised. Section 2 was about their perception of the roles and functions of security officers. Section 3 was about the training provided to them for effective job performance. Section 4 was about their power and authority. Section 5 was about their perception of police officers. The interview schedules of security managers, supervisors (Appendix 2) and police officers (Appendix 3) were designed to be more in-depth, compared to the one for the security officers since they only participated in semi-structured interview. The five sections included closed structured questions at section 1 but the other four sections were semi-structured, with a mix of closed and open questions. Section 1 was about general information about the interviewees such as gender, age and education level. Section 2 was about their perception of the role and functions of the security officers. Section 3 was about their opinion about what kind of training is required for effective job performance. Section 4 was about their opinion about whether or not the security officers needed more power and authority

in performing their roles. Section 5 was about their perceptions of the importance of cooperation with police officers to increase work efficiency.

The structured interview was carried out with 24 security officers at Mega Mall and 15 security officers at South Mall, and customers with a hundred at each site. Some of the questions were 'prompted' as in other semi-structured interviews. For the security officers, the structured interview schedule, consisted of 38 questions and was divided into six sections (Appendix 4): Section 1 contained questions about general and occupational information of participants such as gender, age, job title, working conditions and their experience in the field of security. Section 2 contained questions about the training they have completed and their perception of the training. Section 3 questioned them on their daily tasks based on National Occupational Standards in the UK. Section 4 covered their recognition of their legal powers and how often they use the power for their work. Section 5 contained their opinion about whether or not they needed more power and authority in performing their roles. Section 6 contained their perception on the importance of the relationship between security officers and police officers to increase work efficiency.

A structured interview schedule was designed for customers comprising three sections with 20 questions (Appendix 5): Section 1 included demographic and general information of respondents such as age, gender, residential area, the number of average visits to the Mall and their experience in witnessing incidents. Section 2 included customer perception of the security officers, police officers and other staff and their experience in relation to the security of the shopping malls. Section 3 included their opinion about whether or not the security officers need more power and authority performing their roles.

All data obtained from interview and observation are fully and lawfully stored and managed in accordance with the Data Protection Act 1998. Unfortunately, there is no data protection organization or Act in South Korea. Thus, information gathered from South Korea is also managed by the Data Protection Act 1998 in the UK. All materials including paper notes and recordings are securely kept for a while after the research has been made available in the library in case the researcher faces any challenges. This researcher also explained that interviewees have a right freely to withdraw or modify their consent to ask for destruction of any data that they have provided during the data gathering process (British Psychological Society, 2010). All information is coded to keep anonymity of data such as locations, group and individuals.

Table   3.6: Structured interview conducted for security officers at each site

	Male		Female		Total	
	N	%	N	%	N	%
Mega Mall **N=30**	21	70 %	3	10 %	24	80 %
South Mall **N=27**	15	55.5 %	-	-	15	55.5 %

Table   3.7: Structured interview conducted for customers at each site

	Male		Female		Total	
	N	%	N	%	N	%
Mega Mall **N=100**	42	42.0 %	58	58.0 %	100	100 %
South Mall **N=100**	37	37.0 %	63	63.0 %	100	100 %

3.5.2 The Observation

Observation is a data collection method with a long tradition in social science (Punch, 2000). The researcher observes particular phenomena recording it in a systematic manner for the aim of the research. To be more exact, sociological qualitative observation usually takes place in natural settings and relies on the researchers' abilities. According to Atkinson and Hammersley (1994, p.249), "All social research is a form of participant observation because we cannot study the social world without being part of it". Participant observation should be interpreted as a research method for finding out the genuine processes of interaction in their actual world. DeWalt and DeWalt (2011, p.1) explain that participant observation is "a method in which a researcher takes part in the daily activities, rituals, interactions, and events of a group of people as one of the means of learning the explicit and tacit aspects of their life routines and their culture". This way, the data from the participant observation tends to be more consistent, compared to other techniques such as interview and questionnaire, so that the researcher can watch what they actually do by direct observation, not by what he/she is being told (Robson, 2011). The researcher should be able to share the same experience as the subjects to understand why they behave in that way. Jorgensen (1989, p.13-14) summarized seven principal characteristics of participant observation as follows:

(1) a special interest in human meaning and interaction as viewed from the perspective o f people who are insiders or members of particular situations and settings;

(2) location in the here and now of everyday life situations and settings as the foundatio

n of inquiry and method; a form of theory and theorizing stressing interpretation and understanding of human existence;

(3) a logic and process of inquiry that is open-ended, flexible, opportunistic, and requires constant redefinition of what is problematic,

(4) based on facts gathered in concrete settings of human existence;

(5) an in-depth, qualitative, case study approach and design;

(6) the performance of a participant role or roles that involves establishing and maintaini ng relationships with natives in the field; and

(7) the use of direct observation along with other methods of gathering information.

As a result, participant observation can be regarded as one of the best ways to investigate data in regard to group, event, organization and social setting with rigorous examination. This type of method is typically conducted: when a researcher needs to understand physical settings such as an event or activity; when a researcher desires to understand ongoing process or cause through continuous monitoring; or when the researcher wants to obtain information from individual or group behaviours about interactions between people. The advantages of the observation are summarized by Sapsford and Jupp (2006, p.59);

- information about the physical environment and about human behaviour can be record ed directly by the researcher without having to rely on the retrospective or anticipatory accounts of others;

- the observer may be able to 'see' what participants cannot;

- observation can provide information on the environment and behavior of those who cannot speak for themselves; and

- data from observation can be a useful check on, and supplement to, information obtained from other sources.

Observations can be conducted overtly or covertly according to the role of the researcher in the research site (Sapsford and Jupp, 2006). The researcher can observe covertly where no one recognizes that they are being observed. In this case, the observer should be or already be a member of the participant group without formal permission (Sapsford and Jupp, 2006). The advantage of the covert observation is that people are more likely to act naturally because they do not recognize that they are being watched. However it might cause ethical problems. On the other hand, overt observation needs consent, and reveals the researcher's identity as an outsider. Thus, everyone recognizes that they are being observed. However, the advantage of this is that more important and explicit information can be

collected from the interviewees because relationship between researcher and interviewees already established can be supportive (Miller and Brewer, 2003). According to Gold (1958), typology of observer roles can be divided into four types. The 'complete participant' takes part as an insider of the group covertly. The 'participant-as-observer' is being a member of the group being studied, and known as an observer to the other participants. The 'observer-as-participant' is minimally involved. The 'complete observer' does not take part in the group and is not known to other participants. Similarly, Spradley (1980) described the continuum of participant observation into five categories: non-participatory, passive participation, moderate participation, active participation and complete participation.

The research carried out participant observation to collect data on the daily operations, interactions, occupational culture of policing agents and the confrontation between policing agents and end-users: what they actually say and what they do in practice. During the research, the researcher took part as an 'observer-as-participant' at both cases study sites. In addition, the security officers and managers already recognized who the observer was beforehand because the study began the observation and interview processes at the same time. The researcher conducted the observation during both weekdays and weekends as well as day time and night time for 100 hours at each sites. At Mega Mall, the researcher was mainly located with static security officers undertaking their core task. In addition the researcher undertook around 3 patrols per day with a patroller. On the other hand, the core work of security officers at South Mall was patrolling at day time and static work on night shift so that the researcher went on patrols and was located depending on the shifts. The total amount of time for the observation was clearly divided between peak and off-peak time. All of the incidents and interesting issues were recorded with field notes and two digital recorders; one mobile phone and another a normal recorder. The normal recorder was always turned on during observation, and the mobile recorder was utilised whenever I wanted to make a clear the situation through one more recorder.

3.6 Documentary Research

Documentary data is used in various ways in social research Documentary research, including statistics on incidents and job descriptions can be used in order to support interviews and as secondary data. Some research such as case studies or grounded studies are required as secondary data in association with interviews and observation (Punch, 2000). Documents record the details of cases beyond our recognition because we do not have first-hand experience of what they are in detail (Macdonald, 2008), and therefore the researcher can get a more comprehensive view of the interaction and its effects by adopting documentary research. In addition, Fraenkel and Wallen (2007) argue documentary research enables researchers to investigate human behaviour in an indirect way, through

an analysis of their communication. Not only does the documentary data improve our understanding of the social world, but it also supports other research methods such as interview and observation as secondary data. Marshall and Rossman (2006) suggest that analysing documentary data is considered as one of the important processes in qualitative research, because documentary research is important as an invaluable part of most schemes of triangulation (Denzin 1970). Both historical and contemporary ddocuments exist in large numbers with many different types such as letters, diaries, books, pictures, newspapers, biographies, official records, reports and government pronouncements (Jupp, 1996). Scott (1990) points out that document can be classified by authorship and access. Authorship refers to the origin of documents containing personal, official-private and official-state, whereas access means the availability of documents to people other than authors including open published, open archival, closed and restricted.

The researcher has to pay attention when using documentary data. Scott (1990) suggests four criteria should be considered for accessing the quality of documents: authenticity, credibility, representativeness, and meaning: 'Authenticity'- refers to whether a document is the genuine, reliable, and unquestioned authorship of a document. 'Credibility' refer to whether a document is accurate. 'Representativeness' refer to whether a document is representative of the totality of documents as they originally existed. Finally, 'meaning' refer to whether it is clear and comprehensible. The researcher used a wide range of documentary resources for credibility and representativeness: the security company's rules and regulations, Health and safety instructions, the safety guide and facility guide in case study sites; the plan of action in emergencies, and the contingency plan. Additionally, security association journals and official or government documents and records were used for this research. Macdonald and Tipton (1996) emphasise that nothing can be taken for granted in documentary research, and all documents data should be checked from more than one angle. Finnegan (2006, p. 146-149) points out that eight useful questions need to be considered by the investigator, when using for documentary data.

- Has the researcher made use of the existing sources, relevant and appropriate, for his or her research topic?
- To what degree has the researcher taken account of any personal interpretations or selection of the facts in the sources used?
- What kind of selection has the researcher made in her or his use of the sources and on what principles?
- How far does a source, which describes a particular incident or case, reflect the general situation?

- Is the source concerned with recommendations, ideals or what ought to be done?

- How relevant is the context of the source?

- With statistical sources: what were the assumptions according to which the statistics were collected and presented?

- And, finally having taken all the previous factors into account: can we safely conclude that the researcher has reached a reasonable interpretation of the meaning of the sources?

3.7 Data Analysis

3.7.1 Triangulation

The research carried out Mixed-Methods research in order to improve the validity of the research through triangulation. This is often used in qualitative research to combine the findings from quantitative research and vice versa. All research methods have unavoidable biases, (Moran-Ellis 2006). Triangulation involves conducting more than one method or one source of data, which enables double-checking the phenomena under observation with different research techniques. For this reason, triangulation increases confidence in the findings of research which is called 'increased validity'. Denzin (1998, cited in Robson 2011, p. 158) distinguished four types of triangulation:

- Data triangulation. The use of more than one method of data collection (e.g. observation, interview, documents).

- Observer triangulation. Using more than one observer in the study.

- Methodological triangulation. Combining quantitative and qualitative approaches.

- Theory triangulation. Using multiple theories or perspectives.

Bryman (2008) points out that the researcher needs to check the 'validity' of research findings by cross-checking them with other sources. This researcher selected data triangulation and methodological triangulation. In terms of data triangulation, this researcher conducted more than one method such as structured interview, semi-structured interview, participant observation and documentary research. In the model of methodological triangulation, quantitative research and qualitative research were carried out for security officers and customers.

3.7.2 Data Analysis

This research was based upon two case studies of comparable shopping malls in South Korea and the UK using multi-methods research with structured and semi-structured interview and participant observation. Thomas (2011) found that case studies provide for an analysis of persons, events

decisions, periods, policies, institutions, or other systems that are studied holistically by one or more methods. All data was classified into quantitative and qualitative approach.

The research conducted structured interviews with security officers and customers to obtain statistical data on a range of issues relating to policing. Thus, the quantitative data collected from structured interview was analysed by statistical software SPSS after coding. SPSS can carry out complex data analysis, since it has a vast number of statistical functions (Punch, 2009). In order to analyse the quantitative data, this researcher attended training activities such as research design, statistics, use of quantitative toolkit and qualitative data analysis at the University of Portsmouth. In addition, the researcher attended an SPSS intensive course up to intermediate level during summer holidays in Korea, and received certification of this level.

This researcher also conducted semi-structured interviews with the security officers, as well as the police officers and managers. This methodology such as qualitative research is categorized in to descriptive, perceptive, interpretative, interactive and archive for analysis. Qualitative research involves naturalistic approach to its subject matter, which means that researcher studies things in their natural settings, attempting to make sense of interpret or phenomena in terms of the meanings people bring to them (Jha, 2008). Most interviews took around 30 to 60 minutes. The data gained from Korea was transcribed in Korean, and then the researcher fully translated them into English. This period was one of the most difficult as the researcher spent a lot of time making notes and translating. The data from England was transcribed directly in English. The researcher has striven to maintain the original meaning of the interview data. However, there was a problem in making transcripts in English without impairing the original data because the researcher is not a native English speaker and some of the interviewees used colloquialisms and phrases he was not familiar with. In order to solve this issue, the researcher employed a native speaker to review the data to aid the researcher's understanding of what was said.

At first, this researcher tried to analyse through NVivo which is the qualitative data analysis software. This program has diverse functions in coding and categorizing of a wide range of qualitative data such as interviews, the result of observation and documentary data. However, the software was not easy to get used to even though the data was not large and complex and despite the researcher attending some workshop to learn the program. After discussions with my supervisor I it was decided to use Excel instead, as it is more comfortable and easier to use. One of the main problems of qualitative research is that of potential bias in the research and analysis. In order to reduce the problem and improve validity, the researcher coded the data from the interviews and observation first, and the results were

checked by the supervisor.

3.8 Ethical Considerations

The researcher should always consider ethical issues when undertaking research. Ethical issues can be a major issue in both quantitative and qualitative research. However, there are likely to be more ethical issues in qualitative approaches (Punch, 2000). This is probably because the techniques of qualitative research usually investigate the sensitive or private issues in people's lives. Ethics are related to the protection of interviewees and participants, and the honesty and morality of the researcher. Walliman (2001) suggests that there are two significant ethical considerations. Firstly, the researcher should be honest and frank in their research, and secondly, the researcher has a responsibility to the subjects of the research regarding the privacy of participants. The ethical guidelines from British Sociological Association (2002) point out that participation should only be on the basis of the freely given, informed consent of subjects in criminological research.

The researcher considered ethics at each stage of the research. All the documents relating to interviewees, such as interview schedules, interview guide and consent form, which were originally written in English, were translated into Korean to help the participants in Korea with a more accurate understanding of the contents. All of the consent forms collected from interviewees included the permission for the audio recording during the interview. The researcher also secured permission from case study sites in both countries and received a consent form. The companies allowed the researcher to do the interviews with the security officers, security managers and the public as well as observation. All the recordings from the interviews and observation were transferred to a written note and both recording and written notes will be fully and lawfully stored and managed in accordance with the Data Protection Act 1998. The researcher informed the participants that they have the right freely to withdraw or modify their consent or ask for destruction of any data that they provided during the data gathering (BPS, 2010). All information will be coded to keep the anonymity of the data such as locations, institutions, organisations and individuals and will be kept confidential because respondents must not be harmed or damaged in any way by this research (Kajomboon, 2005). Moreover, all of the data collected during research such as paper notes and recording will be securely kept until this researcher has been granted a degree. The researcher was also granted ethical approval by the Ethics Committee of University of Portsmouth. The strategies to protect the participants and researcher are as follows:

- Respecting the autonomy and dignity of the participants.
- Anonymous coding.

- Providing Guidance to the participants about the risks and their responsibilities.

- Drawing up the letters requesting their signatures on the consent form.

- The permission of the written consent by the managers of the malls and participants will be secured before this research commences.

- Participants have right to change their mind at any time.

- Participants can destroy all the data relating to them.

- Inappropriate information will be discarded as it is unusable.

3.9 Conclusion

This research has examined the research methodology, the design and the process. Mainly, the qualitative approach was used adopting case study to solve the research objectives. This researcher used three research methods with structured and semi-structured interviews, participant observation and documentary analysis to facilitate research validity through triangulation.

4 CHAPTER FOUR

Context of Research: UK and South Korea

4.1 Introduction

The aim of this chapter is to compare the contexts of the two countries considered in this research. The chapter begins by looking at the general backgrounds of the two countries, followed by their criminal justice systems, trends in crime in each country and the development of the private security industry in each country. Each section provides a comparison of the two countries as well as detailed information about the context of each country. Finally, the chapter compares the two sites where this research was conducted for data collection.

4.2 A Brief Overview of the UK and South Korea

4.2.1 General Background of the United Kingdom

The United Kingdom of Great Britain and Northern Ireland is composed of England, Scotland, Wales and Northern Ireland, but Great Britain just includes England, Scotland, and Wales with the capital city of London. The government system of the UK is a constitutional monarchy, with the Queen as Head of State. The United Kingdom historically has been a leader in developing parliamentary democracy. The UK is also one of the most developed democratized countries in the world and it has a played an important role leading the development of the world economy with a capitalist system after the industrial revolution in the eighteenth and nineteenth centuries During its halcyon years the British Empire occupied over one-quarter of the earth's surface. However, the UK's power was diminished in two world wars. Currently, UK's gross domestic product (GDP) is US$ 2,853 billion with GDP per capita of US$ 40,967 in 2014 (IMF, 2015), which is the number five in the world and number two in Europe in terms of aggregate GDP. The size of the UK is approximately 241,930 square kilometres with a population of about 63 million. The population consists of various ethnic groups as a multi-cultural country, mainly White (87.2 %). The legal system of the UK is a common law system which has nonbinding judicial review of Acts of Parliament.

4.2.2 General Background of Korea

The lack of research on South Korea and the likely lack of knowledge of 'English readers' means this section will provide a longer overview of the general background of Korea than was provided on the UK.

The Korean peninsula is currently divided into two different countries: the Republic of Korea and the Democratic People's Republic of Korea. The total size is about 223,348 square kilometres which is similar to the UK. However, the Republic of Korea (South Korea), which is included in this research, encompasses a total of 99,720 square kilometres with approximately 51 million population divided in nine provinces. In recent years, Korea is one of the main countries in Asia in terms of business and politics. Korea had a GDP per capita of US$ 32,100 in 2015 that is within the top five in Asia, and its legal system is mixed combining European civil law, Anglo-American law, and Chinese classical thought (Index Mundi, 2015). Military service is mandatory for all Korean males between 20 and 30 years old except disabled persons. From that, most Korean men experience using weapons and learn basic skills related to security.

Historically, Korea had been a single political entity as an independent kingdom for a long time, before Japanese occupation from 1905 to 1945. After the colonial era, two different types of government were set up along the 38th parallel in Korea coincided with the end of World War II. Democratic-based government (Republic of Korea) was managed by America in the southern half of the Korean Peninsula, while a communist-style government was created by the Soviet Union in the northernarea (Democratic People's Republic of Korea) (Pyo, 2000). However, the 38th parallel became more and more a conflict zone. As a result, the Korean War started with the invasion of North Korea on 25 June in 1950. Initially, this was a civil war between the two halves, which gradually developed as a political conflict between communist and the capitalist worlds. US and UN troops supported the Korean army defending South Korea from North Korea. Meanwhile North Korea was supported by both Soviet and Chinese forces in the Korean War (1950-53). Although the two countries signed an armistice in 1953, they remained in an official state of war. After the Korean War, the two countries were not only left in little more than ruins amidst high levels of poverty. They remain, divided today with a high state of tension along the truce line.

Park Chung-hee took over leadership of South Korea through a coup in 1961, and a military regime operated until 1992. The economy in South Korea rapidly developed during Park's regime from 1961 to 1979. Urbanisation grew by 4% annually (Savada and Shaw, 1992). With the 'economic miracle', South Korea joined the trillion-dollar club of world economies in 2004 becoming the 12th largest economy in the world (Index Mundi, 2015), in the short space of a few decades. South Korea also developed politically becoming a fully democratic nation with free elections. Internationally, South Korea held the 1988 Seoul summer Olympics, and 2002 Korea-Japan World Cup and will soon host the 2018 Winter Olympics.

Social and cultural life have been changing in South Korea during last few decades with the evolution from traditional to modern society. Family structure has changed from the large extended family to nuclear families. With rapid unbarnisation the bulk of the population has moved to big cities such as Seoul or Busan rather than rural areas. South Korea is one of the most densely populated countries in the world, with 503 people per square kilometre in 2012. Big cities such as Seoul, Busan, Inchon and Daegu have developed with populations of around10 million, 3.4 million, 2.6 million and 2.4 million respectively (Kosis, 2015). This is reflected in overpopulation in Seoul, Busan and Daegu with 16.659, 4.569 and 2.857 people/km2, respectively (Index, 2015). Lifestyles have become more individualised, complex and busy. While most people used to usually associate with their family or neighborhood in the past, people now work in a variety of areas and places with better job opportunities such as the factory, the office or the shop meeting new people. Working conditions have also has seen a significant change. One of the biggest changes is that working hours changed from 6 days a week to 5 days a week leading people to have more spare time to spend on more various activities such as shopping, leisure sports, concert and watching movies. As a result of these diverse changes, people have become less cautious about their safety from crime due to complex and busy life style (Cohen and Felson, 1979). However, there are a lot of crowded places in which people may have more chances to be exposed to crimes. It is imperative, therefore, that the owners of spaces such as shopping malls make an effort to reassure customers and reduce crime as security is one of the important issues in modern society.

4.3 Criminal Justice Systems

Table   4.1: Comparison of the two countries

	Government type	Population	Country Size	Capital City (population)	GDP ($)	GDP per capita
The UK	constitutional monarchy and Commonwealth realm	63 million	241,930 square kilometres	London (9 million)	2,853 billion	$ 40,967
South Korea	Republic	51 million	99,720 square kilometres	Seoul (10 million)	1,435 billion	$ 32,100

Source: Index Mundi (2015)

4.3.1 The Criminal Justice System in the UK

The goals of the British criminal justice system are: firstly the protection of people, secondly the

realization of justice, thirdly the implementation of punishment, fourthly public order and lastly, the re-socialization of offenders (University of Portsmouth, 2013). Law and order became the social agenda with increasing attention from the public and the effective crime control by the criminal justice system became the top priority task (James and Raine, 1998). The public perceive crime problems as a significant social threat, particularly social disorder, burglary, juvenile misconduct, drugs, hooliganism and vandalism (James and Raine, 1998). Consequently, recent criminal justice reform have firstly focused on the enhancement of efficiency of individual criminal justice organizations and the systematic integration of individual organizations. It could be argued upon entering the 21st century, the reformation policy has been consistently pushed ahead through White Papers that propose the reformation of the criminal justice system and the frame and direction of the criminal justice policies.

The core of the British Police System is the Local Police at a regional level. The UK was the first nation in the world, to establish a regional police force and the UK retains a strong tradition of local security. The security system also has deep roots in the private sector (George and Button, 2000). The modern police organization in the UK began with the foundation of the Metropolitan Police in 1829. Afterwards, through the processes of major integration and abolition of local administrations and maintenance of regional police organizations, today's Metropolitan Police Service, City of London Police and Local Police Agency system was formed through a variety of legislation. In addition, the 'Three-Way System' was formed which includes the Home Secretary, ultimately responsible for the governance of the British police, the Local Police Authority and the Chief Police Officer (Mulcahy, 2000).

4.3.2 Characteristic of Police Community Partnership System

The British police utilise the voluntary and public organizations in order to resolve local crimes (Hatcher, 2011; and POLICE.UK, 2015). Even though Britain possesses one of the best police organization in the world, there are limitations in resolving all crimes locally. A strategy to promote local community partnership began with the idea that it would be more effective to utilise each region's rich human and material availability and infrastructure (Quinn, Bara and Bartle, 2011). This also corresponded to the concept of the 'extended policing family' discussed by Crawford and Lister (2004) and 'Plural Policing' by Jones and Newburn (2006). The focus of 'community safety' strategies, which were encouraged under the Crime and Disorder Act 1998 (www.legislation.gi.uk) was giving the initiative of policy development for crime to local levels, rather than the central government, although the latter still had significant influence (Peter and Robin, 2014). The structure created a variety of public and private partners led by the police and local government in conducting

regular reviews of crime and disorder and then developing a partnership to tackle them (Loveday, 2006). In addition, through training and education of other police partnerships through the utilization of volunteers and organizations, professionalism and activity should be enhanced. The UK system places a significant emphasis on partnership between the police and other agencies. There are a variety of different models, for example: Police Community Safety Officers, Special Constables, Police Support Volunteer and Volunteer Cadet led by police; Neighbourhood & Home Watch Network, Crime Stoppers and CNI Network & Street Angels led by the community. According to Johnston (1992a) there are two types of voluntary policing: 'responsible citizenship' and 'autonomous citizenship', which is distinguished whether they have a sanction by state or not. Much of what has been briefly discussed above would be a form of 'responsible citizenship'.

4.3.3 The Criminal Justice System in South Korea

The modern Korean criminal justice system first appeared after the Gabo Reform of 1894. The 'Law of Court Organization' established in 1895 became the origin of the criminal justice system and is considered as highly significant in the history of Korean law (Kim, 2014). For example, it was the first promulgation under the title of 'law' after adopting the western justice system. The first establishment of an institution called a 'Court' was created by this law (Mun, 2010). The Korean prosecution system follows, both contextually and historically, the continental prosecution system. This system oversees all criminal procedures, from investigation to the execution of a sentences excluding the judgment function inherent only to the court, (Mun, 2010). In 1948, after independence, the Ministry of Justice and the Supreme Court were established. Nowadays there exist in total 61 Prosecutor's offices under the Ministry of Justice.

The prosecution is one of the criminal justice institutions that holds a great investigative power. This includes the right to start investigations, authority to command and direct investigations and the authority to end an investigation. For example, when a crime occurs, at the early stages, the judicial police investigates the case under the command of the prosecutor and then it is transferred to the prosecution. From the data received the prosecution then analyses the evidential objects and documents and interrogates the suspects and, if required, continues the investigation. When the investigation ends, the prosecution decides whether to prosecute or not and closes the case.

The Korean National Police was established in 1948, and it is associated with the Ministry of Public Administration and Security at present. The Korean police organization, as a centralized national police system, has its basis on the Constitution, Police Act and the Police Officers Act. The Korean police currently has 14 provincial police agencies with 250 regional police stations with 109,364

officers in 2014 (KNPA, 2015). For a long time, there has been a debate over the introduction of the Local Municipal Police System and during the People's government in 1998 and 2003 and the time of introduction were delayed due to the inadequacy of the overall conditions. Currently, only one local autonomous entity has the local municipal police system named Jejudo (Jeju Island) due to the fact that Jejudo is the special self-governing province which is located 9o km far away from Korean Peninsula. The local municipal police of the Jejudo does not have the authority to investigate serious crimes and are deployed for more minor issues such as the regulation of origin of food products or tourist frauds. The general police carry out the same role as the police in other areas.

4.3.4 Private Police Officers (PPS)

Private Police Officers are another part of unique Korean police system and the introduction can be traced to the early 1960s during the full-scale economic development of the country. Due to the influence of the state-led economic development, industrial facilities, factories and financial establishments that required security gradually began to appear and grow in numbers (Choi, 2008). Hence, in response to the need to prevent facilities from crimes and ensure public security, the 'Private Police Guards System' emerged from 1973. Security companies developing at the time were able to be used as an alternative. However, the government wanted an organization that could be controlled by the state. In addition, PPS were required to protect important national facilities and industrial facilities without the contribution of the national budget (Choi, 2008). The Private Police Guards created through this, from the government perspective, were able to reduce the cost of security of state managed facilities and have an effect similar to having a police force.

4.3.5 Comparison of Police officers in the UK and Korea

Currently the total number of police officers in the UK from 43 police forces, as of 2014, is as shown on table 4.2 and 4.3. In terms of the number of citizens per police officer, the UK ranked 5th among the 8 countries in the table. Even though the number of general police officers is not so high, when including all personnel involved in the police activities, including volunteers, the number becomes much higher at 230,508 (See Table 4.3). In the case of Korea, the number of citizens per police officer is 498, and this ratio is a very high compared to other countries. Compared to Hong Kong or France, the number is nearly double and in comparison to the UK, USA and Australia, there are approximately 100 more citizens per police officer. In order for police to provide appropriate security service to the citizens, approximately 23,000 more personnel are needed compared to other developed countries. However, due to the cost and various matters, this is not an easy task (Gosiweek, 2013). Due to resource constraints, private security industries are constantly discussed as an alternative vehicle for the promotion of public security and this is also why the industry continues to grow.

Table   4.2: The number of population per police officer by countries in 2012

Country	Korea	Japan	Australia	UK	USA	Germany	France	Hong Kong
The number of population per police officer	498	498	413	381	354	310	273	252

Source: KNPA (2015)

Table   1.3: The number of police workers in the UK and Korea in 2014

Categorisation	Police officers	Police community support officers (PCSOs)	Special constables	Police staffs	Designated officers	Total
UK	131,258	13,066	17,789	64,079	4,273	230,492
Korea	109,364	-	-	-	-	109,364

Source: Home Office (2015) and KNPA (2015)

As the above table illustrated, there are various types of police work in the UK. The UK has 230,492 police workers with diverse supporting groups who contribute to the reduction of the country's crime rate: twice as many as those in Korea in 2015. On the other hand, in Korea police workers only consist of normal police officers with conscript policemen whose numbers cannot be counted because they belong to the army. The police officers carry out all of police tasks in diverse positions with different ranks.

4.3.6 Crime Trends

The crime rate can change depending on factors varying from the political, economic and social issues of a country to the criminal justice system and the mutual relationship between the offender and the victim. In addition, economic growth and change in an economically unstable condition can bring a change in the social structure and this can cause crimes (Friday, 1998). According to the Routine Activities Theory by Clarke (1996), social phenomena that increases the crime rate are: active, mobile and decentralized population; high youth mobility and independence; and dual income family who cannot serve as the guardians of the homestead (Cohen and Felson, 1979). Friday also explains that rapid economic growth can cause various social changes (such as overcrowding phenomenon in the urban areas, collisions due to cultural variety, social isolation and a neglected class of people) and these can all contribute to higher crime rates (Friday, 1998).

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4.3.7 Comparison of Crime Rate in the UK and Korea

Table 4.4 shows that the number of offences per 100,000 people recorded by the police in Korea fluctuated between 4,088 in 2004 and 4,107 in 2010. In contrast with Korea, the number of offences recorded in the UK has reduced dramatically since 2004. The number of crimes taking place per 100,000 population decreased in both countries from 2004 to 2013. The statistics show that the rate of the UK has undergone a dramatic drop from 2004 to 2013 (See table 4.4).

Table   4.4: The number of crime recorded at both countries

Year	Number of offences		Population		Number of offences per 100,000	
	Korea	UK[1]	Korea	UK	Korea	UK
2004	1,968,183	5,476,771	48,138,000	60,270,710	4,088	9,087
2006	1,719,075	5,322,377	48,544,000	60,609,150	3,541	8,781
2008	2,063,737	4,630,383	48,607,000	60,943,910	4,245	7,597
2010	1,785,404	4,078,475	49,410,000	62,348,450	3,613	6,541
2012	1,752,598	3,553,191	50,004,000	63,047,160	3,504	5,635
2013	1,857,276	3,506,699	50,220,000	63,395,580	3,698	5.531

Source: Home office (2015) and KNPA (2015)

[1] Total recorded crime (excluding fraud offences)

Table   4.5: Five major crimes at both countries

	2006	**2008**	**2010**	**2012**	**2013**

	Korea	UK	Korea	UK	Korea	UK	Korea	UK	Korea	UK
Homicide	1,073	758	1,109	664	1,251	639	995	558	929	537
Robbery	4,838	101,376	4,811	80,130	4,409	76,189	2,857	65,155	1,980	57,818
Rape	8,755	*13,774*	9,883	*13,096*	18,220	*15,892*	19,670	*16,357*	-	*20,725*
Burglary[1]	192,670	292,260	223,216	284,431	269,410	258,165	290,460	227,275	288,343	211,994
Violence	281,969	814,865	305,508	709,008	292,347	665,486	312,579	601,139	294,188	634,586
Total	489,305	1,223,033	544,527	1,087,329	585,637	1,016,371	626,561	910,484	585,440	925,660

Source: Home office (2015) and KNPA (2015)

[1] Domestic burglary

Within the overall trends in recorded crime, the UK and South Korea demonstrate different pattern between 2006 and 2013. The 'Robbery' ratio approximately halved during that period. In Korea, Burglary and Violence rates are higher than those of the other crimes. The table 4.5 indicates that Burglary went up by 33.2% from 192,670 in 2006 to 288,343 in 2013, whereas Violence rate increased slightly by only 0.42% during the same period in the UK. A notable point is that most crimes reached its highest point in 2012, except Burglary and Homicide in Korea.

4.4 Private Security in the UK and Korea

4.4.1 Development of Private Security Industry

Historically, before the modern police appeared in the 19th century, public security and order were maintained through 'hue and cry' and 'tithing'. This can be seen as the origin of the early British Police. The Anglo-Saxons settled in Britain in the fifth century and carried out security activities by introducing a frank pledge police system. Tithing functioned as a mutual aid system by granting men aged over 20 the duty to participate in the local security along with other 9 men of their neighbourhood, indicating that they prevented crime by themselves. Between the sixteenth and seventeenth centuries, private property was usually controlled by private security and public policing agents were only involved in specific circumstances (Johnston, 1992). From the eighteenth century to the middle of the twentieth century, policing was primarily public and private security had little standing. However, private security has played an increasing and vital role in dealing with policing in post-war Britain (White, 2010). The post war period saw the beginnings of the modern private

security industry competing with public police institutions. Moreover, the security sector sought legislation to regulate private security from the 1960s (White, 2010).

4.4.2 The British Security Industry Association (BSIA)

British Security Industry Association (BSIA) was founded in 1967 in order to represent and encourage the interests of the private security industry and various types of security firms joined to get its benefits. BSIA is the trade association with approximately 100 percent of transport firms (cash-in-transit) from their members in the 1990s (George and Button, 2000). Over half of contract market turnover was generated within the BSIA (George and Button, 2000 cited in BSIA, 1994b). According to the BSIA in 2014, they retain 94% of security companies as their members in the UK (BSIA, 2014). This is because they have made greater efforts to improve the quality of the industry so that its members maintain high standards. They also give advice and guidance to buyers and businesses for awareness of value and quality of BSIA members (BSIA, 2015).

4.4.3 Size of Private Security Industry

In 2015, there were 387, 820 security officers in the UK. The number of door supervisor licenses makes up more than half of the total with 219,396 followed by security guarding, public space surveillance, close protection and cash & valuables in transit. Compared to 2007, the number of security officers radically increased from 207,895 to 387,820. In particular, door supervisor licenses dramatically increased as a result of security relating to the 2012 London Olympic Games (SIA, 2015). The security industry in the UK had a financial turnover of about £3.2 billion in 2014, around 92% of which was represented by the top 30 companies (Infologue.com, 2015). This means that there exists a huge financial gap between the smaller and larger companies. The Table 4.6 illustrates the number of security officers and the different types of license according to the year as follows:

Table   4.6: The number of private security officers in the UK

	cash &	close	door	key	public space	security	Total

	valuables in transit	protection	supervisors	holding	surveillance	guarding	
Valid licenses (2007)	9,414	2,446	79,844	74	7,876	106,619	207,895
Valid licenses (2012)	10,702	8,658	211,378	223	34,576	104,622	371,431
Valid licenses (2014)	9,873	13,412	221,926	259	43,149	93,664	382,377
Valid licenses (2015)	9,657	15,151	219,396	299	47,817	95,455	387,820

Source: SIA (2015)

4.5 Regulation of Private Security in the UK

4.5.1 Security Industry Authority (SIA)

The security industry has steadily developed over the past few decades and for a variety of reasons, regulation was introduced for the private security industry. Some large security firms lobbied the Home Office themselves for the introduction of private security legislation (White, 2010). This was in order to address some problems such as unprofessionalism and the low quality of private security. Most private security firms generally invested little in training and staff development. Hence, the British government introduced legislation to regulate it, the Private Security Industry Act (PSI) in 2001, which was a big turning point of private security industry (White, 2010). This legislation mainly focused on the creation of the Security Industry Authority (SIA), which is a non-departmental public body, directly accountable to the Home Office (Button and George, 2001; and White, 2010). The SIA was established with a variety of functions in 2003. The main function of SIA is to provide 'Compulsory Licensing' to individuals and the 'Approved Contractor Scheme' which manages private security company through assessment. The year after legislation, the Police Reform Act 2002 also established 'Community Safety Accreditation Scheme' which involves private security, and in return gives some private security operatives limited special powers (Button, 2003). The aim of this regulation is to create a synergy effect between public police and private policing agents for crime prevention (Crawford and Lister, 2004).

