



CAREER DEVELOPMENT OF SECURITY GUARDS OF A SAMPLED SECURITY AGENCY

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ABSTRACT

This research aims to address specific questions regarding the respondents' profiles, training, and competencies, and propose a training program for career development. The study utilized a descriptive research method, employing questionnaires to collect data. Cluster sampling was used to select respondents based on their knowledge, skills, experience, and perception of the security profession. The study went through pre-testing to refine the questionnaire and ensure data validity. The survey provided insights into the respondents' profiles, revealing that the majority were male security personnel, aged 31-35, married, and had a high school education. A significant percentage had 1-5 years of experience. Pre-Licensing Training Course (PLTC) and In-Service Enhancement Security Training Course (ISESTC) were the most attended training programs. The study also highlighted that security personnel displayed high competence in patrolling and customer service. The study concludes that there is a need for enhanced career development opportunities, especially for high school graduates and college undergraduates working in the security sector. The findings highlight the potential for improvement and professionalization of the industry. Based on the study's findings, recommendations include offering training programs for college undergraduates, providing promotions for qualified security guards with higher education and specialized training, conducting regular reviews of company policies, and implementing education and training for all levels of the organization. Future research is also suggested to explore other aspects of career development in the security sector.

INTRODUCTION

Professional development is an investment of a Security Personnel for the future. It takes time and the results will not be seen overnight, but the long-term pay off will be well worth the effort. It ensures that the Security Personnel never get stuck in a rut and enables to strengthen the weaker areas while also developing his/her strengths as a Security Personnel. Professional development puts you in the driver's seat and allows you to take charge of your career with the confidence that comes from knowing, where you want to go and how to get there.

Unintentional professional growth involves being in a constant state of readiness and willingness to incorporate opportunities and experiences as they come along. Opportunities may come in the form of education offered by an employer, professional or community organization, or in the form of participation in volunteer organizations. Both of these are also great ways to one's professional network. When an opportunity comes along, one should ask himself/herself how his/her participation will move him/her closer to his/her professional growth objectives.

Professionalization describes the social process by which an occupation becomes a profession. Its goals include establishing quality standards, enhancing public trust, confidence,

establishing, and standardizing job roles and pathways. The movement toward the professionalization of an occupation has multiple goals and can occur through multiple mechanisms.

Security Personnel is essential to ensure the security and safety of persons and property, as well as intellectual property and sensitive corporate information. Private Security Officers/Guards are responsible for protecting many of the nation's institutions and critical infrastructure systems, including industry, manufacturing, utilities, transportation, and health and educational facilities.

OBJECTIVES OF THE STUDY

This study sought answers to the following questions:

1. How may the respondents be described in terms of:
 - 1.1. age,
 - 1.2. sex,
 - 1.3. civil status,
 - 1.4. educational attainment, and
 - 1.5. length of service?
2. What are the trainings and seminars attended in relation to the Career Development of the Security Guards?
3. How may the skills and competencies of the respondents as to:
 - 3.1. Report writing,



- 3.2. Reporting,
- 3.3. Security Investigation,
- 3.4. Screening,
- 3.5. First Responder,
- 3.6. Patrolling,
- 3.7. Martial arts,
- 3.8. Marksmanship,
- 3.9. Customer service?
- 4. What program can be proposed based on the findings of the study?

METHODOLOGY

This study is guided by the following assumptions. The respondent’s answers are valid and reliable. The respondents are described in terms of their profile as to name, age, sex, civil status, educational attainment and length of services.

There is training needed for Career Development of Security Guards. The respondents can be described as to the skills and competencies. There are perceived factors for the Career Development of Security Personnel. There are recommended training programs for the Career Development of Security Guards.

The result of this study was significant value to Security Guards/Officers for them to be hired to protect an organization asset, lives and properties from a variety of hazards. Security Agency Proprietor may they render excellent and quality service and get equitable return on their investment from their satisfied clients. Clients are general customers that will have a peace of mind and they don’t worry about personal safe. Future Researchers that this study provides baseline information and uses it in other areas for present studies.

This research employed the Descriptive method of research which attempts to describe and explain condition of the present by using many subjects and questionnaires to fully describe a phenomenon Marcus Berzofsky (2015). This design involves the description, recording, analysis, and interpretations of conditions that continue exist. It concerned with conditions of relationships that exists, practices that prevail, beliefs, processes are going on,

effects that are being felt, or trend that are developing. This method is utilized for the reason that research is based primarily on the questionnaire to gather data.

The researcher used cluster sampling technique in choosing the respondents of the study. The researcher believes that the sampling techniques are a process in which the good judgement are best need and serve the good result of the study.

The respondents were selected by the researcher on the basis of their knowledge, skills, ability, experiences and perception on the information from the actual event.

