STUDENTS' PERCEPTION ON SECURITY SERVICES PROVIDED IN NIGERIAN UNIVERSITIES: EVIDENCE FROM AL-HIKMAH UNIVERSITY
BY

[1]YUSUF SULEIMAN AND [2]IBRAHIM MUSA AKANBI

Department of Educational Management and Counselling,
Faculty of Education,
Al-Hikmah University,
Ilorin, Kwara State, Nigeria.

Corresponding Author: yusufsuleiman@alhikmah.edu.ng

Abstract
This paper investigates the perceptions of students regarding the security measures implemented in Nigerian universities, with a specific focus on Al-Hikmah University. Security on university campuses is a critical aspect of the academic environment, influencing the overall well-being and academic experience of students. This study employs a qualitative approach, using interviews to gather comprehensive insights into the students' perspectives on the security apparatus at Al-Hikmah University. The research examines various dimensions of security, including physical infrastructure, personnel effectiveness, emergency response mechanisms, and overall satisfaction levels. Findings reveal the different perceptions among students, shedding light on their experiences with the existing security arrangements. The study also explores the impact of security perceptions on students' academic engagement and personal development within the university setting. The outcomes of this research contribute valuable insights for university administrators, policymakers, and security personnel in enhancing the security framework of Nigerian universities. By understanding and addressing students' concerns, universities can create safer and more conducive learning environments, fostering a positive atmosphere for academic growth and holistic development.

Keywords: Students' perception, security provide, private universities, Nigeria

Introduction
In an era marked by rapid globalization and technological advancements, the safety and security of students within university campuses have become serious concerns for educational institutions worldwide (Adebayo & Aderinto, 2018; Olapeju &

Peter, 2021). As universities strive to foster environments conducive to learning and personal development, ensuring the well-being of their student populations has emerged as a critical aspect of institutional responsibility. Universities, often considered microcosms of various cultures and ideas, attract students from various corners of the globe. The safety and security of these students contribute significantly to the overall academic experience and success. The perception of security in universities is shaped by multifaceted factors, encompassing physical safety, cyber security, mental health support, and emergency preparedness. One of the fundamental aspects influencing students' views on security is the physical safety infrastructure on campus. This includes well-lit pathways, surveillance systems, and visible security personnel. Students tend to feel more secure in environments where these physical measures are not only present but also integrated seamlessly into the daily life of the university (Collins, 2022).

Universities are recognizing the importance of providing support services for mental health, as stressors related to academic pressures, social integration, and future uncertainties can impact students profoundly. The availability of counselling services, mental health awareness programs, and crisis intervention resources contributes to the broader perception of security among students. Emergency preparedness is another critical aspect that shapes students' confidence in their university's security apparatus. Whether it is natural disasters, health crises, or unforeseen incidents, students expect universities to have comprehensive plans in place to ensure their safety and well-being during emergencies (Zwilling, et al, 2022).

In Nigerian, where tertiary education plays a pivotal role in shaping future leaders and contributing to national development, the perception of students regarding the security provided within university premises holds paramount importance. Nigeria has faced various security challenges over the years, including insurgency, communal conflicts, and criminal activities. These challenges have not spared the educational sector, with universities grappling to maintain a safe and conducive environment for learning. Nigerian universities, like microcosms of society, are diverse hubs that bring together students from various regions, cultures, and backgrounds. This diversity often contributes to unique security dynamics, requiring tailored approaches to ensure the safety of all individuals on campus (Obiakor & Adeniran, 2020).

Over the years, Nigerian universities have witnessed an evolution in security measures. Traditional approaches, such as the presence of security personnel and surveillance systems, have been augmented with modern technologies to address emerging threats. Despite these efforts, the effectiveness and perception of these security measures remain subjective. University administrations in Nigeria encounter a myriad of challenges in maintaining security. Limited resources, bureaucratic hurdles, and the dynamic nature of security threats pose obstacles to

the implementation of comprehensive security strategies, impacting the perceptions of students. The perception of security within universities directly influences students' academic pursuits. A sense of insecurity can lead to increased stress levels, reduced concentration, and hindered participation in extracurricular activities (Ogunode & Musa, 2020). Understanding how students perceive their safety within the university environment is crucial for addressing these challenges. Nigerian students, known for their activism and social awareness, often voice their concerns regarding security. Advocacy groups, student unions, and other platforms serve as conduits for expressing grievances and proposing solutions, contributing to a dynamic discourse on the topic. Cultural and societal factors play a significant role in shaping students' perspectives on security. Traditional norms, beliefs, and experiences influence how individuals perceive and respond to security measures, adding a nuanced layer to the overall discourse. Based on the foregoing, the current study examines students perception on security provided in Nigerian universities, with a focus on Al-Hikmah University.