4.5.2 Compulsory Licensing

Personnel in the private security sector have to obtain a license relevant to their duties, which are regulated by SIA. SIA divides security licenses into six different categories and other two licenses have not implemented yet as follows:

• *Door supervisor (contract and in-house);*

• *Cash & valuables in transit (contract);*

• *Security guarding (contract);*

• *Close protection (contract);*

• *Key holding (contract);*

• *Public space surveillance (CCTV) (contract);*

• *Private investigation (contract) (not yet implemented);*

• *Security consultation (contract) (not yet implemented).*

These licenses, except Key Holding, are again divided into two categories depending on the status (nature) of work: Front Line and Non-Front Line. Frontline license is required for all security officers to perform in a designated area (field), and the officers are also asked to complete identity check, a criminal records' check and a competency requirement (Button, 2011). A front line license is in the form of a credit card sized plastic card that should be worn when a security officer works in the field. 'Non-Front Line' is needed for office workers and managers or the supervisors of security officers and they are required to complete identity and criminal records' check, and this license is issued in the form of letter. The Private Security Industry Act 2001 also authorises SIA to give the license named Private Investigators and Security Consultants, but this has not yet been implemented (SIA, 2015; and Button, 2011 p. 120-121). A characteristic of the SIA license system is that some licenses can be integrated within licensing criteria to allow a licensed individuals to operate within another licensed activity (See Table 4.7).

Table   4.7: Activities covered integration of SIA licenses

Licence held	Activity covered							
	Cash and Valuables in Transit	Close Protection	Door Supervisor	Public Space Surveillance CCTV[1]	Security Guarding	CCTV roles only within security guarding[2]	Key holding	Non-front line (all activities)
Door Supervisor			✔		✔	✔	✔	✔
Close Protection		✔	✔		✔	✔	✔	✔
Cash and Valuables in Transit	✔						✔	✔
Public Space Surveillance CCTV				✔		✔	✔	✔
Security Guarding					✔	✔	✔	✔
Key Holding							✔	✔
Non-front line licence holders							✔	✔

Source: SIA (2008, p 11)

[1]Undertaken to monitor the activities of a member of the public in a public or private place or identify a particular person

[2] Only to identify a trespasser or to protect property

4.5.3 Approved Contractor Scheme (ACS)

The objective of the Approved Contractor Scheme is to raise performance standards and to assist the private security industry in developing new opportunities. One notable feature of this scheme is to use a voluntary-based system to regulate companies and support them to promote their products and services at the same time. That is to say, the private security agencies have to meet the standards of the scheme to become an approved contractor but it is their choice to decide whether or not they will join this scheme. Once they are accredited, however, they can get a range of benefits. For example,

every security officer must hold a license to work in this sector as discussed earlier but those who work for the companies accredited by this scheme can start working while they are waiting for their license to be issued, as long as they undertook the basic training required for the particular services. Another benefit is that the companies are given a number of ways to promote the products and services they offer such as listing them on the website of the ACT in which they can reach more potential customers using this accredited kitemark for their own promotions (SIA, 2012b).

Companies have to renew their license every three-years, and those who use the kitemark illegally have to pay a penalty (SIA, 2010). This scheme brings many advantages to society in terms of keeping the high standard of private security industry, promoting businesses and allowing purchasers to decide the companies they can trust by comparing the quality of the services the companies offer. According to the SIA, there are currently 785 approved contractors in total. (See table 4.8). The number of medium-sized organisation makes up almost a half of the total number, showing a considerable increase since 2011, at 46% from 35% (Lee and Kim, 2012). Indeed, Crawford & Lister (2004, p. 8) argued the introduction of this licensing regime had substantial impact 'on the nature of the market for private security guards, pushing price, working conditions and standards of service'.

Table   4.8: Types of organisation represented

Type of Organisation	Number in ACS	% of Total
Micro (1-10 employees)	189	24%
Small (11-25 employees)	176	22%
Medium (26-250 employees)	365	46%
Large (250 employees)	68	8%

Source: Security Industry Authority (2015)

4.5.4 Community Safety Accreditation Scheme (CSAS)

The Community Safety Accreditation Scheme (CSAS) was established under Section 40 of Police Reform Act 2002 to prevent anti-social behaviour, crime and disorder in 2002. The local Chief Constable of a police force can grant an accredited person a limited range of police powers (This limited legal power will be examined shortly in the section of legal powers of security officers). The Accredited person not only works to contribute towards community safety, but also to cooperate with police. To enforce the CSAS, the Police and Crime Commissioner has to specify the sphere of activity and approve the scheme checking that it is consistent with the Police and Crime Plan. There are 26 police forces with 2,219 accredited persons operating CSAS out of 43 police forces in the UK in December 2010 (Home Office, 2011). The main focus of operating CSAS is approval and

accreditation according to Section 41 of Police Reform Act 2002. All public organisations and companies except the police force can be accredited. However the qualification of approval and accreditation requires the completion of professional training. For that reason, private security companies are often usually subject to CSAS. Indeed, the police force also focuses on private security firms and security officers relating to CSAS rather than other types of organisations (ACPO, 2012). The training and criminal records checks for the CSAS accreditation is more difficult and complicated than those for compulsory licences. This licence consists of 12 separate modules for 60 hours by approved trainer and examinations (Skills for Security, 2006).

4.6 Private Security Industry in Korea

4.6.1 Development of Security Industry

The private security industry in South Korea began with the undertaking of security tasks for the United States Army by the Yong-Jin security corporation in 1953. However, the purely private security services provided for the private facilities began in 1962 when the Korean oil storage company made a security industry contract. Later the private security industry in Korea underwent rapid development. Hence, the 1986 Asian Games and the 1988 Seoul Olympics were successfully held creating a turning point for the private security industry in Korea as they created a surge in demand as well as leading to an improvement in the quality of the security officers. During the Dejeon Expo in 1993, the private security firms were successfully placed in charge of the security of the Expo.

The Special Security System was newly set up following the opening of the Incheon International Airport in April 2001 (Ahn, 2009). Private security personnel and equipment supported for the G20 summit in Korea in 2010. And in 2011, the 18th Asia Professional Security Association (APSA) General Assembly was held in Seoul. As a result, the value of the Korean Security Association was acknowledged within Korea as well as abroad.

4.6.2 Size of Security Industry

The range of private security work in Korea in early 1976, at the time of the enactment of the Security Industry Act, only included static guarding and cash in transit. However, throughout the 1980s and 1990s, following the 8th amendment of the Security Services Industry Act, 'alarm service' and 'special security' were added making a total of 5 types of areas of work for the private security in Korea: Close protection, Cash in Transit, Alarm Service, Static guarding and Special Security. Currently the number of private security firms in Korea is 4,287 as of 2014. As can be seen in table 4.10, during the early 1978, at the time of the enactment of the Security Industry Act there were 10 firms with a total of 4,991 officers. Today there has been an increase of 30% in the number of officers and increase of

428% in the number of firms.

Table   4.9: The change of the number of individuals and company in private security industry

Year	1978	1984	1990	1995	2000	2005	2010	2014
Number of officers	4,991	8,631	25,559	40,109	81,819	115,845	142,363	150,543
Number of companies	10	44	252	833	1,838	2,789	3,473	4,287

Source: KNPA (2015)

Table   4.10: The change of private security by types

Years	The number of Corporation	Static guarding	Cash in Transit	Close protection	Alarm service	Special Security service	Total
2004	2,322	2,192	44	262	140	31	2,669
2007	3,387	2,728	52	416	138	55	3,387
2010	3,473	3,351	52	514	140	94	4,151
2012	3,856	3,718	41	527	148	122	4,556
2014	4,287	4,184	40	538	139	139	5,040

Source: KNPA (2015)

Looking at the increase in the work areas in the past 10 years, the 'Static Guard' activity has had the biggest increase followed by Close Protection, Alarm Service, Special Security and Cash in Transit (See Table 4.11). Along with the social changes, there is an increase in the private guard firms as well as official security organizations at a national level. There is an increase in demand for personal protection from high profile individuals such as the businessmen, politicians and celebrities. The increase in such demand along with the profit-seeking security firms and their business activities has created new demands leading to the growth of the private security industry (Kim, 2005; and Kim, 2008). The Static Guard services which has the biggest part within the security industry in Korea is expected to show consistent growth extrapolating from the current increase rate. Alarm Services seem to be stagnant but this can be interpreted as due to the entry of foreign security firms into the Korean markets and the mergers and acquisitions between small and medium sized enterprises and large corporations (Lee and Lim, 2007). Special security tasks change depending on the years and in overall there is an increasing trend. However there exists an issue due to the dualistic system with the security guards. In the case of cash in transit, Korea Finance Security, S1 and CAPS firms dominate the majority of the Korean market.

Overall it is estimated that the financial turnover of the Korean security industry exceeded £1 billion in 2001 (Mun, 2008). It is hard to find reliable data in Korea because it is difficult to check the accuracy of companies' incomes. The reason for this is that huge number of security companies easily move to other areas or shut down. Many security firms not only carry out security works, but also take up side lines such as cleaning services, building management and parking management.

4.7 Regulation of private security in Korea

4.7.1 Security Service Industry Act (SSIA)

From 1970s the importance of private security within the national security and public order framework gradually grew and with that the need for regulatory control. The 'Security Industry Act' was enacted on 31st December 1976 with the approval of President Park. The Security Service Industry Act in Korea has been amended 20 times since its enactment in 2014 in accordance to the environment and the changes around the security service industry. The security industry in Korea was established and developed through the processes outlined below and it was possible for the private security industries to be managed and protected within the systematic and legal frames. The main changes were as follows:

Table   4.11: The change of security service act in Korea

Revision	Main Contents
1st	Security Industry Act was legislated.
2nd	The age restriction of a security officer changed to 55 years old.
3rd	Unnecessary report to the police was abolished and penalty was modified to realistic circumstance.
4th	Liability for damages system of security established while security company perform.
5th	Supervision division was changed to the chief of police.
6th	Close Protection duty was added and Security Instructor system established.
7th	Revocation and permission of Private security firm regulation was created.
8th	Renamed as 'Security Service Industry Act.'
9th	Special Security system was introduced.
10th	Special security company can only work other type of security service.
11th	Distinction between the general security instructor and alarm security instructor.
12th	Deployment or dismissal of the security guards must be reported to the chief of police of the local municipal.
13th	Name of some working area was changed.
14th	The name of the Presidential Security Service Act was changed.
15th	Joint penal provisions was changed between employer and employee.
16th	The age restriction of a security officer was changed to 60 years old.
17th	Name of the departmental ordinance was changed.
18th	If anyone desires to deploy more than 20 security personnel at the site of collective civil petition, a direct employment is not permitted and instead is required to subcontract out the security duty to the security industry. The only exception is the case in which the owner of the facility directly hires the security force 3 months prior to the collective civil petition.
19th	The type of equipment the security guards are allowed to carry is decided by the Ministry of Government Administration. They can only be carried during duty and the uniform must be clearly distinct from the police officers or the military personnel
20th	If the security instructor license is lent or transferred to another individual, a suspension is placed on the license.

Source: Korea Ministry of Government Legislation (2015)

4.7.2 Special Security Officer

A Special Security System is defined as the security and prevention of theft, fire and other dangerous factors within important national facilities appointed by the Presidential decree (such as airports, harbours, nuclear power plants and national security facilities that are appointed by the national intelligence council chairman and national major facilities appointed by the minster of national defense). Special Security Officers (SSO) are differentiated from Static Guards or general security personnel (Security Services Industry Act, 2002). The Special Security Officers are supervised by the Chief of Police, Chief of Airport Police, the security director of the facility and the owner of the facility. They are allowed to carry weaponry by the request of the employer if it is seen acceptable in carrying out the duty. In addition, the officers are must obey the commands of their employer, chief of police and their seniors while in duty. They cannot leave the premise without valid reason or the permission of their superior.

4.8 Comparison of Private Security in the UK and Korea

4.8.1 Private Security Industry Both Countries

As mentioned below table 4.13, the number of security officers differs substantially between the two countries. The UK has 382,377 security officers which is more than twice as many as that of South Korea. This number increased hugely on the occasion of 2012 Olympic Games from 207,895 in 2007 to 387,820 in 2015. It is an important point that the number of the security officers still remains around that figure since the event. However, in terms of the number of security firms, there are much more in Korea than the UK. There may be more companies in the UK, but this figure is only applied within approved contractors (which does not include all security companies) by SIA. These firms can gain credibility from consumers, which will further be explained in the next section on the regulation of private industry.

As mentioned beforehand, it is difficult to compare financial turnover in the two private security industries as there is no updated data on South Korea. The old statistic shown that security industry went over £ 1 billion in 2001 in Korea, while in the UK security industry turnover reached about £ 3.2 billion in 2014.

Table   4.12: The number of security officer and company in the UK and Korea

Sector in UK	cash & valuables in transit	close protection	door supervisors	Key holding	public space surveillance	Security guarding	Total[1]
Number of security officer	9,873	13,412	221,926	259	43,149	93,664	382,377
Number of Company	18	53	259	361	146	732	1569
Sector In Korea	Cash in Transit	Close protection	Special security service	Alarm service	Static guarding	-	Total
Number of security Officer	-	-	-	-	-	-	150,543
Number of company	40	538	139	139	4,184	-	5,040

Source: SIA (2015) and KNPA (2015)

[1] Security company may be approved in more than one sector.

As the above table illustrates, there are some differences with regard to the activities of the security officers and the importance of different activities between the two countries. The UK license is classified into six licenses according to activity. Some of the licenses can cover other sectors On the other hand, in South Korea there are only two certificates. The first one is for general security officers so that they can work in most areas except important national facilities such as airport or harbour where only special security officers can work with a specific certificate (Special Security Officer in Korea will be explained in the next section).

4.8.2 Regulation of Private Security Both Countries

There are some differences in regulation between the UK and Korea. The UK has diverse licenses for the security officers according to the working area. However, there is no license in Korea where security officers can receive certification after they complete the course. As a result the quality of security officers in South Korea tends to be lower. The public perception of security officers in South Korea is also lower as the status of security jobs is low in the society. If the criteria to obtain license were made more difficult, the ability, status and qualification of those obtaining them could be

improved. Some Security Officers (SO) interviewed for this research confirmed that this what they perceived from the public,

SO1

The social acknowledgement of the security officers is low so it probably would not change just because we do our job very well. I think there needs to be a lot of internal changes such as pay, working conditions and introducing license system for this to improve.

SO3

We are doing safety management and accident prevention for the customers, but some people considered us as a watchman and regarded too low status in the society. I think, somewhat, we should be allowed legal authority through license system. Other than that it may be possible with welfare or pay.

Few Customer Services Officers (CSO) (what the security officers were called at the UK case study) also think similarly to the Korean SO, while most of CSO consider that customers feel comfortable and friendly with CSO as the following extracts from interviews reveal,

CSO7

We don't have much of a problem down here with the public response to others. Erm... you will always get someone or the occasional few that won't like us because of what we are, but like I said 9 times out of 10 people are happy to approach us, talk to us, and look for our help. Erm.. So they respect us and they feel comfortable with us.

Another a weak point of Korean regulation is that there is only two type of certificates; general security officer certificate and special security officer certificate, compared to the multiple specialist UK licenses. This means that a general security officer can work in most security areas after they pass the certificate course in Korea, which would not be possible in the UK. Some of these general issues with the quality of regulatory systems and their impact on security staff will be developed further throughout this thesis.

4.9 Training of private security officers both countries

4.9.1 Training of Security Officer in the UK

Candidates for the front line license are required to complete the training programme stipulated by the SIA. The programme is designed to provide the candidates with the training which is essential to the

license they apply for and provided in four different modules: Common Module, Specialist Module, Conflict Management Module, and Physical Intervention Skills module (See Table 4.14). The Common module course recommends 10 hours training including 5 mandatory hours in six sessions: Awareness of the Law in the Private Security Industry, Health and Safety for the Private Security Operative, Fire Safety Awareness, Emergency Procedures. The Private Security Industry and Communication Skills and Customer Care. The Conflict Management module requires 8 hours and 7.5 hours training that are compulsory. This course comprises 6 sessions: Avoiding Conflict, Reducing Personal Risk, Defusing Conflict, Resolving and Learning from Conflict, Application of Communication Skills and Conflict Management for Door Supervisors. The Physical Intervention Skills module requires 7.5 hours training including 3 sessions: Introduction to Physical Skills, Disengagement Skills and Escorting Skills. Specialist modules are different according to the types of license. When single license holders want to obtain different kinds of license, they are required to complete necessary modules (SIA, 2010).

Table   4.13: The module requires according to the types of licenses and hours

Types of License with training hours	Common Module	Specialist Module	Conflict Management	Physical Intervention Skills Module
Cash and Valuables in Transit	Yes	Cash and Valuables in Transit	No	No
Close Protection	No	Close Protection	Yes	No
Door Supervisor	Yes	Door Supervisor	Yes	Yes
Security Guarding	Yes	Security Guarding	Yes	No
Public Space Surveillance CCTV	Yes	Public Space Surveillance CCTV	No	No

Source: Security Industry Authority (2011)

As mentioned at table 4.13, theses five frontline licenses have their own training courses with different training hours. First, the Cash and Valuables in Transit Operative requires applicants to take two training modules to achieve the Level 2 Award for working with a minimum of 29 hours of training: Cash Transportation and Cash and Valuables Transportation Industry Operations, Candidates also need to take and pass two exams. Second, the Close Protection course is compulsory requiring 140 hours of training including a specialist module and Conflict Management with examination. Third, Door Supervisor licensing requires applicants to attend four training modules and pass three exams

with 45 hours of training. The course contents consist of Common Security Industry Knowledge, the Door Supervisor Specialist module, a Conflict Management module and Physical Intervention Skills module over a minimum of four days. Fourth, the applicant needs to attend two training modules and pass two exams in order to obtain the Public Space Surveillance CCTV license. The duration of this training is 32 hours over four days including Common Security Industry Knowledge and the Public Space Surveillance CCTV operations sessions. Fifth, Security Guard licensing requires applicants to take three training modules and pass three exams with 28 hours of training for over four days. In the case of the Key Holding license, it does not require any training (Security Industry Authority, 2010a).

4.9.2 Training of Private Security Officers in Korea

4.9.2.1 General Security Officer: GSO

According to the Act 13 of Security Industry Act, it is stated that: 'In order to appropriately carry out the security tasks, security firms must educate their officers in accordance to the set of standards set out by the Presidential decree.' The current initial training for the general security officers, after the amendment of the enforcement regulation on 2 February 2006, is structured into total of 24 hours with 4 hours of theory, 19 hours of practical and job training and other 1 hour for assessment and completion ceremony. In addition, based on Act 13 of the Security Industry Act the general security officers must carry out on the job training for more than 4 hours each month as set by the Ministry of Public Administration and Security decree. There is no specified curriculum for on the job training.

4.9.2.2 Special Security Officer: SSO

The Act 13 of Security Service Industry Act stated that 'The special security firms must carry out frequent education and training of the officers as set out by the Presidential decree and those who have not had sufficient training must not be involved in the special security industry'. Following amendment of the enforcement regulation on 2 February 2006 the current Special Security Officer initial training is structured into total of 88 hours including 15 hours of theory, 69 hours of practical and other 4 hours of education and training. In addition, it is stated that the special security firms should carry out on the job training for more than 6 hours each month but similar to the general security officer education, there is no specific curriculum for this. The on the job training of Special Security Officers must be supervised and managed by the police officer of the affiliated police station in accordance to the Presidential decree. In the case when the security manager of national major facilities acknowledges the need, affiliated personnel can be dispatched to provide training at the security premises where the Special Security Officers are deployed.

4.9.2.3 Security Instructor

The Security Instructor system was created to supervise and manage the training of officers in order to enhance quality following the increased demand for security. A Security Instructor is an individual who supervises and trains security officers and they are categorized into General Security Instructor who is in charge of Static Guard duty, Cash in Transit duty, Special Security duty; and the System Security Manager in charge of Alarm Services. Security instructor education is provided only to those who have passed the Security Instructor examination. It is structured into total of 44 hours including common curriculum for 18 hours, 16 hours of classified education. General Security Instructors are appointed and deployed within the areas of Static Guard, Cash in Transit, Close Protection and Special Security. For every 200 general security officers one security manager must be appointed and deployed and one additional manager for every hundred more officers must be appointed and deployed. In the case of the special security, a general security officer who has completed the Special Security Officer education is appointed. In the case of the System Security Instructor, they are appointed only within the areas of alarm services but the appointment criteria are the same as that of the General Security Instructor.

4.9.3 Comparing Systems

The quality of security officer in Korea is lower than the UK, which is a result of poor training. There are several reasons that employers do not recognise how much training is necessary to carry out the security officer's role within the workplace, and how much professionalism is required. The owners not only seek to hire cheaper employees who have lack of knowledge, but also do not consider investing in them through high quality training, payment or welfare. One reason why owners do not want to invest in employing a higher quality of security officer is that because military service is compulsory for all men and most young men therefore have some experience of how to use weapons, how to carry out security work and basic skills of self-defences. However, specialists insist that there is a gulf between military training where the focus is on the enemy and a security service for civilians (Lee, 2000; and Button and Park and Lee, 2006 cited in Chee, 2000). In reality, some security officers choose to work in security after completing military service since it is thought they can easily undertake security work as follows:

SO4

I found this job to be most suitable for me while searching for jobs after finishing the military service where I could have experience related security work.

SO10

There is no specific reason. I just though I may overcome this type of job as I was in the army as other men which provide lots of works similar to security work.

There are also lot of officers who do not have professional backgrounds such as university or college education which can provide academic education as well as practical training in both countries. However, the diverse trainings in the UK can produce high quality security officers because there are sufficient competent trainers and developed training manuals. On the other hand, training manuals in Korea have not been improved for a long time and there are few specialized trainers (Button, Park and Lee, 2006). This research will suggest how to address these problems.

4.10 Legal Powers of Security Officers Both Countries

4.10.1 The Legal Powers of Security Officers in the UK

There are no special legal powers given to the private security officers within UK legislation. However, there are some exceptions to this that will be briefly discussed. Some private security officers can possess a special legal power in certain areas such as prison, prison escorting and courts in England and Wales (Button, 2007b). Private security officers in private prison and prison escorting have a similar power to public sector officers, and private security officers in courts have a certain power to stop, remove and search persons under the Criminal Justice Act 1991 Criminal Justice and Public Order Act 1994 (Button, 2007b cited in Jason-Lloyds, 2003). Under the Police Reform Act 2002, security personnel working for accredited community safety schemes possess limited legal powers to issue fixed penalty notices for disorder, to require the giving of a name and address or to stop someone consuming alcohol in a designated public areas (Home office, 2011).

Security officers also possess citizen's arrest power and may use force in specific circumstances. This power is used more frequently by security officers than citizens under the Criminal Law Act 1967 section 3(1). There are also some security officers who have a range of legal powers within their workplace under private legislation and local byelaw (Button, 2007b). This means that security officers sometimes have a legal authority to remove trespassers from private property because the security officer is invested with the authority of the landowner. Furthermore, if the trespassers refuse to leave, the security officers can use reasonable force to eject them. Button (2007b) illustrated three types of security officers' power according to the three kinds of places: public (basic security officer), 'hybrid or quasi-public (semi-empowered security officer) and private (complete empowered security officers) as follows;

Table   4.14: Models of security officer power

Model	Powers available
Basic Security Officer	*Universal Legal Tools* To ask To arrest To use reasonable force to prevent a crime
Semi-Empowered Security Officer	*Select Legal Tools: Property Based (Reasonable)* To exclude entrance to private property To remove from private property To enforce conditions on private property To search person on condition of entrance
Complete Empowered Security Officers	*Select Legal Tools: Property based (Arbitrary) and Employment and/or Contractually Based* To enforce conditions on private property or other area To search person on condition of entrance To search person exit from private property

Source: Button (2007b, p. 43)

4.10.2 The Legal Power of Private Security Officer in Korea

The legal power of private security officers are currently identical to those of the general public in principle and these include: the right to self-defence, emergency evacuation, justifiable act and citizen's right of arrest (See table 4.15). In accordance to Act 14 of Security Service Industry Act, and in the case of the Special Security Officers, they have the special authority to use weaponry to protect their workplaces such as airports, harbours and power plants etc. However, general security officers cannot carry weapons. When carrying out crime prevention duties, they are only authorized to arrest on site with other procedures afterwards conducted only by the police. Private security officers sometimes require exercise of physical force in order to prevent crimes and in these cases the usage of weaponry or equipment to the same level as the police is required. However, the condition of eligibility and the level of education of private security officers, compared to the police officers is very low. Hence, if the condition of eligibility and the level of education of the private security officers cannot be to the same level as the police, the legal position and the power of the private security officers will naturally be limited. The legal position and power of the private security officer must be above the status of a representative of the manager and should be considered that of a public guard.

Table 4.15: Comparison between police officers, private police officers and security officers

	Police officer	Private police officer	Security officer
Rationale	Public interest as a top Priority	Public interest-oriented	Private interest-oriented
Status	Public servant	Private citizen	Private citizen
Scope of duty and legal powers	*Police Officer Duty Performance Act1* (Law and order maintenance) - Powers of arrest, search and detention for crime prevention, investigation, traffic control, etc.	*Police Officer Duty Performance Act* is applied only within their workplaces	No particular powers - except Citizen's right of arrest in the *Criminal Procedure Law*
Carrying weapons	Lethal weapons are Allowed	Lethal weapons are allowed within their workplaces	Only special security officers are allowed in a highly restricted condition

Source: Button, Park and Lee (2006, p. 7)

According to the legal position and powers emanating from the 'right of management' as stated in the Security Service Industry Act, security firms must carry out their duties within the managing authority of the owner or the manager of the premise and should not invade the freedom or rights of others or interrupt their lawful activities. In principle, security guards must carry out the duty only within the 'managing authority' of the manger or the owner of the premise and are authorized to prevent or neglect the invasion of property of the manager or the owner of the premise from third parties. For example, security guards can impose restrictions on individuals who enter and leave the building under the request and instruction of the employer. Security guards, in order to secure the safety of the premise and to comprehend the purpose of entry and exit of the potential threat as well as their whereabouts, are authorized to control access to the premises. Also, private security officers have the right to stop and question any person behaving suspiciously within the premises. Even individuals who have already entered the site can be requested to leave depending on the circumstances and a request for removal is authorized in the case where the individual trespasses the premise after disobeying those controlling access.

In addition, along with control over public access to the premises, they also possess the authority to control any material access. For example, if any object being brought into the premises in question is

a possible threat or could interrupt the everyday operation or business conducted in the premises, they have the authority to search and defer or deny transit and if this is resisted they can prohibit access to the premise. From this aspect, the legal position and power of the private security officers in Korea is that of a representative of the manager.

4.10.3 The Two Systems Compared

The powers given to general security officers are similar in both countries, for example, citizen's arrest power and the right to self-defence in certain case. Moreover, private security officers can also utilise a limited legal power through the property-owner transferred within their work place to prevent trespassers under the legislation. There are some differences between the two countries in terms of the legal authority given to the private security officer. The security officers in the UK have not only the same power as a public officer in private prisons, private prison escorting and court but some private officers also possess a range of powers to dealt with anti-social behaviours under the Community Safety Accreditation Scheme as part of the extended police family. On the other hand, the Special Security Officer (SSO) in Korea who works in important national facilities can carry some weapons and challenge people behaving suspiciously within the relevant premises. (The knowledge of security officer' legal power will be discussed in depth in chapter 7).

4.11 Comparison of Case Study Sites

4.11.1 Description of the South Mall

The case study site in the UK is South Mall, which is a retail outlet and leisure waterfront in Southern England. It was a £200 million investment when it opened in February 2001 and covers 425,000 square feet. The site is private space with three entrances freely open to the public featuring 90 premium retail outlet stores, 30 restaurants, bars and coffee shops, 1 nightclub, a 14-screen cinema, a 26-lane bowling complex, 1 casino, 1535 underground car parking spaces, 1 hotel and a number of premium residential apartments. It is connected with a train station which takes 90 minutes from London. The average number of visitors is around 8 million per year.

4.11.2 Description of the Mega Mall

The case study site in Korea is Mega Mall. It opened in May 2000 as a one of the largest shopping malls in South Korea located in Seoul. The shopping mall also consists of diverse entertainment facilities such as 204 retail stores, 91 restaurants and bar, a 16 screen cinema, 3000 car parking spaces, an aquarium and a post office. The number of visitors per day are approximately 50,000on weekdays to 100,000 at weekends. This shopping mall is directly connected to one of the busiest subway lines promoting more visitors coming to the mall. The mall is also used as a meeting place for businessmen

as well as ordinary citizens due to its centralised location in the city. The mall is also a private space freely open to the public through a number of entry points managed by the security officers.

4.11.3 Comparison of the Two Sites

The two malls have similar conditions in terms of component parts (See table 4.17). Both malls are also private areas managed by private security officers where the public freely visits through some entrances. However, there are differences between the two sites. In terms of size, Mega Mall is three times larger than South Mall, while the number of CCTVs in South Mall is about three times more than in Mega Mall. The number of security officers is similar in both sites but Mega Mall may need a lot more security officers. Mega does not have night clubs whereas South Mall has bar and night clubs for night time. This is one of the big differences between the two malls. As mentioned earlier, there are night clubs and pubs where people get drunk and can be potential troublemakers in South Mall. On the other hand, there are only restaurants where people usually drink gently in Mega Mall. This difference affects the security strategy in both malls.

Table   4.16: The components of two case study sites

	South Mall	Mega Mall
Size of the Mall	425,000 sq ft	1,245,000 sq ft
Location	90 minutes from capital city	Capital city
Stores	90	204
Restaurants and bar	30	91
Cinema	14 screen cinema	16 screen cinema
Visitors	8 million per year	About 50 thousand on weekdays, 100 thousand on weekends
Car parking places	1535	3000
CCTV	240	79
Etc	26 lane bowling complex Night club Casino	Aquarium post office

Table 4.17: Categorisation of security officers in two malls

	Manager	Supervisors	Security officers (Male)	Security officers (Female)	CCTV controller	Officer based on car park	Total
South Mall	1	3	13	-	4	4	25
Mega Mall	1	3	2	6	-	-	31

Another difference between the two sites is also that South Mall has officers based in the car park (they work permanently), while Mega Mall does not. There are only staff to guide and maintain the car park in Mega Mall. If there is an incident, SOs have to move to the car park to intervene. So this researcher will not deal with car park crime as a research limitation.

4.11.4 Comparison of Governance at Both Sites

4.11.4.1 Governance of South Mall

At the time of the research, the total number of security officers was twenty-five; including one manager, three supervisors, thirteen general security officers (customer service officer: CSO), four CCTV controllers and four car park based officers. All of them are contracted with a higher salary than other security officers by a major company which is a member of the BSIA. They cover all of the site for 24 hours through a flexible system of 4 main shifts allowing more CSO's to be on site at busy times such as weekends and students' nights. Their working system is patrolling which means that the CSOs do not have a fixed position, they just move around the site. In addition, the South Mall operates a static system with five positions on busy times such as weekends and student nights. However, most of security officers argued that this number was insufficient to carry out their work. The manager said that more officers were needed in terms of health and safety as follows,

> MANAGER
>
> *I mean, as a manager, I would say yes; one, health and safety on my guys, it's better to have numbers if they're outnumbered, number two, it's good for the contract, if there's a lot of people working here…obviously the client, is paying the bills, so they're only going to pay for what they feel they need. I know the guy…well they're walking around in pairs, singles, they're not allowed in pairs, unless there's an incident and then they will pair up. But it's always safety numbers is good, but I wouldn't want too many to say, they're not doing something, or they're making themselves lazy by having so many, so you've got to get the right blend. At the moment we are, sometimes now and again it would be nice to say 'hang on a minute, let's increase the numbers'*

because there could be something going happening...there could be loads of fresher, something like that, students coming in, you know then you need the extra numbers so...I think it needs to be managed from that level.

Indeed, it was hard to find a CSO during the day time, when the researcher patrolled with another CSO as a participant observer (as explained in previous chapter). Furthermore, when this researcher visited to collect documents and to say thanks after completing the observation, it was also not easy to recognise where CSOs were located. This is because they have a lack of CSO numbers and their uniform was changed while I was doing research from yellow vests to black to look smarter and this reduced the visibility of the CSO's. The changing of vest colour may lead to negative effects on this site. Visibility is more important than numbers in reducing the crime and fear of crime (Winkel, 1986; Sindall and Sturgis, 2013; and Kennison and Fletcher, 2014). According to the Scottish Government (2002), higher visibility has a positive effect on public reassurance. 81 % of respondents thought a visible police presence would deal with the crime and disorder; 83% of thought it would prevent crime; and 89% of people believed a visible police presence would make feel safer. Moreover, the main role of CSO is providing service to the customer as its name suggests, but most customers could not find a CSO present as stated above. The South Mall needs both more CSOs and improved strategies for visibility. The Special Constable in their role as a Crime Reduction Manager in South Mall also gave this explanation of visibility:

PO2

I don't know whether the guards have told you, but they want to change their uniforms. They want to go from high visible to like black. They want to lose the yellow vest and change it to black top. I am not so happy with that. I think the high visibility clothing is good because people can see. But they want to change that because South Mall management does not like this vest. They think it's too over-the-top. We say paramilitary. So they will go to lose their yellow vest. So in the public you may not see the guards unless you know what they look like. I am happy with that I like to see police officer wear the yellow vest, because A it's visible and B if remember public where they are. Everybody knows that yellow jacket means authority. Few years ago, even police officers wore yellow vests. But the second batch decided to make the vest black because it easily got dirty and they look smarter in black

Although, the South Mall has a lack of CSO and visibility, it has an extensive CCTV system with 240 cameras. This fully digital system covers every area where the customers are, but some back corridors were not covered when CSO's take a short break. One officer permanently stays in the control room

for monitoring the CCTV, alarms, and radio which can directly connect to police officers in case of emergency. All interviewees responded that the site does not need any more CCTV.

4.11.4.2 Governance in Mega Mall

The security company in Mega Mall is one of the biggest security companies in South Korea. Even though they were known as the most qualified security company, performing as security officers at this shopping mall was difficult as there were barriers that impeded their work. The total number of SO's is thirty-one: one manager; three supervisors and twenty-seven SOs. These members are divided into three teams with ten members each team including two females each team (total six). The Mega Mall operates three shifts, for example, one team works at day time, another team work at night time and the other team get a day off. There are six static places for SO's as an operating system, but these numbers are obviously insufficient to cover the huge area. They patrol 18 times per day but the patrols are just a cursory checking system as the quotes below illustrate:

SO 10

I think it's the way they do it what is more important than how frequent they are. I think it's already frequent enough. It is my personal opinion…at present the method is to check-in with a key at the patrol area and the patrol duties just go and check-in without thinking. I think doing that is inefficient.

In addition, SOs agreed that the structure of the shopping mall is very complex. The researcher has been there several times, and it was still difficult to find the destination. The manager showed me the way and where the SOs are located, but then I tried to go the six places and it took a long time. This would be a problem for carrying out SO's tasks and those of police officers when they are dispatched to an incident, as the extract below illustrates,

SO 1

I think there are some issues in terms of structure. The structure is bit too complex so it is difficult to gain line of sight and since there are too many emergency exits it is difficult to manage them overall.

KSUPERVISOR 2

As I told you, they (police officer) don't come soon. I think it's because the centre is big and complex. Even yesterday there was a small dispute between customers, and we called the police as we could not resolve it, and it took about 20 minutes for them to arrive.

There are 79 CCTV cameras in Mega Mall, but there are some blind spots by signboard or direction boards. Other problems are outdated CCTVs as well as single direction that can record. The Mega Mall has lots of emergency exits which are commonly narrow corridors or stairs and are often dark. These might be good places to commit crime. The CCTV cameras do not display these emergency exits although SO's do patrol there. The location is another issue that causes a problem in maintaining a secure environment. This is because the Mega Mall is in the centre of the capital city connected to the busiest subway line. These two conditions generate more people and more anti-social behaviour.

4.11.4.3 Training of Security Officers in South Mall
Security officers in South Mall have to obtain security guard licenses to work in the places described in the earlier section. When security officers are placed in a new workplace, they receive additional trainings to adapt to the system of the workplace. In the case of South Mall, they have a wide range of training provided to the officers during their probationary period. This period is set at 3 months for security officers and their role and specifications can be reviewed. Once security officers complete this probationary period, they are expected to have reached the competent level to be confident within the job role. The training manual for new recruit is divided into sections, each relating to different aspects of the role and the job involved.

