



# THE COMPETENCY OF SECURITY GUARDS IN THE PERFORMANCE OF THEIR RESPONSIBILITIES

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## ABSTRACT

*This study determined the level of competency of security guards in the performance of their responsibilities. Communication letters were sent to different security agencies based in Baguio City, Philippines; upon approval, survey questionnaires were administered to the respondents. A total of 180 respondents participated in the study. The researcher utilized the descriptive method and survey-questionnaires to gather data.*

*Findings revealed that as to the profiles majority of the security guards are males, high school graduates, finished preliminary licensing training and in-service training, working as security guard for one to five years, and Security Services NCII holders. The level of competency of security guards in the performance of their responsibilities is less competent as perceived by the respondents.*

*Based on the findings of the study, the following conclusions were drawn: Security guards do not perform according to standards. As to the profile gathered, security protective work is primarily for males as well as no professional growth as shown by no other enhancement trainings. This work is temporary and unsecured as indicated by their short years of service. The security guard's performance needs improvement.*

**KEY WORDS:** *Competency, Competency Model, Security Services, National Certification*

## I. INTRODUCTION

Securus is a Latin word defined in English as without care (se-without and cura-care)- free from care, safe, secure (Webster, 1993). Security is the state or condition of being safe or free from fear, harm, danger, loss, destruction or damages (Manwong & Delizo, 2005).

During the Paleolithic Era, the cavemen originally used rocks, fruit branches and other natural resources to ward off predators and keep themselves out of harm's way. Eventually, the cave people fine-tuned these rudimentary tools and created spears, bows and arrows, and slingshot contraptions to hunt for food and increase their odds of survival (Perspeccys, Blue Coat Company, n.d.).

Manwong and Delizo (2005) emphasize that at first, security needs were simple, but as civilization became complex, so did man's security requirements. Throughout the ages, men started practicing the utilization of workers and equipment in order to protect his well-being and property. Thus, civilized man adopts security measures to have adequate protection against unsecured and unsafe conditions.

Threats and challenges allow people to provide further protection for their family and themselves. Thus, the formation of the words, security personnel, watchmen, or popularly known as security guards.

A security guard sometimes called private security guard or watchman shall include any person who offers or renders personal service to watch or secure either a residence or business establishment or both for hire or compensation, and with a license to exercise profession (RA 5487, 1969).

Near the middle of the 17<sup>th</sup> century, King Charles passed an act which provided London one-thousand-night watchmen or bellmen to be on duty from sunset to sunrise and they were called Charlies. Some were not honest and sometimes work for criminals as lookouts. Because of this ineffectiveness, merchants hired their own watchman who was known as the "Merchant Police" (Manwong & Delizo, 2005).

Thus, man in the course of history has always showed that he values property next to his life and loved ones. Centuries before the modern concept of security and crime prevention came into practice, cave dwellers fought among themselves to protect life and property. Eventually, families and clans blended together as tribes and later on formed communities for mutual protection, recognizing that there is strength in numbers (Fulgencio, 2011).

There is an incredible growth of security nowadays. Most companies used guard forces, protective barriers, communication and electronic hardware and other state-of-the-art protection methods and techniques in their asset protection.

Meanwhile a security guard force is a group of selected men, trained or grouped into functional unit for the purpose of protecting operational processes from those disruption which would impede efficiency or halt operation at a particular plant, facility, installation or special activity (RA 5487, 1969).

In the Philippines during 1950's, private security agencies/guard was under the supervision and control of the municipal mayors. Any civilian could be employed as a security guard without undergoing training at all, especially in the



handling of firearms. The only requirement then was a permit secured from the mayor where he was posted. In those days, majority of the security guards got involved in criminal activities (Saipen, 2005).

Thus, the Philippine Association of Detective and Protective Agency Operators (PADPAO) was established in 1958, with the aim of making itself a freely self-governing, self-regulating and self-policing agency. This paved way for the endorsement to congress of a bill to regulate the organization and operation of private detectives, watchmen, security guards and agencies. June 13, 1969, Republic Act 5487 was born. This event started the professionalization of security works in the country. RA 5487 underwent numerous revisions so that the industrial security business will suit the economic advancement of the country (Corpuz, 2007).

Today, the role of the industrial security business is indispensable as far as the economic progress of the country is concerned.