The questionnaires are divided into three (3) parts. The first part deals with the profiles of the respondents, the second part deals with the trainings attended in relation to the Career Development of Security Personnel and the last part strives to description of the skills and competencies of the respondents.

The researcher formulated the concept of the study by reading articles, studies, literature, bulletins, memoranda and the like about security management concept and practices, the researchers able to determine the variables, indicators and framework of the study.

Before floating the questionnaire, the researcher obtained first the approval of the drafted questionnaire and guide from his adviser, chairman, member of the panel, and from the Dean of the Graduate School. In gathering the needed data, the researcher asked permission from the head of every department of the company before floating questionnaires to the respondents.

The researcher pre-tested the instrument to the stakeholders who were not among the chosen respondents. The purpose of this try out was to find out if there were still vague or confusing items in the questionnaire. The result of this pre-test was considered the revision of the final questionnaire.

RESULTS AND DISCUSSION

The survey questionnaires were composed of the respondents’ profiles which were presented in terms of age, gender, civil status, and highest educational attainment.

1. On the Respondents Profile

Table 1
Respondents According to Age

| Age | f | % | Rank |
|--------------|------------|-------------|------|
| 18-21 | 6 | 2 | 8 |
| 22-25 | 38 | 11 | 6 |
| 26-30 | 50 | 14 | 3.5 |
| 31-35 | 70 | 20 | 1 |
| 36-40 | 60 | 17 | 2 |
| 41-45 | 48 | 14 | 4 |
| 45-50 | 50 | 14 | 3.5 |
| 51-60 | 28 | 8 | 7 |
| Total | 350 | 100% | |



Table 1 shows the demographic profile of the respondents according to their age. It could be noted from the Table that 20% or 70 respondents are 31-35 years old, 17% or 60 respondents are 36-40 years old, 14% or 50 respondents are 26-30 years old and

45-50 years old. This table explains the age of the respondents can develop their Career Development in security profession to undergo trainings and seminar to be reliable and confident for delivering security services.

Table 2
Respondents According to Sex

| Sex | f | % |
|--------------|------------|-------------|
| Male | 323 | 92 |
| Female | 27 | 8 |
| Total | 350 | 100% |

Table 2 shows that out of three hundred fifty (350) respondents, 92% or 323 respondents are male and 8% or 27 respondents are female. In this table, it explained that the male dominated the number of the respondents. Most likely the male will be effective and reliable in delivering security services when they attended the

trainings and seminars for security, and for the Career Development to exercise security profession, for these trainings and seminars they will have a knowledge, skills and ability on how to deliver safe and reliable security services to the client.

Table 3
Respondents According to their Civil Status

| Civil Status | f | % | Rank |
|--------------|------------|-------------|------|
| Single | 140 | 40 | 2 |
| Married | 200 | 58 | 1 |
| Widow | 5 | 1 | 3 |
| Separated | 5 | 1 | 3 |
| Total | 350 | 100% | |

Table 3 shows the demographic profile of the respondents according to their Civil Status. It could be noted from the table that 58% or 200 respondents are married 40% or 140 respondents are single and 1% or 5 respondents are widow and another separated is 5%.

Most of the respondents are married. It manifests that most of them are working hard to sustain the basic needs of their family and not priorities on the trainings and seminar for their Career Development for exercise security profession.

Table 4
Respondents According to their Highest Educational Attainment

| Highest Educational Attainment | f | % | Rank |
|--------------------------------|------------|-------------|------|
| High School Graduate | 124 | 35 | 1 |
| Technical/Vocational Graduate | 45 | 13 | 4 |
| College Undergraduate | 99 | 28 | 2 |
| College Graduate | 82 | 23 | 3 |
| Total | 350 | 100% | |

Table 4 shows the demographic profile of the respondents according to their Highest Educational Attainment. It could be noted from the table that 35% or 124 respondents are High School Graduates is rank number 1, 28% or 99 respondents are College Undergraduate is rank number 2, and 23% or 82 respondents are College Graduate is rank number 3.

Also, the ninety-nine (99) respondents who are college undergraduate, the company must have an academic training program, either it is formal or non-formal education for all security guards who are willing to finish their studies and to have a bachelor's degree to become professionals. The academic training program of the security guards will motivate and help them develop their career in security profession.

The one hundred twenty-four (124) respondents are high school graduate, can be guided to be effective security guard, when they will attend the trainings and seminar for security guard career development.

It manifests that most of the security guard personnel are high school graduates and failed to complete any equivalency certificate obtaining a degree in college.