Firstly, security officers are trained how to use radio which composes radio channels, call signs, code words, identity codes, phonetic alphabet and transmission. Through these trainings, security officers know how to communicate with other colleagues. This is because when the officers in South Mall call other colleagues, they ought to call through their encoded name and sign. South Mall also educates security officers how to react in the case of fire alarms and real fire including what they should do and where they should be located. The next section covers patrols in which the officers learn the importance of patrol, why patrols are carried out and the routes of each patrol at day time and night time. Security officers are also trained in first aid issues such as treatment, taking a casualty to the trauma room and getting a paramedic to check on a casualty.

In addition, training for bomb alerts is included to help the officers to understand the nature of the call, what to listen out for and how to react. With this, security officers learn the seven muster points around the site and the two offsite evacuation points. There are two types of shift duty; night and day shifts. For the day time shift, security officers learn the site rules for vehicles coming onto the site from different directions, but also receive training about stopping a suspected shoplifter and how to deal with them. In order to maintain a high level of customer service, the South Mall provides

customer service training as well. For the night time shift, South Mall use different strategies from day time and normal night shifts because a lot of people get drunk at prime nights such as student nights or weekends. As a result, security officers generally learn about the positions used on the prime nights and their importance and the importance of calling for assistance when dealing an incident. Before dealing with an issue they always need to inform the control room. Moreover, security officers learn what to do if a disturbance erupts and the importance of waiting for back-up. The officers gain training about the procedure of walking ejected people off site and restraining someone as a last resort. These trainings require new security officers as well as other officers to take a paper test, question and answer, discussion, practice on site by their manager or supervisors every month. This is a surely good feature for maintaining a high quality of security officers and providing high quality service for customers.

4.11.4.4 Training of Security Officer in Mega Mall

While the researcher received a training manual from South Mall before conducting the interviews in order to know the training procedure in detail. However, the researcher could not obtain the training manual from Mega Mall because the manual is a restricted document, despite the researcher seeking to persuade the manager several times. Instead, the manager responded to some of the questions the researcher asked but his answers were quite simple and basic. They have an additional job training on site for 4 hours per month which is defined by law. Generally, the security supervisor educates the security officers and they are also trained before and after their daily work. If they need more training, the manager or president of the company educates the security officers. The training usually focuses on customer service rather than security issues. According to the security officers by interview, they are trained about basic first aid courses but most of them want to learn more intensive ones.

When this research did the observation for collecting data, the researcher saw new security officers with another officer. The researcher asked 'why you guys are working together'? The one officer answered 'new security officer works with a senior officer for their first two or three days to learn how to perform their tasks during the probationary period'. I have asked that 'is there any training for new members'? One SO said that the 'supervisor usually educates us about basic skills and other trainings are carried on site with senior officers'. To sum up, in Mega Mall, security officers are trained once they obtain the security certificate, and additional trainings provided to the security officers are limited, mainly focused on customer service. There is no proper training manual for the new security officers yet.

4.12 Conclusion

This chapter has examined the contexts of two countries, South Korea and the UK, from their general background to the private security sector. There is a big difference between these two countries in terms of their size and power. For example, the UK is three times bigger than South Korea and it is one of the most influential countries in the world, while South Korea is a small nation.

The core difference in terms of the criminal justice system between the two countries is that the British Police system is made up with the local police system at a regional level, whereas Korea has established a centralized national police system. The main characteristic of the criminal justice system in the UK is that it has a strong community partnership system. On the other hand, there is a private police officer system which is the unique criminal justice system in South Korea.

The size of the private security industry has been growing for the last few decades in both countries. With this development, each country established a private security association, which mainly controls issuing license such as the SIA operatives Approved Contractor Scheme (ACS) to improve the quality of the security industry in the UK. The problem of the private security industry in Korea is that there are only two types of licenses: a general security officer who works in most areas and a Special Security Officer who carries out at important national facilities.

This chapter also compared the two case study sites such as size, components and system of each mall. Governance of the two sites was compared in terms of the training and security system. The next chapter will analyse and discuss the demographic information of security officers and their role.

5 CHAPTER FIVE

The Security Officers at Mega and South Mall: Demographics, Motivation and Training and the General Consideration of Security Officers' Role

5.1 Introduction

The security industry is still developing in terms of working conditions, regulations and research areas in the UK and South Korea. However, there has been hardly any national research in relation to basic data concerning security officers such as: age, sex, educational achievement, working years and training received in the two countries. There have been only a few small-scale studies done relating to the profile of security officers at shopping malls in the UK (Michael, 2002; Wakefield, 2003; and Button, 2007b). Identifying the typical profile of security officers is an important starting point. Considering this gap in the research, this chapter will analyse the basic profile of security officers and compare the general consideration of the security officers' role between the United Kingdom and South Korea. In addition, it is critical to understand the training of security officers including what they have been trained in and how they were/are trained. The security officers investigated in this study carry out a wide range of roles. The research aims to assess the status of security officers and what security officers think about their roles and duties in the workplace. This chapter will explore the training they received. The findings will be based upon quantitative, qualitative and observation data.

5.2 Characteristics of Security Officers

5.2.1 Gender

Traditionally, most of public and private security tasks have been dominated by men such as the tithing and hue and cry systems several hundred years ago in the UK as well as in the police force and army in more recent times (See table 5.1). The shopping mall and factory in which Button (2007b) conducted his research had only 12 per cent female security officers. Michael (2002), interviewed 50 private security officers, but only 12 per cent were female. Wakefield (2003) also carried out case studies in private security areas with three different environments; a shopping mall, an arts centre and a leisure complex. She interviewed 56 security officers with 35.7 per cent females, which was higher than that of other research done.

Table   5.1: The number of police officers by gender in two countries

	Male	Female	Total
UK	95,042 (72.4%)	36,216 (27.6%)	131,258
South Korea	94,779 (92.5%)	7,688 (7.5%)	102,467 (100%)

Source: Home Office (2014) and KNPA (2012)

This gender imbalance was visible at both sites in this research: 100 per cent of security officers were male in South Mall and the number of males heavily outnumbered that of females (22.2%) in Mega Mall. Furthermore, all of the managers and supervisors were male in both malls (See Table 5.2).

Table   5.2: total number of security officers by gender in two malls

	Male	Female	Total
South Mall	17 (100%)	-	17 (100%)
Mega Mall	21 (77.7%)	6 (22.2%)	27 (100%)

In South Korea one of the main reasons for this phenomenon can be explained by the limited budget the private security firms invest in employing security officers. In South Korea most companies have insufficient budget to hire the number of security officers they need. They tend to employ male officers who they believe can be more multi-functional than women in carrying out both customer service and security tasks and therefore spread the budget more effectively. In particular men were seen as more suitable for security tasks as the extract from the interview with SO8 describes,

> *In the past there was an aggressive homeless person. At first the female employee was able to handle it but once it became harder, and a male employee went to help...*

The reason for the existence of security women at Mega Mall is mainly to provide service more smoothly for female or child customers. In reality, female officers were mainly placed at complex passages to give directions and near to escalators where they help the customers with folding pushchairs. Because their main task is in providing service, women work only at day time, while all of the tasks at night time are carried out by male officers as night shifts focus on security functions.

> SO 7
> *It feels like in between of a service and safety personnel, but I am a woman I only work day time with a bit more focus on service.*

A prime reason for placing women security officers in Mega Mall is to deal with female customers. In

the past security officers at Mega Mall had been reported to the police for sexual assault because they touched the bodies of females suspected of causing disorder while trying to intervene in conflicts or to remove them from the mall.

This affirms that even though security officers have a power to remove those engaged in anti-social behaviour in South Mall, they experience difficulties in dealing with females engaged in this as illustrated below:

SO 2
...when it is urgent, especially when the women fight or have passed out drunk, we can't do anything until the police arrives.

Both shopping malls have problems in terms of dealing with females engaged or suspected of being engaged in disorder or anti-social behaviour. In order to address these problems, security firms had to employ more female officers to ensure gender balance to provide a higher quality of service and prevent allegations of sexual assault by officers on customers.

5.2.2 Age

The analysis divides the interviewees into five different age groups (See table 5.3). The staff at Mega Mall were mostly comprised of young employees with 58.3 per cent between 18~29 years old and 20.8% were between 30~39 years old. There were a smaller proportion of workers over 40 years old (20.9 per cent). At South Mall there was a wider distribution with the 18-29 age group and those 30-39 years old comprising 26.7 per cen. The largest group were those from 40-49 old who made up 40 per cent of the staff. In addition there were 6.7 per cent of staff in the 50-59 years old group. At Mega Mall the figure for the 50-59 group was 4.2 per cent. The proportion of security staff in this age group was much higher in other research: 35 per cent in Button's (2007b) and 14 per cent in Wakefield's (2003).

Table   5.3: Comparison of age interviewed at both malls

	South Mall	Mega Mall
18-29	4 (26.7%)	14 (58.3%)
30-39	4 (26.7%)	5 (20.8%)
40-49	6 (40%)	4 (16.7%)
50-59	1 (6.7%)	1 (4.2%)
60 & above	-	-

N=39

Table   2.4: Comparison of age with other research

	Wakefield (2003)	Button (2007b)	South Mall	Mega Mall
18-29	48.0 %	31.0 %	26.7%	58.3%
30-49	36.0 %	35.0 %	66.7%	37.5%
50 & above	14.0 %	35.0 %	6.7%	4.2%

Source: Wakefield (2003) and Button (2007)

5.2.3 Length of Service at Security Industry

According to the table shown below, there is a big difference between the two malls with regard to the length of service at security industry. The security officers at South Mall had more experienced officers than Mega Mall. At South Mall, almost half of the security officers have been working for over 10 years and 26.7 per cent of the officers have been working for between 1 to 3 years, whereas a third of security officers have been working for less than 6 months at Mega Mall. This means that Mega Mall has a higher labour turnover rate than those of South Mall. In addition, there was no one at Mega Mall with more than 10 years work experience. Even though the two sites opened at a similar time: South Mall in 2001 and Mega Mall in 2000 there was a big difference in terms of the length of service (See table 5.5).

Table   5.5: Length of service of security officer at two malls

	South Mall	Mega Mall
Less than 6 months	-	33.3 %
6 months to 1 year	6.7 %	8.3 %
1 to 3 years	26.7 %	20.8 %
3 to 5 years	6.7 %	25.0 %
5 to 10 years	13.3 %	12.5 %
10 to 20 years	46.7 %	-
Average	4.6 years	2.75 years

N=39

Michael (2002) and Wakefield (2003) found a high labour turnover in their studies with security officers seeking money rather than professionalism. Although salary is not the main motivation for security officers, a number of studies show that it has a significant effect on the job performance of the officers (Sara, Barry and Kathleen, 2004). Locke, Feren, McCaleb, Shaw, and Denny (1980) argue that remuneration plays an important role in motivating people at work. It closely affects how they

feel about the professionalism of their work and their decision on whether or not they continue their job. However, salaries in the security industry are most likely to be lower than that in other areas, and that is why length of service tends to be shorter.

The security officers at South Mall received a higher income than in other security jobs, which led to their longer length of service and higher levels of professionalism. With regard to this, following interviews illustrate differences of two case studies,

CSO 4

It is very good, very good. Because a few of the guards are, could do better, but we have a lot of guards here, we think differently to others if you know what I mean. We deal with almost any situation and I think, I think it's absolutely brilliant.

CSO 5

It's got a top security. I think it is one of the best in the UK. I think in terms of everything, South Mall got the best security system.
(Why do you think so?) *In the way we provide security.*

MANAGER

We work for South Mall, the systems they've got up, with they're IT to support the officers as well with training, and their way about pay slips and holidays and everything, they're really investing as well into the officer. So away from here, it's a different side; it's a nice place to work for. I will be biased and say it's first class, but I've heard from someone else 'oh that's quite good', but we've got to learn to take the ideas from other people as well and improve them for ourselves. So you've always got to keep one step ahead of everybody.

SUPERVISOR 1

Very good. I've been to quite a number of sites, like in Hong Kong and Paris... Here, I think we do it very well. The guards at daytime and at night time, they are doing extremely well.

On the contrary, security officers responded about high labour turnover rate at Mega Mall as illustrated,

SO3

The duties at the moment are fine and employee turnover rate is low compared to other places...

SO 6

Those with age who have worked for many years continue to work longer, but the young people think of it as a short-term part-time job and so the turnover rate can be said to be high in this sense. I think it should be reduced.

SO 7

Although the facilities and the system here can be said to be one of the best in the country, I scored down on the workforce aspect. The reason for this is because of the high turnover rate of the employees. Although not as high as other places, the professionalism is reduced since there are cases where people quit easily rather than working for many years. But I think that the safety is very high compared to other places.

SO 9

I think it's about 6 or 7 out of 10. Compared to other places, the communication and the actions by the employees (ability to carry out the tasks) are good, but on the other hands, the employees change to often and due to this the effectiveness and professionalism isn't as good.

5.2.4 Educational Background

As table 5.6 shows, the educational level of staff at the two malls differs. At South Mall, 80 per cent of the officers were educated to college level (up to 18), while others were high school level with 13 percent and undergraduate level at 7 per cent. On the other hand, half of the security officers at Mega Mall were educated to high school level (up to 16), whereas some of them continued their study to college (16.7 %) and undergraduate (29.2%) levels. There were no security officers who had studied at postgraduate level at either mall.

Table   5.6: Educational achievement of security officers

	High school	**College**	**Undergraduate**	**Postgraduate**	**Total**
South Mall	2 (13.0 %)	12 (80.0 %)	1 (7.0 %)	-	15 (100%)
Mega Mall	13 (54.2 %)	4 (16.7 %)	7 (29.2 %)	-	24 (100%)

N=39

This trend is appreciably different from previous research done by Michael (2002) and Button (2007b). Michael (2002) in a study of security officers found that a greater number of officers had low levels of education: 40 per cent of officers were without qualifications, 24 per cent had 5 CCSE/ O Levels or less and 10 per cent were at 5 CCSE/O Levels or more. Button (2007b) also found that 51 per cent of

the officers in his study left their schools with limited or no qualifications, while some of them left their schools at the age of 16 with 5GCSE or equivalent level (29 %) or left their schools at 18 with A level or equivalent level (16 %). Only 4 per cent of the officers were educated to degree level. These trends show that the educational level of the security officers in this study was slightly better than the previous studies (See table 5.7).

Table 5.7: Comparison of educational achievement of security officers: Michael (2002) and Button (2007b)

	Michael (2002)	Button (2007b)	South Mall	South Mall
Left school with limited or no qualifications	40.0 %	51.0 %	-	-
Left school at16 with 5GCSE or equivalent	24.0 %	29.0 %	13.3 %	54.2 %
Educated to 18 with A level or equivalent	10.0 %	16.0 %	80.0 %	16.7 %
Educated to degree level	26.0 %	4.0 %	6.7 %	29.2 %
Educated to postgraduate level	-	-	-	-

Source: Michael (2002) and Button (2007b)

5.3 Training of Security Officers

5.3.1 Training Received

In both countries there are very different training curriculum for security officers, and officers are required to get regular training 'on the job'. This was described in detail in the previous chapter. In the case of Mega Mall, all security officers had a Security Guard Certificate except one officer who was a new employee. Also, some of the officers possess other kinds of certificates; System Security Instructor and Special Security Guard Certificate. On the other hand, there are different types of security licenses in the UK. Some security officers have obtained various licenses at South Mall, although they are usually required to get only one license (See table 5.8).

Table 5.8: The number of security officers have different licenses

UK	South Mall	South Korea	Mega Mall
Level 2 Door supervisor	8 (53%)	**Security Instructor**	1 (4.2%)
Level 2 CCTV operations	11 (73.3%)	**Security guarding**	23 (96.8%)
Level 2 Security guarding	8 (53.3%)	**System security instructor**	1 (4.2%)
Level 3 Security operations	3 (20%)	**special security guard**	2 (8.3%)

N=39

An interesting fact is that 80 per cent of the officers responded to the quality and utility of training as 'good' or 'more than good', and only 6.7 per cent said 'very poor' at South Mall (See table 5.8). This means that most of them were satisfied with the training they got because the training system was well organised under the regulatory system, as illustrated by some of the interviewees extracts below the table.

Table   5.9: The consideration about quality and utility of training they received at both Mall

	South Mall	Mega Mall
Very poor	6.7 %	8.3 %
Poor	-	8.3 %
Middle	13.3 %	54.2 %
Good	40.0 %	16.7 %
Very Good	40.0 %	12.5 %

N=39

CSO 1

We've got plenty of training here. During the day we get refresher. I think every 3 years we get refresher. We refresh our mind about training, physical intervention and all that stuff. But overall we don't need that much training.

CSO 2

Training…training could be a lot better. I think we always do with on-going training, all the time.

CSO 2

We do get a lot of training in South Mall, it don't actually stop because things are always changing; you can't get enough training, let's put it that way. So if someone offered me a training course on something tomorrow, I think I would take it.

SUPERVISOR 1

Some sort of more customer-based training, customer's service, the smiling, the service. A lot of guards got their more hands on detection for themselves, but I think they need more training for soft approach.

SUPERVISOR 2

The quality is good. We offer very good training programs for new guards. Everyone here is up to

the same standard. Well, we can have people who have higher levels, but the overall quality is good here.

MANAGER

The quality of this mall, to be honest, I would say we're first class, which I'm going to be biased. What we can give to the officer, for their training, to bring them on... We're constantly training, all aspects of dealing with members of the public, of dealing with aggressive behaviour. We're doing a lot of work with the police beforehand. We do all the ground work; we do all our own statements. They've all got their own, personal notebooks that they deal with. So the training that we offer the officer to give them all the tools of the trade is first class. There's always more training we can give. And if that we can find, we've got a customer service course next week, being run again, even though they've had it before, it's a refresher for everybody. So we're constantly refreshing as well. So it's not a case, you get trained once, you're left for years on years and you never get told again so there's always new stuff coming in, new procedures.

Even if most of the security officers were satisfied with the training at South Mall, more than half of them considered that they needed more training. They believe that because training makes them more professional, and the service they provide to the customers has become more diverse so they think they need to be prepared for it. They also received training at the job-site during the probationary period to be able to deal with various tasks required as mentioned in the context chapter. Most officers and supervisors were confident with their probationary training and constant training at the site. The following are comments from some of the officers in regards to the training,

CSO 3

We do get a lot of training in South Mall, it don't actually stop because things are always changing; you can't get enough training, let's put it that way. So if someone offered me a training course on something tomorrow, I think I would take it.

SUPERVISOR 1

(How can you evaluate that here is good quality of the security) *Training. We spent quite a lot of time with the guards with training, and because we are a high risk target for terrorism, shoplifting and just generally because we are such a high risk target, the training has to be strong with the guards, they have to know what to do, and because of that you have to get right people.*

SUPERVISOR 3

It's constant training. You always need a refreshing in your training, I think it's part of here, your job, you've got to always have a refresher on your training here. First aid, you know, it changes all the time anyway, different rules and regulations in first aid. You've got to always refresh, training is an ongoing thing.

In response to the question about the basic training of Korea Security Association (KSA), on the other hand, half of the officers considered the quality and utility of training as moderate. About 16 per cent mentioned that the training was bad or very bad, while 28 per cent of them thought it is good and very good.

The author wanted to find out more about the probationary period training at Mega Mall, but there were no documents available about training manuals and the supervisors and/or manager did not want to provide the document for me. For that reason, the researcher had to ask the security officers directly about the training they received at the beginning. In response to the question 'Is there any training for new members?', one SO said that the 'supervisor usually educates us about basic skills and other training are carried out on the spot with senior officers'. During the observation, the researcher saw new security officers with another officer and asked them 'why are you guys working together?' One officer replied that 'new security officers work with a senior officer for their first two or three days to learn how to perform their tasks during the probationary period.' To sum up, at Mega Mall, security officers are trained when they obtain the security certificate, and additional training is limited and mainly focused on customer service.

The researcher also asked how the officers feel the need to get additional training on the spot, but only 25 per cent of them replied that it is necessary. They are trained for 4 hours once a month, which mostly consists of service training rather than security works as the answer from K manger reveals,

K MANAGER
We run service training and duty training every month. We do it for 4 hours once every month. The company itself makes the training materials and the service trainer and managers run the training together.

At both sites questions about additional training were asked regarding specialist training in conflict resolution, physical intervention, first aid, security searching and weapons recognition. At South Mall, all security officers were already trained in conflict resolution, physical intervention and first aid both from SIA and on site courses. Training in security searching is also offered in certain situations. As to

weapons recognition, officers at South Mall do not need it because they are not allowed to use weapons. On the other hand, the security officers in Korea did not get any of those training courses apart from first aid. Several security officers wanted to receive training in some areas such as specialist training in conflict resolution course and physical intervention course. This is because one of their duties is to solve conflicts between customers and shop owners as the following extracts from the interviews reveal:

SO 5

I think specialist training in conflict resolution is needed. Since there are many problems between customers and business owners, it would be good to have a course to allow us to solve any conflicts between them...

SO 12

...specialist training in conflict resolution since there are a lot of disputes occurring between individuals and business people, it would be an effective training.

What is more interesting is that there was a common demand from security officers at both sites. Most officers want to receive intensive first-aid training when they obtained the security license or certificate. However, the officers at Mega Mall believe it was insufficient as the training was carried out for only 2 hours in Korea. Most of the officers explained that giving first-aid is one of the most important duties as follows;

SO 2

We do learn the basic first aid but it would also be good to be trained in how to perform first aid procedures, before the paramedics arrive, when an unexpected incident occurs.

SO6

First aid. As you know, even today, one of the pregnant women at the baby fair passed out due to anemia. In those cases, quick first aid is important so it would be good to have better training in first aid.

SUPERVISOR 2

I would say first aid is the most needed training. It's because one of our main roles is obviously to preserve life. What is more imperative to be fully trained and helping someone who's in a serious way or… detaining people?

CSO 6

Yeah, in first aid, it's dealt with by South Mall, and that's updated annually rather than every three years because of its importance...

5.4 The Reason for Choosing the Security Job

The interviewer asked security officers their reason for choosing their career as security officers. The officers were asked through a multiple-choice question as well as in-depth interviews their reason for changing their career, why they chose this type of job, and any consideration they may have given to changing career. The previous careers of security officers was diverse at both malls. Some of them have been working security fields such as door supervisor, retail security man and close protection, while some had experience of working in other sectors such as barman, builders, labourers, sale men and fishery management. There were also a wide range of reasons for changing careers; financial; the work place is close to home; easy to get this job; or it was suitable following army service. These were similar reasons to previous research by Wakefield (2003). She found the four main reasons why the officers choosing security work were money, redundancy, familiarity with the work or special interest in aspects of the job. She also illustrated the reasons from her interview that 'most of them look on it as a short-term function. As she noted 'They're here for the money' (Wakefield, 2003, p. 145).

Table   5.10: A list of previous jobs mentioned at two malls

South Mall	South Mall	Mega Mall	Mega Mall
CSO 1	Bouncer (door supervisor)	SO 1	Security officer
CSO 2	Security officer	SO 3	Life guard
CSO 3	builder	SO 5	Army
CSO 4	Fishery	SO 6	Security officer at mart
CSO 5	Security officer	SO 7	Security officer
CSO 6	Barman	SO 8	Service work
CSO 7	Labourer	SO 10	Army
-	-	SO 12	Close protection

Furthermore, some of their jobs had not required high skills or high qualification. These reasons tend to illustrate that anyone can easily access this type of job without high-qualifications, academic knowledge or professional skills. This gave rise to low payment and low status in society. According to Michael (2002), low levels of qualification and education meant many better paid jobs were beyond them and security was the only job for them. She also pointed out many security officers had had a

succession of low-paid and low-skilled jobs. Other research has had similar findings. The perspectives of security officers regarding the above issues will now be explained and compared with extracts from interviews.

Firstly, at Mega Mall, 29.2 per cent of people who chose this job reported that they did so because the work is stimulating and that it was the best job they could find 20.8 per cent said that they enjoyed security related jobs (See table 5.11). No one reported choosing this job because of the high salary. Some revealed the actual reason why they chose this job and other questions related to this as follow.

Table   5.11: The reason for choosing this job at both mall

	South Mall	Mega Mall
Job pays well	33.3 %	4.2 %
Opportunities to change job	13.3 %	4.2 %
This is the best job I could find	6.7 %	29.2 %
For the prestige of the job	-	4.2 %
I enjoy doing this type of work	26.7 %	20.8 %
Work is stimulating	13.3 %	29.2 %
Others (Please specify)	6.7 %	8.3 %

N=39

SO 2

(Why did you get this job?) *I chose this profession since I was interested in this field but also my personality and physique suited this job very well.*

(Reasons for your change?) *It was a bit far from my home so I ended up working here while looking for somewhere closer.*

(Have you considered changing your career?) *I am not considering it at the moment and I am satisfied with my current job.*

SO 3

(Why did you get this job?) *I chose this as I have always had an active personality.*

(Reasons for your change?) *The place I used to work closed down so I chose this job while thinking of what to do.*

(Have you considered changing your career?) *Not yet.*

SO 8

(Why did you get this job?) *I had interest in this field, and I chose this job as I was looking to*

choose a job related to the previous job in service + security.

(Reasons for your change?) *I have worked in service industry as an assistant because I like providing service with to community so I chosen this job.*

(Have you considered changing your career?) *Not yet.*

Although salary is not the main motivation for the security officers, a number of studies show that it has a significant effect on the job performance of the officers (see for example, Sara, Barry and Kathleen, 2004). Locke, Feren, McCaleb, Shaw, and Denny (1980) argue that money plays an important role in motivating people at work so it closely affects how they feel about the professionalism of their work and their decision on whether or not they continue their job. However, the salary in the security industry is most likely to be lower than that of other areas, and that is why the length of their service tends to be shorter,

SO 4

(Why did you get this job?) *I started this job as a first my job while searching for jobs on the internet.*

(Have you considered changing your career?) *Yes, since the working hours keep changing between day and night it's very inconvenient so I have considering changing jobs.*

SO 6

(Why did you get this job?) *I had some interests in the past and I applied to this job while searching for jobs on internet.*

(Have you considered changing your career?) *Yes. I would like to work in films.*

There was another reason for selecting this job was found at Mega Mall. Some officers thought that they can easily carry out security works because they already had a similar experience in the army such as sentry work, self-defence skills and the way of using weapons and radio etc. Thus, some young men chose this job based on their past military experience. They may not consider that this job is permanent. These officers expressed the reasons for their choice as follows,

SO 5

(Why did you get this job?) *I found this job to be most suitable for me while searching for jobs after finishing the military service where I had an experience related security work.*

(Have you considered changing your career?) *I haven't considered it yet.*

SO 10

(Why did you get this job?) *There is no specific reason. I just thought I can overcome this type of job as I was in the army as other men which provide lots of works similar to security work.*

(Have you considered changing your career?) *I haven't really thought about it.*

At South Mall, on the other hand, 33.3 per cent of the officers chose this job because the job is well paid, which is in stark contrast to Mega Mall. Next, 26.7 per cent chose their job as they enjoy doing this type of work, and 13.3 per cent answered that the job has an opportunity to change job to another job, and another 13 per cent said work is stimulating for them. Some of the extracts revealed the reasons for choosing and others regard to this as follow,

CSO 1

(Why did you get this job?) *My previous job. I was working as a bouncer, door supervisor and obviously, the hours were not that great, I mean door staff, do you know what I mean? You get minimum hours. Here, I've worked myself to a good opportunity, work for South Mall. It's a good place to work. So, that's why I joined here.*

(Have you considered changing your job?) *No. I'm happy where I am. It's a good place to work so.*

From the interviews, only one CSO replied that he does not want to move his career and others revealed as follows,

CSO 3

(Why did you get this job?) *Err…seven years ago I looked at going in to security, it's something I've always wanted to do and I think I just like to look out for people basically as much as possible.*

(Reasons for your change?) *Main reason was I had an accident when I was a builder.*

(Have you considered changing your job?) *Always, always, it's just the way I am…I'm always looking at bettering myself. If it means changing jobs, I will but at the moment I'm quite happy where I am, but I'm always looking, I never stop looking at trying to bettering myself.*

CSO 5

(Why did you get this job?) *Because I like the idea of providing security to community.*

(Reasons for your change?) *I started doing festivals which was great fun but it is only seasonal, I did a door work after that but it wasn't enough hours and I did retail security but I really didn't*

like retail security. This is a good job, a very good position. And the conditions and the salaries are better than most I would say.

(Have you considered changing your career?) *Well, maybe in a future, if I am offered a better job but not as of now.*

CSO 6

(Why did you get this job?) *Erm…. I was a barman before this, er... I worked at a pub and I really enjoyed it but it didn't pay enough money, nowhere near enough so this offered a similar employment environment but with a higher salary.*

(Have you considered changing your career?) *Certainly in the long term, yes, you know for, well...this isn't the sort of job I can do when I'm 70 years old. The government expects me to work in my 70s and in the long term I would be, I think I'd probably be aiming in sort of communications and focusing on vocational training so bringing people into the security industry and training to be security guards. So that is sort of a longer term.*

CSO 7

(Why did you get this job?) *Yeah... it was something there at the time, it was easy to get in to, it was good money, just never really left it to be honest.*

(Reasons for your change?) *Yeah, the pay is better and easier to find.*

(Have you considered changing your career?) *Yes. Erm... I'd say this isn't what I want to get into, I've got the money's good. Erm...it's not something I can make see me making a full career out of.*

Overall, most of CSOs were pleased with their current work for various reasons, particularly the high salary and good workplace. However, the more interesting fact is that most of them also think of changing their career, even though they are satisfied. For many this was because they saw the security role as a 'younger' person's job and they wanted to find a safer job more suited to what they could cope with in older age. Moreover, the security officers tend to seek self-improvement and this phenomenon could be associated with professionalism.

5.5 General Consideration of Security Officers' Role

There were some differences between the security officers at the two malls in regards to the role they think they have. The researcher wanted to know how security officers considered their role and if there are any differences between the two malls, and found some differences from their responses as to whether they saw themselves as security officers, private police or servicemen (See table 5.12).

Table 5.11: Role of security officers considered at two malls

	South Mall	Mega Mall
Security officers	40.0 %	26.1 %
Private police	6.7 %	-
Service men[1]	33.3 %	69.6 %
Others	6.7 %	4.3 %

N=39

5.5.1 Security Officers

Keeping the work place safe through loss reduction, preventive and proactive activities is one of the most crucial tasks for security officers because customers always want to visit safe places rather than dangerous ones. If customers know that crimes often occur in X shopping mall, they may be more reluctant to visit the mall (McManus, 1995). Geographically, the two case study sites are located in relatively safe areas. Moreover, Mega Mall is placed at the central urban area, and South Mall is linked to the main public transport through the train station, bus interchange and harbour. A large number of people pass through this place every day.

Nevertheless, there are still minor crimes occurring such as shoplifting, pickpocketing and extortion since the two places are located in crowded areas. At both malls interviews noted an absence of serious crimes and during the observation periods this was the case too, with only some minor crimes such as shoplifting and extortion (This will be further explained in chapter 6).

Whereas 40 per cent of the security officers at South Mall responded that their main role is maintaining safety rather than customer service, only 25 per cent of the officers at Mega Mall agreed that they work as a security officers. With regard to this point, some security officers replied as follows,

CSO 3

The role of the security officer…I think our role is mainly to make sure everyone stays safe, and make sure when they're on South Mall, it is good a time as possible.

CSO 7

We're known as guards.

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[1] Note: the concept of service men was explained to the interviewees in the UK where customer care and customer service officer were the more comparable terms.

SO 5

Security guard. Promoting safety of the facility and the visitors is most important. It is also important to lead an appropriate evacuation in the case of fire or any other emergency. Then it is service duties.

SO 11

Security Personnel. Although we do service works as well, all security related tasks are carried out by us so I think our main work is as a security personnel.

More interestingly, there were some respondents from the supervisors and police officers' groups who described themselves as security guards when asked about the main role of security officers at the malls: two supervisors and two police officers at South Mall, and one supervisor and two police officers at Mega Mall. They think the reason officers were hired was to maintain public safety and look after private areas. The following are comments from some of the supervisors and police officers at both malls in regards to their role as security officers,

SUPERVISOR 1

Security guards, before we've been perceived as private police because we are looking after a private area, but the guards haven't got police powers such as the powers to stop. If you look at it as a military and police, they are completely different. They have guns, they have different training, and normally they are looking after sensitive sides. Security guards are more at the shopping centres, shops, building sites, and private police is often used as an insult. Like what you say, we guards are different at night and at daytime. We are softer at daytime, customer's service, because that's what the shoppers want. But at nighttime, we are very strong and very assertive with our positions because we have to handle drunken people. I would always put the guards down as guards not private police, not at this age, everything is changed. Regulation is changed.

SUPERVISOR 2

It's probably guards. Our role here is to keep the public safe, and to look after all the landlord's buildings, properties. We are not like the service men. We are just property securities. But in terms of customer service, we also help the public when they need to know where something is.

PO 1

Security officer. To prevent crimes such as theft by guarding and looking after the stores.

PO 2

Guards. Their main role is to secure safety of the members of public. So they are called customer service officers or security officers. Their main jobs are removing the vehicles, they deal with shoplifters, they do a lot of first aid incident, and they look after the public when any question is raised by the public as service man. I think at night time, they are more of security, working at clubs. At night time there are more incidents, more violence.

KSUPERVISOR 3

Security officer. I think service is provided while managing the security at the same time.

KPO 1

I think that the safety of the general public coming in and leaving the shopping centre must be the main priority. This is because they can trip while getting on the escalators or going through a large crowd. And there was even an incident of clothes getting caught in the escalator. As you may have noticed there are more security guards around the escalators than anywhere else. Of course, they act as guides as well but they also allow large amount of people to move to the exhibitions or malls safely.

KPO 2

Security officers. Since the police force cannot be stationed within the Mega Mall, the security officers are maintaining public order instead and hence they are required to resolve safety issues.

There were very interesting findings between the security officers and manager in responding to the question on how they consider the role of the security officers at Mega Mall. A larger number of security officers explained that they focus more on a service role rather than security work. However, the manager described the main role of the officers as security work. They do some work such as directing or helping customers, but this is just providing a service while they are working on security work. This means the service work is just an additional duty which cannot be the main role for security officers. In order to carry out their main role, the officers do patrol regularly and monitor CCTV in order for maintenance of safety. As the following extract from the interview with KMANAGER at Mega Mall reveals,

I think the main task is security related service. It is to prevent any safety accidents from occurring within the facility, for example, it's managing accidents caused by different people or the facility such as extortion, theft or fire. There are also patrols to prevent crimes and safety accidents by identifying potential areas of incidents beforehand. So I think both human and physical safety is prevented. The police officers carry gas gun as self-defense, while we only carry walkie-talkies and mobile extinguishers.

(How about the role of service men?)

Although we serve guiding roles, it is only giving directions and for more details we lead them to ask the information staff. We also assist with renting pushchairs and wheelchairs for handicapped people.

5.5.2 Service Men

On the other hand, some of the security officers said that they undertake service work rather than security duty. In reality, approximately 2/3 of the security officers, with 66.7 per cent, two supervisors and two police officers at Mega Mall commented that they are more likely to be service men. Some of the security officers think that they have a responsibility for customer care duty. Interestingly some officers also considered security work as being within the service category. For the female officers not working night shifts, the focus was more on service duties. Consistent with this, officers receive more service training than security training as explained in chapter 4. In contrast, only 33.3 per cent of the officers and one supervisor at South Mall regarded that customer care is their main task, as some of the extracts from interviews reveal:

SO 2

Service is prioritized and then it's the security duty.

SO 7

Since most of my tasks are guiding, I think of it as a service man. I think of it as doing the security works with a focus on service.

SO 8

It feels like in between of a service person and safety personnel but since I am a woman I work with a bit more focus on service

KSUPERVISOR 2

We have a focus on service person and security personnel. Nowadays, security business is

classified as service sector and so, since there shouldn't be any client complaints, we try our best to receive them politely on side with carrying out security tasks.

KPO 3

Service man. I think the main task is to provide guidance and service.

In contrast, only 33.3 per cent of the officers and one supervisor at South Mall regarded that customer care (the equivalent to service men) is their main task, as some of the extracts from interviews reveal:

CSO 6

We are mostly customer services officers, just generally helping people and giving them advice on the communities and how to get around the site. During the day, we're very well presented, we certainly go down well with the members of the public because we're smart, we look professional and we have a very professional attitude, certainly with helping the members of the public, but of course there is a security aspect as well, making sure that the site is secured.

SUPERVISOR 1

I think it's others, it's more of customer service and stuff like that, it just develops. It develops, it changes, from time to time. Night time and day time it's totally different. It's still, it's still, first and foremost it's customer service here.

One thing that should be noted here is that this result was probably affected by the interview methods used to collect the data. The respondents could choose only one answer when they were asked about their role at the mall. Respondents had to choose one role even if they considered, they perform both security and service roles. When the semi-structured interviews were used, however, most security officers in both malls replied that they believe they are responsible for both roles. In particular, South Mall has slightly more security officers who insisted they carry out both roles than Mega Mall. This mixed role will be now discussed. How the officers carried out their service duty will be further explained in chapter 6.