With the increasing important role and growth in number of security guards in our society, training in the security industry has been considered as an area of critical importance.

Hence, the law Republic Act No. 7796 otherwise known as the "Technical Education and Skills Development Act of 1994" (TESDA act of 1994), the completion of National Competency I and II (NC I and II) clearly states that Training Regulations serves as basis for the: Competency assessment and certification; Registration and delivery of training programs; and Development of curriculum and assessment instruments (TESDA, n.d.).

The Technical Education Skill and Development Authority Cordillera Administrative Region (TESDA CAR)

strongly adhere to its objectives in developing globally competitive graduates. To ensure the competency of graduates, TESDA devised the certification process to certify the competency of graduates. The certification process is where graduates must undergo an assessment as the final and mandatory requirement for them to be issued certification of National Certificate. One of the TESDA Vocational Course is the Security Services NCI and NCII.

Nowadays, the security industry is trying to cope with the technology for the protection of life and property but the researcher believes that human security is the most important aspect for the attainment of its (security) objectives.

The study sets its sight to serve as a guide for security guards in determining their strength and weaknesses in the performance of their official function. In this way, they will be able to assess their own performance.

## II. METHODOLOGY

The descriptive method of research was used in the study. The study determined the level of competency of security guards in the performance of their responsibilities based on the TESDA standards. Particularly on the core competencies of monitoring activities within area of responsibility, enforcing access control and identification system, securing territorial jurisdiction of the company, and preparing security reports. The study made use of the structured survey questionnaire as a primary data gathering tool.

The respondents are composed of the following parties:

**Table I**  
**Population of the study**

<b>Respondent</b>	<b>frequency (f)</b>	<b>Percentage (%)</b>
Security Guards	150	83.12
Security Agency Employer or Manager	10	05.5
Security Heads of Clients	10	05.5
Detachment Commanders	10	05.5
<b>Total</b>	<b>180</b>	<b>100.00</b>

Evidently, purposive sampling was used as the researcher needs specific people who could provide the information needed in its utmost accuracy.

The study catered to the trainings attended by the security guards, their educational attainment, and years of service, competency and their gender for their profile.

The study focused on the Baguio-based security agencies as well as the company clients they are serving. The chosen area, Baguio City is the lone city of Benguet which is

surrounded by its 13 Municipalities. Geographically, it is surrounded with mountains which now hold thousands of business and residential establishments. It is also the home to many tourist spots as it is dubbed as the Summer Capital of the Philippines.

Percentages, charts, frequency counts and computation of mean scores were used in the study. Likert-type or frequency scales were used to report the statistics collected from the survey questionnaire.



**Table 2**  
**Likert's Scale**

Weight	Scale	Descriptive Equivalent
4	3.26 – 4.00	Very Competent
3	2.51 – 3.25	Moderately Competent
2	1.76 – 2.50	Fairly Competent
1	1.00 – 1.75	Less Competent

To determine the significant difference on the level of perception of the respondents on the level of competency of security guards in the performance of their responsibilities in Baguio City, the F-test or analysis of variance (ANOVA) was utilized.

### III. RESULTS AND DISCUSSIONS

This area presents the findings of the study on the profile of the respondents and the level of competency of security guards.

#### *Profile of Respondents*

As to the sex of the respondent's majority or 82% of the 150 respondents are males and only 18% belong to their counterpart. This is attributed to the fact that this kind of career involves primarily the men.

The result of the study implies that this profession is dominated by males because this kind of job is too risky and dangerous for females. It reflects that the nature of this work is more appropriate to males because of their superior strength emotionally and physically as compared to females.

As to the educational attainment, the study revealed that most of the respondents were high school graduates, followed by college level, college graduates and lastly, the vocational graduates. This means that the security profession is serves as fall back of college and vocational graduates and an opportunity for high school graduates.

As to the trainings related to security, the bulk of the respondents have undergone pre-licensing and in-service trainings prior to their employment, there were some who had undergone pre-licensing, in-service and supervisory training. It can be noted that a very small population had both in-service and supervisory trainings. This means that security guards are stagnant as to their learnings. This can also mean that security guards do not have a continuous development.