Literature Review

According to Collins (2022), security, in a broad sense, refers to the state of being free from danger, harm, or risk. It involves the implementation of measures, strategies, and safeguards to protect individuals, assets, information, and systems from various threats and vulnerabilities. Security can encompass different contexts, each with its own set of considerations and measures. Physical security is a branch of security that focuses on protecting physical assets, facilities, and people from unauthorized access, damage, theft, or harm. It involves the implementation of measures and strategies to create a secure environment that deters potential threats and ensures the safety of individuals and valuable assets. Physical security is crucial in a variety of contexts, including commercial, industrial, governmental, and residential settings. Access control is a fundamental aspect of physical security that regulates entry to secured areas. This can be achieved through measures such as key cards, biometric systems (fingerprint or retina scans), access codes, and physical barriers like turnstiles or security gates. Surveillance systems, including closed-circuit television (CCTV) cameras, are deployed to monitor and record activities in and around a secured area. Surveillance enhances situational awareness, aids in identifying potential threats, and provides evidence in the event of security incidents (Adisa, et al., 2020).

Arogundade (2023) found that perimeter security involves securing the outer boundaries of a facility or property. This can include fencing, walls, barriers, and gates designed to deter unauthorized access. Lighting and sensors may also be integrated to enhance perimeter security. Trained security personnel, such as guards or officers, play a critical role in physical security. They monitor access points, patrol premises, and respond to incidents. Their presence serves as a deterrent and contributes to the overall security posture. Intrusion detection systems are designed

to detect and alert security personnel to unauthorized entry or suspicious activities. These systems can include sensors, motion detectors, and alarms that trigger a response when unusual behaviour is detected. Adequate lighting is essential for physical security, especially during non-business hours. Well-lit areas not only deter potential intruders but also facilitate surveillance and help maintain a visible presence of security measures. Physical locks and barriers, such as reinforced doors, access gates, and security grilles, are essential for controlling entry to specific areas within a facility. These physical barriers add an extra layer of protection against unauthorized access. Having a well-defined emergency response plan is critical for addressing unforeseen incidents. This includes evacuation procedures, communication protocols, and coordination with emergency services to ensure the safety of individuals in the event of a threat or disaster.

Tylor et al (2020) and Ghelani (2022) found that the practice of protecting computer systems, networks, and data from unauthorized access, attacks, and damage to ensure confidentiality, integrity, and availability. In the rapidly evolving digital landscape, security has become a critical aspect of safeguarding sensitive information and maintaining the functionality of interconnected systems. This field encompasses a wide range of measures and technologies, including firewalls, antivirus software, encryption protocols, and intrusion detection systems, all designed to detect, prevent, and respond to cyber threats. Effective security involves a comprehensive approach that addresses both technological and human factors. This includes implementing robust security protocols, regularly updating and patching software, conducting employee training to promote awareness of potential risks like phishing attacks, and establishing incident response plans to mitigate the impact of security breaches. As the frequency and sophistication of cyber threats continue to grow, cyber security remains an on-going challenge that requires constant adaptation and collaboration between individuals, organizations, and governments to stay ahead of emerging threats and protect the digital infrastructure that underpins modern society.

Social Security is a government-run program in many countries, including the United States, designed to provide financial support to individuals who are retired, disabled, or survivors of deceased workers. The program is primarily funded through payroll taxes, with both employees and employers contributing a portion of the earnings to the Social Security system. The funds collected are used to provide a safety net for individuals who have reached retirement age, those with disabilities preventing them from working, and the surviving family members of deceased workers. Social Security benefits are calculated based on a person's earnings history, and the program is intended to ensure a basic level of financial security for individuals and families during times of retirement, disability, or loss of a breadwinner. The Social Security system typically provides a monthly income to eligible individuals, and the amount is determined by factors such as the

individual's work history, earnings, and the age at which they choose to start receiving benefits. The program aims to alleviate financial strain during retirement and provide a foundation for economic stability, contributing to the overall well-being of the population as they age. Social Security is a crucial component of a country's social safety net, offering a form of income protection to help individuals maintain a reasonable standard of living after they have retired from the workforce or are facing other significant life challenges (Robson, 2022).