A Mixture of tasks

*It's a **mixture** to be honest. We are in effect private police, but we're not police. We are security officers, we are health and safety officers, it's customer service role. We've got so many different aspects of what we do. We're not just called guards and we're not just private police, we're not just service men. I mean the actual function of the officer here is a customer service officer. We*

*aid towards the customers, we are **the first point of contact**, they basically see unless they go in to reception. So on that line we have them customer service trained. But then they're also security trained on the aspects of what incidents you can get, and health and safety as well is a major thing, for one. I will be…currently…they are all going to be trained on health and safety managing safely in the work place, that would be every officer as well, so that's just all aspects of health and safety as well, which is a major point as well, it's not just for them, it's for the obviously other workers and customers that come to this place. So I think the role of the one here, it's a very important role. It's, personally myself, because I'm in security, I think we obviously the main point of it, obviously if you ask a cleaner then obviously at one point they'll say who we are: cleaners, so I think we can tick all of them boxes, to be honest.* (MANAGER)

The illustration above shows exactly what security officers should do in general, and what security officers do in practice. Of course, the roles tend to be different depending on the time they work as the officers focus more on customer care at day time, while they are more engaged in security tasks at night time. During observation at daytime most security officers were supporting customers. For example, officers were giving directions and providing information to customers in need of help. The officers also helped people when they dropped items or lost their belongings. On the other hand, the officers had to deal more with anti-social behaviours on the night shifts. Some of the incidents handled by the officers will be further discussed in chapter 6. In terms of the mixed role of security officers, officers and police had the following to say:

CSO 1

Our main role is customer service, obviously. We provide customer service to general public, when they need some. But during the night, we do security work, for example, such as, if night-club needs assistance to remove someone, we remove them away, that's what we do. Obviously if they're not cooperating with us, we call for the police.

CSO 4

We're customer service officers, it's like a security guard but we deal thieves from the shops during the day, and we help with issues at the clubs during the night…so…yeah we're security guards. But, during the day like, we deal with anything from…literally anything like people stealing from the shops. We can deal with any first aid issues; we can deal with fire alarms, loads of things.

CSO 5

I am focusing on the customer service and the security, not private as we are employed by South Mall. So we are Securing the South Mall. Providing the security to the customers is more important. Within the customer's service, we provide security.

PO 3

I think their role is to make sure the centre is safe, the centre is secured and to make sure that the people are helped. It has service work because I suppose they should make the place kept clean and presentable. If something isn't right, they report it to the right people.

There were also some of the officers at Mega Mall who regarded both security and service tasks as their role. Several officers illustrated their role as follows,

SO 8

It feels like a security personnel but at the same time also a service person. Although the role is a security personnel but we work with service being the focus.

SO 10

It differs depending on the working hours. During weekdays it's service and at night it's security personnel. I help a lot of handicapped people during weekdays.

SO 12

I think it's a combination of security personnel and a service person. But in overall I think it's a service person. I think service of safety is also a part of field of service.

To conclude, security officers have a wide range of duties within their workplace, especially shopping malls. The roles of the security officers were similar in the two malls, although officers' opinions regarding their roles differed. This means that there is a difference between what they do in practice and what they consider their role to be. The next chapter will examine this in detail.

5.6 Conclusion

This chapter has explored the profiles of security officers such as gender, age, length of service and educational background at Mega Mall and South Mall, comparing with some previous studies such as those by Michael (2002), Wakefield (2003) and Button (2007b). In addition to this, the length of service, training received and the reasons for choosing the security job have been examined in detail.

The research question 6 is related to this chapter. Security officers at both malls were educated based upon the standard of each nations' level where the association issue license. The officers also need to undertake probationary training for three months in South Mall and few days in Mega Mall, then they have a job site training.

There are some similarities and differences between the two malls. Firstly, the South Mall did not have female officers, while there were female officers were placed at Mega Mall in part to deal with incidents involving females. Some differences were also shown in the age profile of the officers at the two malls. The majority of the officers at Mega Mall consisted of young workers: around 80 per cent of the workers were aged between 18 to 39. South Mall had a broader age profile than Mega Mall. However, there were no officers who are over 60 years old at either mall.

There was also a big difference in the length of service at each mall, with the average of 4.6 years at South Mall compared to just 2.75 years at Mega Mall. In terms of educational background, the findings from the two malls were similar. However, the overall figures for the two malls differed markedly from those of previous studies by Michael (2002) and Button (2007b). The officers at South Mall were mostly satisfied with the quality and utility of the training they received. At Mega Mall officers considered their satisfaction as more moderate as their training was usually focused on service tasks.

Motivations for choosing a security job as a career varied. Some officers are motivated by more than money Many at both malls do not consider that working as a security officer could be their permanent career. This research will now assess the basic role of security officers: what they actually do on a daily basis, and how this differs between the two malls. Important differences in orientation were also noted with the more dominant 'service men' culture at Mega Mall in comparison to a more pro-active parapolice type orientation at South Mall.

6 CHAPTER SIX

Dealing with Anti-Social Behaviour and Crime at Mega Mall and South Mall

6.1 Introduction

Security officers are placed in a variety of areas such as shopping malls, banks, hospitals and galleries and perform diverse roles: customer service, crime prevention and dealing with anti-social behaviour amongst others (McManus, 1995; McLeod, 2002; Michael, 2002; Rigakos, 2002; Wakefield, 2003; and Button, 2007b). One of the main duties of security officers is dealing with anti-social behaviour. Security officers perform their duties by patrolling, CCTV surveillance and static work. Security officers, supervisors and managers need to establish effective working strategies regarding how they patrol, how they deal with anti-social behaviour, how they deploy CCTV and how they set up working rotations.

Security officers at shopping malls also have a vital role in crime prevention: in various crimes such as shop-theft, extortion[2], pickpocketing, vandalism and anti-social behaviour.. The police also have a role in crime control, but in private spaces the police have a different role to other public space.. According to Cohen and Felson's (1979) Routine Activity Theory the possible conditions for a crime to occur are a likely offender, a suitable target and the absence of a capable guardian against crime. For these reasons, security officers are placed to deter potential criminals and offenders and to protect the places they guard. This shows that the roles of security officers are likely to be more preventative and focused upon the maintenance of safety and loss prevention rather than apprehending offenders. Nevertheless, as Shearing and Stenning (1983, p. 493) have argued because "private security emphasises loss prevention rather than retribution (this) does not mean that sanctions are never employed. When they are invoked, however, they usually draw on private and corporate power, rather than the state".

Another responsibility of security officers is often identified related to customer care (Wakefield, 2003). In fact, security officers spend a considerable amount of their working time giving directions and providing information to customers. This is because the security officers are the persons whom

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[2] One of the common crimes at Mega Mall was extortion, mostly by teenagers called 'juvenile delinquents. They extorted valuable things such as money, mobile phone, tablet pc or brand clothes from people who are younger than themselves in passages, toilets, and emergency exits.

customers meet as the first point of contact when they look around for help, and, thus, security officers can be the public image of the shopping centre. Their performance may affect its business. Security officers may even also carry out 'housekeeping' of the malls in order to positively influence customers. Officers have a duty to provide a well-kept environment to the customers. For these reasons, some security clients have a tendency to concentrate security officers on the service aspect of their functions in taking care of the public.

Although all security officers for this research were employed at their sites to perform similar roles, they had different perceptions about their role. Therefore, this chapter will examine the different core functions of the security officers within the two shopping malls: what they actually do on a daily basis and how different the roles of the security officers are within their workplaces. The variety of duties and actual roles of security officers will be described with the data obtained from the interviews and observations. This will illustrate some of the differences between the two countries.

6.2 Patrolling and Its Problems

The most important duty for the security officers is to keep their workplace safe. McManus (1995) found that the pattern of consumption for the prevention of crime has shifted towards employing private policing agents and away from the relying on public policing. He also argued that the main function of security officers is to prevent crime and protect the assets of clients. In order to achieve their role including safety management tasks, the officers conduct diverse activities such as CCTV monitoring, patrol and static work. The security organisations operate a close cooperation to maintain safe spaces.

Table   6.1: The frequency of patrolling by security officer at both malls

	How often do you patrol the designated area?	
	South Mall	Mega Mall
Several times a shift	86.7 %	20.8 %
Once a shift	6.7 %	41.7 %
Weekly	6.7 %	25.0 %
Rarely	-	12.5 %
Never	-	-

N=39

The table above illustrated the frequency of patrol by security officers each mall. Eighty-six percent of security officers at South Mall replied they carried out patrol 'several times a shift', with only 6.7 per

cent of the officers reporting undertaking patrols on a 'weekly' basis or more 'rarely' than that. On the other hand, at Mega Mall 41.7 per cent of security officers carried out patrol 'once a shift' and 25 per cent of them responded they patrolled only 'weekly'. Only 20.8 per cent officers conducted patrolling 'several times a shift'. The reason why the numbers of patrol were different between these two malls is that they have their own patrol policies. The differences between them and the problems of patrol will be now explained.

6.2.1 Patrol

Donovan and Walsh (1986, p, 56-59) found that patrolling has a significant effect on giving a feeling of safety to the public which include the 'visible presence' and 'knowing that someone was watching out'. Noaks (2000) also stated the 74 per cent of consumers who need security patrol think patrolling is a priority. About half of them reported feeling a sense of security from patrol and over 90 per cent of them responded they were satisfied or very satisfied from security patrol. This means that patrolling is fairy crucial function for security officer within their work place to provide safety to the customers.

First of all, security officers make regular patrols in order to check if doors and windows are locked properly at both malls. At Mega Mall, the officers perform patrol based on the static position in which they just look around their position. They were located in six different positions between the main entrances to the exit on the opposite side. The problem is that the officers could not observe all the areas as the size is out of proportion to the number of security officers. Thus, they do patrol frequently (once an every hour: 17 times per 24 hours) to cover weak areas such as corridors and emergency exits. Overall this means the mall focuses its effort to maintain safety through both static work and a lot of patrol. Most of the security officers were satisfied with the frequency of patrolling, as follows:

SO 3
I think it's sufficient right now

SO 5
I think it is already being done well right now

SO 4
I think it is already sufficient at the moment. I think there is already enough number of patrols going on

SO 6

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It doesn't seem like there needs to be more.

SO 7

At present it is carried out nearly every hour, so I think it is being done without any gaps.

Although the frequency is enough in the opinion of security officers, the manager, supervisors and police officers all have a different view on patrolling. All of them - except only one supervisor - regarded patrolling as a highly important duty and argued that there is no sufficient numbers of patrol to prevent crime. The patrol often plays a crucial role in making a safe image for the mall. Customers may feel secure when they see the security officers patrolling while they are in the malls. According to the Yin (1977), patrolling had a considerable influence on providing a sense of security to the residents. Thus, the more patrols are provided, the safer the customers feel. The following interviews illustrate their opinion toward patrol:

KMANAGER

I am sure the patrol should be more required. I think it plays a crucial role in reducing crimes. If extortion or assault occurs frequently here, the visitors will find it uncomfortable to come. So the purpose of patrol activities is to give the visitors the idea that there are none of criminals here and all they have to do is to come and relax and enjoy shopping, in other words, doing preventive activities. As the police themselves constantly patrol a given area to prevent crimes, we also carry out patrolling activities with the focus of preventing possible crimes.

KSUPERVISOR 2

Yes, more people is better, but the company don't do this due to cost. I think it is very important. Since our uniform is fluorescent, unlike the black ones in other places, it can be seen easily so it has a visual effect and the customers look at us often and they are aware that we are on patrol. They would also know who to talk to if something happens while passing by and even the potential offenders will not be able to commit offences after being aware of the frequent patrols

KPO 1

Most security officers mostly do fixed duties, and patrols are usually done within each district, but I would prefer there to be more patrols.

However, some officers mentioned that the way of patrol is more important than its frequency. The results from the observation also support this as most of the officers did not pay much attention when

on patrol. The author observed the officers just touching the key at the check points without any consideration, and, sometimes, following the officers they and the researcher were breathing heavily because they were walking so fast. It took about 30 minutes for a patrol, but the size is around three times bigger than South Mall. What made them hasty was that a break would often follow the patrol. With regards to the problems in the way of patrol, some officers illustrated:

SO 9

I think the frequency is currently fine. It does help a lot to reduce the number of crimes too. But, the officers only patrol their designated area, so if there are more periodic patrols, more could be seen and prevented.

SO 1

I think it's the way they do it what is more important than how frequent they are. I think the frequency is already enough. At present the method is to check-in with a key at the patrol area and the patrol duties just go and check-in without thinking. I think doing that is inefficient, it is just my personal opinion…

SO 12

I think it's already enough. Patrols do happen but in terms of effectiveness, they seem to lack concentration due to one patrol covering too large of an area…There seem to be some inefficient aspects.

In case of South Mall, most of the security officers, manager and supervisors thought that the mall needed more patrols. This is because, unlikely Mega Mall, the main role of the security officers is patrolling at South Mall; they did the patrol work at day time and they carried out both static duty and patrol at night time. They generally thought patrolling has a number of positive effects on loss prevention, dealing with anti-social behaviours and customer reassurance. As one security officer noted:

CSO 1

When they see security patrolling, they tend to well behave. That's one good thing about that and obviously if they're not responding, we just give them options, saying that you either 'well behave or you're not coming inside South Mall, 'you're not going inside any venues'. So they tend to well behave when they see security present... It's just basically, the customer sometimes, it depends on what they take, sometimes when they're drunk, and they do tend to mix drugs as well. So that's a

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big issue for us. What their mind set is, they try to fight anyone. But, being a security present, they calm down when they see a security approaching them, do you know what I mean? Obviously it's all drunken people indicated this phenomenon. When we speak to them, they obviously communicate properly and we tell them 'this is how it is', you know, 'if you're not well behaved, you'll be arrested for it.' I will say that's what they get, and they understand and obviously they will behave after that.

The researcher had an opportunity to patrol with the security officers frequently because most of their work was patrolling at South Mall. Security officers did detailed patrol checks three times a day for the vulnerable areas, which took them approximately 45 minutes. The patrolling was progressed in accordance with their patrol manual. Security officers undertook precise checks on the locks, passages and the door conditions to see whether or not they are locked strong enough to withstand heavy winds because the mall was located near the sea. The patrol performances between South Mall and Mega Mall were quite different.

Moreover, a number of reasons why more security patrolling is needed were provided by policing agent members; for providing proper service, for the health and safety for the officers and for giving a sense of relief to the customers as few interviewees explained:

CSO 3
Yeah, my personal opinion is there should be more patrolling. Like at day time we are quite weak at the moment and when we got a busy night there's…it just feels like there's not enough. I think the public's also probably quite happy with seeing us about with the numbers we are. They'd probably just be more confident for the other guys on the ground to know there's more…more of us out there to look after each other.

SUPERVISOR 1
Well, again going back to day and night time, at daytime with more customers' service, softy-softy approach, there are more people helping the customers, there are more people that the criminals can see. At night time, it would be nice to have more security officers but not necessary.

MANAGER
I mean, as a manager, I would say yes; one, health and safety on my guys, it's better to have numbers if they're outnumbered. Number two, it's good for the contract, if there's a lot of people working here…obviously the client, is paying the bills. So they're only going to pay for what they

feel they need. But it's always safety numbers is good.

PO 3

Yes. There should be. Particularly at night, increasing the number of security officers may provide more reassurance. Because there are not many around. And sometimes, where there is an incident, there are not many of them to deal with it. Sometimes, it takes us time to get there, and lack of staff means that the situation may become more serious.

6.2.2 The Problem

One of the significant problems of patrolling is the low number of security officers at both malls. Although both malls have their own strategies for patrolling which are beneficial for the malls, the lack of security officers was identified as a weakness and this problem has been a key issue in other studies (Williams, George and Mclennan, 1984; and Button and George, 1994). Button (2007b) found that the security officers are still experiencing poor working conditions such as long working hours and lack of break time. The security officers at Mega Mall worked for two hours and took a rest for an hour, and this was repeated four times during their working hours. Hence, the workers could pay attention at their static work. They also could not leave their place because their positions were monitored by the control room. Although the managers do not watch the monitor all the time, the workers were conscious of the cameras.

Due to the lack of the security officers, there were a lot of uncovered areas. There were twenty-seven employees and they were divided into three shifts making only nine security officers available for each shift. Out of the nine officers, six of them were located in six main crowded locations between the main entrance and the exit in the opposite side while the other three members were taking a rest. The nine security officers did not seem to be enough to cover some large areas and, moreover, the distance between each security officer position was very far. In fact, the farthest distance was about 250 metres, which takes the officers 2 to 3 minutes by walking, with about 100 metres on average between the officers. About half of the customers surveyed replied that they had seen security officers 'rarely' or 'never' (See table 6.2). Apparently, Mega Mall was considered as a less safe place according to customer perception in terms of providing customer service and security to its visitors.

Table   6.2: Frequency of how often the customer report seeing security officers at both malls

	Mega Mall	South Mall
Several times a visit	21.0 %	8.4 %
Once or twice a visit	30.0 %	41.4 %
Rarely	22.0 %	32.6 %
Never	27.0 %	17.9 %

N=200

At South Mall, there were seventeen officers working and their working system was much more flexible compared to Mega Mall. For example, during the busy times such as students' night and weekends, more officers were deployed than on less busy days. However, when the researcher began the observations, the researcher could not actually find where the security officers were stationed. During the observation, the researcher did mostly patrol with security officers as a participant observer in order to see how they treat customers and what they do in reality, but, sometimes the researcher observed alone. The researcher often had to look around for more than 10 minutes to find the officers even though the researcher knew where the officers were usually placed at the mall. Shearing and Stenning (1981) also pointed out the issue of a 'low visibility' from the conclusion of their observation.

At daytime, there were four security officers working from 6 am to 3pm, with one leaving at 3 pm and another at 5 pm. Between 5 and 7 pm there are only two officers left, plus the manager or supervisor. If one officer gets a call to go away from the control room or leaves to do something else, there would be only one officer left. This circumstance may be exposed as their weak point by potential offenders. The manager also agreed that they need more officers but the clients do not want to increase the number because of the cost. With regard to this, the manager described,

> MANAGER
>
> *I mean, as a manager, I would say yes. Obviously the client, is paying the bills, so they're only going to pay for what they feel they need. But it's always safety numbers is good. I wouldn't want too many to say, they're not doing something, or they're making themselves lazy by having so many, so you've got to get the right blend. At the moment we are, sometimes now and again it would be nice to say 'hang on a minute, let's increase the numbers' because there could be something going happening...there could be loads of fresher, something like that, students coming in, you know then you need the extra numbers so...I think it needs to be managed from that level. There is well, at the moment, there is actually four. But one will leave at 3; the other one will*

leave at 5, so between 5 and 7 there is only two. We've got four now, which is manageable, which is good. Now one drops off at 3, one drops off at 5, and then you got two. So when you call in someone to go away to do something, you only need one. It should always have two, if one's off the ground for any reason, not because they're having a break but he could be doing something else, then it leaves two...

Similar to Mega Mall, interviews with the customers at South Mall confirmed that half of the customers have 'rarely' or 'never' seen security officers. Only 8.4 per cent of customers reported finding officers several times a visit (See table above 6.2) and the reason for this was that there were usually only two or three security officers in place during the daytime.

In a broad sense, the lack of visibility of the security officers may mean that visitors are not provided with sufficient customer service In addition, and while the researcher was doing observation, officers were sometimes smoking at the back of the main building where CCTV cameras cannot monitor them. Interestingly, when one officer tried to smoke or while one was smoking, other colleagues joined to smoke together. While they were smoking, they usually spent about 3 to 5 minutes away from their posts. It means that there was no security officer on the ground at the moment, even if it was just for a few minutes. This phenomenon resulted from a lack of adequate break time available for security officers. In fact, the security officers had three short break-times of 20 minutes each as well as a lunch break during the day time. With regards to the lack of workers, several officers replied why they need more officers - such as holiday or sick cover and effective job performance as follows:

CSO 4

...a while ago, no one could go round on their own, it had to be in pairs wherever we go and we had a very big, strong team. It's depleted quite a bit since then, but I think it would be better if there were two of us all the time walking around, because then we've got each other's back all the time. I think we need twice more, I think double it just so, there's always holiday cover. There's always sick cover, so we don't have to worry about anything like that and also we can be in pairs or teams just so…

CSO 7

Erm... you're always going to hear 'yes' because with more people you can do more stuff and it would be more effective. If I was one of those guys on a break, one's on his own, Erm with more people, it's always you're going to get more effective job.

SUPERVISOR 2

I think so yeah. There should be a lot more. Especially having four security officers during the day is not adequate enough. I think if there are more of us walking around.

SUPERVISOR 3

Yeah we should have more. I think we're undermanned. On some days, on some days because we can tell we're going to be busy. Daytime maybe possibly another one we should take on to another floor. We could do with, at a night time, on a busy night we could do with possibly eight to ten.

6.3 Dealing with Anti-Social Behaviour and Crime

6.3.1 Dealing with Anti-Social Behaviour

One of the core functions of security officers is to protect all visitors from anti-social behaviour. Anti-social behaviour can cover many misbehaviours such as drunkards, begging, horseplay, fighting, illegal trading or urinating in public areas (Button, 2007b). Wakefield (2003) also described that those anti-social behaviours might bring about distress or upset to other customers. In order to protect people from these incidents, therefore, security officers do carry out diverse duties as mentioned above. The researcher interviewed security officers in order to know how often they encounter anti-social behaviour, how they deal with those situations, and to see if there are any differences between the two malls. The researcher asked the security officers by structured interview how often they deal with bad situations and the answers were as below (See table 6.3).

Table   6.3: How often security officers dealt with anti-social behaviours at both malls

	How often do you deal with actual or potential breaches of law?		How often do you deal with aggressive behaviours?		How often do you patrol the designated area?	
	South Mall	Mega Mall	South Mall	Mega Mall	South Mall	Mega Mall
Several times a shift	-	-	-	-	86.7 %	20.8 %
Once a shift	28.6	16.7	46.7	16.7	6.7 %	41.7 %
Weekly	50.0	29.2	26.7	41.7	6.7 %	25.0 %
Rarely	21.4	54.2	26.7	41.7	-	12.5 %
Never	-	-	-	-	-	-

N= 39

The table shows a clear difference between two malls. At South Mall, half of the security officers had to deal with actual or potential breaches of law weekly, while almost one third of them dealt with those acts once a shift. The rest of the officers said that they encounter these anti-social behaviours rarely (21.4%). On the other hand, more than half of the officers at Mega Mall encountered breaches of the law rarely, about a third of the workers experienced those situations weekly and the others dealt with them once a shift (16.7%). When asked how often the officers encounter aggressive behaviours, different results were found. Whereas almost half of the security officers at South Mall experienced those situations once a shift and 26.7 per cent did so weekly and rarely respectively. On the other hand, only 16.7 per cent of security officers at Mega Mall dealt with aggressive persons once a shift, and quite a number of people experienced them only weekly or more rarely (41.7% respectively). The reason why the security officers at South Mall experience those misbehaviours more frequently than Mega Mall was that there were many more pubs and clubs at South Mall in which customers get drunk, while, at Mega Mall, there are more restaurants and less drunkenness .

In response to the question of whether or not the security officers think they should deal with anti-social behaviour, all of the security officers replied that they should do it as it is one of their main roles. In regard to dealing with misbehaviours, diverse responses were found as follows:

CSO 1

In theory, if we think their anti-social behaviour has escalated to a certain extent we will get involved. For example, if there's a fight happening, we will do our best to separate the fight, that's what we would do. And obviously, if we feel like some of the guys, some of the public is getting really aggressive towards us. We will restrain them and hold them up for the police.

CSO 4

Yeah, we should because it's on our main role. It's happening on our site and we can't just overlook that, we have to get stuck in with absolutely everything because it's our job and that's what…we're here to keep the peace so to speak.

CSO 5

Yes we should do. Many people from the bar get involved in a fight. So we often stop them from fighting. They are usually drunken. We detain them and just call the police.

CSO 6

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Mostly well, because it's a student day at Monday, Friday to a certain extent Saturdays, we deal with a lot. I mean they are the young and a lot of them had close involvement with alcohol with large social groups and that does tend to cause a lot of tension.

SUPERVISOR 2

Yes. It's imperative to be involved, because that's our role to maintain public safety, to preserve the landlord's properties. So we have to get involved.

PO 1

Yeah, definitely. Their role there is to make a nice and safe environment for the general public to come and relax. So if they have seen any of the anti-social behaviours, they should go and deal with them and if they can't deal with them, they should then call the police.

PO 3

Yes. Several times. But everything is low level. Like people who are little bit drunk, or show little bit of anti-social behaviours. They try to get involved, and deal with it and move them away. They stop things before they can develop into crimes.

Security officers at South Mall mentioned that most anti-social behaviour was caused by drunken people and the problems mainly occurred during busy nights such as students' night on a Monday night or on Friday and Saturday nights. The officers mostly tried to solve incidents of misbehaviour by themselves, but where situations become bigger or more serious such as group fighting, they called the police and handed over to them. The next questions were about the kinds of anti-social behaviours security officers deal with and how they deal with the situations. The answers are illustrated below:

CSO 1

I'll give you one example, on a Monday night we had. We had a group of students coming out, normally when they have alcohol, on a Monday night it's basically mixed race people. For example, we have IC3 is classed as Black-African, IC4 is classed as majority Indian-Bangladesh ethnic group. So yeah, that group tend to spark, because basically they're from out of Portsmouth. Most of them are from London or others and obviously, they have issues with each other. They had a fight, Monday night. I spotted it. I just basically went to stop the fight. I held the main aggressor, and obviously the victim didn't want to press charges. So we just let them go. That's what we do. If no one wants to press charges, we just let them go.

CSO 2

Yeah. That's what we're here for. Last week on a night shift, two youngsters coming on to site looking for trouble, throwing chips at people, we've asked them to leave but they've just totally ignored us and carried on. So basically we actually physically grabbed hold of them, walked them off. Walked them through the tunnel and just hoped that they'd stay off site.

SUPERVISOR 2

It sort of depends what they are doing. We are only allowed to detain people. We deal with a lot of students. They are always stupid, when they get too drunk, they do silly things. If they fall into each other, it is very serious. We never go sort of hands on straightaway. We just approach them. But in situations like fights, we grab them straightaway. If they are just drunk and being annoying, we just talk to them.

These situations were treated by the security officers without the police because they were not too serious. The officers detained those engaging in misbehaviour for a while and let them leave remove them from the site. However, when the situations became worse and they thought it would be difficult for them to handle, the officers called police officers and hand disorderly people over to police:,

SUPERVISOR 1

If situation needed, we have to send person in to negotiate that situation away. Sometimes, all it takes is the presence of crescent jacket, which is enough to dissipate any anti-social behaviours. In a aspect of fight, it depends on the severity. If it's a large scale involving 20-30 people, we would probably then stop the people trying to get involve, help them to come out of it and just wait for the police.

A large proportion of anti-social behaviours were caused by drunken people who have a tendency to engage in aggressive behaviours, even towards security officers. What the researcher found from the observation was that most of the incidents were fights caused by drunk people on busy nights, usually a students' night. One day during observation, two guys were fighting at about 2 am when the night club was already closed, and a little later, some of their friends came to the aid of the main fighters. Although two officers came and tried to separate them, the situation became more serious because the friends of the two fighters suddenly joined the fighting and punched each other. Other security officers and door supervisors of the night club came to help and they managed to separate the fighters in an instant and let one group move out. Only after the first group had left, could the other group leave the site. This was mainly dealt with by security officers but door supervisors helped them as part of the

extended policing family. Another case was handled by the door supervisor when there was a fight near the taxi rank. The officer who was patrolling with the researcher moved at a brisk walk because other customers could be anxious if the security officers ran. The officers and other colleagues helped the door supervisors to separate the groups, and the two groups were easily suppressed. The officers also sent out one group first holding back the other group. Neither case was reported to the police because there were no serious injuries and nobody wanted to press charges.

Although most of the anti-social behaviours resulted from drunken people, problems related to drugs have also been raised as a key issue. In the past, security officers focused on drunken behaviour at night, but the number of drug users has increased recently. Supervisor 1 revealed a real experience of catching a drug user and his opinion,

> SUPERVISOR 1
>
> *Obviously in the past the problem was from alcohol, but recently it's drugs. It's been a shift due to the dynamics of the people. Alcohol plays a large part but if you look at the fights, it's normally drug-related, Cannabis or cocaine. Not heroine because heroin is really expensive. We do catch them but it's very difficult to get a prosecution because we normally caught them after they've done it. So it's already up the nose. It's really difficult to catch them red handed. 18 months ago, we had the best one. They were in a private area. I was in the corridor doing a different check and I saw them. I stayed there and I watched them for a bit, put the camera to look in. And for five minutes the camera was watching them lining all up, getting all ready and do the drugs and subsequently we had the police on way anyway, And they found two bags with cocaine in it, and the history of it. It was a very good result but it's like one in thousand people that you can actually catch them red handed. It's normally like you get them, and you find the bag empty.*

However, one security officer argued that they do not need any more patrolling as they have enough number of security officers to cover the mall. This is because additional costs will be incurred if they hire more security officers. The owner had to balance income and expenditure,

> CSO 6
>
> *Er..no, not at all. I think we've got enough, because it's a commercial retail site, the issue that we would have is more CSOs would be more expensive for the clients and it might reduce the shoplifting but not increase their profit. So we have to strike a balance between you know…between demonstrate...benefits them. It's all about the money, sometimes restricts our ability to give the best help out people.*

On the other hand, the types of anti-social behaviour at Mega Mall were a little distinct from those of South Mall. There are much less serious incidents caused by drunken people at Mega Mall because there are few restaurants that sell alcohol. In the past, the Mega Mall used to have some night club and pubs for the nightlife, but the owner removed these shops because those they caused a lot of trouble, similar to the current South Mall. Ksupervisor 2 explained related to the past circumstance,

KSUPEVISOR 2

In the past, there was a famous night club in Mega Mall in which a large number of people had visited there on the weekends and weekdays as well. Many people were drunken who were involved in trouble such as fighting, or some of drunken slept outside. It was very hard work dealing with them. However, there is only few restaurants sold alcohol nowadays, as a result we can carry out our duty easier and smoother than before.

The Kmanager at Mega Mall said that he has his own skills when he deals with anti-social behaviour. First, he softly approaches those engaging in misbehaviour and tries to listen to them to see what the problem is. He never reacts aggressively against them, rather persuades them gently to calm down. He revealed his experiences as follows,

KMANAGER

It does differ depending on the person, but the angrier the person is it is better to listen to them. Reacting angry towards those people would only lead to a fight so, at first we listen to them and agree to them, and when their anger subsides a bit, we would tell them politely that we admit our faults and will try to improve on it. Most people will listen to this. But in the cases of people with personal grudge or those who express dissatisfaction for personal gains are dealt according to the regulations.

Although this type of skill to persuade is considered positively, it requires considerable time and effort. Generally, security officers spend approximately 30 minutes in dealing with those behaviours. In reality, the security officers cannot afford to spend a lot of time on one case because officers also have a duty to take care of the whole workplace. Hence, officers usually have to use coercion in respect of these misbehaviours or call the police.

Mega Mall also considered the mentally challenged persons as one of the anti-social behaviour risks. This is because this type of person tends to provoke customers into a quarrel making visitors feel

uncomfortable or bothering security officers. There are some people who are mentally ill but do not make any trouble. In this case, the officers do not restrain them. On one day while conducting observation, a mentally ill woman approached and tried to talk to a female security officer, but the officer already recognised she was mentally ill and entirely disregarded the woman. When the researcher asked the officer how she knew the mentally ill person, the officer explained that security officers possess a list of people who have engaged in anti-social behaviour including mentally ill people who frequently visit the mall. This particular mentally challenged woman came to this mall very often but did not cause any trouble, just bothering security officers through attempting conversation. But there are some mentally challenged people who create a disturbance to the public. In these cases, security officers remove them from the mall because one of the officers' tasks is to keep a peaceful area for visitors. If the officers do not control these mentally ill people, many customers remonstrate with the officers or the main office and the image of the shopping mall is damaged. With regard to this point, Kmanager and Ksupervisor commented further:

KMANAGER
It is rare a mentally challenged person comes over during more leisurely hours to verbally abuse people, but it does happen sometimes. In that case, primarily we try to restrain him lightly and request to lower their voice since there are other people around.

KSUPERVISOR 2
We try to restrain the mentally ill people since there are complaints from other people and if communication is possible we stop them but if not, and they keep causing disturbances, we call the police and hand them over.

One of the core duties of security officers is to deal with anti-social behaviour who are mostly drunk and cause a number of problems. The officers at both malls used diverse ways in order to treat those behaviours such as softly approaching, listening to them, using force or cooperating with police officers. The reason why the officers make an effort is that they have a responsibility to provide a safe and amenity space for their customers. Corresponding to this phenomenon, security officers also conduct service tasks for customers which will be now explained.

6.3.2 Dealing with Crime
Crime prevention is the core obligation of security officers within their workplaces and the security officers at both malls were actually playing a range of roles to prevent and deter crime such as watching the areas, utilizing CCTV cameras and patrolling. These activities were mentioned in the

previous chapter. There were differences in the types of crimes that occurred between the two malls so that the strategies to deal with crimes were also different. Similarities and in the types of crime and the ways they are dealt with will be now explained.

Table   6.4: What kinds of measures are needed to reduce crimes at two malls?

	South Mall	Mega Mall
More security officers	60.0 %	50.0 %
More police officers	13.3 %	8.3 %
More staff	6.7 %	4.2 %
More CCTVs	20.0 %	12.5 %
Others	-	-
None	-	25.0 %

N=39

First of all, this researcher asked security officers what kinds of measures are required to reduce crimes at each mall. The responses were similar across the two malls. The greatest number of respondents said that they need more security officers (60 per cent at South Mall and 50 per cent at Mega Mall respectively). The responses of the second highest number of the security officers at the two malls were also the same saying that more CCTV cameras are required with 20 per cent at South Mall and 12.5 per cent at Mega Mall respectively. The next question asked the security officers how they perceive the effectiveness of security officers in reducing crime as well as fear of crime such as theft or pickpocket at the malls.

Table   6.5: How effective do you think the activity of security officers is in reducing crime such as theft or pickpocket and fear of crime for customers in this mall?

	In reducing crime		In reducing fear of crime	
	South Mall	Mega Mall	South Mall	Mega Mall
Not at all effective	-	4.2	-	8.3
A little effective		4.2	-	4.2
Neither effective or not effective	20.0	37.5	20.0	37.5
Effective	66.7	41.7	60.0	41.7
very effective	13.3	12.5	20.0	8.3

N=39

The table above illustrates that two thirds of security officers at South Mall considered that their activities are effective in reducing crime and the fear of crime, while approximately half of the officers at Mega Mall gave the same answer. On average, security officers at the two malls believed

that their work has an effect in both reducing crime and the fear of crime. Several security officers explained that the activities of the officers was helpful in reducing crime, but it was not easy to find criminals such as pickpocketers or shoplifters. Sometimes incidents are unreported to the officers. With regard to the effectiveness of security officers in reducing crime and fear of crime, some officers at South Mall revealed:

CSO 3

Yeah I think, yes, we don't really have a lot of pickpocketing or theft going on etc. I mean yes it is effective in reducing crime, but maybe unreported…so… that helps being as we're next to a train station and we're a tourist destination. You do get them sort of people coming down. It's a lot of open space so it's not cramped. Obviously you go into a tube in London you're packed in like sardines so, it happens a lot there.

CSO 5

I think we're, I think we're fairly effective. Having security officers can surely reduce down crimes. We have a police accreditation which is kind of restricting but most of what the accreditation allows us to do, we're allowed to anyway because we work so closely with the local police force.

CSO 6

During the summer there's more daytime drinkers, and when the site is busy, there tends to be shoplifters because they work when the site is busy when it's less easy to see them, because they can disappear into the crowd so…I mean it is… it can be quite complex site to deal with but there is always something keeping you on your toes really.
(Do you think that you and your colleagues deal with shoplifters very well?)
We do… we're quite good because of the CCTV and the constant security presence, it does help us being private land. I think commercial roads get more shoplifters than we do. I mean we can't physically catch them all. They all tend to be quite clever.
(How often have you treated them?)
It varies, like 2 weeks ago, we had 3 incidents in one day alone. Ermm..but then last week, very little. We didn't really spot anybody, I think there was one or two, a couple like Addias and Nike both got hit for £250 each which I mean you're talking about 10-15 pairs of trainers each store, and that was something which we didn't catch because they were obviously using foil lined bag and that sort of things. I think we're very good down here, I don't think we get a lot of shoplifting, I think we get sort of an average amount.