As to the years of experience, the mainstream of the respondents has been employed in the security industry for 1 - 5 years. Followed by those in service for 6 – 10 years and those that have been installed for less than a year. Very few have been in service for more than 11 years. This means that security guards do not stay long in this profession because some just use this job as their stepping stone to a greener pasture or to the fields of their first choice.

As to the national certification, the 60.67% of the respondents were NCII holder while 39.33% were non NCII holder. It is interesting to note that majority of the respondents are nationally certified by the governing authority. This means that the TESDA has achieved its goal in certifying the middle level of workforce especially in security services.

#### *The Level of Competency of Security Guards as Perceived by the Security Guards themselves, the Detachment Commanders, the Security Agency, and the Security Clients*

The study presents the competency level of the security guards in the performance of their responsibilities in Baguio City that is tested in the four major areas; 1) monitor activities within area of responsibility; 2) enforce access control and identification system; 3) secure territorial jurisdiction of the company and 4) prepare security reports.

The respondents rated the competency of security guards in the performance of their responsibilities as less competent in all areas. It means that security guards were not equipped with enough knowledge, skills and competency in the performance of their responsibilities.



Table 3

Level of Competency of Security Guards as Perceived by the Security Guards, The Detachment Commanders, The security Agency, and the Security Clients

A. Monitoring Activities Within Area of Responsibility		Weighted Mean					
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client/ Security Manager (n = 10)	Grand Mean (n = 180)	
1.	Monitor access of visitors, clients, employees, vehicles and telephone calls	Access of visitors, clients, employees, vehicles and telephone calls are recorded/ reported in accordance with company policies.	1.19	1.10	1.30	1.30	1.22
		Agency Duty Detail Order (DDOs) and company policies and regulations are followed.	1.17	1.10	1.50	1.40	1.29
2.	Conduct roving inspection	Area of assignment of post duties and responsibilities is properly turned-over in accordance to company policies.	1.17	1.20	1.10	1.30	1.19
		Equipment is checked for serviceability according to standard operating procedures.	1.30	1.10	1.30	1.50	1.30
A. Monitoring Activities Within Area of Responsibility		Weighted Mean					
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)	
		Monitoring procedures are implemented in accordance with company policies and guidelines.	1.31	1.10	1.40	1.20	1.26



3.	Report untoward incidents and observations	Fire hazards are reported accurately based on causes, location and condition.	1.25	1.20	1.30	1.30	1.26
		Suspicious elements are reported in accordance with the 5Ws and 1H.	1.28	1.10	1.40	1.40	1.30
		Property damages and losses are reported accurately based on causes, location and condition.	1.21	1.10	1.30	1.30	1.25
		Violations of companies/agency's rules, regulations and policies are reported using the approved format.	1.42	1.40	1.30	1.30	1.36
		Communication flow is followed at all times.	1.37	1.30	1.60	1.40	1.41
4.	Control access entry/exit	Entry/exit of all entrants are recorded as per company SOPs.	1.24	1.30	1.10	1.70	1.33

A. Monitoring Activities Within Area of Responsibility			Weighted Mean				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)	
5.	Check activated security alarm system	Regular inspection within the restricted area is conducted as per company SOPs.	1.27	1.30	1.10	1.40	1.27
		Security alarm system is checked following manufacturer's SOP.	1.51	1.40	1.40	2.00	1.57



6.	Check emergency alarm system	Fire alarm system and firefighting equipment defects are reported as per company policies.	1.38	1.10	1.20	1.50	1.30
7.	Check garbage disposal	Garbage disposal is checked in accordance with company SOP.	1.38	1.20	1.30	1.30	1.30
		Any pilfered items or company property are reported to proper authority.	1.34	1.20	1.10	1.50	1.29
Area Weighted Mean			1.30	1.20	1.30	1.43	1.31

**B. Enforcing Access Control and Identification System**

**Weighted Mean**

Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)
1.	Regulate access and identification system for pedestrians, visitors and clients	1.26	1.50	1.40	1.30	1.36
	Bonafide persons entering premises or restricted areas are verified by checking relevant details on identification documents.					
	SOPs in checking entry of incoming/outgoing pedestrians, visitors and clients are implemented in accordance with company policies and regulations.	1.32	1.20	1.60	1.20	1.33