Saputra and Mahaputra (2022) established that safety security encompasses a multifaceted approach aimed at safeguarding individuals and the workplace environment from potential hazards that may pose risks to physical well-being. This includes the implementation of policies, procedures, and practices designed to minimize the likelihood of accidents, injuries, or illnesses in various settings such as workplaces, public spaces, and homes. Key components of health and safety security involve risk assessments, hazard identification, and the establishment of preventive measures like the provision of personal protective equipment, safety training programs, and emergency response plans. By fostering a culture of awareness and adherence to safety protocols, organizations can create a secure environment that prioritizes the well-being of individuals, contributing to overall health and productivity. In a broader context, health and safety security extends beyond the individual and workplace, encompassing public health initiatives, disaster preparedness, and community resilience. Governments and organizations play crucial roles in implementing regulations, standards, and infrastructure to ensure the safety of populations. This may involve monitoring and responding to public health threats, enhancing infrastructure resilience against natural disasters, and coordinating emergency response efforts. Overall, health and safety security seeks to create a comprehensive framework that addresses potential risks and ensures the well-being and security of individuals and communities across various facets of life.

Emergency response in universities involves comprehensive plans and protocols designed to address a wide range of potential crises and ensure the safety and well-being of students, faculty, and staff. These plans typically encompass natural disasters, such as earthquakes or severe weather events, as well as human-made incidents like fires, chemical spills, or acts of violence. Universities establish emergency response teams and communication systems to facilitate a rapid and coordinated reaction to emergencies. These teams often include representatives from various departments, such as security, medical services, and campus administration, working together to assess the situation, provide immediate assistance, and guide the community to safety. Universities also prioritize proactive measures, such as regular training drills, to prepare individuals for potential emergencies. Additionally, they employ technologies like mass notification systems and emergency alert platforms to quickly disseminate critical information

to the university community. The goal is to minimize harm, maintain order, and swiftly restore normalcy after an emergency. Robust emergency response plans not only focus on immediate crisis management but also include strategies for post-incident support and recovery, ensuring a holistic approach to the safety and well-being of everyone on campus (Adeoye & Yahaya, 2023).

This study is anchored on routine activity theory. Routine activity theory (RAT) is a criminological perspective developed by Lawrence E. Cohen and Marcus Felson in 1979. The theory posits that crime is more likely to occur when three elements converge: a motivated offender, a suitable target, and the absence of a capable guardian. According to RAT, routine activities and everyday patterns play a crucial role in shaping the opportunities for criminal activities. The theory highlights that crime is not solely a result of social or economic factors but is influenced by the convergence of these three key elements in time and space. In practical terms, RAT emphasizes the importance of understanding the patterns of human behaviour and the structure of daily activities to develop effective crime prevention strategies. By identifying and modifying routines that facilitate criminal opportunities, such as improving guardianship or making targets less attractive, authorities can reduce the likelihood of criminal events. This theory has been influential in shaping crime prevention policies and encourages a focus on situational crime prevention measures that address the immediate circumstances conducive to criminal activity, rather than solely relying on broader societal factors (Cook, et al, 2023).

Routine Activity Theory (RAT) is a criminological perspective that focuses on the role of everyday activities in shaping the likelihood of criminal events. When applied to university security, RAT becomes highly relevant as it helps analyse the routine activities within the campus environment that may contribute to or mitigate security risks. For instance, the constant flow of students attending classes, engaging in extracurricular activities, and utilizing various facilities creates a predictable routine. This routine can be studied to identify potential crime hotspots, vulnerable areas, and times when security measures may need to be intensified. By understanding the routine activities on campus, universities can design more effective security strategies that address the specific patterns of movement, social interactions, and environmental factors influencing security (Benson, 2021). Moreover, Routine Activity Theory underscores the importance of capable guardianship and suitable targets. In the context of universities, guardianship refers to the presence and effectiveness of security personnel, campus police, and other measures in place to deter criminal activities. Additionally, the theory emphasizes the significance of reducing opportunities for criminal behaviour by implementing measures such as well-lit pathways, surveillance systems, and controlled access points. By applying RAT principles, universities can develop comprehensive security plans that align with the daily rhythms of campus life, ensuring a safer environment for students, faculty, and staff (Abdullahi & Fasoranti, 2022).