The officers at Mega Mall considered that their activities influenced crime reduction as the table above shows. The responses of security officers at Mega Mall were also similar to the ones of the officers at South Mall as follows:

SO 3

Yes. The area of duty for security personnel could be large or small and whenever there is an incident the visitors would come to us and tell us right away. It would be a lot better if those on duty can also patrol their stationed area as well.

SO 4

Yes. It would help in some sense. Although the patrol duties are important, static duties at designated location can also be important and effective in my opinion. There is the role of guiding but also could give sense of security by being seen by the people and it is possible to observe the area with the responsibility of safety.

SO 8

In the past, there was a time when we caught an illegal credit card usage. There was a report from the store where the illegal card was used, so the personnel tracked and caught the subject after receiving the descriptions and then they handed over to the police.

KSPERVISOR 2

There was a person impersonating a policeman. He approached young students and showed his fake ID and by saying that there are problems with their bank account and took out cash from the accounts. We found the person and handed them over after reporting him.

Supervisor 2 at Mega Mall explained the positive effects of security activities. He described that strategies for crime prevention now are different to the ones of the previous firm which have led to a decreased crime rate. This means that the security could considerably affect crime reduction if the security team established better strategies. He expressed views about the current situation compared with the previous firm:,

KSUPERVISOR 2

Yes, I think it is effective. We have been stationed here since December 2004; I heard that there

were more accidents when the previous firm was here. There were still teenager extortions up until 2005-6 right after a new firm came and it stabilized after 2007-8. As the firm changed the working positions changed, the method of patrol changed and the method of security management changed. Although the previous firm probably have done its best, it has been made better due to the know-how and improvement by our firm.

Security Officers and supervisors explained the effect of a security presence with their experiences in dealing with crimes at Mega Mall, which would be fairly related to the visibility effect. Winkel (1986) also found a visibility effect with a police presence reducing crime and the fear of crime. With regard to this point, the three officers revealed as follows:

SO 6

Since we are seen a lot, it does somewhat have an effect. Since there are a lot of emergency exits here, in the past there has been extortion of valuables targeted at students but it has reduced significantly after reinforcing and strengthening our frequent patrols and patrol duties from designated areas.

KSUPERVISOR 1

In the past, there were a lot of incidents as it was hard to notice whether there was security personnel or not since they did not wear the fluorescent jackets. But after wearing the jackets, due to the visibility influences, the offences have reduced. Due to a lot of extortions a responsive team was newly set up focused on patrols and undercover while wearing plain clothes. When a suspicious student enters the area, the situation is shared over the radio and when an incident occurs they were caught red-handed and were transferred over to the police. After a year of consistent activity, there was a massive reduction in the offence rates. The previous firms just set them free after a warning but we hand them over to the police right away so such reputation was created among the students.

KSUPERVISOR 3

There are a lot of events here, and there are a lot of ticket touts. They avoid us since we wear uniforms. Since we have been here for a long time we have a list of ticket touts. We use the list during new recruit training and if the people on the list approach us we send them away nicely or if not, we contact the community police centre or the 112(police centre) to extract them together.

6.3.3 The Problems of Crime Prevention

Although most of the security officers and supervisors at both Malls illustrated that the activities of security officers for reducing crime are 'effective' or 'very effective', the problem was that it is difficult to identify shoplifters because the officers work for the Mall, not for specific stores. In other words, security officers do not watch inside the stores unless the store reports the criminals to the officers. Some officers expressed -in their interviews- other factors that make finding pickpocketers more difficult. For example, the area they have to cover is often too big and their tasks mainly focus on providing service. One supervisor at South Mall commented that pickpocketers, are also hard to detain. It is almost impossible for security officers to distinguish the pickpocketers until they are reported. When the officers were informed by the store, security officers actively engaged in the incident to solve the problem as follows:,

> SUPERVISOR 2
>
> *The problem here is we don't work for the shops. So, for the guards with the shoplifters, we can only be effective, if they tell us where it's going on. For example, one of the shops has a theft, and if they didn't tell us where it happened, we probably wouldn't' run there.*

> SUPERVISOR 1
>
> *It would be very effective, but It's hard to detain and hard to make people admit that they are pickpocketers. We've never had reports on pickpockets. We are aware of it, but we don't really suffer from it. It's one thing that can never come out. But having security officers can make the pickpocketers aware of them and put them down into their mind.*

> SO 5
>
> *There are not many pickpockets in here, and it will be hard to find the criminals.*

> SO 7
>
> *Offences such as theft or shoplifting mostly occur within the stores, but since we don't work within the stores we cannot be of much effect to that but I think it could effect at least reduce thefts in busy areas such as lifts.*

There was a notice from the management team of South Mall informing that there will be a change in the uniform of the security officers from a yellow vest to a black top because the yellow colour is too exaggerated. Security officers also prefer to wear the black top, because it looks smarter than yellow. However, one police officer worried that this may reduce the visibility of officers and make it difficult

for the public to recognise them. In reality, the researcher spent a lot of time at South Mall for observation after they changed the uniform but it took the researcher a considerable amount of time to find where security officers were located. Sometimes the researcher could not be sure whether they are security officers or not so had to ask them 'are you a security officer?' This is because firstly the officer was indistinguishable from the public in terms of the clothes they were wearing and secondly, some officers were new. On the issue of the visibility effect and uniform, one police officer explained:

PO 2

I don't know whether the guards have told you, but they want to change their uniforms. They want to go from high visible to like black. They want to lose the yellow vest and change it to black top. I am not so happy with that. I think the high visibility clothing is good because people can see. But they want to change that because South Mall management does not like this vest. They think it's too over-the-top. We say paramilitary. So they will go to lose their yellow vest. So in the public you may not see the guards unless you know what they look like. I am happy with that I like to see police officer wear the yellow vest, because A it's visible and B public can remember where they are. Everybody knows that yellow jacket means authority. Few years ago, even police officers wore yellow vests. But the second batch decided to make the vest black because it easily got dirty and they look smarter in black. I think black looks smarter but in terms of visibility, yellow is better. You are given the choices to wear either black or yellow. I wear yellow. But at night, every police officer wears yellow, it's generally compulsory.

Most of the officers felt their work has an influence in reducing crime and the fear of crime. However, many felt there were not enough officers and more were needed in order to further improve feelings of security and reduce crime more, as some noted: This problem has been discussed most findings chapters in this dissertation.

CSO 1

Yeah, it does reduce the crime, when we have a lot of security on...

CSO 7

I'd say, if there's more of a presence, like, if they see you like a deterrent, they don't want to er...it's...if they see you, they're less likely to steal. So it does take effect...

SO 1

Yes, I think it is very effective. However, I think that the area managed by per individual is too

large...

SO 10

Yes. Since they are focusing on a specific area, I think it is effective. However, I think it's a bit lacking the number of security officers. It would be good to have more…

The lack of security officers could be a serious problem since they have to carry out diverse tasks such as patrolling, providing service duty, dealing with anti-social behaviour and respond to crimes. The next chapter will explain about the legal powers the security officers have.

6.4 Service Duty

Customer service is closely linked to making a profit in every business area in which the owners of the business want all staff to provide the best service to their customers, and the security officers are no exception. According to the Kandampully and Suhartanto (2000), customer satisfaction can be regarded as one of the significant factors affecting business success. In addition, promoting a good image for the organisation is one of the most effective marketing strategies for companies as its image may have an effect on the way customers perceive the company (Zeithaml and Bitner, 1996). For that reason, both malls gave service training to the officers who are usually the first contact for the customers requiring the officers to deal with inquiries or complaints made by visitors. This was also evident from Wakefield's (2003) study on the main functions of security officers at shopping centres. In her study, one security officer explained that 'Basically you're an information centre...You're dealing out everything you can think of help [the customers] out to the best of your abilities...' (Wakefield, 2003 p, 168-170). Security officers are not only responsible for physical security measures, but also for the guarding of the private property in terms of service task.

The security officers at Mega Mall focus more on service work rather than security tasks. Giving directions seems to be the main function of the security officers, especially during the daytime. The officers make an effort to help when customers lose their bag or wallet. The officers also respond to customers' complaints about the facilities of the mall or service of the stores. Moreover, if it rains, they have to display the warning board to prevent the customers sliding. Sometimes the officers picked up garbage if the waste is obtrusive. In reality, almost all of the security tasks focused on service duties as mentioned above. The researcher tried to count the frequency of giving directions, but it was impossible because the customers asked their enquires to the officers more than 20 times an hour on average. Security officers sometime helped elderly customers when they used the escalator or when they could not find their destination by accompanying the elderly people on their way.

Therefore, service duty is prioritised for some officers rather than security work. With regard this views, some officers illustrated:

SO 3
It feels like a service person. Although the role is a security personnel but we work with service being the focus.

SO 4
Although I am a security guard I do mostly service tasks.

KSUPERVISOR 1
I think the service men is more suitable. Since this is a shopping mall, most of the tasks are to provide service or guiding the customers as the profit of the stores. It is very hard to navigate for those who visit here for the first time. Hence most tasks of security officers are guiding. But I think the safety management is the basic task as well.

KPO 4
Service man. It seems to be focused towards service.

On the other hand, the researcher found from the observation that the role of security officers at South Mall were more focused on security work. The main reason for this is that there were only a few officers on the ground during daytime. Security officers usually responded to the customers enquires while they were patrolling. Occasionally, the officers remained at the same crowded position so that they could carry out the service duties in which the officers gave directions or dealt with complaints. However, there were some officers at South Mall who argued that their main function is service work for customers to help them and respond to their inquiries. This is because the officers have a responsibility to provide the customers with the most favourable condition for shopping, having a meal or drinks. The two officers and its manager gave explanations of their role as follows:

CSO 1
...obviously, normally our main role is just customer service; we just help out people, customers, with their enquiries and stuff. That's what we do.

CSO 2
My role? My role is a customer service officer. My role basically is, when I'm on days, is to make

sure that this site is run smoothly, customers come on to site and have a good day shopping, enjoying themselves...

MANAGER

Day time you've got a more multitude group of people, you've got visitors coming down, or they might just be tourists coming in for a day out, or have just come for a shopping experience, so they're looking for that. But, night time they're really coming out to go for their meal, go for their drinks, they're not an interested in us, until we're required. Whereas day time, we are more in the public eye.

In shearing, Farnell and Stenning's (1980) study on the role of security officer, it was found that security officers have diverse functions from security works to non-security works such as rubbish disposal, snow-shoveling, flag-raising and general maintenance. Wakefield (2003) also described one of the main parts of the security task is providing service to customer.

6.5 The Utilisation of CCTV System

McManus (1995) found that in addition to reducing the crime rate and protection of the public providing safety is also a crucial task within the policing function. In terms of these functions, using the CCTV cameras is one of the useful systems to keep private properties safe. This is because the CCTV can be used to provide evidence of incidents as well as it preventing crime and disorder through deterrence (Coretta, 1999). The data collected from CCTV recording can be also used to trace criminals and obtain information (Wakefield, 2003, p, 188). The two malls possessed a number of CCTV cameras that are monitored in the control rooms. The cameras have diverse functions with manipulable colour cameras, tilt, and zoom functions, and the data is automatically recorded at both malls.

The researcher did interviews with policing agents at both malls in order to find out the effectiveness of CCTV cameras in reducing crime and the fear of crime. Officers at both malls explained that the CCTV cameras not only have a significant influence on crime prevention, but also reduce fear of crime for customers. Moreover, the data recorded from CCTVs is often used as evidence of some incidents, which is helpful in investigating crimes. They revealed their opinions as follow at both malls,

CSO 1

(Will it reduce the number of crimes?)

147

Obviously we'll speak to a member of public if they're being anti-social behaviour, we'll let them know they're being watched on CCTV, so it gives them a trigger, saying that 'oh yeah we're not going to nothing, if we're going to be caught on camera doing something.'

(Will it reduce fear of crime?)

CCTV is just a balance. Do you know what I mean? Obviously the public, they don't really fear, if they want to do something that they do it. They don't really fear anything. Basically, they will...like a CCTV is a big help. Because, if someone committed a crime and if we didn't catch them, CCTV got them on camera. We could use that as the evidence, so that's why it's good progress for CCTV.

CSO 4

The criminals do search for the existence of CCTVs around them when committing offences and I think the fact that the CCTVs are installed itself has the effect to make the criminals hesitant or refrain from committing offences.

SUPERVISOR 1

Yes, it could reduce, but I think the camera is more of evidence. Reducing down a crime? I think it might send a message to the people. The serious criminals will know that the cameras are there. The serious criminals that we are dealing with now don't care.

SO 11

I think in my opinion the CCTVs have the most influence in crime prevention. It's most effective since if a security personnel or a police walks past, they would think that no-one would be around for few minutes, but CCTVs will record everything all the time.

KSUPERVISOR 3

Yes, I think CCTVs are most effective in my opinion since they can see everything, it is fairly effective in reducing crimes. But there are cases where they are covered.

KMANAGER

I think there is some effect. Criminals who are aware of the CCTV will try to avoid the line of sight. In the case of student extortions, they often occur at passages with a lot of passer-byers, toilets and emergency exits, and since CCTVs cannot be installed in toilets and there are too many exits to install the CCTVs at all the exits, crimes happen at those places.

(Will it reduce fear of crime?)

There is that, but also I think it is effective since it can help when an incident occur.

At South Mall, there was a permanent CCTV controller placed for 24 hours at the control room where the schedule of the officers in the room was divided into three shifts. The CCTV controller was monitoring all of the circumstances within the mall to inform security officers. This author also had an opportunity to observe the circumstances through the CCTVs at South Mall. It was a students' night in which there are generally diverse incidents occurring. During this observation one female student was quite drunk at around 2 am. She fell down several times by herself so the CCTV controller monitored her until she left the mall. At the moment, the controller easily traced the drunken woman wherever she was moving. The controller told me that there are only few spots where CCTV cannot monitor. During another observation session on a Friday night, the controller discovered that one guy was urinating at the corner of a building, and then the controller reported through the radio to security officers. One officer who was near the incident approached him to give a warning. But the guy and his friend reacted aggressively to the security officer so another officer came to help his colleague thanks to the CCTV controller who reported the situation to all of the officers in the mall. In both cases, the controller was constantly watching the situations, so they could deal with the situations. The manager explained the importance of CCTV cameras and CCTV controller as follows:

MANAGER

My personal point of view, whether or not it reduces, it can do. Especially if we've got a good system of spotting...The controllers that we've got, so it's good to retain the right guys in their positions because if they're doing it over and over, they get to know, they get to see, they get to see the signs and their training shows that. So that does reduce it, on a good controller, obviously you need CCTV maintained to look good for that but then it also helps the process afterwards. If someone does do something we can play back, track them back to see and we can get the evidence building. And it's also good for our guys because if we're stopping someone and we're being watched on camera, no one can turn around and say 'he's just hit me…he's just done that' because we're covered then, being it's being shown as well, so…CCTV I'd love to have cameras.

Mega Mall also had a control room but there was no permanent controller. The supervisor or patrollers dealt with the CCTV monitors, and they sometimes watched the monitors, when security officers reported incidents. The use of CCTV system differed sharply between the two malls. Whereas the Mega Mall used the CCTVs for the evidence of events or only when some things had happened. The controller at South Mall was stationed there for 24 hours to watch everything in order to prevent

crimes, and also to deal with anti-social behaviour more effectively by informing security officers. This activity plays a significant role in deterring crime (McManus, 1995). Interestingly, police officers in Korea explained that the CCTV is used more for evidence after an incident has happened as follows,

KPO 2

Not so sure about reducing crimes, but I think they are useful as evidence after criminal offences.

KPO 3

It would help in solving cases rather than preventing crimes.

KPO 4

Not only is it useful for reducing crime, it's also useful as an evidence after incidences.

There was also a considerable difference between two malls in terms of the number of CCTV cameras. At South Mall, there are 240 cameras, whereas at Mega Mall they have only 79 cameras. Most of the security officers, supervisors, and police officers at South Mall were satisfied with the CCTV system because they have enough number of cameras to keep the property safe. Some of the officers, supervisor and police officer illustrated regarding the number of CCTV cameras as follows:

CSO 1

We're happy with what we've got. It's just basically it's good protection for us as the security because when we're pulled to control, control would have monitored us when we're dealing with a situation. In case it escalates, so that's why it's good to have CCTV.

CSO 6

No, no, there is enough. There is 240 cameras, 4 cameras per acre. There is very little you can do on their site that isn't on camera. I think we have got quite enough, any more than that, you'll need more CCTV officers.

SUPERVISOR 1

It's enough. The number of cameras. About 99% of the whole site can be captured in the cameras.

PO 1

At South Mall, they've got really good CCTV down there. So I don't think they would need any additional.

In case of Mega Mall, although some officers reported that they have a good CCTV system with enough cameras, others said that they needed more CCTV cameras at weak points,

SO 2

The more is the better because there are some areas that are not observed yet.

SO 4

I would like to see more of them at emergency exits or weak points.

SO 12

The current number of cameras seem enough, but it would be better if they are more effectively installed at weak spot.

There were some issues regarding the condition of CCTVs expressed by the interviewees at both malls. For example, there were a number of boards at Mega Mall that hid some CCTVs. This situation was quite similar to that of South Mall. The manager at South Mall explained that they need more cameras because some cameras are old, and some of the cameras should be re-positioned as they were hidden by boards. With regard to this point, a security officer and KSUPERVISOR at Mega Mall and the manager at South Mall revealed:

SO 7

I think we still need more. We search it whenever there is an incident, but since there are a lot of outdated CCTVs, most of them only view a single direction. Due to this there are blind spots and so I think there still needs to be improvements to be made.

KSUPERVISOR 1

We think that there should be a bit more since there are still some blind spots, but compared to others I think we have a good system.

MANAGER

Some of the cameras ...it would nice to be re-positioned, problem is the sites been here for obviously 13 years, nearly, the cameras got put up and stuff got built around it and the cameras are still sort of there. So you might find, if you walk around, there's a board, so you turn the camera one way you think it views it, it's gone. So there's a visibility of that so I think it needs to

be obviously tweaked, looked at, though it is being looked at - at the moment with some cameras,
so…yeah…in the malls, I will say obviously being in the centre I think you should have more
because the ones, what they've tried to do is put cameras where it can cover a multitude of
different areas, which is good but when you're like thinking we're looking that way and it's
facing…do you know what I mean? They're not revolving, they're not doing nothing, they're
constantly recording.

6.6 Conclusion

This chapter investigated on the basis of research question 1 and 2. Security officer carried out a wide range of day-to-day tasks. Both malls have their own working strategies to maintain a safe environment. Mega Mall, has a static patrolling system, carried out 17 times per day. Although the frequency seemed to be enough, it was found that there was some room for improvement in the method of patrolling. On the other hand, at South Mall, the operation was based on patrol at day time rather than static work and the mall managed a flexible static work system at night. The biggest problem in carrying out security and patrol work is a lack of security officers at both malls. In terms of visibility effect, both malls should reinforce their security officers so as to better undertake all of the security works required.

Although most of the anti-social behaviour was caused by drunken behaviour at both malls, there were some differences in the types of incidents at the two malls. Incidents at South Mall mainly involved fighting by alcohol or drug users which officers had to deal with. Where if the cases were serious, the police officers were called in to cooperate. On the other hand, misbehaviour at Mega Mall was mainly from mentally ill or homeless people. In these cases, security officers first tried to calm them down. But if they were not successful, the officers called the police officers, as in South Mall.

As a main functions of private security officers, the officers have to prevent crime within their workplace. However, they are struggling with a lack of manpower at both malls. Despite this they are effective in reducing crime and the fear of crime. Nevertheless, it is hard to carry out their duty with the current numbers at both case study sites.

One of the core duties of security officers is to provide customer service. This is becoming more and more important because it is strongly connected to the profit of the shopping mall. As a result, both two malls, especially the Mega Mall, have paid more attention to customer service training for the security officers. Again, both malls stated that they need more security officers to deliver a stable service to the customers.

The CCTV systems were well installed in the two malls and have been used to reduce and deter and as a source of evidence when incidents occur. There remain big differences in the numbers of the CCTV cameras in the two malls and while there was a permanent CCTV operator at South Mall, the CCTVs at Mega Mall were controlled and monitored by a supervisor or someone on a break.

The next chapter will explore the legal powers of security officers and how much the officers recognised used these powers in practice.

7 CHAPTER SEVEN

Dealing with Crime and Exercising Legal Powers

7.1 Introduction

This chapter will examine what kinds of legal powers security officers possess in order to play their role in crime prevention. There have been only a few studies carried out regarding the legal powers of security officers: for example Kakalik and Wildhorn (1971b), Jason-Lloyds (2003), Button (2007b), Button and Parks (2009) and Sarre (2009). Button (200b7) conducted his study on the knowledge of security officers relating to their legal powers surrounding arrest, use of force and search within the workplace in the UK. His research explored how much security officers utilised both 'universal and select legal tools' in practice at two case study sites in the UK. In Korea, security officers possess ordinary citizen power like universal legal tools and the right of the private property owner (Button and Park, 2009). Sarre (2009) carried out their research on private security industry law using diverse scenarios as examples in order to present the appropriate way of using legal powers in the context of private security

This chapter will show how security officers at South Mall utilised their legal powers regularly and rationally, while the officers at Mega Mall could not use them properly. The chapter will explore the differences between the two malls and the extent to which security officers are aware of their legal tools within workplace.

7.2 The Knowledge of Legal Power of Security Officers

In order to know how well security officers utilised their legal tools the researcher first asked security officers some questions regarding their level of knowledge of legal tools such as searching, using force, arresting and detaining, and removing from private property. The answers would help us to understand the level of confidence security officers have regarding the legal tools available to them while they work, which could then be linked to their capability to carry out their tasks. The table 7.1 below represents the level of knowledge at both malls.

Table   7.1: How do you think you know your legal powers to?

	Search a person		Use force against a person		To arrest and detain a person		To remove someone from private property	
	South Mall	Mega Mall	South Mall	Mega Mall	South Mall	Mega Mall	South Mall	Mega Mall
Very well	60.0 %	29.2 %	60.0 %	29.2 %	66.7 %	29.2 %	86.7 %	16.7 %
Fairly well	33.3 %	45.8 %	33.3 %	50.2 %	26.7 %	37.5 %	13.3 %	50.0 %
Somewhat unsure	6.7 %	12.5 %	6.7 %	4.2 %	6.7 %	12.5 %	-	16.7 %
Don't know them	-	12.5 %	-	16.7 %	-	20.8 %	-	16.7 %

N=39

The table shows big differences between two malls. Most security officers at South Mall know very well about their legal tools to search, use force, arrest and remove a person, with responses in this category by 60 per cent, 60 per cent, 66.7 per cent and 86.7 per cent of respondents respectively. On the other hand, almost half of the officers at Mega Mall responded that they know fairly well about searching, using force and removing someone. In terms of arresting someone, two thirds of the officers recognised that they knew fairly and very well this power, but the rest of them were somewhat unsure or did not know about the power of arrest. The more interesting fact is that some of the officers at Mega Mall had no idea at all about the legal tools. To sum up, most of the security officers know very well about their legal tools at South Mall, while the officers at Mega Mall were not very confident in general.

7.2.1 The Cause of Different Result in Level of Knowledge about Legal Tools

The result of the interviews above can be related to the training which was discussed at length in Chapter 4. All security officers have to take a regular training course to get a security license from the industry training association in each country. However, there are differences in the curriculum between these two countries. In Korea, the curriculum is more focused upon on the job and practical training with 20 hours out of 24 hours delivered in this way. Only 3 hours are used to deal with Security Service Industry Act, which is fairly insufficient in order to learn about the legal tools within private spaces. Button and Park (2009) found that lack of confidence in using their legal tools results from the inadequate training of security officers and the low quality of educators. Moreover, security officers were not required to take any assessment until 2013, which means that the candidates did not need to concentrate on the training course. In 2013, a new assessment system was introduced through

amendment of the Security Services Industry Act but it did not affect whether or not the candidates got their licenses as not all passed.

However, the training programme in the UK mainly consists of theory courses rather than practical training. For example, candidates are educated about the law in the private security industry such as understanding legislation as it applies to individuals carrying out a licensable activity, the role of the security officer within the private security industry, law, access, control and searching. These contents are related to legal tools so that security officers can easily understand how to use their legal power through the training. The utilisation of legal power by security officers at both malls will be now explored.

7.3 The Utilisation of Legal Power

As mentioned in Chapter 2, the legal tools are categorised according to the circumstances 'universal legal tool' and 'selected legal tool' by Button (2007b). A universal legal tool is a citizens' right in legislation that all security officers can of course equally use. Any security officer or any other person can catch and apprehend a person in the act of committing a crime. Security officers can use this power of arrest or reasonable force while they suppress criminals, before handing them over to the police. The manager at South Mall recognised this power to arrest as follows:

> MANAGER
> *Yes, we can detain, if they see something sort of crime or whatever then yes, they got their own powers to detain someone, same as everyone else has got, but yes they utilise them.*

On the other hand, 'selected legal tool' is often based on the laws of private property, the contents of a contract or the form of employment, so the legal powers security officers can utilise will depend on their workplace. As South (2007, p, 107) found 'ordinary citizens are in fact routinely in positions where private security personnel may search them (airport security), exclude them (shopping malls), place them under surveillance (CCTV), evict them (night clubs) and so on'. Where security personnel use these 'selected legal tools' they are based on property, contract and employment law.

This section will examine the differences in legal powers the security officers use and how well they use their legal powers at the two malls. The researcher asked security officers questions regarding their utilisation of the legal tools through structured and semi-structured interviews at both malls. The security officers kindly responded to all of the questions. Dividing the utilisation of legal power such as detaining, using reasonable force or removing someone could be pointless because using one legal

tool is linked with the other legal tools. For example, if there are problems caused by anti-social behaviours such as a fight or noise, security officers first of all have to calm suspects down. However, if it gets serious, then the officers do detain them to remove them or hand them over to police using reasonable force. Another example is that if someone commits an illegal act (which is indictable), security officers or ordinary citizens can detain them using reasonable force until the police come. Those activities are closely connected with each other, which means that security officers multiply their use of legal powers. So even if the following sections are classified by different legal powers, any one power is often were used in parallel with others.

7.3.1 The Right to Arrest (Detain)

Table 7.2: Have you ever had to arrest (detain) a person as a security officer and if so roughly how many times?

	Several times a shift	Once a shift	Weekly	Rarely	never
South Mall	-	40.0 %	46.7 %	13.3 %	-
Mega Mall	-	12.5 %	25.0 %	33.3 %	29.2 %

N=39

The table 7.2 above shows that security officers at both malls had experiences of arresting persons for anti-social behaviours or criminal acts. Nevertheless, there is a clear difference in the rates of arresting a person between the two malls: most of the officers at South Mall had experience of arresting people once a shift or weekly, with 40 per cent and 46.7 per cent respectively. On the other hand, around 60 per cent of security officers had arrested a person weekly or more rarely at Mega Mall. And about a third of the officers at Mega Mall had never utilised their power to arrest people at all.

As can be seen from the table, security officers at South Mall used their power to arrest people more often than those at Mega Mall. One of the reasons can be because there are more anti social behaviours cause some crime or disorder at South Mall. This is because security officers can detain or arrest only those who engaged in a criminal act or major anti-social behaviours. For example, if someone is reported as hitting others and they want to press a charge against him or her, then the officers can catch them as it is classified as a criminal offence. Most of the situations of detention were caused by drunken fights or assaults because it is hard to find out those engaged in the criminal act. Moreover, the role of security officers at the shopping mall is to maintain safety and deal with people who cause problems, not investigate the person in an act of crime.

During the observations, there were a few incidents of detention in relation to anti-social behaviours

and suspected shoplifting. One day, a drunken man screamed and harassed customers at night time, so security officers tried to calm him down several times. However, he completely disregarded the security officers, so the security officers detained him. The officers laid him down on the ground, and grabbed both hands behind his back until police arrived. Another situation involved dealing with a shoplifter. One of the stores reported a suspect to security officers. At that moment, the manager of the mall and three security officers gathered around the store and observed the suspect's behaviour closely. When the suspect came out from the store, security officers stopped and told him that he was reported. 'We received a report that you are a shoplifter. Can we search your bag? If you do not allow us to, we will need to call the police'. So the officers detained the suspect to hand him over to the police officer. Some extracts from interviews also illustrate this situation,

CSO 1

Yes, I use it regularly, especially busy days and evening shifts like Mondays, Thursdays and payday weekend. If they become physically aggressive, and if they are a danger to themselves and others, then we may choose to detain them and spoken to by the police. But usually, once we've taken someone off site that way, they don't usually come back. Sometimes they do, three or four times, usually they give up after that, and if they don't give up, we detain them and contact the police.

CSO 2

Yeah, I'll give you a brief one I suppose. Few months ago there was an assault, on one of the other CSOs, so yeah, again we detained him, the police officers come in. It was evening time. Start of the night shift, it had been about 8'o clock during the summer it was. Yeah so, as always we detained him till the police arrived. We told the police what had happened, they cuffed him, arrested him and after that we went upstairs in to the control room with the police officers, took our statements and report of what happened.

CSO 7

Yes, we do tend to escort them out of South Mall. We do that. But it's just sometimes when they're being really aggressive, we detain them then wait for the police.

On the other hand, the circumstances of Mega Mall were different from those of South Mall. Basically, problems were often caused by drunks at both malls, but most of them were homeless or slept on the floor or benches at Mega Mall. Security officers have to wake them up and lead them out because customers feel uncomfortable as a result of the behaviours of the drunken persons. In addition, the

drunkards are always considered as troublemakers who often start arguments with customers. If drunks cause major problems such as fights, harass other customers or commit other illegal acts, security officers firstly try to deter them from doing it. If it gets serious, the officers catch and detain them, and call the police to solve the situation. Indeed, the researcher also witnessed some incidents, which were handled by the security officers during observation. There were diverse incidents with drunkards and homeless people. One of the main roles of security officers at night was to control these people, but it was not easy to deal with them. The situations were explained by the security officers in the interviews:,

SO 3

Yes I use it. There are a lot of drunkards or verbally abusive people and we often restrain homeless people who are loud or have very bad odour. We sometimes find drunkards drinking within the mall and lead them out. When they drink indoors the smell of alcohol is strong and since there are a lot of children coming here as well, it is necessary restrain them from drinking.

SO 7

In the past, there was a time when we caught an illegal credit card usage. There was a report from the store where the illegal card was used, so the personnels were tracked and caught the subject after receiving the descriptions and then they handed over to the police.

7.3.2 The Right to Use Reasonable Force

Table 7.3: Have you ever had to use reasonable force against a person while working as a security officer and if so roughly how many times?

	Several times a shift	Once a shift	Weekly	Rarely	Never
South Mall	6.7 %	46.7 %	26.7 %	20.0 %	-
Mega Mall	-	16.7 %	29.2 %	37.5 %	16.7 %

N=39

The statistics illustrate different levels in the use of reasonable force. Over half of the officers at South Mall had utilised reasonable force against troublemakers either several times a shift or once a shift. At Mega Mall, on the other hand, around half of the security officers had rarely or never used reasonable force. Only 16.7 per cent of officers had used the force once a shift and around 30 per cent of them had used it weekly. As mentioned above regarding utilisation of legal power, the use of reasonable force against anti-social behaviours or those engaged in a criminal act is connected to other acts such as detaining or removing them. Some of abstracts illustrate the circumstances:

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CSO 3

Er… well, first of all, gentle encouragement and just explaining to them, and then after that it's gentle encouragement, you know, the hand to the elbow and the pointing and the direction. Using your body to block the passage and give only one route to go and then if they really refuse to leave, if they start becoming abusive, then they will be restrained and dragged off site, that's, it's that simple.

CSO 4

Like the other day we had a male inside Tiger Tiger, he pushed his girlfriend across the dance floor and then he left very briskly, very quickly. So we went after him just to get him to leave site because we didn't want anything like that to happen again, so we asked him to leave. I went up to him and asked him to leave, I had one of the target door staff with me and I said to him 'Sir, you're going to have to leave because you came rushing out of Tiger' and then he started getting aggressive, getting very, very verbal to me, and as I turned to speak on my radio, he slapped me on the arm twice and then as I turned back round he tried to push me. So then me, the target door staff grabbed his arms and took him down, arrested him…detained him and then I said 'can we have alphas please' which is the code for police, and then the police were here within a minute, two minutes. And then he was, he was gone.

As the author explained in the above section regarding the result of observation, the security officers detained individuals for anti-social behaviour. But the officers could not help using force while they were suppressing him. Finally, the officers detained him to hand him over to police. The person engaged in the anti-social behaviour ignored the caution several times by security officers. Based on this observation and some interviews, this research found that each legal tool is connected when the officers deal with troublemakers or illegal persons. Mostly, security officers do not like to use force, but there are some cases that they have to use coercion. As CSO 3 revealed, security officers try to persuade those engaging in anti-social behaviour to calm down or cease their behaviour at first. But, when the trouble becomes graver, security officers used force as the last option to stop the disorder. A CSO and a supervisor at South Mall explained the situations when they had to utilise the force:

CSO 5

Yeah, we have the power to remove people from the site and detain people for the police. If they refuse to leave, we can either we can physically remove them, or if they cause a lot of trouble,

they can be restrained on site for police contact, and the police usually come within half an hour, and say with shoplifters, we have a holding area .

SUPERVISOR 1
But, we can remove anti-social behaviours, but it's always like, how they react as well. Our last resort is always to go hands on with somebody. If we can walk them off, by talking to them, and just keep them walking, we'll do it that way. You've got to be careful how they react.

Security officers at Mega Mall use force against those engaged in anti-social behaviour. Their powers were also used at the end of tough incidents to terminate the situation such as through removal or detention. Some security officers revealed the situations that they used force as follows:

SO 3
Although it is hard to restrain them and if they continue to be verbally abusive or become aggressive, we ask for reinforcements from others on duty. When we treat them strongly, maybe they find it tiresome but, they do go away.

SO 5
For instance, there was a person who was smoking while being slightly drunk in the non-smoking area. I went over to tell him and restrain him from this but he ignored my actions and persisted on smoking. So I used coercion to detain him and called the police to resolve this.

SO 11
There was also an assault incident over the weekend. There was a couple with a child and a young student must have bumped into the child while passing. But the student may not have realised,but didn't apologise and the father of the child assaulted the student out of anger. So we detained him using force until the police come.

However, it is hard to use force because the owner of the mall does not want security officers to use coercion. The owner at Mega Mall believes that using force might have a bad effect on the company's image. Thus, security officers mostly made an effort to persuade and the regulation of the mall into anti-social behaviours. The manager of Mega Mall described the policy of the company on using force as follows:,

K MANAGER

It is 100% possible to use force with those caught in act, but… due to the company's image and regulation, it isn't easy to use it, even for anti-social behaviours.

Table 7.4: Have you ever had to remove someone from private property while working as a security officer and if so roughly how many times?

	Several times a shift	Once a shift	Weekly	Rarely	Never
South Mall	13.3 %	53.3 %	26.7 %	6.7 %	-
Mega Mall	8.3 %	25.0 %	45.8 %	16.7 %	4.2 %

N=39

The power to remove someone was used the most when security officers dealt with anti-social behaviours, which is underpinned by the table 7.4. The table clearly illustrates how often the officers utilised their power to remove people. At South Mall, 13.3 per cent of the officers used their power to remove people several times a shift, and over half of them had the same experience once a shift. On the other hand, there is a notable figure at Mega Mall. 8.3 per cent of the security officers used their power for the same reason several times a shift. Also, around half of the officers carried out this power weekly, and a quarter of respondents answered that they used it once a shift.

As appears by the illustration above, security officers had a diverse experience of using legal power to remove those engaged in anti-social behaviour. As can be seen in Chapter 6, most anti-social behaviours were caused by drunkards who tend to, fight, take drugs or sleep on the street. These acts are prohibited by the regulation of the malls as well as the legislation. Section 27 was legislated in 2006 to reduce violent crime, giving reasonable rights to the police officer in order to maintain peaceful environments;

1. Section 27 of the Violent Crime Reduction Act 2007 introduces a new police power to give directions to leave to individuals to leave a locality.
-This is where an individual's presence is likely to cause or contribute to the occurrence, repetition or continuance of alcohol-related crime or disorder in a locality and it is necessary to remove the individual from the locality for the purpose of removing or reducing the likelihood of there being such crime or disorder in the locality.
1. A direction to leave prohibits an individual aged 16 years or over from returning to a specific locality for a period not exceeding 48 hours.
-The power should be used proportionately, reasonably and with discretion in circumstances

where it is considered necessary to prevent the likelihood of alcohol-related crime or disorder (Home Office, 2007).

At South Mall there is a Special Constable who works for the mall as a Crime Reduction Manager. When security officers need the power to remove under the section 27, they call the Special Constable and he actually utilises the power. Sometimes security officers use the legal powers of section 27 as giving a warning that 'we can remove you under section 27'. So security officers also can make an effort to solve the disturbance with further support from the power for removal by the Special Constable.