2.	Regulate access and identification system for vehicles, deliveries, bodily search, luggage, baggage, bags and parcels	Incoming/outgoing vehicles, deliveries, luggage, baggage, bags and parcels are checked in accordance with company policies and procedures.	1.32	1.40	1.20	1.30	1.31
<b>B. Enforcing Access Control and Identification System</b>			<b>Weighted Mean</b>				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)	
3.	Regulate access and identification system for any company properties	Incoming and outgoing company properties are checked in accordance with company SOP.	1.26	1.00	1.20	1.50	1.24
4.	Check incoming deliveries	Requirements for entry/exit are properly counter checked and recorded as to its validity.	1.33	1.10	1.60	1.40	1.36
		SOPs of checking incoming/outgoing deliveries were strictly followed and observed as per company policy.	1.24	1.00	1.00	1.20	1.12
5.	Check pull out of properties	Requirements for exit were properly counterchecked and recorded as to its validity.	1.29	1.10	1.70	1.30	1.34
		SOPs of checking pull-out of properties were strictly followed/observed as per company policy.	1.27	1.10	1.10	1.20	1.15
Area Weighted Mean			1.29	1.16	1.35	1.30	1.28



C. Securing Territorial Jurisdiction of the Company		Weighted Mean				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)
1. Patrol perimeter area	SOPs in patrolling are followed as per company/agency policy.	1.27	1.30	1.30	1.30	1.29
2. Check security barriers	Damaged/non-existence/defective security barriers reported/recorded as per company guidelines.	1.32	1.10	1.40	1.40	1.31
3. Conduct ocular inspection of facilities/installation	Actual physical observation of facilities and installation including damages/charges/improvement required/condition are reported/recorded in the required format.	1.37	1.60	1.20	1.80	1.49
4. Check persons/vehicles entering the company perimeter	All non-organic persons entering the perimeter are interviewed and screened in accordance with company policies and guidelines.	1.43	1.50	1.30	1.50	1.43

  

C. Securing Territorial Jurisdiction of the Company		Weighted Mean				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)
5. Prevent access of intruder	System ID for access within the territorial jurisdiction of the company is adopted.	1.39	1.60	1.50	1.50	1.49





	Intruders within company premises are prevented from entering in accordance with company policy.	1.26	1.20	1.20	1.50	1.29
6. Monitor scrap area	Company SOPs in checking monitoring scrap area is followed.	1.37	1.20	1.30	1.80	1.42
7. Gather security related information	All security related information/incidents gathered are complete, accurate and timely.	1.23	1.10	1.40	1.40	1.28
8. Enforce bomb threat preventive measures	Inspection conducted within area of responsibility and as identified in work assignment.	1.25	1.22	1.20	1.30	1.24

C. Securing Territorial Jurisdiction of the Company		Weighted Mean				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)
9. Enforce civil disturbance plan	Communication net link with agency and police authority is established as per company requirements.	1.35	1.10	1.70	1.40	1.39
10. Render assistance to injured victims	First aid procedures are applied following safety guidelines.	1.33	1.40	1.30	1.40	1.36
	Hospital/ambulance services are contacted if needed.	1.28	1.10	1.00	1.40	1.20
11. Implement evacuation procedures during emergencies	Direction and control of escape route are provided based on company requirements.	1.37	1.30	1.50	1.30	1.37



Emergency areas are secured and properly protected.	1.24	1.10	1.00	1.30	1.17
Coordination is made with NDCC and DSWD if necessary.	1.50	1.10	1.70	1.60	1.48
Area Weighted Mean	1.32	1.26	1.33	1.46	1.35

D. Preparation of Security Reports		Weighted Mean				
Elements	Performance Criteria	Security Guards (n = 150)	Detachment Commander (n = 10)	Security Agency (n = 10)	Client Security Manager (n = 10)	Grand Mean (n = 180)
1.Determine style and form of report	Security correspondence is prepared using approved format.	1.35	1.30	1.00	1.40	1.27
	Communication flow followed at all times.	1.36	1.40	1.80	1.40	1.48
2.Prepare report	Attachments and justification prepared if needed.	1.37	1.30	1.10	1.30	1.27
3.Submit report to proper authorities	Receipt of reports by appropriate personnel is ensured.	1.37	1.20	1.50	1.30	1.35
	Actions on reports submitted are constantly checked.	1.26	1.30	1.10	1.20	1.22
Area Weighted Mean		1.34	1.30	1.30	1.32	
<b>Over all Weighted Mean</b>		<b>1.31</b>	<b>1.23</b>	<b>1.32</b>	<b>1.32</b>	



The result of the study reflects that among the respondents, the client and the security agency have the highest overall weighted mean with 1.32. Although still interpreted as less competent on all the areas of competency, still, clients garnered the highest overall weighted mean. It is very unusual that the client's perception is a little bit higher than that of the other respondents, which means that clients still appreciate the effort of the security guards.