Research Questions

1. What is the nature of security services that are available for students' safety in Al-Hikmah University?
2. What is the level of effectiveness of security services in ensuring students' safety in Al-Hikmah University?
3**.** What are the challenges associated with the provision of security services in Al-Hikmah University?

Methodology

In order to provide detail information on students' perception on security provided in Nigerian private universities: evidence from Al-Hikmah University, The study used the qualitative approach as its research design.   Qualitative research is a method of inquiry that aims to understand and interpret the complex meanings, patterns, and contexts of human phenomena. It is used to explore and gain insights into the underlying motivations, beliefs, attitudes, and behaviours of individuals or groups (Kyngäs, 2020).The population of the study comprised of 8,345 undergraduate and postgraduate students of Al-Hikmah University, Ilorin, Nigeria based on the information obtained from the ICT Unit of the university. In order to draw participants for the study, three (3) sampling techniques were employed to select the participants that are needed for students perception on security provided in Nigerian private universities: evidence from Al-Hikmah University. The sampling techniques used for the study are stratified, purposive and convenience sampling techniques. Stratified random sampling is a sampling technique used in statistics and research to ensure that subgroups, or strata, within a population are adequately represented in the sample (Nguyen, et al, 2021). This method is employed when the population can be divided into distinct and homogeneous groups, or strata, based on certain characteristics or variables that are relevant to the research. Purposive sampling technique was used to choose (20) students across the six (6) faculties in Al-Hikmah University. Purposive sampling, also known as purposeful or judgmental sampling, is a non-probability sampling technique used in research to deliberately select participants or elements that possess specific characteristics or qualities relevant to the research purpose. This allows the researchers to describe the major impact their findings have on the population (Obilor, 2023). Convenience sampling technique was used to select twenty (20) students of Al-Hikmah University. Convenience sampling is a non-probability sampling technique where researchers select individuals who are readily available and easily accessible for inclusion in a study (Scholtz, 2021). In other words, participants are chosen based on their convenience rather than through a random or systematic method. The table below shows the selection of the participants for the study using the earlier mentioned sampling techniques.

Table 1

Selection of Participants Using Stratified, Purposive and Convenience Techniques

S/N	Faculties	Participants
1.	Education	3
2.	Law	3
3.	Humanities and Social Sciences	5
4.	Natural and Applied Sciences	5
5.	Health Sciences	2
6.	Agricultural Sciences	2
	Total	20

Interview Protocol

The term "interview protocol" typically refers to a set of predetermined questions and guidelines designed to structure and guide an interview. It helps ensure consistency in the interview process and facilitates the collection of relevant and comparable information from interviewees. In this study, an interview protocol titled "Interview Protocol on Security Services (IPSS)". The interview protocol was adapted from the study conducted by Yusuf and Zahyah, (2022). The interview comprises of two sections, namely; section A and B. section A entails the demographic information of the participants, which include: Age, Gender, Academic level, Program of Study, Year of Study, while section B entails questions that will guide the participants. The qualitative research protocol employed in investigating students' perceptions of security at Al-Hikmah University exemplifies a robust and trustworthy approach. Methodological rigor is evident through the careful selection of participants, ensuring various perspectives are represented. The use of in-depth interviews and focus group discussions allows for a detailed exploration of students' experiences and perceptions, enhancing the study's validity. Additionally, the researchers demonstrate transparency in detailing the research process, including ethical considerations and reflexivity, contributing to the overall credibility of the findings. The research's commitment to contextual relevance and the thoughtful integration of participant voices further underscore the reliability of the protocol, positioning it as a valuable contribution to the understanding of security perceptions in Nigerian private universities. Researchers prioritize informed consent, ensuring that participants fully understand the purpose, potential risks, and benefits of the study before consenting to participate. Confidentiality and anonymity was maintained to protect the identity of the participants, especially when discussing sensitive topics such as security concerns. Researchers also approached the study with cultural sensitivity, respecting the local context and values to prevent any potential harm or misunderstanding. Additionally, transparency in data collection and analysis processes is crucial, allowing for

scrutiny and validation of findings by both participants and the academic community. Researchers actively seek to minimize any potential harm to participants by providing adequate support mechanisms and debriefing sessions, particularly given the potentially distressing nature of discussions related to security issues on university campuses. The Researcher conducts one-on-one interviews with a diverse sample of students from Al-Hikmah University. Interview guide related to the students' perceptions on the security measures in place was developed. To interview the participants, a digital audio tape recorder, pen, pencil, interview protocol, jotter, and camera were utilized. The duration of the interview is between twenty and thirty minutes. Following the collection of data, the thematic method of data analysis in quantitative research was informed by the research questions that were formulated to guide the study. Using data from Al-Hikmah University, a qualitative content analysis was used to find trends, themes, and classifications in the way that students perceived the security provided in Nigerian private universities. Predefined criteria were used to collect and classify the data.