The legal power of removal could be also connected with other powers. When security officers remove someone, the officers usually try initially to get the person to cease their anti-social behaviours. Only if they carry on with the negative act will officers attempt to detain or remove them using reasonable force. As we have seen in some of the incidents described in the above sections the security officers eventually had to remove people underlining that every legal tool is linked with the others. When security officers had to detain people, the officers, first of all, tried to remove them from the mall. But if they refused, then the officers detained them. Otherwise, security officers remove the person by using reasonable force. The illustrations below provide some explanations of the reasons why and when the officers used the power to remove people as follows,

CSO 3

We…we can ask anyone to leave South Mall at any time as long as we got good reason. We have powers, if there's a fight we're allowed to get in and get them down and get them to take them out of the way and then phone the police.

MANAGER

Removal, yes. We do removal from the centre. If that person does come on, they refuse to move again then obviously that's when the police become involved. Because they will issue them the Section 27 that we can't issue, dispersal the order.

SUPERVISOR 1

All the guys can ask someone to leave. If someone is found to have stolen something or shoplifted, we can ask him or her to leave the mall, or abandon him from the site. So we all got this power. I would rather remove them before they make an issue or something.

This researcher also witnessed various cases of the security officers removing people who were drunk, fighting or committing other disorders. Before removing these people, security officers persistently tried to reason with them. Where necessary, the security officers sometimes had to use reasonable force to remove or detain them.

The circumstance of Mega Mall is similar to that of South Mall in terms of using the power to remove by security officers. However, the main difference between the two malls in using the power is that there is a Special Constable in the UK who responds immediately. Security officers at Mega Mall tend to experience more difficulties when they seek to remove those exhibiting anti-social behaviour. Officers at Mega Mall had to use force to remove people when they realised that it would be difficult to handle them. It might be considered that most of the shopping malls in Korea and the UK are confronted with this situation. It was hard to use reasonable force when the officers tried to remove persons engaged in anti-social behaviours because the officer had to rely on using the delegated rights of the owner. As described in the section 7.3.2 above, the owner of Mega Mall wants security officers to treat anti-social behaviour gently in order to keep the good image of the mall. As a result, security officers would gather in numbers at the incident point to put pressure on the person engaged in anti-social behaviours, as some of the quotes illustrate:

SO 1

Yes. In the case of drunks, we restrain them when they disturb the place with loud shouting or sleeping in public. We also go and restrain them if there are those who swear a lot or who shout. In those cases we would go and try to calm them nicely but when that's not possible we lead them to outside. There are often incidences where heavily drunk people sleep in public and aggravate the pass-byers.

SO 12

Most are drunkards and homeless people. In those cases, we all gather up, and since there are larger numbers then they just go away.

7.3.3 The Right to Search

In theory, security officers do not have any power to search anyone in the two case study sites, even if they are allowed to search people in some special places (Jason-Lloyd, 2003). The author did not ask the frequency of using power to search. There is only one case that security officers can search a person as suspected as being in the act of a crime such as shoplifter, pickpocket and thief at the two malls. In these cases, security officers have to ask suspects first to get permission to search their bags

or pockets. If the suspects refuse, security officers should call the police. In reality, this author did not witness any events in relation to searching someone during the observation. Some of the members of South Mall and Mega Mall illustrated how they considered searching as follow:

CSO 1

No. We can't search. We can ask to see in someone's bag. I can actually say 'do you mind me looking in your bag?' Now if they say yes, we don't mind,' we can look in, I will not put my hand in there but, if they refuse to, I can stop them and detain them and wait for the police officer to arrive.

CSO 2

It would be nice to have the power to search…but we don't have that one so…you…because quite often you know that someone's got something but you can't do nothing about it unless you want to call the police and you've got to be 100% to call them in..

SUPERVISOR 1

They don't really have the power to search. They seldom can and seldom can't. They can ask but they don't have the right. So if the customer refuses, they can't do anything about that.

SUPERVISOR 3

No, we can't search. We don't have any authority to search people but we can remove them from the place.

SO 3

I think that legal power is necessary. Since we do not have any legal power, even when we catch thieves we cannot open bags and only when the police and the owner of the bag comes to the place can the problem be solved. During those processes we could lose the criminal and so the power to search is needed.

KMANAGER

It's not possible for us. It is possible with those caught in act such as pickpockets or thieves, but in general cases only the police are allowed.

KSUPERVISOR 2

There are no authorities to search, and in the case of removal, if the verbal and physical abuse

gets too much we lead them outside.

7.4 The Perception of Legal Power Given for Security Officers

7.4.1 Attitude toward Given Additional Legal Power

Table 7.5: Do you think that the security officers should be given additional legal powers to carry out their duties (Agreed)?

	Police powers of arrest	Police powers of search	Power to issue fixed penalties	Total
South Mall	46.7 %	20.0 %	33.3 %	100 %
Mega Mall	54.2 %	16.7 %	29.2 %	100 %

N=39

This researcher interviewed security officers at both case study sites in regard to their perception on the need for additional legal powers while they work. Security officers were not asked about the use of reasonable force or removal as security officers at both malls already possessed these rights in dealing with anti-social behaviours (largely as agents of private property owners). In the UK, according to the Community Safety Accreditation Scheme (CSAS), accredited security staff can use special legal powers in public space by the Police Reform Act 2002 in the UK. There is no system like the CSAS in Korea (mentioned in Chapter 4).

As shown by table 7.5, at both case study sites around half of respondents wanted the police power to arrest (detain). The reason security officers favoured possessing the power to arrest is that such a power is helpful for both security officers and the police. For example, if the police receive the call, they must come to the reported place whether the incident is serious or not. However, if the security officers were able to use the legal power to arrest themselves, then the police could focus more on crime prevention in public areas. Some security officers insist they need more legal authority,

CSO 1

In theory, yes we do, because it would give us a bit more help, if we had more power but, in an ideal world we're not going to get that much power.

CSO 2

Yes, It would help a lot.

CSO 6

If we needed, it would be best to impose penalties in my personal opinion. It could be easier to control with the help such as small fines.

SO 2

Basically, in the case of drunken or verbally abusive troublemakers, it would be helpful to have the authority to detain them. Then our jobs can be carried out a bit more smoothly.

SO 4

The power to detain is necessary and security searching might be useful to perform my role within workplace.

SO 5

It terms of removal, it would be good to be able to do that more strongly. Because we always wear our uniform and when trying to extract someone if we make contact with them or anything they would make a commotion. If we have the authority to remove someone, by extracting people who offends the customers or is a threat, we could provide a better environment and service to the other customers. It would also be good to have power to search for the cases with theft or crime suspects.

SIPERVISOR 3

It would be good to impose fines. We try to control smokers but since there are no after measures, it cannot be controlled. I would like to see some kind of restraints being put in place.

However, most security officers at both malls did not consider that they needed more legal authority to search or issue penalties. This is because giving the authority to search might violate human rights and for the same reason, police officers can only search suspected people. Furthermore, it is hard to impose penalties even though it is a private area. In fact, the Mega Mall enforced a penalty system in the past, but it could not be continued as there were many disputes between security officers and customers. Interestingly, the manager and all the supervisors at South Mall also revealed that they do not need more legal power as follows,

CSO 4

Oh no, I don't think…we could…

CSO 5

No, we don't need it anymore. If we can deal with it under our control, we just deal with it by ourselves. But if it's beyond our measure, we call the police.

CSO 7

Erm... no, I think what we've got is effective enough.

MANAGER

No. I don't think because you're going on that different level of training with the police side of it, If the training and obviously, everything seems right then, it's something to look at; but at the moment, no. no.

SUPERVISOR 2

No, we have already enough power, actually same power as any member of the public. Well, we detain people in a nutshell just assisting the arrest. Any member of the public could do that. I think we do have a special power to deal with anti-social behaviours, the police grant us such as shoplifters or fighters. We just hold them until the police officers come and arrest them away.

SO 7

In the past, while working at another place, there was a penalty place to people who cause problems such as smoking, but there were a lot of disputes. There was even an incident of violence, reflecting on that placing penalties seems difficult…

SO 10

I think searching is difficult due to human rights issue. In the past someone gave us a note saying that there is a bomb installed here, but since we did not have any authority we just had to detain him until the police came.

SO 11

I think imposing fines is very good and removal might be hard due to human right issues.

7.4.2 Perception on Carrying Non-Lethal Weapons

Draper (1978) in her study found that some security officers carried non-lethal weapons in post-war period. Moreover, a number of security officers do carry non-lethal weapons for the purpose of defense such as handcuffs and with support from the police (Button 2007, cited in Ralph, 2004).

According to Button (2007b, p. 101), people such as Sir Stanley Kalms (Chairman of Dixons) and Gene Plews (Managing Director of Guardian Security) insisted that security officers needed to carry non-lethal weapons, while some interest groups and companies in private security industry dissented. In Korea, only Special Security Officers can carry weapons within the workplace, while security officers at special locations such as airports and prison can also carry them in the UK (See chapter 4).

Table   7.6: Do you think security officers should be able to carry non-lethal weapons such as?

	Truncheons		CS Gas		Pepper Sprays		Others
	Yes	No	Yes	No	Yes	No	
South Mall	33.7 %	66.7 %	6.7 %	93.3 %	33.7 %	66.7 %	-
Mega Mall	58.3 %	41.7 %	29.2 %	70.8 %	37.5 %	62.5 %	-

The security officers at both case study sites were asked about being given the right to carry non-lethal weapons such as truncheons, CS gas or pepper sprays. The two case study sites responded that most of the security officers had a negative view in regards to carrying non-lethal weapons, except carrying a truncheon at Mega Mall. The fact that the answers from the South Mall were so biased to one side was analogous with the evidence in Button (2007b). He asked the security officers 'Should private security officers be allowed to carry non-lethal weapons such as truncheons, CS gas and pepper sprays etc to do defend themselves?' and only 29 per cent of respondents agreed to carrying such weapons, while 69 per cent disagreed. There were three officers who expressed a preference to carry weapons in the qualitative interview as follows:

SO 1
Various kinds of people visit this place and sometimes it is hard to manage them and it would be convenient to carry gas guns or pepper spray for our own safety. I do think about it once a while.

SO 3
I think it is necessary to have at least one weapon. It would be good to have police truncheon that's easy to carry around. That isn't too overpowering…

SO 5
Although it may not be needed always but sometimes there is a need when facing people who cause disturbance. I think gas guns, in terms of the image shown to people, are good for treating

people like that.

There was one officer who somewhat agreed to carrying non-lethal weapons and revealed that using handcuffs would be better to prevent injury for both security officers and suspects alike at South Mall. Another officer did not agree to carry a weapon, but strongly argued that they needed handcuffs with appropriate training. One busy night in winter, security officers encountered a drunken individual who was noisy and urinated at the South Mall. The officers tried to expel him from the mall but he fled within the mall so that security officers decided that they needed to detain him. They finally caught him and laid him down on the floor with the officers pressing his back towards floor to suppress the individual until the police came. While the man was suppressed, he screamed 'I can't breathe, I can't breathe.' His friends also told the security officers 'please release him', but the officers answered 'I can't release him until the police comes'. After a few minutes the police and the man's parents arrived and he was released. However, there was a risk of heart attack due to the cold weather and ground conditions in addition to the fact that he was drunk. If a security officer would have used handcuffs with sufficient training, some potential problems might have been prevented in advance:

CSO 3

Sometimes it would be nice to know how to be handcuffed trained so we can handcuff someone. Well obviously, once someone's got handcuffs on, quite often they calm down. Now we ain't got a week to do that; let's say we've got to try and restrain them and once the police get here, now some, they can kick off all the time and so the police gets here they whack some handcuffs on, they calms down. Now why can't we do that…so he calms down earlier.

CSO 4

That's a difficult one because it would help, but it's not necessary, like, we don't need it because maybe, maybe pepper spray. We wouldn't want truncheons because that's another, we could give an image that we don't want. I think a handcuff is best because it's the least…like it wouldn't cause pain to the person.

However, as the table 7.6 shows above, over two third of security officers at South Mall and over half of security officers at Mega Mall expressed the view that carrying such weapons is not necessary for undertaking their tasks. There are diverse reasons to oppose it but the tendency in the answers was different between the two case study sites. At South Mall the main reasons for opposition was due to not being a police officer: the role of security officers was different from that of a police officer. They think if they are faced with a serious issue then they can just call the police to solve this and hence it

is not necessary for them to carry weapons.

CSO 1

No I don't think so. It could be deemed as offensive. We've got the police for that. We don't, to be fair, it would be deemed as aggressiveness so, it doesn't give the right image of security.

CSO 2

It wouldn't be a bad idea. Because it's a deterrent, it's a deterrent I mean, if not that they see much when they come out and they're drunk anyway but if we're standing there, with say a truncheon whatever, surely they're going to think twice, if say see us with a truncheon or something, it's human nature.

CSO 6

Absolutely not.

CSO 7

Er.... no, not really, If we do end up having, things like the CS gas and pepper sprays, it could cause more problems than it's going to solve.

SUPERVISOR 2

No, I wouldn't trust the guards if they have weapon.

SUPERVISOR 3

I don't think so because then it brings you into the more of league of the police. They can also damage somebody by doing it.

Similar result appeared at Mega Mall to South Mall. Although security officers might easily control suspects if they carry non-lethal weapons, they deemed it unnecessary.

SO 2

I don't think we need it. Sometimes it may be necessary to just present it rather than actually showing it, but it could create unnecessary coercion. Also, it would meaningless since we couldn't use it anyways.

SO 4

Not really… I don't think it is necessary. It may show to make it easier to control drunkards or troublemakers but not really necessary.

SO 9

At least during weekdays it's not needed, and it could be helpful at night but if it's misused it might cause bigger problems, so it would be better not to have it.

SUPERVISOR 2

I don't think so. I have been in the area of security for 12 years, and I have used a weapon only once. Two foreigners used a stolen credit card at a store so we chased them. They ran so we chased them for about 200m before 3 or 4 of our personnel surrounded them. As you know the Nigerians are too big, so I had to show an aggressive stance with the truncheon, and they became obedient as they must have felt threatened.

KMANAGER

I don't think carrying weapons is necessary.

7.5 Conclusion

This chapter has explored how well security officers understood the legal tools available to them which is connected to research question 3 and 4. Most security officers know their legal authority at South Mall. The level of knowledge at Mega Mall was relatively lower compared to South Mall. This chapter also has illustrated how often the security officers used their legal powers such as those of detaining, using reasonable force and removing someone from the premises. Overall, security officers at South Mall regularly utilised legal powers more often than those of Mega Mall. There were two major reasons for this: the South Mall has diverse bars, nightclubs and pubs in which some people get drunk and potentially become disruptive. Mega Mall only has restaurants which people visit mainly for meals rather than drinks. Secondly, the owner of Mega Mall is concerned with the public image of the mall and does not want security officer to use their legal powers as the customers would feel uncomfortable and this would lead to an adverse effect on consumption. Finally, this chapter dealt with the perceptions of security officers regarding the possibility of being given additional legal powers including the right to carry non-lethal weapons. The two case study sites exhibited common responses in that most security officers had negative opinions towards the possession of additional legal tools and the carrying of non-lethal weapons. However, almost half of the officers at both malls did suggest that they needed additional powers of arrest as this power could prevent potential injuries during the suppression of a suspect. When security officers carry out their tasks, they are not only

often disregarded by the customers and but sometimes put in danger. The next chapter will examine the occupational hazards facing security officers and their relationships with both customers and police officers.

8 CHAPTER EIGHT

Occupational Risks and Relationships with the Public and the Police

8.1 Introduction

Many security officers are often exposed to dangers such as verbal abuse, threats of violence and even physical assault (Gill at al. 2002; Bowie et al. 2005; and Button, 2007b). This is because one of the core functions of security officers is often to deal with anti-social behaviour, which leads them sometimes into difficult situations. As was noted in chapter 2, the number of security officers is starting to outnumber the police in some industrial countries (Jones and Newburn, 1995; and De Warrd, 1999). The public demand more effective policing, in particular more visible uniformed patrolling presence, than many nations can provide. As a result of public demands, a large number of companies and individuals hire security officers to fill this gap. In other words, the security officers play a vital role in crime prevention and reducing the fear of crime as part of the extended police family. Therefore, security officers are required to provide complementary cooperation with police officers in order to create a safer community. This chapter will consider the relationship between the police and security officers including similarity and differences in their perceptions. The chapter will also consider the relationship between private security officers and customers; and the occupational risks security officers face.

8.2 The Risks of Security Work

Security officers cannot help but be confronted with dangerous situations, indeed Button (2007b, p. 141) found that some security officers have had experiences of verbal abuse, violence or assaults by colleagues and the public. In contrast with his study, however, the author did not witness criticism, blame or assaulting between colleagues at either sites. As a result, this section leave to one side issues related to conflicts between colleagues. The researcher asked security officers their experiences of verbal abuse, threats of violence and physical assault by customers. Table 8.1 shows the response to this first question:

Table   8.1: Have you experienced verbal abuse while working as a security officers?

	Verbal abuse	
	South Mall	Mega Mall
Several times a shift	13.3 %	-
Once a shift	20.0 %	8.3 %
Weekly	46.7 %	29.2 %
Rarely	13.3 %	54.2 %
Never	6.7 %	8.3 %

N=39

In terms of verbal abuse, nearly 80 percent of the officers at the South Mall experienced some verbal abuse on a weekly basis at least, while around half of those interviewed at the Mega Mall experienced it more rarely. The data from the South Mall was similar to those of Button (2007b) in which nearly 80 percent of security officers also have had experience of verbal abuse at least on a weekly basis. Abuse was observed during the observations at each site, mostly involving drunken people swearing. Sometimes, mentally ill individuals at the Mega Mall verbally abused others or themselves. One day, when the researcher was next to a security officer, a mentally ill individual approached and she verbally abused him. At the moment, the officer ignored at first and told her to 'just go away' and she left. This researcher asked the officer 'how often do you experience this kind of situation?' and he replied 'we experience this once or twice a week, but we already recognize these people so we do not worry about it too much'. Some of the officers shared the experience of abuse:

CSO 5

We are regularly abused verbally as a result of our uniform or job.

CSO 7

Yes, especially Saturday night.

SO 2

Yes, I was given verbal abuse because this area has no elevator.

SO 4

Yes. Dunkards appear once or twice a week and there are times when they verbally abuse other customers. Whenever that happens we would wake them up so that they don't lie down in public

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and if they continue we try to lead them outside. If they don't wake up or refuse to follow the request to leave the area we call the police for cooperation. Also when we wake them up they are verbally abusive and aggressive. When that happens we would attempt to talk to them calmly and explain to them but if they disobey our restraint we would have to call the police.

SO 8

There were several (cases of) verbal abuse from the homeless people and when I asked them to leave they left while swearing. At one instance there was someone who was eating a popcorn out of the bin so I told him to leave and he left before verbally abusing me.

SO 11

One day, a drunk swore at me and said 'I don't like you', 'why are you here!'

Table   8.2: Have you experienced threats of violence while working as a security officers?

	Threats of violence	
	South Mall	Mega Mall
Several times a shift	6.7 %	-
Once a shift	20.0 %	4.2 %
Weekly	40.0 %	20.8 %
Rarely	33.3 %	54.2 %
Never	-	20.8 %

N=39

Moreover, security officers occasionally experience threats of violence. The table 8.2 above showed the prevalence of threats of violence at both sites. As can be seen, there is a considerable difference between the two malls, with the officers at the South Mall much more experienced in this regard than those of at the Mega Mall. Approximately 70 per cent of security officers experienced threats of violence at least weekly, while it was a significantly lesser rate for the security officers at Mega Mall. Only a quarter of security officers there experienced threats of violence at least weekly, over 50 per cent of the security officers experienced it rarely and 20% never. Some examples of incidents involving threats of violence are set out below,

CSO 2

At one instant at night, there was a drunken man who caused trouble saying 'I will kill you!, I will kill you!'. At first we tried to persuade him to leave but when he did not listen, we reported it to

control room and took him outside with colleagues. At first he resisted but he left obediently after a number of colleagues gathered.

SO 3

Yes, it sometimes occurs when we tried to remove homeless or drunken.

SO 10

There are people who are violent because they are drunk, and whenever we got report of this from the location we always try to restrain them. Although it's not too often, it does happen from time to time during most busy hours. Although it is rare a mentally challenged person comes over during more leisurely hours to verbally abuse people, but it does happen sometimes. In that case, primarily we try to restrain him lightly and request to lower their voice since there are other people around.

SO 12

One guy threatened us using rock and a piece of wood, after he argued with a security officer.

KSUPERVISOR

When someone who had bad feelings towards the Mega Mall tried to enter our offices armed, the employee on duty discovered him and took action before handing him over to the police. It's just a personal dissatisfaction, for example, there are a few cases where people express personal dissatisfaction on things such as vending machines not giving back changes or just a plain unhappiness towards the facilities.

Table   8.3: Have you experienced physical assault while working as a security officers?

	Physical assault	
	South Mall	South Mall
Several times a shift	-	-
Once a shift	-	-
Weekly	-	-
Rarely	40.0 %	29.1 %
Never	60.0 %	70.9 %

N=39

In addition, some security officers suffered physical assaults by customers who were mostly drunk at

both case study sites. This can be a serious risk for security officers, even if the role of the officer is to prevent crime and maintain safety within the working area. Security officers at both malls were interviewed on how often officers were assaulted in the course of their work. As the table 8.3 illustrates fortunately the frequency of assault was rare at both sites. At South Mall 40 per cent of officers have been assaulted but the majority have not experienced it at all. At Mega Mall more than two thirds of officers have never experienced physical assault: but 29. 2 per cent of them had still experienced assault. Most assaults were caused by drunk individuals at the South Mall, while there were some mentally ill and/or homeless individuals who assaulted officers at the Mega Mall. Some of the incidents were shared by security officers below.

CSO 3

I've been punched twice on site. Once I went to tell a drunken guy to stop urinating. When I got near to him, I got half way through telling him, he just turned around and punched me for no reason at all so… I asked him to leave site, he comes back towards me and threw another punch and I restrained him till the police got here.

CSO 7

Well... my nose was broken about a month ago. I was working down here. He punched his brother and walked towards me and we were stopping him and he head-butted me and broke my nose.

SO 9

The verbally abusive one keeps on swearing when asked to leave before leaving with a tantrum. I have also been bitten once. I saw a person taking another visitor's bag while he was sleeping, so after reporting to the command centre, I went after him. But he denied the fact and bit me. I handed him over to police.

8.3 Relationship between Security Officer and Police

This section explores perceptions of the security officers towards the police. It is true that one of the important issues for security officers is their working relationship with police officers. However, there has been only a little research accomplished on this key relationship between security and police officers (Michael, 2002; Wakefield, 2003; Crawford and Lister, 2004; and Button, 2007b). According to the Crawford and Lister (2004), security and police officers are linked through the 'extended policing family' in preventing crime. Michael (2002) and Button (2007b) found out that the relationships between police and security officers were relatively positive. Wakefield (2003) also identified a strong connection between the two policing agents at three different sites. In this section,

the relationships between the two groups at the two sites is explored including how well they cooperate to each other.

8.3.1 Perception of Security Officers toward Police

Table   8.4: Perception of how security officers perceived their relationship with the police

	South Mall	Mega Mall
Not very successful	-	-
Little successful	-	8.3 %
Mixed	20.0 %	54.2 %
Successful	40.0 %	20.8 %
Very successful	20.0 %	16.7 %

N=39

As the table 8.4 above shows, security officers at South Mall has a more positive viewpoint on police officers than those at the Mega Mall. 60 per cent of the officers at South Mall considered the relationship between the security and police officers as successful or very successful while only 20.0 per cent of them answered it was mixed at the South Mall. Whereas, the largest component part of the answers was in the mixed with 54.0 per cent at the Mega Mall. Moreover, around 20 per cent of the officers interviewed considered the relationship to be successful or very successful with 20.8 per cent and 16.7 per cent respectively at the Mega Mall. Only 8.3 per cent of the officers responded negatively on the relationship between security and the police However, the difference between the two sites was that in the South Mall a Liaison Officer for the police was located at the control room all the time, but the Mega Mall did not have such a link. The Liaison Officer has a role in monitoring the CCTVs and on discovering an incident, they deliver the content to their colleagues. One security officer and a police officer at South Mall explained this:

CSO 6

We have a radio link directly the police officers and we have a Police Liaison officer on site, so they have access to CCTV as well, so they can see what's going on, we can contact them straight away. And they do basically trust us to keep the place clean and clear.

PO 2

They've got radio that links to the police. So they will call us and we will go down. And we will first ask the security officers for the summary of what's happened and then we will take over from there. We just ask them to do the immediate response and then we take over for the long term.

They provide evidence, if they've seen something.

One security officer at the Mega Mall pointed out that they need a 'single line' between security officers and police such as the Liaison Officer at the South Mall provides:

SO 2

It would be good to have a single line which allows the police to be deployed right on our request and not through the connection of 112. They do possess and listen to our radio communication but since it isn't that important... there is also the police radio... when we are urgent, especially when the women fight or passed out drunk, we can't do anything until the police arrives.

When the researcher carried out observations at the South Mall, police referred to the statement of this security officer. Whenever the police were dispatched to the mall, security and police officers spent a lot of time in discussion. The police officers seemed to treat the security officers as fellow workers, and did not look down on them. Such behaviour would reinforce a strong relationship between the police and the security officers who can rely on each other when dealing with incidents. Some security officers and police officers shared their experience of cooperation and consideration with each other at the South Mall.

CSO 1

*Mostly, we do tend to work with the police very well. We're kind of **close with the police officers.** Obviously when we need the police officers' help, we tend to pass information over to the police, we get help from them. I will give you **an example.** It was a couple of weeks back, not a couple of weeks, a month back. We had a group of IC4 four males, like my colour people, and again aggressive towards the door staff and tried to fight. And because majority of the obviously, the door staff some of them are white ethnic group and they tend to say if you touch the IC4 they say 'you're racist, this, this, this', at that point I step in because I'm the same colour, they don't react to me as racist. When the police come, we'll kind of cooperate with the police with the situation to separate the group. That's how we do it. Basically it's called a team when it comes to the situation basically, we work as a team with police but obviously the police have more power than us so they take over. But we just basically stand down and watch what they do, if they need our assistance we will help them.*

CSO 6

Yeah, well we have the military police because of the naval base. We've had a couple of

gentlemen outside a bar in trouble, one of them announced he was army. So we contacted the military police and they came down and liaised very well and they spoke very well to the gentleman, turns out he was ex-forces, and again, the way they handle the situation. They could have been a lot more aggressive about it. They could have simply grabbed him and stuffed him in a van and worried about him not being military later on and dropped him off, but they didn't. They handled it very well and they discussed and communicate with us, and they treat us with respect they do, you know they treat us almost as equal. Obviously we're not but they do that, 'I'm just coming here, storm round…, hit a few people with sticks, slap the cuffs on and leave the site.' They will come in, ask us what to do, do you want to press charges, do you want to make a big fuss out of this, can we simply offsite them, and they are very good like that.

PO 1

Yeah. If you build up that relationship with the security guards like a prevention team, then it works really well. I mean there are certain CSOs who are very proactive, very switched on and you ask them the circumstances like what's happened, they can relay the information to you. But on the flip side, you get some CSOs, that are there just to for the money not that interested and so what they can give you is not quite high standard.

(Could you explain the circumstances?) *There was a suspected shoplifter at one the shops last year, and the CSO has spoken to the manager, spoken to the staff, made exactly what their side of the story is and approached the lady when she has left from the shop, saying the manager has told me this and as almost like a police officer to a certain extent.. Gathered all that initial evidence and they established that she has stolen something at which point the manager's decision is. "I would like to call the police oppose to deal with it myself." So the police turned out, which was me, and given all the information by the security guard which made me totally understand what was going on I didn't have to speak with the manager, or the staffs and do what he's just done. And sometimes when you go to a job and the CSO has just detained somebody, but they don't know what has happened. So you have to go back to the shop and find out. They haven't done any ground work. But that isn't to say that it's their job, but I am just saying that some of the CSOs are more proactive than others. But you will be the same wherever you go, if you go the city centre here, some other towns in a city you will have proactive officers and less proactive officers*

As mentioned above, the security officer responded with positive answers towards the police at the Mega Mall. The police also expressed positive opinions towards the security officers that they sometimes have helped with some information from the security officers as following.

SO 1

I think so. We are very cooperative with each other. When we called police, they make an effort to solve our problem. On the other hand, we help them, when they require us to find criminals from the CCTV record or observation during working hour.

SO 3

Yes. It's getting better nowadays. When there are reports or when we are requested there seem to be a certain level of cooperation.

KPO 1

Alternatively, we have security guards at each location so if something happens at a certain place we can share information through identification as well as resolve issues through mutual assistance structure by constantly checking the CCTV to identify where and what is going on.

KPO 2

Cooperation scheme is well structured. For instance, in the past there was a suspect in the convenience store and the employee contacted the security guard who then put the suspect under detention and contacted the police. I found this process very smoothly carried out.

KPO 4

Yes, for example, if there is a missing child within the area we must see the child's movement, and we can see this from looking at the CCTV footage and hence can find the child. They are done well and I don't think there are any inconveniences.

On the other hand, several security officers shared negative views about cooperation with the police. They disagreed with the others and saw the relationship as not so co-operative. Security officers only handled anti-social behaviours or those engaged in a criminal act over to police.

SO 2

Not really. In the case of request coming from our side, the cooperation can proceed only when they arrive to the location. When we request a support from the community security centre or police substations, they often tell us that they are busy and to call 112 instead. Then they would come over only when 112 order them to. Although the community security centre is right next Mega Mall, they are busy with their own tasks so we can only report through 112. They

sometimes come over when we contact them but not quickly enough. Anyways it's the fastest to call the 112.

SO 10

It can't really be called cooperation. I just tell them what I saw to them after viewing the situation. For example, there was a purse theft in the past, so I observed the suspect after reporting to the situation room until the police arrived to arrest him.

8.3.2 Frequency of visiting police officer at both malls

Table   8.5: How often do the police visit your workplace?

	South Mall	**Mega Mall**
Several times a shift	-	4.2 %
Once a shift	26.7 %	54.2 %
Weekly	60.0 %	16.7%
Rarely	13.3 %	25.0 %
Never	-	-

N=39

The author asked the security officers about the frequency of police visiting at both case study sites. The above table illustrates the responses. Over half of the officers have seen the police weekly at the South Mall. Police did a regular patrol around the city so the security officers could not often see the police present at the mall. In contrast, almost 60 per cent of the officers met the police at least once a shift at the Mega Mall as the police substation adjoined the mall. The police came more often than those at the South Mall.

CSO 1

This mall, I think so. You get about, say, regular patrols from them, most of night. You'll get them, you'll get at least a couple of police officers walking around and that's it. They have regular patrols around the whole of this city. They do have to cover the whole of this city.

CSO 3

I would say…no, we don't see a lot of them. It's only when we really need them we see them but other than that on South Mall site, every now and then unexpected wander around but most of the time it's when we call them.

CSO 4

Once a week maybe, twice a week.

SO 2

They seem to come often since the police substation is right next door.

SO 3

Quite often because the police substation is close by our mall.

SO 8

I see them often, almost every day.

Table   8.6: What is the role of the police according to the perception of security officers?

	Patrol	**Deal with an incident**	**Arrest people**	**Meet security staff**	**Total**
South Mall	46.7 %	33.3 %	6.7 %	13.3 %	100 %
Mega Mall	58.3 %	33.4 %	8.3 %	-	100 %

N=39

The next question asked what police officers did when visiting the mall. As the table 8.5 shows above, the answers were similar between the two malls. Nearly half of the security officers at both malls said that the police officers carried out patrols when they visited the mall. The responses regarding the role of the police officers when they visited illustrate almost the same figure by security officers between both research sites with 33.3 per cent and 33.4 per cent for South Mall and Mega Mall respectively. Indeed, the main reason of the issue for the police in paying a visit to the malls in order to maintain community safety. The police usually came to the mall to patrol during normal circumstances, but when they received a call from the security officers, they came to help and resolve a specific incident at the mall. Some security officers described what police officers did at the mall as follows:

CSO 1

Nothing. They're just patrolling around, they're just here, if we need them for assistance. They sometimes tend to deal with dangerous situations when they need to be called. For example, if we had a massive fight we will call the police officers to assist us, and obviously we'll ask the police officers to arrest the main aggressors.

CSO 2

They do patrol but their main role is to assist and come and arrest. If we think somebody needs

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arresting, then they will come and do it for us.

SUPERVISOR 3
They usually do patrol. But when we call if somebody's violent because he's too violent to remove and they'll come and take him away.

SO 1
Normally they remove the source of dispute. We would try to restrain at first and if not possible, we would hand it over to the police.

SO 6
Regardless of why they are here, it looks like a patrol when the police are walking around and when not, mostly they come over when we call them to solve problems.

SO 8
It seems to be almost just for patrolling purposes. They are also here for mediating and extraction of troublemakers when being called.

The figure above is very similar to the result of the interviews with police officers at the two malls. Police officers mainly came to the mall to patrol and for crime prevention. The description by the police officers at the two research sites are as follows:

PO 2
Main role? It's patrol the mall and to investigate whatever crimes they are taking place and prevent any crimes taking place. To investigate shoplifters or people being detained and if there is a fight, we make sure the law is compiled to.

PO 3
Police officers would patrol the area and preventing crimes and maintaining safety when we visit the mall.

KPO 2
Although mainly it is patrolling but I think there is a lot of throwing out trouble-makers as well.

KPO 3

Maintaining public order. Patrol is mainly done around the outskirts of the venue and the police do all duties related to maintaining the public order such as extraction of troublemakers and resolving issues. Patrol cannot happen often and we go out to the residential areas and the Mega Mall only when there is a report once a while.

KPO 4

I do patrol but main role is checking. Speaking to managers, checking their licenses to make sure that they do what they should. I go into individual area and make sure they comply with the regulation.

8.3.3 The Effectiveness of the Activity of Police Officers in Reduction Crime and Fear of Crime

Table 8.7: How effective do you think the activity of police officers is in reducing crime such as theft or pickpocket?

	South Mall	**Mega Mall**
Not at all effective	-	8.3 %
Little effective	-	12.5 %
Neutral	40.0 %	20.8 %
Effective	40.0 %	45.8 %
Very effective	20.0 %	12.5 %

N=39

Security officers were asked how effective the police presence is in reducing the crime rate. Officers at the South Mall had a more positive opinion on police activity than those at the Mega Mall, though the figures are similar. The interesting fact is that there is no answer in the categorizations of 'little effective' and 'not at all effective' at South Mall, whereas 8.3 per cent and 12.5 per cent of the officers replied under these categories at the Mega Mall. Almost half of the security officers at the two sites agreed that the police activity has an effect on crime reduction. Twenty per cent of officers at the South Mall considered the police activity was very effective in crime reduction, while 12.5 per cent of the officers at the Mega Mall agreed. Security officers at both malls stated that the police presence had a decisive effect in reducing crime:

CSO 1

Yes*, it does reduce the crime, because when we see…when a criminal, suspect or criminal, spotted a police officer, they tend to obviously not commit any crime because they'll get arrested.*

CSO 2

Same as everywhere else, very effective. If somebody sees a police officer walking around, they're not going to do anything like that.

CSO 4

Yes, effectiveness. If there's crime going on…they can help us straight away, they can get, they can actually arrest them and they have a lot more powers than we do.

SO 5

It should be. Just by having the police around the area will give the potential criminals to have the idea of the police being in the area all the time and so it will help in preventing crimes.

SO 9

Yes. Although it will help in maintaining public order, but if there are too many of them, the public may feel overpowered.

Moreover, police officers also agreed on the effect in crime reduction and in the fear of crime due to their visibility at the malls. As discussed this is because security officers do not have the same legal powers. Of course the police cannot, always be at the mall due to the lack of available police officers:

KPO 3

Of course. In the case of the security officers not being able to restrain them, since we are legally safeguarded we can treat it as misdemeanour, and if they are not compliance to this we can arrest them in the act of minor offense. So, they may not behave well towards the security officers but they do listen to us well.

KPO 2

Yes, it is very helpful reducing such a crime if we patrol. The problem is limited number of police officer.

KPO 4

Yes. We are the one most effective policing agent, however we have lack of man power.

However, one police officer insisted that some criminals do not care whether the police are present at the mall or not. He explained that the police may have an effect on preventing crime but some drug

addicts will keep stealing to buy their drugs. This situation would be dissimilar to those of Mega Mall because it is hard to come across drug addicts in Korea.

PO 2

Probably not, because a lot of people we deal with are drug related. They need to steal. If there are police officers standing in front of a shop, they wouldn't probably shoplift there but just because there are police officers walking down, doesn't mean that there won't be shoplifters. Police officers may be effective in preventing some crimes, but if somebody is a professional shoplifter, he wouldn't really care. He would just carry on anyway. If you go out at night, even though there are four or five police officers patrolling, you will always have people fighting. They don't care. Similarly, a lot of shoplifters don't really care because they need to continue their drug habit. They need money to buy drugs.