In contrast, detachment commanders have the lowest overall mean on all areas. This is because Detachment Commanders as direct supervisors and officers-in-charge have seen all the flaws and observed all the weaknesses of security guards. Thus, they are very much aware of the behavior and incompetency of their subordinates.

The study revealed that securing territorial jurisdiction of the company garnered the highest mean although it still falls under less competent.

Preparation of Security Reports is perceived as less competent by the respondents. This means that respondents know that security guards do not possess the knowledge and skill in the preparation, making and submission of their security reports. Study reveals that security guards are not efficient in security correspondence. The result also is an indication of the non-follow up of written reports which is attributed to the fact that once the security guards submit their complete report, their task is done.

Monitoring Activities within Area of Responsibility is still interpreted as less competent by the respondents. This implies that security guards do not give much attention to the customers/visitors once they had entered the establishment.

Lastly, Enforcing Access Control and Identification System was also interpreted as less competent. This means that security guards merely check their bags for prohibited items such as deadly weapons, sharp objects and others. It is also noted on the result that incoming and outgoing deliveries garnered the lowest mean, this is because some retail industries have their own checker whenever there are deliveries or pull-out products.

The result of the study also means that the pre-licensing training and other trainings is not enough to develop the required competencies of the aspiring security guards.

The great variance from the weighted mean of this study is interpreted as less competent as compared to that of very much implemented on the study of Milo (2006) and very much aware of Guinayen (2011) due to the fact that security guards in retail industries usually differ in standards than that of other establishments. Moreover, all retail industries differ in standards from each other.

#### *Security Guards*

The result indicates that they, the security guards themselves, are less competent in doing their assigned task. The study revealed that security guards themselves are aware that they lack knowledge, skills and attitude in the performance of their responsibilities.

On the other hand, security guards as perceived by them are not competent due to the fact that they are being labelled as such. Corpuz (2007) states that many business establishments regard guards as mere compliance and

sometimes as lowly as props in the company. He added that many fail to recognize the significance of a blue clad individual often called *sikyu*. Also, this is contradicted by the result of the study of Guinayen (2011), which reflects that provincial security guards perceived that they are very much aware of their duties and functions.

#### *Detachment Commanders*

Security guards are perceived by the detachment commanders as less competent. This implies that detachment commanders as the direct supervisors of the security guards are much aware of their (security guards) condition that they lack knowledge and skill in the performance of their responsibilities. This indicates that detachment commanders are also ineffective and inefficient in supervising and monitoring the activities of their subordinates.

#### *Security Agency Managers*

Security guards are less competent as perceived by the security agency managers. This implies that some security agencies were also aware of some of the incompetency of their security guards.

#### *Client Security Managers*

Clients perceived their posted security guards as less competent. The study revealed that clients were also aware of the incompetency of their security guards. This implies that clients were not satisfied with the performance of their hired security guards.

The result of the study is contradicted by the study of Fontanos (2007), that the clients of the University of Baguio are moderately satisfied with the UB security programs. The result of the study was again contradicted by the study of Guinayen (2011), which states that clients in Mountain Province are moderately aware and moderately satisfied with the performance of provincial guards on their duties and functions.

Another contradiction on the result of the study is the study of Nalla and Steden (2014) that Dutch citizens in Netherlands have mixed opinions about security guards. Their findings also suggest that respondents tend not to view the nature of security guards work and their professionalism in purely negative terms. They added that contact with security guards was a key for the satisfaction with guard services.

## **IV. CONCLUSION**

Based on the findings of the study, the following conclusions were drawn; As to the profile gathered, security protective work is primarily for males. There is no professional growth as shown by the lack enhancement trainings. This work is temporary and unsecured as indicated by their short years of service. security guards do not perform according to standards; this is indicated by the low overall weighted mean on all areas of competency. Lastly, the security guards' performance needs improvement.

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