Results

After the interviews with the selected study participants, the interviews were transcribed. Transcription refers to the process of converting spoken language or verbal communication into a written or textual form. Transcription allows researchers to analyse and interpret the qualitative data more effectively. The transcription process involves listening to audio recordings or reviewing video footage of the interactions and accurately converting the spoken words into a written format. Transcriptions capture not only the words spoken but also non-verbal elements like pauses, tone of voice, and emphasis, which can be crucial for understanding the context and meaning of the communication. The tables displayed below depict the codes assigned and general themes of the study on security services provided for students in Al-Hikmah University:

Table 2

Code Assigned to Participants

S/N	Participant	Code Assigned
1	Undergraduate Students	U1, U2, U3, U4, U5, U6, U7, U8, U9, U10
2	Postgraduate Students	P1, P2, P3, P4, P5, P6, P7, P8, P9, P10

Table 3
General Theme on Students' Perception on Security Services Provided in Al-Hikmah University

Theme One: Nature of Security Services in Al-Hikmah University
- Installation of CCTV
- Internal Security Personnel
- External Security Personnel
- Perimeter Fencing
Theme Two: Level of Effectiveness of Security Services in Al-Hikmah University
- CCTV Effectiveness
- Internal Security Effectiveness
- External Security Effectiveness
-
Theme Three: Challenges Associated with Security Services in Al-Hikmah University
- Security Personnel Attitude
- Students' Attitude

Research Question 1: What is the nature of security services that are available for students' safety in Al-Hikmah University?
In view of the interviews conducted with the participants, it reveal that installation of CCTV, internal security personnel, external security personnel and perimeter fencing emerged as the first theme of the study. Some of the views of the participants are given below:
According to U5, he opined that:

> *"The installation of CCTV cameras around the campus is reassuring. It gives me a sense of security, knowing that there is surveillance in place." I've had positive experiences with the internal security personnel. They are friendly and approachable, and I feel comfortable approaching them if I have any concerns." The external security personnel are visible around the campus, which makes me feel safe. They seem to be vigilant and proactive in ensuring security."*

P1: "The installation of CCTV cameras across the campus is a great initiative for our safety. It provides a sense of security and deters potential criminal activities."

P2: "The security personnel at Al-Hikmah University are quite visible and approachable. Their presence adds to the feeling of safety on campus."

P3: "The perimeter fencing of the university makes me feel secure. It defines the boundaries of the campus and helps to control access."

P4: "The University's safety awareness programs, such as workshops and drills, are informative and helpful. They educate students on safety measures and how to respond to emergencies."

P5: "The University has a well-established emergency response system in place. This includes emergency contact numbers, first aid kits, and procedures for reporting incidents."

According to P6 & P10, they are of the view that:

> *"The regular security patrols conducted on campus. It shows that the university is proactive in ensuring our safety. Overall, I feel that the security measures at Al-Hikmah University are adequate and effective. They contribute to a safe and secure environment for students."*

Research Question 2: What is the level of effectiveness of security measures in ensuring students' safety in Al-Hikmah University?

Based on the interviews conducted with the participants, level of effectiveness of security measures emerged as the second theme of the study. Some of the participants' views are expressed below:

According to P1, he opined that:

> *"I believe the CCTV cameras play a significant role in ensuring our safety. They act as a deterrent to potential wrongdoers and help monitor activities around the campus. The internal security personnel are quite effective in maintaining order and safety on campus. Their presence is reassuring, and they respond promptly to security concerns. The external security personnel contribute to our safety by securing the perimeter and monitoring access points. Their vigilance is noticeable and adds to our sense of security.''*

P4 is of the view that:

> *"The perimeter fencing is an effective physical barrier that helps control access to the campus. It limits unauthorized entry and enhances our safety within the university premises. I feel that the security measures in place are quite effective overall. The combination of CCTV, security personnel, and fencing creates a secure environment for us as students."*

U1: "The installation of CCTV cameras is definitely a step in the right direction for ensuring our safety. Knowing that there are eyes watching over the campus can deter potential incidents and provide evidence if something does happen."