Table 8.8: How effective do you think the activity of police officers is in reducing fear of crime such as theft or pickpocket in this mall?

	South Mall	Mega Mall
Not at all effective	-	8.3 %
Little effective	-	29.2 %
Neutral	26.7 %	37.5%
Effective	53.3 %	16.7 %
Very effective	20.0 %	8.3 %

N=39

It is also significantly important to reduce the fear of crime (Farrall, Jackson and Gray, 2009). The security officers responded on the effectiveness of the police activity in reducing the fear of crime at the two case study sites. The table 8.7 illustrates rather distinct figures between the two malls. Over 70 per cent of the security officers at South Mall considered that the police activity was 'effective' or 'very effective' in reducing the fear of crime, whereas about 25 per cent of the officers agreed that police activity is efficient in reducing fear of crime at Mega Mall. In addition, nearly 40 per cent of the security officers at Mega Mall answered that the police had little effect or no effect in reducing the fear of crime. The security officers shared their opinion towards the police activity reducing the fear of crime:

CSO 2

Yeah, yeah. It's very effective. It's like with the cameras.

CSO 4

Fairly effective, people seeing that there's police officers there and it can deter people from doing something.

SO 7

I think it is effective since there is a big difference between the security officers and the police in terms of having the legal power or not.

SO 10

If too many, it may even create feeling a sense of incompatibility.

SO 12

It would be good if they come more often... it would be easier for us to work as well.

On the other hand, some of the security officers pointed out that the crime may be reduced if the police were placed at the mall, but it would cause the customers to feel uncomfortable. This is because the police presence at the mall implied that it was an area where there were criminal incidents. Button (2007b) also found that the operation manager in Pleasure Southquay considered that the police presence would promote a bad image for the site. The security officers shared their opinion towards the police activity.

CSO 6

No, I think. There's less of a presence and there's less intimidating for customers and guests and especially for tourists. I mean tourists don't want to see police officers walking. Because, just, a policeman is a point of safety, but if there's policeman is present means the area there is not considered safe. If the police aren't here, then it shows the area being safer than if they were here because we have a good domestic security presence here, I don't think we need police coming regularly. It's nice of them to come and show their faces, and to remind people that they exist, otherwise I think it's good that they keep a distance.

SO 2

I am not sure, it would work if the police are there but it would be a bit uncomfortable for the visitors.

SO 3

There are many it could create coercion so I don't think having a lot isn't good either.

These answers illustrate similar tendency to the police officers at the South Mall. They also agree that if there were one or two police officers located at the mall, it would give reassurance to the public. However, if there is to be many police officers, the customers would feel unsafe as the security officers explained above.

PO 1

If we are there, we are visible persons, and you will find a lot of people and if you engage with a lot of people when you are patrolling then, um, as long as it's not loads of us because what we found is that if there are loads of police officers, people will worry that something must be going on, like it can't be safe here because there are loads of police officers everywhere.

PO 3

Probably if there is a dedicated police officer there it would be good for the public. However, if there are many officers, it can increase the fear of crime.

8.3.4 Meetings with the Police

The interesting fact is that the two malls show a similar tendency in terms of meeting between the police and security officers. In fact, there were no regular meetings between the police and security officers. Only the manager attended a regular meeting with the police at the two case study sites and only for the following reasons. Firstly, when police needed to request cooperation when an incident occurs. Secondly, the police and the security manager would share information when an important event is to be held. Thirdly, when the police need to let security officers know the possible or potential incidents. After the meeting, the manager passes the details of the meeting to the supervisors or the security officers. The following interviews were carried on the managers and the police officers at the two malls regarding what they dealt with in the meeting.

MANAGER

Yes, I only attend it.

(How often?) *Once a month. We have this licenser's meeting. It's the one Bob (special constable) attends and police officers, managers from the bar and the restaurants. There'd be information sharing and refining issues, which is more for the wardens and the PCSOs, so when it came to us we wasn't really getting anything out of that itself. Same as like the feedback, because we weren't getting that. So if an officer comes down here, it's only because obviously there's an incident or*

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say they may be having a walk through but there's not a lot of. I would say, Bob would get all the information for us. If there's any causes of presentation then Bob will bring someone in, which is really good. That was excellent, that's helpful for the guys and for everybody.

PO 1

Yes, there is a monthly security meeting and so we will give them some information about what has happened in previous months, they will talk about their incidents and it's that sharing of information. And if we know there is some counterfeit money in circulation or if there are some pickpockets around, we can give them so descriptions or information so they can pass onto their staffs.

KMANAGER

There is a meeting once a month. The director of each centre and community security centre attend the meeting to share possible issues that may occur or main information on important events. Since the communication is very well done, I don't think the actual staffs are required to attend. I think once a month is sufficient. Other than when there is a need of communication, it is done immediately. There is a simultaneous notification system and it is connected between all departments so the situations are relayed very well.

KPO 1

There is a meeting with safety related organisations every month. A lot of subjects such as cooperative relationships between the security team leaders are dealt as well as most recent issues related to electricity are also dealt significantly. Each department speaks of issues which require cooperation with the police and we take them into account, and we also inform them of recent changes to policies... I think they are done very well and it is very effective.

Table 8.9: How often would you like to meet with the police to discuss reducing crime in this mall?

	How often would you like to meet with the police to discuss reducing crime in this mall?	
	South Mall	Mega Mall
Several times a shift	-	-
Once a shift	6.7 %	37.5 %
Weekly	73.3 %	33.3 %
Rarely	20.0 %	16.7 %
Never	-	12.5 %

N=39

However, as the table 8.8 illustrate, most of the security officers positively want to have a meeting with the police to discuss about the crime reduction. Over two thirds of the security officers at the South Mall wanted to meet the police on a weekly basis but 20 per cent of them also wanted it more rarely than that. Conversely, nearly a third of the officers wanted to have a meeting once a shift or weekly at the Mega Mall. Remarkably, there were 12. 5 per cent of the security officers who did not want to meet the police at all to reduce crime. Some security officers pointed out a lack of communication with the police officers.

CSO 5

I think the communication between us and the police should be improved.

CSO 6

Yeah, if we had, you know, a reasonably regular meeting. I mean that might help, it might help us understand more of the role of the police, erm... you know also, it would make us more part of the whole crime reduction in the city, in South Mall is a focal point of the city, people come here from far and wide, and if they cause trouble here and we let them offsite, they are into Portsmouth and someone else has to deal with it, you know if we had a bit more feedback directly to the CSOs to either the police or our own police liason officer, I think that will help.

SO 11

There are some aspects of lacking communication.

SO 12

I would like them to listen to our opinions and requests a bit more.

The relationship between the police and the security officers play a vital role in maintaining the security of the mall: dealing with anti-social behaviours, crime prevention and reducing the fear of crime for the customers. This is because the two policing agents have the responsibility to deliver a safe environment to the public and the customers at the mall. The next section will examine the perception of the customers towards both sets of policing agents at the two malls.

8.4 The Relationship with the Customers

Structured interviews were carried out with the customers at both sites in order find out their perspective. They were asked about the level of safety, the quality of service given by the security officers, the level of reassurance and about giving the legal authority to the security officer including that relating to carrying weapons. Firstly customers were asked general information about such as their gender, age, and the frequency of visiting the mall:

8.4.1 Public Experience of Sites

Table   8.10: The general information of the customers

Gender	South Mall	Mega Mall
Male	37.0 %	42.0 %
Female	63.0 %	58.0 %
Age group	**South Mall**	**Mega Mall**
17& under	13.0 %	13.0 %
18-29	38.0 %	51.0 %
30-39	17.0 %	28.0 %
40-49	20.0 %	7.0 %
50-59	9.0 %	1.0 %
60 & above	3.0 %	-
Visit Frequency	**South Mall**	**Mega Mall**
Daily	2.0 %	25.0 %
Weekly	33.0 %	21.0 %
Monthly	38.0 %	32.0 %
Yearly	8.0 %	12.0 %
Rarely	19.0 %	10.0 %

N=200

The table 8.9 shows that the percentage of females is higher than males at the South Mall and Mega

Mall with 63 per cent and 58 per cent respectively. Moreover, the largest age group was between 18 and 29 years old with 38 per cent at the South Mall, followed by the middle age group between 40 and 49 years old with 20 per cent. The smallest age group at the South Mall was the oldest group with 3.0 per cent, but Mega Mall did not have anyone in that group at all. At the Mega Mall, the age group between 18 and 29 years old was the largest with 51.0 per cent, and the 30s were the second largest group with 28.0 per cent.

In addition, the next question was their frequency of visiting the shopping mall and the table illustrates somewhat different results between the two malls. There were 25 per cent of respondents who visited the Mega Mall every day; South Mall only had 2.0 per cent of respondents visiting daily. This tendency could be inferred from the geographical position. The Mega Mall is placed in the city centre beside a subway station, and there is a lot of working places inside of the near the mall. Many people pass by the mall to commute which would lead to the higher number of visitors than the South Mall. The largest group at both case study sites was the monthly visitors with 38.0 per cent and 32.0 per cent for South Mall and Mega Mall respectively. At both malls, nearly 80 per cent of the respondents visited the mall at least once a month. Most people visiting both malls came for shopping as the main reason during daytime except those working in the mall. Also, a lot of customers spent their time with the family or friends at the leisure facilities such as the cinemas, bowling alley or restaurants as mentioned in chapter 4. The next section describes customers' experience of the quality of service given by security officers.

8.4.2 Service Quality of the Security Officers

Table   8.11: Quality of help given by security officers

	Very bad	**Bad**	**Middle**	**Good**	**Very Good**
South Mall	-	5.8 %	40.4 %	34.6 %	19.2 %
Mega Mall	-	2.9 %	14.7 %	20.6 %	61.8 %

N=200

As mentioned earlier in chapter 5, one of the core functions of security officers is to provide service to customers and dealing with the lost and found some stuffs. Therefore, it is important to know the opinion of the customers towards the quality of service by the security officers at the two shopping malls. Broadly, the result of the interview were positive about the service quality at both malls. In detail, Mega Mall received more positive responses than those of South Mall. The training of security officers at the Mega Mall concentrated on providing service and this was reflected in the higher volume responses in the 'very good' category (See chapter 5).

Based on observation, the main service work of the security officers for the customers was to guide way. This researcher also tried to record all the contents of the observation, but simply could not count every occasion when the security officer gave directions to the customers. At the beginning of the observation, as recorded, it was over 20 times an hour at one point at the Mega Mall. This trend was also similar to South Mall. Hence, the researcher decided not to record it. This was also the case as the customers revealed that most of the experiences in receiving help from the security officers were related to asking directions.

The notable event during observation was when the security officer found a customer' bag. One lady had lost her bag so she went to the police community centre located next to the Mega Mall. And the police officer came to the control room with her to find the bag. At first, police asked the security officers whether there were any lost properties returned but there were none. Thus, she had to fill in the form about the property in detail and submitted it to the control room. The officers investigated it through the CCTV, but they could not find it and she left. If the officers were to find it, they would contact her. A few days later, the researcher asked about the lost bag and the officer said they had found it and had returned it to her.

In another incident there was a baby fair at the Mega Mall for several days. Many people brought baby buggies to the mall, and there were several escalators where people were required to fold the baby buggy to get on. However, it was not easy to both care for the baby and fold the baby buggy if a customer came alone. Security officers were placed at the escalators to help the customers. This work was an important task for the security officers. One customer shared her opinion towards the security job.

KCUSTOMER 52
Security operatives are more preferable in shopping malls. This is because they can act as customer care also.

8.4.3 Public' Feeling of Safety

Table   8.12: The safe level of customer when they shopping alone and with others

South Mall	Very unsafe	Unsafe	Middle	Safe	Very safe
Shopping alone at day time	3.0 %	3.0 %	9.0 %	21.0 %	64.0 %
Shopping alone at night time	5.0 %	18.0 %	18.0 %	30.0 %	29.0 %
Shopping with others at day time	3.0 %	2.0 %	4.0 %	13.0 %	78.0 %
Shopping with others at night time	1.0 %	7.0 %	16.0 %	29.0 %	47.0 %
Mega Mall	**Very unsafe**	**Unsafe**	**Middle**	**Safe**	**Very safe**
Shopping alone at day time	1.0 %	3.0 %	15.0 %	22.0 %	59.0 %
Shopping alone at night time	8.0 %	11.0 %	29.0 %	25.0 %	27.0 %
Shopping with others at day time	-	2.0 %	8.0 %	19.0 %	71.0 %
Shopping with others at night time	3.0 %	5.0 %	18.0 %	22.0 %	52.0 %

N=200

The author asked customers on the safety level when they visited the mall alone or with a companion during both daytime and night-time. This data is important finding out the perception of customers regarding crime in both malls. Interestingly, the figures at the two case study sites illustrated nearly similar results in regards to the safety level. Over 80 per cent of the customers at the two sites felt 'safe' or 'very safe' when they were shopping alone during the daytime. And over 90 per cent at both malls also considered it 'safe' or 'very safe' to shop with a companion during daytime with.

The questions also asked about the customers' feeling regarding safety in the mall at night time and this figure was also at a fairly positive level. Nearly 60 per cent of the respondents revealed that they felt safe when they did their shopping alone there at night and over 70 per cent of them felt safe visiting the mall with a companion at night. When this researcher interviewed the customers, most of them also gave an affirmative response to the question regarding the safety level. Some of them shared their opinion on the safety level at the mall:

CUSTOMER 70

Generally feel safe and haven't ever thought about above incidents.

CUSTOMER 88

Personally I feel safe in the day time. Perhaps add more security guards when it gets dark.

KCUSTOMER 40

I think the safe level is good because there was a stranger person approached me but security officers blocked him for me.

On the other hand, there were some negative responses at both sites. When customers did their shopping alone at night, they felt unsafe or very unsafe with 23 per cent and 19 per cent at South Mall and Mega Mall respectively. Some interviewees replied that the reason they felt unsafe was due to the complex structure and the dim lighting at the Mega Mall and the drunk or drugged people at the South Mall:

CUSTOMER 79

I don't think it's safe. I have been uncomfortable when an elderly man showed too much inappropriate interest in my toddler nephew.

CUSTOMER 90

I was scared once doggy dealer offered me drugs (cocaine).

KCUSTOMER 70

No, because I lost my bag at public toilet

KCUSTOMER 84

This mall is very dark compared to the other malls so it makes me feel anxious.

8.4.4 Public Perceptions on the Policing Operatives

This section will examine not only customer perceptions regarding the visibility of security operatives and how they feel about that, but also the customers' perception on giving legal tools to the security officers. In fact, the interviewer asked the customers more detailed questions regarding how security officers and the police deal with anti-social behaviours or criminals including incidents that they had witnessed or experienced. However, most customers did not have the experience which meant that the figure could not be generalized, so it will not be mentioned.

Table   8.13: How often see policing operatives?

South Mall	Several times a visit	Once or twice a visit	Rarely	Never
Police officer	4.0 %	19.0 %	48.0 %	29.0 %
Security officer	8.0 %	41.0 %	33.0 %	18.0 %
CCTV cameras	35.0 %	36.0 %	19.0 %	10.0 %
Mega Mall	Several times a visit	Once or twice a visit	Rarely	Never
Police officer	7.0 %	7.0 %	31.0 %	55.0 %
Security officer	27.0 %	22.0 %	30.0 %	21.0 %
CCTV cameras	28.0 %	19.0 %	21.0 %	32.0 %

N=200

The table 8.12 shows the how often customers see the policing operatives at the shopping mall. Firstly, the customers at the Mega Mall have hardly ever seen police officers there nearly 90 per cent of them had 'rarely seen' or 'not seen at all' police officers at the mall. In contrast at South Mall almost 20 per cent of the respondents had seen the police officers once or twice a visit. Nevertheless 48 per cent of them had 'rarely' seen the police there. From this it is possible to infer three explanations. Firstly, there is a Special constable who remains at the mall during daytime so visible frequency is more than at Mega Mall. Secondly, the size of the mall, in that Mega Mall is almost three times bigger than South Mall. Finally, the Mega Mall has a more complex building interior including a lot of corners which might cause customers to witness the police presence.

The result of the meeting security officers was similar between two malls with nearly 50 per cent of the customers have met the officers several times a visit or once or twice a visit. However, the problem was that almost 50 per cent of the customers have rarely or never seen an officers. There is a need for greater visibility of security officers at the two malls. Lastly, the interesting fact is that the respondents were interested in the existence of CCTV cameras at the two malls. Many CCTV cameras were placed at South Mall and over 70 per of the respondents had seen cameras at least once or twice a visit. However, over half of the interviewees had rarely or never seen the CCTV at Mega Mall.

Table   8.14: The perception of customers on security operatives

The level of reassurance (Mean value between minus 100 to plus 100)		
	South Mall	Mega Mall
Police officers	+ 62.42 %	+ 69.55 %
Security officers	+ 59.43 %	+ 65.70 %
CCTV cameras	+ 69.67 %	+ 58.20 %
Overall design of the mall	+ 60.73 %	+ 49.38 %
The impact on crime prevention (Mean value between minus 100 to plus 100)		
Police officers	+ 63.92 %	+ 82.60 %
Security officers	+ 61.50 %	+ 69.86 %
CCTV cameras	+ 64.87 %	+ 62.34 %
Overall design of the mall	+ 51.39 %	+ 48.10 %

N=200

The next questions focused on relative levels of reassurance and the respective impact on crime prevention of security officers, police officers and CCTV at the two shopping malls. Respondents could reply with a wide range of scores from minus 100 to plus 100. This is derived from the Audit Commission research of 2006 (Audit Commission, 2006). The Audit Commission also undertook research regarding levels of public reassurance finding that police officers 'on foot' received the most positive responses (at nearly plus 80 per cent), followed by 'marked police vehicle' (at plus 70 per cent). The interviewees gave CCTV the third highest scores of around plus 40 per cent. Security guards received a negative score of around minus 15 per cent.

In this study, the level of reassurance is affirmative on security operatives at both malls. The highest score at the South Mall was the CCTV cameras with plus 69.67 per cent which corresponds to the results in the previous section regarding visibility. This was followed by the police officers who received a plus 62.42 per cent score and then by the design of the mall at South Mall. The response toward security officer was also positive with 59.43 %.

Interviewees at the Mega Mall answered that the police officers were the best policing agents to encourage customers to feel secure and this was followed by the security officers with plus 65.70 per cent. As this researcher pointed out in the previous section, the overall design of the mall received the worst response at Mega Mall. The result of the data regarding the impact on crime prevention of the different factors also illustrates a similar trend to the response of level of reassurance as the table 8.13 shown above. One customer at the South Mall explained his opinion towards the security officers.

CUSTOMER 79

When security staff are well trained and have the necessary paper work, they seem to be an asset. I have heard of incidents, but when looked onto the HR department had not ensured security staff had necessary training etc., and it is these occasions that too much force for example has been used.

Table 8.15: What kinds of policing are needed to reduce crimes in this mall and enhance reassurance?

	More security officers	More police officers	More staff	More CCTV	None
South Mall	29.0 %	33.0 %	8.0 %	18.0 %	12.0 %
Mega Mall	49.0 %	28.0 %	4.0 %	15.0 %	4.0 %

N=200

Providing reassurance for the customers plays an important role in the making of a good image which is strongly connected with the profitability of the shopping mall. The security manager at the South Mall also illustrated the importance of a safe atmosphere for the customers as below:

MANAGER

*Obviously if it's going to affect customers, if they're going to get injured, or anyway then. I wouldn't put them at risk at all. If there's an opportunity that we can get in and deal with safety, quickly, that doesn't cause any fuss or anyone else surrounding, then yes we should be getting involved. **It creates a good image** if we nip it in the bud... Let's say if you've got somebody again verbal abuse, or drinking that's getting out of hand then you've got normal shoppers here with families and kids, you don't want that around here and come here. You want a nice atmosphere. It's supposed to be a nice destination for people coming here, a premium outlet that you've got to enjoy yourself. You're always going to get people who that are going to be spoiling it probably.*

In order to enhance reassurance at South Mall, 33.0 per cent of the respondents agreed that the mall needed more police officers. A slightly smaller percentage (29%) indicated a need for more security officers. Nearly a quarter of respondents favoured the installation of more CCTV cameras and 12.0 per cent of the interviewees answered that they did not need any more reassurance implying they were satisfied with the level of safety at the South Mall. On the other hand, almost half of the interviewees

considered that the Mega Mall needed more security officers, and 28 per cent of them thought that it needed more police officers. Interestingly, only 4 per cent of them revealed that they did not need anything to improve the level of reassurance. Some of the interviewees suggested to the researcher that they wanted to see more security officers patrolling:

CUSTOMER 90

Personally I feel safe in the day time. Perhaps add more security guards when it gets dark.

KCUSTOMERS 58

I would suggest it needs more security officer with strengthening of patrol.

KCUSTOMERS 68

I want to see increased patrols especially at night.

KCUSTOMERS 83

The reinforcement of security officers is needed.

Table 8.16: Giving more legal tools to security officers

	Truncheon		Cs gas		Pepper sprays	
	Yes	No	Yes	No	Yes	No
South Mall	36.0 %	64.0 %	24.0 %	76.0 %	38.0 %	62.0 %
Mega Mall	47.0 %	53.0 %	32.0 %	68.0 %	42.0 %	58.0 %
	Police power of arrest		Police power of search		Power to issue fixed penalties	
	Yes	No	Yes	No	Yes	No
South Mall	37.0 %	63.0 %	28.0 %	72.0 %	62.0 %	38.0 %
Mega Mall	34.0 %	66.0 %	31.0 %	69.0 %	23.0 %	77.0 %

N=200

Lastly, the researcher addressed the opinion of the customers on the authorization of additional legal tools to the security officers. Customers were asked the two questions; one related to the use and

carrying of non-lethal weapons by security officers and the other to providing additional legal powers to officers. In general, the answers were negative as the table 8.15 shows above. Nearly two thirds of the interviewees gave an adverse opinion in relation to the carrying of truncheons, CS Gas and Pepper Sprays by security officers at South Mall. At Mega Mall over half of the respondents expressed a negative opinion towards the introduction of the three non-lethal weapons. The reason why two research sites had such negative results was due to concern over human rights (Wright, 2001). One police officer also discussed this:

KPO 4
There may be problems with human rights if security officers judge and use these tools on their own decision.

In terms of authorising legal powers such as the power to arrest, search or to issue fixed penalties to security officers, customers generally responded with unfavourable reviews at both malls. It is arguable that granting these police powers with proper license is necessary for security officer to improve their social status which is linked to working conditions. However, almost two thirds of the interviewees at both malls did not want security officers to receive these legal powers, except the power to issue fixed penalties at the South Mall. Some customers suggested that if officers received enough high quality training like the police, then they might agree with it.

CUSTOMER 23
I think the power to search. Of course, they should do it lawfully and be trained.

8.5 Conclusion

This chapter addressed three important issues; the risks of security work, relationships between security officers and the police and the perception of customers towards security operatives, in particular, security officers. As seen from the interview data most security officers are exposed to dangerous situations such as verbal abuse, threats of violence and physical assault at both case study sites where these issues have relevance to the research question 7. Over 90 per cent of the security officers have had experienced verbal abuse and all security officers experienced threats of violence. Forty per cent of them had actually experienced assault at the South Mall. Officers at the Mega Mall had a similar experience to those of South Mall. Most offenders were drunk, homeless or mentally ill individuals.

The research question number 8 is about relationship between police and private security officer. In

terms of their relationship, the conclusion was over the middle level at both malls. Officers at the South Mall had a more positive point of view towards the police compared to those at the Mega Mall. The security officers considered the effectiveness of police activity in reducing the fear of crime to be high at both malls, despite a few opposing opinions. Overall, the security officers at two shopping malls wanted to have a meeting with the police at least on a weekly basis with 80 per cent and 69.8 per cent at South Mall and Mega Mall respectively expressing this view. It is a crucial point that the policing agents not only need to reduce crime and the fear of crime, but also to share the information about criminals through regular meeting.

Customer satisfaction measurement in terms of service quality given by security officers was generally good or very good at both case study sites. However, that the main help was in giving direction does raise some questions. The data about the level of safety or reassurance was broadly positive. The evidence related to visibility and the frequency of seeing or meeting security operatives was more negative than positive at both malls. Last but not least, the customers were still largely opposed to authorising additional legal tools to the security officers. This could be overcome through an improved training and licence system, which might contribute to change perceptions toward security officers.

9 CHAPTER NINE

Concluding Chapter

9.1 Introduction

This thesis has examined the private security industry in two comparable shopping malls in the UK and South Korea exploring the functions, legal powers and hazards security officers face, along with their relationship with the police using qualitative research based upon case studies. There have been a few studies of the private security industry in retail stores in the UK and in Korea, but there has been no internationally comparative research conducted on shopping malls at all. The researcher was motivated by this and, therefore, decided to research each country, the UK and South Korea.

The main aim of this research was, first of all, to analyse the contribution of the private security sphere to the policing of private space open to the public in shopping malls in the two different countries through interviews and observation in the malls. Secondly, the research sought to identify areas to develop in the private security systems such as regulation, licensing, legal powers, training and working conditions. A third aim was to make suggestions for the improvement of security management carried out by private security officers and police officers at operational and strategic level. In order to investigate these issues, this research has explored the functions, roles, statuses and image of private security officers and police officers, examining their daily operations.

The researcher anticipates that this study will contribute to the growth of such research on private security industry in the two countries, even if there are limitations in generalizing its findings to all private security industry. In this concluding chapter, I will discuss to what extent the aims and key questions of the research have been achieved, what the key themes of this research were and what its main contributions to knowledge are.

9.2 The Summary of Each Chapter

The second chapter reported a review of the literature on criminology. It explored the notion of private security, but could not simply define it due to the wide range of functions fulfilled by private security officers such as crime prevention, order maintenance, loss prevention and providing service for consumers. With such diverse roles of the private security officers and a lack of police workforce, the nature of private security has been changed to the pluralisation of policing. This trend gave rise to the

change in the mix of policing from the public policing agents to more private security (Jones and Newburn, 2006). The size of the private security industry has increased during the last few decades in the UK and Korea because the areas they work in have been expanded. However, the research in relation to private security has focused mostly on Anglo-Saxon countries. Outside these countries there has been limited research and further research is required to greater understand non-Anglo-Saxon countries. In terms of the legal powers of security officers, most countries authorize similar legal powers to private security officers unless they work in special locations. However, the main difference of utilising the legal authority between the countries stems from the training from the security association and the job site. Lastly, it has been difficult to carry out international comparative research due to the availability and reliability of the existing data. Therefore, this study has contributed to private security area in both countries, providing empirical data.

The third chapter set out the methodology to be used in this comparative research. The beginning of the chapter described the paradigms of research methodology and main research tools in the social sciences, followed by the research design, methods and process used. This research conducted a qualitative case study strategy including structured and semi structured interview, observation and documentary research. In order to compensate the disadvantage of each research method, a triangulation strategy was employed. Lastly, the researcher set out the ethical issues.

The fourth chapter undertook research on the national, organizational and legislative frameworks of policing agents such as police and private security officers in Korea and the UK. Mainly, the UK has a local police system with diverse community partner systems in policing because each region has to resolve the local crimes that occur. In the UK, compulsory licensing and approved contractor schemes have contributed to developing the performance of the private security industry. On the other hand, South Korea has a centralized national police system along with a private police system, who have the same power as police but only within their workplace. The training of security officers was also considered along with the training on the job at each mall. In South Mall officers were mainly trained in relation with safety such as treating fire and anti-social behaviours, reacting to bomb alerts and patrolling. However, the Mega Mall in South Korea focuses on providing customer service. The two sites have different training strategies leading to different job performance. This means that the security officers at South Mall utilise their legal power more than those of Mega Mall. The officers at Mega Mall are considered more as customer service officers.

The fifth chapter dealt with the general background of security officers at two case study sites such as the gender ratio, age group, length of service at security industry and educational background. The

gender ratio still leaned towards males which is similar to the police. There are few older security officers at both malls and the number has decreased compared to the previous studies (Wakefiled, 2003 and Button, 2007b). On the negative side there was a high labour turnover rate amongst security officers. The results of this research also illustrated the short working period that needed strong motivation for the security officers. This high turnover rate would be related to the educational achievement of security officers which was at a lower level than other occupations. In order to increase the standard of private security officers, enhanced training and license regulation for the security officers is needed to compensate for their educational level.

The chapter investigated the security officer's perceptions of their role. At South Mall most of the officers answered that they were security officers. Officers at Mega Mall seemed to be more 'service men' because their tasks were not only more focused on service duty, but also the on the job training mostly comprised of customer service training. The trend within private security is for officers to become multi-functional officers dealing with safety of the site, customer care and emergencies.

The chapter then explained dealing with anti-social behaviours, the service duty and utilisation of CCTV cameras. Private security firms seek to prevent crime at both malls employing various methods such as patrolling, and monitoring CCTV cameras. Both malls have their own methods of patrolling with high frequency. However, as some of the officers revealed, the workers have to concentrate on patrolling, and the patrols need to be more detailed at Mega Mall. M security officers were satisfied with the patrols at South Mall. The number of security officers was limited. This means that at South Mall there were weaknesses while the officers were patrolling. This phenomenon also meant that there were issues of visibility and customer service at South Mall.

In terms of dealing with anti-social behaviours such as the drunks, the homeless, offenders or mentally ill individuals, South Mall had more experience than Mega Mall because of the composition of the mall. Overall, officers at South Mall were better at dealing with misbehaviour than those at the Mega Mall as they had more experiences, more legal powers and better relationships with the police and better training. However, the Mega Mall could provide better service for the customers because their training on the job site usually focused on customer service. Both malls had good quality CCTV systems, but South Mall had the better system in terms of numbers and the controller.

The chapter also explored the issues facing security officers when dealing with crime and exercising legal powers. This is one of the crucial issues for security officers as the legal power plays an important role in dealing with crime. The level of knowledge regarding legal powers meant that the security officers at South Mall had more confidence than those of Mega Mall. This could be related to

their training at the association and workplace which features a 3 months probationary period at South Mall, whereas at Mega Mall there are just a few days of probationary training. It is also true that the owner of Mega Mall is reluctant for the security officers to use legal powers such as removing and detaining persons. This it is argued makes security officers lose confidence in their knowledge and use of legal powers. Lastly, most of the public had an adverse opinion regarding security officers carrying non-lethal weapons at both malls. As some police officers argued, private security officers need more training before they can utilise such weapons.

Finally the chapter described the hazards private security officers face and their relationship with the police and the public. A lot of security officers at both malls had experienced dangerous situations such as verbal abuse, violence or assault while they were working. This is because there is substantial anti-social behaviour such as drunken or mentally-ill individuals who disregard security officers because they have limited legal power to deal with them (They can only remove or detain when these people cause problems). Thus, these kind of individuals would often verbally abuse or behave with hostility and without consequences.

Security officers at South Mall had a more positive perception of the police than those at Mega Mall because at South Mall security officers regarded themselves as belonging to the extended policing family. This promoted greater cooperation through trust between the two parties. The frequency of police visits to malls was low with the police usually only mobilized when they received a report from the site. In order to resolve this matter, private security officers need legal powers to deal with diverse incidents by themselves within the work place, allowing the police to focus on maintaining public order. Customer and public opinion considered that both of the malls were mostly safe places. Most respondents at both malls did not agree that security officers should have the legal power to carry non-lethal weapons. Customer opinion suggested that the quality of service provided by security officers was better at Mega Mall than at South Mall.

9.3 Light and Shadow of Security Officers

In the last few decades, private security has significantly advanced in both South Korea and the United Kingdom. As a result of this development, the size of the private security industry has expanded with the number of private security companies and private security officers surpassing the number of police officers. The role of security personnel has also changed towards that of a multi-functional officer. In the past, security officers just worked in private areas such as factories and retail stores and extending nowadays to a wide range of areas such as prisons, airports, harbours and nuclear power plants. As a result of these transitions, the UK established the Security Industry Authority (SIA)

in 2003 to regulate the industry with the aim of enhancing quality and improving the professionalism of security officers. In South Korea such developments have not been as strong.

The research has highlighted a number of interesting findings. The private security officers at both case study sites were fairly active when they faced dangerous situations. However, the officers at South Mall had more knowledge of using legal tools and skills in dealing with anti-social behaviour than those at Mega Mall. There were four reasons for that. Firstly, the more developed license system with its with seven types makes personnel more professional and knowledgeable for their work. Secondly, security officers at South Mall have more experience dealing with anti-social behaviours than Mega Mall because of the stronger night-time-economy there. Through this greater experience, security officers can accumulate know-how which increases their confidence and are able to smooth incidents which would otherwise lead to misbehaviour. Thirdly, the owner at Mega Mall does not want security officers to use force because it causes a negative image of the mall. Finally, the training on job site at South Mall is focused on dealing with anti-social behaviours, unlike Mega Mall where greater emphasis is placed on customer service. As a result, the Mega Mall is better than South Mall in terms of providing service for customers, which is also one of the crucial functions of security officers. As this researcher mentioned, the officers at Mega Mall give directions on average over 20 times an hour, but it was hard to find a security officer at South Mall.

Training also needs to focus on inter-agency cooperation and contingency responses, and contribute to the general security of the society through cooperation with the public security organizations. The role of private security officers in society has changed as an alternative to a public police officer. This is because the current police force is stretched thinly with a heavy workload, lack of resources, equipment as well as personnel, and are not capable of stepping up to the challenge of meeting the demands of the public in crime prevention. Society demands more effective public security control than the government can offer, and it is necessary to follow the example of advanced nations to provide better security for everyday life of the citizens through development of the private security industry. Improved cooperation between private security officers and police would contribute to increase the reassurance of the public. Michael (2002) and Wakefield (2003) also found there needs to be a good relationship between police and private security officer in crime prevention. At South Mall it was illustrated that the cooperation with the police had been effectively carried out rather than at Mega Mall

Many private security officers still struggle with a poor work environment and meagre compensation, even if they contribute to alleviate public anxiety. The level of education for these officers is still far

behind what is necessary to meet the demands of their work. Current practice in the private security industry is that many small security companies hire unqualified people due to financial constraints. This leads to serious problems in the quality of the service they provide because most job seekers could find better work in non-security occupations. This can expose customers and the public to unprofessional performance. For example, Button (2007b) found that there are two types of private security officers; watchmen and parapolice, according to their role orientation. The watchmen orientation has little commitment to their role in contrast to the parapolice, which are more active in enforcement and engagement in dangerous situations (Button, 2007b, p. 182-185).

In addition, as this researcher discussed in chapter 5, the levels of educational achievement in the security industry is still low compared to other occupational spheres, even though it has increased in the UK compared to the previous studies by Michael (2002) and Button (2007b). Unfortunately, there is no research regarding the level of educational achievement in Korea other than this study which found low educational achievement, with only a few people having graduated from a university. The reason why the level of educational is low was because of low pay and poor working conditions which makes the highly qualified workers reluctant to work in private security. The private security organisations setting standards (SIA in the UK and KSA in Korea) in both countries and the private security firms providing training need to raise standards to provide advanced training for security officers on crime prevention and need to develop and manage more competent workforce. It is also true that security companies need to invest in compensation, performance evaluation, and career development of their employees in order to accomplish organizational goals.

An interesting fact was that in both sites security officers wanted to change the public's perception towards them. They also both thought this change in perception could be achieved with better working conditions. In addition, private security officers felt that perceptions were affected by their not having strong legal powers to control customers. This made some customers disregard the officers as the customers were already aware that the security officers could not do anything.

Clearly this study has identified many similarities between the roles, orientation and culture between the two countries. It has also identified some key differences. It might be argued by some that significant differences could just as easily arise between two case studies and it would be wrong to assume the case studies in this study are generalizable. However, the author is very confident that the study does highlight two very distinct orientations amongst security staff. In Korea this study has shown large numbers of officers much more orientated around a 'servicemen' model, where undertaking basic security functions are marginalised for a focus upon customer services and most

officers compliant in this role. This is distinct from the 'watchman' role identified by Button (2007b) which was more focussed upon security roles, but those of low risk, little effort and low professionalism. UK officers in this study were much more preoccupied with security work with many aspiring to or demonstrating parapolicing orientations as noted by Button (2007b), such as a desire to become involved in dangerous situations, use legal tools and force. The different culture combined with different demands (particularly given dominance of drunkenness in the UK night time) have given rise to these orientations.

Another significant difference was the level of professionalism of security officers between the two countries. In the UK the security industry may have a negative image, but the evidence from this research was that the security officers in the UK were more professional on a number of fronts. In chapter 5, the working period at South Mall is longer than at Mega Mall, and the educational achievement in recent years is higher than previous research in the UK (Michael, 2002 and Button, 2007b). What affects the security officers the most in becoming more professional is the training which delivers confidence to the security officers.