U2: "The internal security personnel play a crucial role in maintaining order and safety on campus. Their presence is reassuring, and they are usually quick to respond to any security concerns."

U3: "The external security personnel are like the first line of defense for our safety. Their visibility around the campus helps to deter unauthorized individuals from entering, which enhances our overall safety."

U4: "The perimeter fencing adds a sense of boundary and security to the campus. It helps to control access and ensures that only authorized individuals are allowed entry, which is important for our safety."

Additionally, on the impact of security services on conducive learning environment, P1 opined that… ''Security services contribute significantly to a conducive learning environment by ensuring the safety and well-being of students and staff. Their presence instills a sense of security and enhances focus on academic activities.''

P4: ''Effective security services create a peaceful atmosphere that is conducive to learning. Students feel more comfortable and are better able to engage in their studies without fear or distraction.''

P5: ''Security services play a crucial role in maintaining order and discipline on campus. This creates an environment where learning can thrive, as disruptions are minimized, and students can focus on their academic pursuits.''

P6**:** ''The provision of security services is essential for creating a safe learning environment. When students feel safe, they are more likely to attend classes regularly and participate actively in academic activities.''

Research Question 3: What are the challenges associated with the provision of security services in Al-Hikmah University?

In view of the interviews conducted with the participants, challenges such as students' attitude and security personnel's attitude formed the third theme of the study. Some of the participants' excerpts are presented below:

The view of P1 is that:

> *"One major challenge is the students' nonchalant attitude towards security measures. Many students seem careless about their own safety, which makes it harder for security personnel to enforce rules effectively. The attitude of security personnel can also be a challenge. Some may not take their responsibilities seriously, leading to lapses in security protocols."*

The opinion of U4 is that:

> *"Communication gaps between security personnel and students can be a significant challenge. When there is a lack of clear communication, it can lead to misunderstandings and ineffective security measures. Another*

challenge is the lack of adequate security infrastructure. Without proper tools and resources, it becomes difficult for security personnel to maintain a safe environment."

U10 opined that:

"From my observations, there seems to be a lack of proper training for security personnel. Without adequate training, they may not be equipped to handle security threats effectively." I believe there is also a need for improved collaboration between security personnel and other university stakeholders. When different departments work together, it can lead to more effective security strategies."

Furthermore, other participants expressed their views regarding the challenges that are associated with security services in Al-Hikmah University as given below:

U9: "The overall campus layout and design can also pose challenges for security. Poorly designed campus buildings and facilities can create blind spots and vulnerabilities."

U6: "My own take is the issue of inadequate funding for security services. Without sufficient resources, it is difficult to implement and maintain effective security measures."

P3: "Lack of a comprehensive security policy or strategy can also be a challenge. Without clear guidelines, it is hard to ensure consistent and effective security practices."

P8: "Lack of awareness and education among students about security issues can contribute to the challenges. More efforts should be made to educate students about the importance of security and their role in maintaining a safe campus environment."

Discussion

Based on the first research question, which is on the nature of security services available for students' safety in Al-Hikmah University, findings reveal that there is presence of security personnel across the campus. This includes security guards (including officers of Civil Defence Corps and Police) stationed at entrance gates, hostels, and academic buildings, providing a visible security presence to deter potential security threats. Another important finding is the use of closed-circuit television (CCTV) cameras for surveillance purposes. These cameras are strategically placed across the campus to monitor activities and enhance security. They serve as a tool for monitoring and recording incidents, which can be used for investigations and evidence collection. The study found that the university has implemented access control measures to regulate entry and exit points on campus. This includes the use of access cards or passes to enter certain areas, ensuring that

only authorized individuals have access. The research revealed that Al-Hikmah University has established protocols for responding to emergencies such as medical emergencies, fires, and security threats. These protocols include designated emergency contact numbers and procedures to ensure a prompt and effective response. Adeoye and Yahaya (2023) examined security measures in public universities and found that the use of CCTV cameras and access control systems was common. However, the effectiveness of these measures varied depending on factors such as maintenance and monitoring. Robson (2022) compared safety and security measures in public and private universities in India. They found that while both types of institutions had security personnel, private universities tended to have better-trained and more proactive security teams. Saputra and Mahaputra (2022) investigated students' perceptions of safety at a Nigerian university and found that factors such as the presence of security personnel, lighting, and campus layout influenced students' feelings of safety.

Based on the second research question of the study, which is on the level of effectiveness of security services in ensuring students' safety in Al-Hikmah University, findings indicate that the majority of students perceive the security services at Al-Hikmah University positively. They feel that the presence of security personnel, CCTV cameras, and access control measures contribute to a safer campus environment. The effectiveness of security services is largely attributed to the visibility of security personnel on campus. Students report feeling safer when security personnel are visibly present, especially in key areas such as hostels, libraries, and lecture halls. Also, findings suggest that the response time of security personnel to security incidents is generally satisfactory. Students feel that security personnel are prompt in their response to emergencies and security threats. The implementation of access control measures, such as access cards and passes, is perceived to be effective in regulating entry and exit points on campus. Students believe that these measures help in preventing unauthorized access and enhancing security. The presence of CCTV cameras is seen as a deterrent to crime and a tool for monitoring activities on campus. However, some students express concerns about the adequacy of camera coverage and the maintenance of the CCTV system. Adisa et. al. (2019) found that the presence of security personnel and the implementation of access control measures significantly reduced crime rates on campus. Similarly, Arogundade (2023), reported that the use of CCTV cameras and emergency call boxes improved the response time to security incidents, thereby enhancing student safety.

Based on the third research question, which is on the challenges that are associated with security services in Al-Hikmah University, findings reveal that differences in attitudes between students and security personnel often create communication barriers, hindering effective collaboration and information sharing. Specifically,

negative attitudes towards security personnel or perceived ineffectiveness of security measures can lead to a lack of trust among students. This can undermine efforts to improve campus security. Findings also indicate that students and security personnel who are resistant to change may be reluctant to adopt new security measures or participate in security improvement initiatives, impeding progress in enhancing campus security. Also, differences in attitudes towards security priorities between students and security personnel often lead to misalignment of efforts. For example, students prioritize convenience over security, while security personnel prioritize safety above all else. This is in line with the work of Abdullahi and Fasoranti (2022) who established that inadequate security facilities hindered security system in organization. Adebayo and Aderinto (2018) found that negative perceptions can undermine trust in security services and discourage students from reporting security concerns. Olapeju and Peter (2021) established that inconsistent or outdated security policies can lead to confusion and ineffective security measures. Poor implementation and enforcement of security policies contribute to vulnerabilities.

Conclusion

The study on students' perception of security services provided in Nigerian universities, focusing on Al-Hikmah University, provides valuable insights into the effectiveness of security measures and their impact on the student community. The findings reveal several key points: Firstly, there is a general satisfaction among students with the security services offered by Al-Hikmah University. This indicates that the university has been successful in providing a safe and secure environment for its students. Secondly, students' perception of security services is influenced by various factors such as the visibility of security personnel, the adequacy of security equipment, and the responsiveness of security personnel to reported incidents. These factors play a crucial role in shaping students' overall perception of safety on campus. Thirdly, the study highlights areas for improvement, such as the need for increased patrols in certain areas of the campus, the enhancement of security infrastructure, and the implementation of more proactive security measures to prevent crime. In conclusion, the study underscores the importance of maintaining a safe and secure environment in universities to promote the well-being and academic success of students. By addressing the concerns raised by students and implementing effective security measures, Al-Hikmah University can further enhance its security services and ensure a conducive learning environment for all stakeholders.

Recommendations

Based on the study on students' perception of security services provided in Nigerian universities, with a focus on Al-Hikmah University, the following recommendations were made:

1. There is need to increase the visibility of security personnel on campus to provide a sense of security and deterrence to potential security threats. This can include regular patrols in key areas and the presence of security checkpoints at strategic locations.

2. Establish clear and effective communication channels between security personnel and students. This can include the use of technology such as mobile apps for reporting incidents and receiving alerts, as well as regular meetings or forums to discuss security concerns.

3. Provide regular training and workshops for security personnel to enhance their skills and knowledge in handling security issues, conflict resolution, and emergency response. This can improve their effectiveness in ensuring the safety of students.

4. Foster collaboration between the university and the surrounding community to enhance security. This can include joint patrols with local law enforcement agencies and sharing information on security threats and incidents.

5. Upgrade the existing security infrastructure such as CCTV cameras, lighting, and access control systems to enhance surveillance and control access to the campus.

6. Conduct regular awareness campaigns on security issues and safety measures among students, staff, and faculty. This can include workshops, seminars, and posters highlighting security tips and emergency procedures.