Another significant difference is the relationship of private security and the police. The perception of security officers toward police was different between two case study sites that South Mall has a more positive perception than Mega Mall. Officers at South Mall considered that they contribute significantly to policing within their workplace like police officers. Cooperation between police and security officers was very good. However, the officers at Mega Mall had a different viewpoint that they just support or help the police, rather than co-operate. This may reflect a victim mentality due to their lower status, income, working condition and perceptions by the public and police. The more hierarchical Korean society may also play a part. Modified regulation and improved training are appropriate potential solutions to this problem.

9.4 The Results Based upon Addressing the Research Questions

9.4.1. What do the policing agents actually do on a day-to-day basis?
The private security officers carry out a wide range of tasks such as dealing with anti-social behaviour and crime and providing services for customers. However, there are some differences in working strategy between the two shopping malls; Mega Mall has a static patrolling system, while the operation at south Mall is based upon patrol at day time rather than static work and the mall managed a flexible static work system at night.

9.4.2. How different are the roles of the security officers within their workplaces in the two countries?
Generally, security officers at both malls undertake similar tasks but their priorities are different. Mega Mall pays more attention to providing customer service, which is toward a 'service men' function. On the other hand, South Mall concentrates on more dealing with anti-social behaviours and maintaining safety than providing customer service as a security men function.

9.4.3. How aware are the security officers of their legal powers and roles within the workplaces?
Most security officers are aware of their legal authority at South Mall, while the level of the awareness of legal authority at Mega Mall were relatively lower. In terms of possibility of being given additional legal powers including the right to carry non-lethal weapons, the officers at the two sites illustrated similar responses and most security officers had negative opinions towards the possession of additional legal tools and carrying of non-lethal weapons. However, almost half of the officers at both malls did suggest that they needed additional powers of arrest as this power could prevent potential injuries during the suppression of a suspect.

9.4.4. To what extent do security officers utilise their legal powers and where used when and how do they use them?
Security officers mostly use the legal power when they have to deal with anti-social behaviours or criminals. The officers at South Mall utilised legal powers more often than those of Mega Mall because, firstly the South Mall has diverse bars, nightclubs and pubs in which some people get drunk and potentially become disruptive. Mega Mall only has restaurants and a few pubs, which people visit mainly for meals rather than drinks. Secondly, the owner of Mega Mall is concerned with the public image of the mall and does not want security officers to use their legal powers as the customers would feel uncomfortable and this would lead to an adverse effect on consumption. With these two reasons, security officers at South Mall are likely to be more professional at dealing with anti-social behaviours through diverse experiences in using legal powers.

9.4.5. What risks do security officers encounter carrying out their roles?
Most security officers at both case study sites are likely to be exposed to dangerous situations such as verbal abuse, threats of violence and physical assault. From the interview data, the research found that almost all of the security officers have experienced verbal abuse and all of them have experienced threats of violence. Almost half of the officers have experienced assault at both malls by drunk, homeless or mentally ill individuals.

9.4.6. What kinds of training do the security officers undertake for effective job performance and is

the training effective when cooperating with police officers?

Security officers at both malls were educated based upon the standard of each nation' level where the associations issue licenses. The officers also need to undertake probationary training for three months in South Mall and few days in Mega Mall, and then they have job site training.

9.4.7. Is the current level of cooperation between security officers and police helpful in crime prevention?

Security officers at both sites have a positive opinion on cooperation with police officers. The security officers considered the effectiveness of police activity in reducing the fear of crime to be high at both malls, despite a few opposing opinions. The officers think they have well organised cooperation systems with police officers. However, some officers consider that working together with police officers is not co-operation and it is just to provide evidence when some incidents happened or help the police. The security officers at the two shopping malls seemed to be willing to have discussions with the police in order to reduce crime and the fear of crime, and also to share information about criminals through regular meetings. Some police officers suggested that security officers need more training with police officers and by themselves if the level of cooperation is increased.

9.4.8. What are the views of the key agents (private security, police, etc.) and the public on the different policing agents?

The perceptions of security officers toward police were different between the two case study sites: the officers at South Mall were more positive than those at Mega Mall on this. This is because the officers at South Mall think that they are one of the members in extend police family so that each policing agent has to help to make safety environment.

9.4.9. What proposals arise from the research and analysis for more effective security management?

This answer will be mentioned in the next section regarding recommendations.

9.5 Recommendations for more Effective Activity in Policing and Management of Security

In recent years, the demand for greater protection from crime has continued to increase. However, current police resources are at breaking point with diminishing budgets, equipment and personnel. The police are experiencing difficulties in meeting public demands and in addressing the fear of crime. As a result, private security has increasingly moved into police areas of activity in crime prevention. However, private security officers need a lot more improved issues such as better training and more investment at company level, regulation at government level (security association) and more research at scholars level.

Investment is required by security companies, which have to increase the number of security officers. In terms of patrol, the main problem at the both sites was a lack of security officers. There are some researchers who argue that the lack of manpower is one of the main weaknesses in the private security industry (Williams, George and Maclenan, 1984; and Button and George, 1994). Regulation to force security companies to hire officers according to the size of the site could lead to more safety and better quality service for their customers. Moreover, it needs more up to dated CCTV cameras to prevent potential crime and use as evidence after incident caused. It is also true that security companies need to invest in compensation, improved wage, performance evaluation, and career development of their employees in order to accomplish organizational goals.

The private security associations in the both countries have to raise the standards of training and extend the training hours for security officers on crime prevention and to improve cooperation with police officers. In addition, the certificate system in Korean has to be changed to license the security officers in accordance with the working areas they operate in, and the training should be suited depending on the types of license. This will increase the knowledge regarding security tasks and professionalism of security officers.

There is still lack of research on shopping mall security, particularly among comparative research. More research should be conducted to prevent crime and provide better security services to the public. Shopping malls are one of the easier targets for terrorists, and, as a result, improved policing and management of security is required and this is most effectively achieved by further research.

9.6 Future Comparative Research

As the first major empirical study undertaking comparative research between two countries it is important to reflect on this study and offer advice and ideas for future research. First of all, it is very difficult to get a comparative 'fit'. The two case studies chosen for this study are very similar, but even they have differences in size of venue (not so different in security officers) and the different nature of the night-time economy. The author is confident he achieved the best fit possible, but future researchers must be much attuned to this and do all they can to identify comparable locations and then undertake the challenging task of securing access. Second, comparative study is difficult for the researcher, particularly in the non-home country. The researcher illustrated some of the challenges of researching in the UK such as mere understanding of local accents and colloquialisms. However, the researcher was also struck by other differences, such as greater openness in sharing information and access in the UK. Finally, the author is enthusiastic of the approach to comparative research and more

comparative research is needed of the same shopping contexts in other countries, but also in areas such as: critical national infrastructure, airports, other transport hubs, shops, and factories to name some.

9.7 Conclusion

This research has carried out the first comparative research in private security sphere in two different countries of South Korea and United Kingdom in the shopping malls. This thesis will contribute to the limited research on the private security sphere in these two countries. However, there is still scope for further research to be conducted. In addition, only a few researchers have explored the legal powers of security officers in the western countries and Asia. More research on the regulation and the legal powers of security officers is suggested. There remains a lack of research on the private security industry in South Korea as well as in Asia. In order to improve practice, the private security sector needs to be the subject of further research.

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APPENDICES

Semi- Structured Interview schedule for Security Officer
(Interview Guide)

I am Hyunho Kim and currently research student in the Institute of Criminal Justice Studies at the University of Portsmouth. I am inviting you to participate in an academic study of Policing Hybrid Space: A Comparison of South Korea and the United Kingdom.

The aim of the study is to conduct the comparative analysis of the contribution of policing of hybrid space in two different countries. The research will not only explore public views on the role and effectiveness of the different agents engaged in policing in each country, but also examine the broader systems of governance in these two locations. I will also conduct the study to learn about the working experiences of yourself and others dealing with security area in your site.

Information for this study will come largely from face-to-face interviews and I really would appreciate your willingness to participate in this study. Participation is voluntary and you are free to withdraw your consent and stop the interview at any time. The information provided by you will be regarded as anonymous and confidential. Your identity or identifying information will not be gathered in this interview. If you give us your permission for the interview by signing this document, I may include material from the interview for writing up my PhD thesis and other relevant publications. The interview will take about 30 minutes or 1 hour to complete and will skip several questions that do not apply to you.

If you have a concern about any aspect of this study, you should ask to speak me and I will do my best to answer your questions. My contact number is 01117118321 in South Korea or 07426190679 in the UK or email hyun.kim@port.ac.uk. If you remain unhappy and wish to complain, you can launch your complain to the Research Ethics Committee, University of Portsmouth. Detail can be obtained from http://www.port.ac.uk

If you have any questions, please feel free to ask me. Thank you very much for giving your time for this interview.

Your cooperation will be greatly appreciated.

General Information

1. Coded name	

2. Please describe your role at this mall.	
Prompts	
Guards	
Private police	
Service men	
Other	

3. How long have you worked in this mall?	
Prompts	
When did you join the security industry?	
Why did you get this job?	
What was your job before?	
Reasons for your change?	
Had you worked in other security companies before? How many?	
Have you considered changing your career?	

Perceptions on Security Officers: Roles and Function

4. Please comment on the quality of the security at the mall from your own point of view?	

5. Do you think security officers should deal with members of the public who are in volved in anti-social behaviour?	
Prompts	
Verbal abuse	
Drunks	
Fights	
Apprehending those engaged in a crimin	

al act?	
If they do deal with these situations please comment on their quality	

6. Please comment on whether there should be more security officers patrolling the m all?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

7. Please comment on whether there should be more police officers patrolling the mall?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

8. Please comment on whether there should be more CCTV in the mall?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

9. Please comment on the effectiveness of security officers in reducing crime in this mall?	

10. Please comment on the effectiveness of security officers in reducing fear of crime in this mall?	

11. Please comment on whether security officers are an effective replacement for the police?

Training

12. Please comment on the suitability of security officers' training for the tasks they undertake?	
Prompts	
Security officers need any additional training	
Specialist training in conflict resolution	
Physical intervention	
First aid	
Security searching	
Weapons recognition	
If they need more training please outline what they need?	

Powers and Authority

13. Please comment on the effectiveness of security officers in reducing theft in this mall?	
Prompts	
Exclusion and removal	
Search	
Fines	
14. Please comment on the effectiveness of security officers in reducing pickpocketing in this mall?	
Prompts	
Should they have more powers and if so what should they be?	

Rights to carry certain non-lethal weapons	
Truncheons	
Cs gas	
Pepper sprays etc	

Perceptions on police officers

15. How many and how often do police officers patrol the mall?

16. What is the role of police officers at this mall?	
Prompts	
To patrol	
Arrest offenders	
Deal with dangerous incidents	
Remove troublemakers	

17. Please comment on the effectiveness of security officers in reducing crime in this mall?

18. Please comment on the effectiveness of security officers in reducing fear of crime in this mall?

19. When an incident had happened in this mall, were the police officers helpful?
-Could you explain the circumstances?

20. Do you think both security officers and police officers work together effectively?
-Could you explain the circumstances?

21. What should both security and police officers do to improve their cooperation?

22. What would you suggest to improve the status of the security officers?

23. What are your major concerns in undertaking your job on the night shift and the day shift?

24. Is there anything you would like to add to this interview?

Thank You For Your Time

Semi- Structured Interview schedule for Manager and Supervisor (Interview Guide)

I am Hyunho Kim and currently research student in the Institute of Criminal Justice Studies at the University of Portsmouth. I am inviting you to participate in an academic study of Policing Hybrid Space: A Comparison of South Korea and the United Kingdom.

The aim of the study is to conduct the comparative analysis of the contribution of policing of hybrid space in two different countries. The research will not only explore public views on the role and effectiveness of the different agents engaged in policing in each country, but also examine the broader systems of governance in these two locations. I will also conduct the study to learn about the working experiences of yourself and others dealing with security area in your site.

Information for this study will come largely from face-to-face interviews and I really would appreciate your willingness to participate in this study. Participation is voluntary and you are free to withdraw your consent and stop the interview at any time. The information provided by you will be regarded as anonymous and confidential. Your identity or identifying information will not be gathered in this interview. If you give us your permission for the interview by signing this document, I may include material from the interview for writing up my PhD thesis and other relevant publications. The interview will take about 30 minutes or 1 hour to complete and will skip several questions that do not apply to you.

If you have a concern about any aspect of this study, you should ask to speak me and I will do my best to answer your questions. My contact number is 01117118321 in South Korea or 07426190679 in the UK or email hyun.kim@port.ac.uk. If you remain unhappy and wish to complain, you can launch your complain to the Research Ethics Committee, University of Portsmouth. Detail can be obtained from http://www.port.ac.uk

If you have any questions, please feel free to ask me. Thank you very much for giving your time for this interview.

Your cooperation will be greatly appreciated.

General Information

1. Coded name

2. Gender	
Male	**Female**

3. What is your job title?

4. What is your age group?				
18 ~29	30 ~39	40 ~49	50 ~59	60 & above

5. Which of the following best describes your educational background?			
High school (left school at 16)	College (left college at 18)	Undergraduate	Postgraduate

6. How long have you worked in this mall?

Perceptions on Security Officers: Roles and Function

7. What is the role of the security officers at this mall?	
Prompts	
Guards	
Private police	
Service men	
Other	

8. Please comment on the quality of the security at the mall?

9. Do you think security officers should deal with members of the public who are involved in anti-social behaviour?	
Prompts	
Verbal abuse	
Drunks	
Fights	
Apprehending those engaged in a criminal act	
If they do deal with these situations please comment on their quality.	

10. Please comment on whether there should be more security officers patrolling the mall?
Prompts

Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

11. Please comment on whether there should be more police officers patrolling the mall?
Prompts

Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

12. Please comment on whether there should be more CCTV in the mall?
Prompts

Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

13. Please comment on the effectiveness of security officers in reducing theft in this mall?

14. Please comment on the effectiveness of security officers in reducing pickpocketing in this mall?

15. Please comment on the effectiveness of security officers in reducing the fear of crime in this mall?

16. Please comment on the effectiveness of security officers in dealing with incidents of anti-social behaviour in this mall?

17. Please comment on whether security officers are an effective replacement for the police?

Training

18. Please comment on the suitability of security officers' training for the tasks they undertake?	
Prompts	
Security officers need any additional training	
Specialist training in conflict resolution	
Physical intervention	
First aid	
Security searching	
Weapons recognition	
If they need more training please outline what they need.	

19. Do you have additional on-site training for security officers?	
If you have,	
Who pays? Why?	
How often do you train security officers?	
What kind of training programme do you provide them with?	
If you have not,	
Do you have any plan in the future?	
What kind of training programme do you want to provide them with?	

Powers and Authority

20. Do the security officers utilise any special powers working at the mall?	
Prompts	
Exclusion and removal	
Search	
Fines	
21. Please comment on whether the security officers have the necessary powers to undertake their role effectively?	
Prompts	
Should they have more powers and if so what should they be?	
Rights to carry certain non-lethal weapons	
Truncheons	
Cs gas	
Pepper sprays etc	

Perceptions on police officers

22. How many and how often do police officers patrol the mall?

23. What is the role of police officers at this mall?

Prompts	
To patrol	
Arrest offenders	
Deal with dangerous incidents	
Remove troublemakers	

24. Please comment on the effectiveness of police officers in reducing theft in this mall?

25. Please comment on the effectiveness of police officers in reducing pickpocketing in this mall?

26. Please comment on the effectiveness of police officers in reducing the fear of crime in this mall?

27. Please comment on the effectiveness of police officers in dealing with incidents of anti-social behaviour in this mall?

28. Would you like to see a greater police presence at the mall?	
Prompts	
How could this be achieved?	
What are the barriers to this?	

29. When an incident had happened in this mall, were the police officers helpful?	
Could you explain the circumstances?	

30. Do you think both security officers and police officers work together effectively?	
Could you explain the circumstances?	

31. Do you have a regular meeting with police officers and others to reduce crime in this mall?	
If you have,	
How often?	
What they deal with?	
Who attend?	
Is it helpful?	
If you have not,	
Do you want?	
Will it be helpful?	
Do you think it is possible to have a meeting with them?	
What kinds of contents do you want to deal with?	

32. Is there anything you would like to add to this interview?

Thank You For Your Time

Semi- Structured Interview schedule for Police Officer
(Interview Guide)

I am Hyunho Kim and currently research student in the Institute of Criminal Justice Studies at the University of Portsmouth. I am inviting you to participate in an academic study of Policing Hybrid Space: A Comparison of South Korea and the United Kingdom.

The aim of the study is to conduct the comparative analysis of the contribution of policing of hybrid space in two different countries. The research will not only explore public views on the role and effectiveness of the different agents engaged in policing in each country, but also examine the broader systems of governance in these two locations. I will also conduct the study to learn about the working experiences of yourself and others dealing with security area in your site.

Information for this study will come largely from face-to-face interviews and I really would appreciate your willingness to participate in this study. Participation is voluntary and you are free to withdraw your consent and stop the interview at any time. The information provided by you will be regarded as anonymous and confidential. Your identity or identifying information will not be gathered in this interview. If you give us your permission for the interview by signing this document, I may include material from the interview for writing up my PhD thesis and other relevant publications. The interview will take about 30 minutes or 1 hour to complete and will skip several questions that do not apply to you.

If you have a concern about any aspect of this study, you should ask to speak me and I will do my best to answer your questions. My contact number is 01117118321 in South Korea or 07426190679 in the UK or email hyun.kim@port.ac.uk. If you remain unhappy and wish to complain, you can launch your complain to the Research Ethics Committee, University of Portsmouth. Detail can be obtained from http://www.port.ac.uk

If you have any questions, please feel free to ask me. Thank you very much for giving your time for this interview.

Your cooperation will be greatly appreciated.

General Information

1. Coded name

2. Gender	
Male	**Female**

3. What is your age group?				
18 ~29	30 ~39	40 ~49	50 ~59	60 & above

4. Which of the following best describes your educational background?			
High school (left school at 16)	College (left college at 18)	Undergraduate	Postgraduate

5. Please describe your role at this mall?	
Prompts	
What do you do here?	
How often do you come?	

Perceptions on Security Officers: Roles and Function

6. What is the role of the security officers at this mall?	
Prompts	
Guards	
Private police	
Service men	
Other	

7. Please comment on the quality of the security at the mall?

8. Do you think security officers should deal with members of the public who are involved in anti-social behaviour?	
Prompts	
Verbal abuse	
Drunks	
Fights	
Apprehending those engaged in a criminal act	

If they do deal with these situations please comment on their quality.

9. Please comment on whether there should be more security officers patrolling the mall?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

10. Please comment on whether there should be more police officers patrolling the mall?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

11. Please comment on whether there should be more CCTV in the mall?	
Prompts	
Will it reduce the number of crimes?	
Will it reduce fear of crime?	
Will it obstruct your businesses?	

12. Please comment on the effectiveness of security officers in reducing theft in this mall?

13. Please comment on the effectiveness of security officers in reducing pickpocketing in this mall?

14. Please comment on the effectiveness of security officers in reducing the fear of crime in this mall?

15. Please comment on the effectiveness of security officers in dealing with incidents of anti-social behaviour in this mall?

16. Please comment on whether security officers are an effective replacement for the police?

Training

17. Please comment on the suitability of security officers' training for the tasks they undertake?	
Prompts	
Security officers need any additional training	
Specialist training in conflict resolution	
Physical intervention	
First aid	
Security searching	
Weapons recognition	
If they need more training please outline what they need.	

Powers and Authority

18. Do the security officers utilise any special powers working at the mall?	
Prompts	
Exclusion and	

removal	
Search	
Fines	
19. Please comment on whether the security officers have the necessary powers to undertake their role effectively?	
Prompts	
Should they have more powers and if so what should they be?	
Rights to carry certain non-lethal weapons	
Truncheons	
Cs gas	
Pepper sprays etc	

Perceptions on police officers

20. How many and how often do police officers patrol the mall?	
21. What is the role of police officers at this mall?	
Prompts	
To patrol	
Arrest offenders	
Deal with dangerous incidents	
Remove troublemakers	
22. Please comment on the effectiveness of police officers in reducing theft in this mall?	
23. Please comment on the effectiveness of police officers in reducing pickpocketing in this mall?	

24. Please comment on the effectiveness of police officers in reducing the fear of crime in this mall?

25. Please comment on the effectiveness of police officers in dealing with incidents of anti-social behaviour in this mall?

26. Would you like to see a greater police presence at the mall?	
Prompts	
How could this be achieved?	
What are the barriers to this?	

27. When an incident had happened in this mall, were the police officers helpful?	
Could you explain the circumstances?	

28. Do you think both security officers and police officers work together effectively?	
Could you explain the circumstances?	

29. Do you have a regular meeting with police officers and others to reduce crime in this mall?	
If you have,	
How often?	
What they deal with?	
Who attend?	
Is it helpful?	
If you have not,	
Do you want?	

Will it be helpful?	
Do you think it is possible to have a meeting with them?	
What kinds of contents do you want to deal with?	
30. What would you suggest to improve the status of the security officers?	
31. Is there anything you would like to add to this interview?	

Thank You For Your Time

Structured Interview schedule for Security Officer
(Interview Guide)

I am Hyunho Kim and currently research student in the Institute of Criminal Justice Studies at the University of Portsmouth. I am inviting you to participate in an academic study of Policing Hybrid Space: A Comparison of South Korea and the United Kingdom.

The aim of the study is to conduct the comparative analysis of the contribution of policing of hybrid space in two different countries. The research will not only explore public views on the role and effectiveness of the different agents engaged in policing in each country, but also examine the broader systems of governance in these two locations. I will also conduct the study to learn about the working experiences of yourself and others dealing with security area in your site.

Information for this study will come largely from face-to-face interviews and I really would appreciate your willingness to participate in this study. Participation is voluntary and you are free to withdraw your consent and stop the interview at any time. The information provided by you will be regarded as anonymous and confidential. Your identity or identifying information will not be gathered in this interview. If you give us your permission for the interview by signing this document, I may include material from the interview for writing up my PhD thesis and other relevant publications. The interview will take about 30 minutes or 1 hour to complete and will skip several questions that do not apply to you.

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If you have any questions, please feel free to ask me. Thank you very much for giving your time for this interview.

Your cooperation will be greatly appreciated.

General and occupational information

1. Gender	
Male	**Female**

2. What is your job title?	
Full-time	**Part-time**

3. What is your age group?				
18 ~29	30 ~39	40 ~49	50 ~59	60 & above

4. Which of the following best describes your educational background?			
High school (left school at 16)	College (left college at 18)	Undergraduate	Postgraduate

5. Which best describes your race?

6. What is your rank in your company? (Security officer, supervisor etc)

7. How many hours do you work on average as a security guard?

8. How long have you worked in the security industry?					
Less than 6 months	6 months to 1 year	1 to 3 years	3 to 5 years	10 to 20 years	20 years plus

9. Could you please list any jobs you have undertaken before your current ole?

10. Could you describe why you chose your current employment?	
Job pays well	
Opportunities to change job	
This is the best job I could find	
For the prestige of the job	
I enjoy doing this type of work	
Work is stimulating	
Others (Please specify)	

11. Do you have ambitions to join the police?	
Yes	**No**

Training

12. Which of the following training qualifications have you achieved?		
Britain	Level 2 Award in Cash and Valuables in Transit	
	Level 2 Award in Door Supervision	
	Level 2 Award in CCTV Operations	
	Level 2 Award in Security Guarding	
	Level 2 Award in Vehicle Immobilisation	
	Level 3 Certificate in Close Protection	
	Level 3 Award in Advanced Security Operations	
	Security Manager (Head Door Supervisor)	
	Others	

13. On a scale of 1 to 5 where 1 is very poor and 5 is very good, please rate the quality and the utility of the security training you have received?				
1 (Very poor)	2	3	4	5 (Very good)

14. Could you list any other security related training course you have taken?

15. Do you think security officers need any additional training?	
Yes	No

If yes, what?

Daily work

16. Thinking about a typical shift that you work please indicate how often you do the following tasks?						
NOS(National Occupational Standards)	Area covered	Several times a shift	Once a shift	Weekly	Rarely	Never
Control security incidents	Deal with emergencies or threats					
	Recognise and deal with actual or potential breaches of law					

Maintain the security of property through observation	Monitor property using security and protection system					
	Patrol designated areas					
Control access to and egress from premises	Control access to and egress by employees					
	Control access and egress by visitors					
Carry out searches of people and their property for unauthorised items	Search people and their property for unauthorised items					
	Respond to finding unauthorised items					
Provide security at licensed venues	Control entry to licensed venues					
	Deter adverse behaviour at licensed venues					
Control vehicle entry and exit						
Arrest people suspected of committing an offence	Apprehend suspected people					
	Detention of suspected people					
Deal with disorderly and aggressive behaviour	Deter adverse behaviour through visible security presence					
Provide covert security in retail environment	Maintain covert security presence					
	Respond to security alarms					
Detect loss and theft in retail environment	Gather and evaluate evidence to detect offences and suspects					
	Respond to identified suspects					

Record information relevant to your role	Record relevant accurate information					
	Maintain confidentiality and security of information					
Carry out searches of vehicles	Search vehicles for unauthorised items					
Maintain CCTV recording media libraries and preserve potential evidence						
Use radio communications effectively						

17. What is role of security officers in this mall?

18. How effective do you think the activity of security officers is in reducing crime such as theft or pickpocket and fear of crime for customers in this mall?

(In reducing crime)

1 (Not at all effective)	2	3	4	5 (Very effective)

(In reducing fear of crime)

1 (Not at all effective)	2	3	4	5 (Very effective)

19. Do you think the functions of security officers can substitute for police officers in this mall?

Yes	No

Please comment the reason.

20. What kinds of measures are needed to reduce crimes in this mall?

More security officers	
More police officers	
More staffs	
More CCTVs	
None	
Other (please specify)	

Legal powers

21. How do you think you know your legal powers to:				
	Very well	Fairly well	Somewhat unsure	Don't know them
a. Search a person				
b. Use force against a person				
c. To arrest and detain a person				
To remove someone from private property				

22. How often do you have to deal with an incident which could be classed as a crime?				
Several times a shift	Once a shift	Weekly	Rarely	Never

If you have had to deal with a criminal incident briefly describe what happened?

23. Have you ever had to arrest person as a security officer and if so roughly how many times?				
Several times a shift	Once a shift	Weekly	Rarely	Never

If you have had to arrest a person as a security officer briefly describe what happened?

24. Have you ever had to use reasonable force against a person while working as a security officer and if so how many times?				
Several times a shift	Once a shift	Weekly	Rarely	Never

If you have had to use force against a person as a security officer briefly describe what happened?

25. Have you ever had to remove someone from private property while working as a security officer and if so how many times?				
Several times a shift	Once a shift	Weekly	Rarely	Never

If you have had to use force against a person as a security officer briefly describe what happened?

26. Have you experienced any of the following while working as a security officer?				
	Several times a shift	Once a shift	Weekly	Rarely	Never
Verbal abuse					
Threats of violence					
Physical assault					

Could you briefly describe one such occasion where this has occurred?

Exercise of powers and authority

27. Do you think that security officers should be given additional legal powers to carry out their duties?		
Police powers of arrest	Police powers of search	Power to issue fixed penalties

28. Do you think security officers should be able to carry non-lethal weapons such as			
Truncheons	Cs gas	Pepper sprays	Others (Please specify)
Yes / No	Yes / No	Yes / No	

Perceptions on police officers

29. How often do the police visit your workplace?					
Several times a shift	Once a shift	Weekly	Monthly	Rarely	Never

30. When the police visit do they			
Patrol	Deal with an incident	Arrest people	Meet security staff

31. Thinking about your relationship with other people at your workplace could you rate how you feel they rate the security staff on a scale of 1 to 5 where 1 is very poor and 5 is very good?

Members of the public visiting your workplace	1	2	3	4	5
Other non-security staff at your workplace	1	2	3	4	5
Managers	1	2	3	4	5
The police who come to your workplace	1	2	3	4	5

32. How effective do you think the activity of police officers is in reducing crime such as theft or pickpocket and fear of crime in this mall?

(In reducing crime)				
1 (Not at all effective)	2	3	4	5 (Very effective)
(In reducing fear of crime)				
1 (Not at all effective)	2	3	4	5 (Very effective)

33. On a scale of 1 to 5 where 5 is very successful and 1 is not very successful please comment on the relationship between private security and police

1 (Not very successful)	2	3	4	5 (Very successful)

Would you like to comment on this?

34. How often do you meet with police officers and others to discuss reducing crime in this mall?				
Several times a shift	Once a shift	Weekly	Rarely	Never

35. How often would you like to meet with the police to discuss reducing crime in this mall?				
Several times a shift	Once a shift	Weekly	Rarely	Never

36. Are there any other comments you would like to make regarding the relationship with the police?

37. Is there anything you would like to add to this interview?

Thank You For Your Time

Structured Interview schedule for Customer
(Interview Guide)

I am Hyunho Kim and currently research student in the Institute of Criminal Justice Studies at the University of Portsmouth. I am inviting you to participate in an academic study of Policing Hybrid Space: A Comparison of South Korea and the United Kingdom.

The aim of the study is to conduct the comparative analysis of the contribution of policing of hybrid space in two different countries. The research will not only explore public views on the role and effectiveness of the different agents engaged in policing in each country, but also examine the broader systems of governance in these two locations.

All information for this study will come from face to face interview and I really would appreciate your willingness to participate in this study. Participation is voluntary and you can end your participation at any time. The information provided by you will be regarded as anonymous and confidential. Your identity or identifying information will not be gathered in this interview. If you give us your permission for the interview by signing this document, I may include material from the interview for writing up my PhD thesis and other relevant publications. The interview will take about 10 minutes to complete and will skip several questions that do not apply to you.

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If you have any questions, please feel free to ask me. Thank you very much for giving your time for this interview.

Your cooperation will be greatly appreciated.

General information

1. Gender	
Male	**Female**

2. What is your age group?					
17 and under	18-29	30-39	40-49	50-59	60 & above

3. Where do you live? (Postcode or town)

4. What is your race?

5. How often do you visit the mall?				
Daily	Weekly	Monthly	Yearly	Rarely

6. On a scale of 1 to 5 where 1 is very unsafe and 5 is very safe could you rate how you feel when you are					
Shopping alone in the mall during the day	1	2	3	4	5
Shopping alone in the mall during the night	1	2	3	4	5
Shopping with others in the mall during the day	1	2	3	4	5
Shopping with others in the mall during the night	1	2	3	4	5

7. Have you ever witnessed an incident which has concerned you while visiting this mall, If yes briefly describe it?

8. Have you ever been the victim of a crime at this mall and if so please briefly explain?

Perceptions of Security, Police Officers and Other Staff

9. When you visit this mall, how often do you see the following during a typical visit?				
	Several times a visit	Once or twice a visit	Rarely	Never
Police officer				
Special constable				
Security officer				
CCTV cameras				

10. On a scale of minus 100 to plus 100 how would you rate the levels of reassurance the following give you at the mall?	
Police officers	
Special constables	
Security officers	
CCTV cameras	
Overall design of the mall	

11. On a scale of minus 100 to plus 100 how would you rate the impact on crime of the following at the mall?	
Police officers	
Special constables	
Security officers	
CCTV cameras	
Overall design of the mall	

12. Have you ever asked the security officers for help?

-Could you briefly explain the circumstances?

13. On a scale of 1 to 5 where 1 is very bad and 5 is very good how would you rate the quality of the help they gave?				
1 (Very bad)	2	3	4	5 (Very good)

14. If you have ever witnessed the security officers dealing with any of the following how would you rate their quality on a scale of 1 to 5 where 1 is very bad and 5 is very good?					
Helping a customer	1	2	3	4	5
Removing a customer from the mall	1	2	3	4	5
Enforcing mall rules	1	2	3	4	5
Intervening in a fight	1	2	3	4	5
Detaining a criminal	1	2	3	4	5
Helping the police deal with an incident	1	2	3	4	5

15. How suitable do you think the following are for dealing with the following incidents on a scale of 1 to 5 where 1 is not very suitable and 5 is very suitable?					
(Security officers)					
Removing unruly shoppers from the mall	1	2	3	4	5
Removing unruly shoppers from the mall with force	1	2	3	4	5
Using force to deal with incidents	1	2	3	4	5
Intervening to stop fights	1	2	3	4	5
Arresting shoplifters	1	2	3	4	5

Arresting other criminals at the mall	1	2	3	4	5
Searching customers	1	2	3	4	5
Searching staff	1	2	3	4	5
Issuing fixed penalty notices	1	2	3	4	5
(Police officers)					
Removing unruly shoppers from the mall	1	2	3	4	5
Removing unruly shoppers from the mall with force	1	2	3	4	5
Using force to deal with incidents	1	2	3	4	5
Intervening to stop fights	1	2	3	4	5
Arresting shoplifters	1	2	3	4	5
Arresting other criminals at the mall	1	2	3	4	5
Searching customers	1	2	3	4	5
Searching staff	1	2	3	4	5
Issuing fixed penalty notices	1	2	3	4	5

17. What kinds of policing are needed to reduce crimes in this mall and enhance reassurance?

More security officers	More police officers	More staffs	More CCTVs	None

Powers and authority

18. Do you think security officers should be able to carry non-lethal weapons such as

Truncheons	Cs gas	Pepper sprays	Others (Please specify)
Yes / No	Yes / No	Yes / No	

19. Do you think that security officers should be given additional legal powers to carry out their duties?

Police powers of arrest	Police powers of search	Power to issue fixed penalties	Others (Please specify)
Yes / No	Yes / No	Yes / No	

20. Is there anything you would like to add to this interview?

Thank You For Your Time

Appendix 6

14th August 2013

Dear Hyunho,

Full Title of Study: Policing Hybrid Space: A Comparison of South Korea and the United Kingdom

Documents reviewed:
Consent Form
Invitation Letters
Participant Information Sheet
Protocol
Questionnaire

Further to our recent correspondence, this proposal was reviewed by The Research Ethics Committee of The Faculty of Humanities and Social Sciences.

I am pleased to tell you that the proposal was awarded a favourable ethical opinion by the committee on the condition that the research does not commence until we have seen the correspondence between Hyunho and the Mall management. We would also need to see the communication from the Mall management to potential participating employees explaining that the research had been agreed but that any member of staff was entitled to opt out. We can approve the 'postcard' information sheets and advise that the use of consent forms is optional - indeed it might be wise to not use them given that their use could compromise anonymity.

We would like to wish you well with your future research.

Kind regards,

FHSS FREC Chair
David Carpenter

Members participating in the review:

- David Carpenter
- Richard Hitchcock
- Jane Winstone

FORM UPR16

Research Ethics Review Checklist

Please include this completed form as an appendix to your thesis (see the Postgraduate Research Student Handbook for more information

University of **Portsmouth**

Postgraduate Research Student (PGRS) Information		Student ID:	up673164
PGRS Name:	Hyunho Kim		
Department:	ICJS	**First Supervisor:**	Professor Mark Button

Start Date: (or progression date for Prof Doc students)	October 2012				

Study Mode and Route:	Part-time	☐	MPhil	☐	MD	☐
	Full-time	☒	PhD	☒	Professional Doctorate	☐

Title of Thesis:	Comparing the Policing and Management of Security in Private/Hybrid Space in South Korea and the United Kingdom
Thesis Word Count: (excluding ancillary data)	76,753

If you are unsure about any of the following, please contact the local representative on your Faculty Ethics Committee for advice. Please note that it is your responsibility to follow the University's Ethics Policy and any relevant University, academic or professional guidelines in the conduct of your study

Although the Ethics Committee may have given your study a favourable opinion, the final responsibility for the ethical conduct of this work lies with the researcher(s).

UKRIO Finished Research Checklist:

(If you would like to know more about the checklist, please see your Faculty or Departmental Ethics Committee rep or see the online version of the full checklist at: http://www.ukrio.org/what-we-do/code-of-practice-for-research/)

a)	Have all of your research and findings been reported accurately, honestly and within a reasonable time frame?	YES NO	☒ ☐
b)	Have all contributions to knowledge been acknowledged?	YES NO	☒ ☐
c)	Have you complied with all agreements relating to intellectual property, publication and authorship?	YES NO	☒ ☐
d)	Has your research data been retained in a secure and accessible form and will it remain so for the required duration?	YES NO	☒ ☐
e)	Does your research comply with all legal, ethical, and contractual requirements?	YES NO	☒ ☐

Candidate Statement:

I have considered the ethical dimensions of the above named research project, and have successfully obtained the necessary ethical approval(s)

Ethical review number(s) from Faculty Ethics Committee (or from NRES/SCREC):	12/13:25

If you have *not* submitted your work for ethical review, and/or you have answered 'No' to one or more of questions a) to e), please explain below why this is so:

UPR16 – August 2015

Signed (*PGRS*):		Date: 31/05/2016