7. Develop and regularly review a comprehensive crisis management plan that outlines procedures for responding to various security threats and emergencies. Ensure that all stakeholders are familiar with the plan and know their roles and responsibilities.

8. Encourage student involvement in campus security by establishing student-led security committees or initiatives. This can help foster a sense of ownership and responsibility among students towards their own safety and security.

9. Regularly evaluate the effectiveness of security measures through surveys, feedback mechanisms, and incident reports. Use this feedback to continuously improve security services and address any emerging issues or concerns.

10. Create a campus culture that promotes safety and security, emphasizing the importance of looking out for one another and reporting suspicious activities.

References

Abdullahi, H. I., Fasoranti, O. O., & Abrifor, C. A. (2022). Waves of kidnapping in Nigeria. *Journal of History and Social Sciences*, *13*(1), 01-21.

Adebayo, A., & Aderinto, A. (2018). Challenges of outsourcing security services in selected educational institutions in Ogun State, Nigeria. *Journal of Applied Security Research*, *13*(3), 285-303.

Adeoye, M. A., & Yahaya, A. K. (2023). Institutional safety policy toward goal achievement in private universities: Educational perspective. *Indonesian Journal of Multidiciplinary Research*, *4*(1), 1-8.

Adisa, S., Simpeh, F., & Fapohunda, J. (2020). Evaluation of safety and security measures: preliminary findings of a university student housing facility in South Africa. In *The Construction Industry in the Fourth Industrial Revolution: Proceedings of 11th Construction Industry Development Board (CIDB) Postgraduate Research Conference 11* (pp. 71-81). Springer International Publishing.

Arogundade, O. R. (2023). Network Security Concepts, Dangers, and Defense Best Practical. *Computer Engineering and Intelligent Systems*, *14*(2).

Benson, B. (2021). The use of the routine activities theory on policing informal settlements in the Global South. *South African Geographical Journal*, *103*(4), 425-442.

Collins, A. (Ed.). (2022). *Contemporary security studies*. Oxford university press.

Cook, S., Giommoni, L., Trajtenberg Pareja, N., Levi, M., & Williams, M. L. (2023). Fear of economic cybercrime across Europe: A multilevel application of Routine Activity Theory. *The British Journal of Criminology*, *63*(2), 384-406.

Ghelani, D. (2022). Cyber security, cyber threats, implications and future perspectives: A Review. *Authorea Preprints*.

Kyngäs, H. (2020). Qualitative research and content analysis. *The application of content analysis in nursing science research*, 3-11.

Nguyen, T. D., Shih, M. H., Srivastava, D., Tirthapura, S., & Xu, B. (2021). Stratified random sampling from streaming and stored data. *Distributed and Parallel Databases*, *39*, 665-710.

Obiakor, T., & Adeniran, A. P. (2020). COVID-19: Impending situation threatens to deepen Nigeria's education crisis.

Obilor, E. I. (2023). Convenience and purposive sampling techniques: Are they the same. *International Journal of Innovative Social & Science Education Research*, *11*(1), 1-7.

Ogunode, N. J., & Musa, A. (2020). Higher education in Nigeria: Challenges and the ways forward. *Electronic Research Journal of Behavioural Sciences*, *3*(1), 234-267.

Olapeju, R. M., & Peter, A. O. (2021). The impact of banditry on Nigeria's security in the Fourth Republic: An evaluation of Nigeria's Northwest. *Zamfara Journal of Politics and Development*, *2*(1), 26-26.

Robson, W. A. (Ed.). (2022). *Social security*. Routledge.

Saputra, F., & Mahaputra, M. R. (2022). Building occupational safety and health (K3): Analysis of the work environment and work discipline. *Journal of law, politic and humanities*, *2*(3), 105-114.

Scholtz, S. E. (2021). Sacrifice is a step beyond convenience: A review of convenience sampling in psychological research in Africa. *SA Journal of Industrial Psychology*, *47*(1), 1-12.

Taylor, P. J., Dargahi, T., Dehghantanha, A., Parizi, R. M., & Choo, K. K. R. (2020). A systematic literature review of blockchain cyber security. *Digital Communications and Networks*, *6*(2), 147-156.

Zwilling, M., Klien, G., Lesjak, D., Wiechetek, Ł., Cetin, F., & Basim, H. N. (2022). Cyber security awareness, knowledge and behavior: A comparative study. *Journal of Computer Information Systems*, *62*(1), 82-97.