Table 5
Respondents As to Length of Service

| Length of Service | F | % | Rank |
|-------------------|------------|-------------|------|
| 1 year below | 62 | 18 | 2 |
| 1-5 years | 131 | 37 | 1 |
| 6-10 years | 60 | 17 | 3 |
| 11-15 years | 49 | 14 | 4 |
| 16-20 years | 38 | 11 | 5 |
| 21-25 years | 10 | 3 | 6 |
| Total | 350 | 100% | |

Table 5 illustrates the demographic profile of the respondents according to their length of service. It could be noted from the table, 37% or 131 respondents have served the company for 1-5 years, 18% or 62 respondents have served for (one) 1 year below, 17% or 60 respondents have served the company for 6-10 years. There were 97 or 28% of the respondents who have more than 10 years.

To deliver reliable security services, it can be effective if this respondent will undergo training career development program, this respondent will be good assets of the company if there is a training program entitled to them as beneficiaries, and the loyalty to the company will remain if they are given a training motivation to enhance their knowledge, skills and attitude while performing their duties and responsibilities.

This respondent will be given some approach of consideration, which they reach the maximum period of services to weight their loyalty in the company. Trainings, seminar, formal and non-formal education will offer if they reach the maximum period of services as their incentives or rewards or if they will meet the maximum period to be consider, there is a corresponding year that need to serve as return to the consideration given.

It has manifested that many are working for the company with duration for 1-5 years thus labor needs to be strong in numbers in effective organizations in the justice of its cause, benefits and the moral session.

2. The trainings and Seminars related to the Career Development of Security Guards.

Table 6
Trainings and Seminars Related in the Career Development of Security Guards

| Trainings and Seminars Attended | f | % | Rank |
|--|-----|-----|------|
| Pre-Licensing Training Course (PLTC) | 292 | 83 | 1 |
| In-Service Enhancement Security Training Course (ISESTC) | 288 | 82 | 2 |
| Refresher Training Course (RTC) | 273 | 78 | 3 |
| Basic Security Supervisory Course (BSSC) | 95 | 27 | 4 |
| Personal Security Protection Course (PSPC) | 13 | 4 | 5 |
| Comprehensive Bank Armor and Security Training Course (CBASTRAC) | 10 | 3 | 6.5 |
| Certified Security Professionals (CSP) | 7 | 2 | 8 |
| Basic Occupational Safety and Health (BOSH) | 3 | 1 | 11.5 |
| Certified Security Trainer (CST) | 1 | 1 | 11.5 |
| Philippine Army Reservist | 5 | 1 | 11.5 |
| Security Officers Leadership Seminar | 3 | 1 | 11.5 |
| Basic First Aid and Firefighting | 4 | 1 | 11.5 |
| Bank Armor Seminar | 3 | 1 | 11.5 |
| No Security Training | 10 | 2.9 | 6.5 |

*Multiple response

Table 6 shows the demographic profile of the respondents according to the trainings and seminars they attended. It could be noted that, 83% or 292 respondents underwent Pre-Licensing Training Course which is rank number 1 82% or 288 respondents underwent In-Service Enhancement Security Training Course which is rank number 2 78% or 273 respondents underwent Refresher Training Course and rank number 3.

This table explained that most of the respondents attended the Pre-Licensing Training Course before entering the Security Profession. It helped them in performing their duties and deliver reliable Security Services. However, there were 2.9% or 10 respondents who were performing security functions but no security training.

3. Skills and Competencies of the respondents are described as to the Career Development of Security Guards.

Table 7
Skills and Competence of Respondents

| Skills and Competence | Weighted Mean | Interpretation | Rank |
|------------------------|---------------|---------------------|------|
| Report Writing | 3.2 | Moderate Competence | 5 |
| Reporting | 3.3 | Moderate Competence | 4 |
| Security Investigation | 3.0 | Moderate Competence | 6 |
| Screening | 3.3 | Moderate Competence | 4 |
| First Responder | 3.6 | Moderate Competence | 3 |
| Patrolling | 4.0 | High Competence | 1 |
| Martial Arts | 3 | Moderate Competence | 6 |
| Marksmanship | 3.3 | Moderate Competence | 4 |
| Customer Service | 3.9 | High Competence | 2 |

*Multiple response

In table 7 Shows the Skills and Competence of the Respondents. The respondents have high competence in Patrolling with a weighted mean of 4.0 second, the respondents have high competence in Customer Service with a weighted mean of 3.9, third respondents have high moderate competence in First Responder with a weighted mean of 3.6.

Based on the findings gathered from the three hundred fifty (350) respondents, the table explained that the security personnel have High Competence in Patrolling and Customer service.

4. The findings were utilized to craft a training program for the Career Development of Security Guards

The company must sponsor a security education program to all interested security guards that willing to finish their education through formal and non-formal education.

The company must conduct periodic, regular, and objective evaluation of the employee's performance, job satisfaction, commitment, trainings and seminar for leadership program for character development.

The company must provide a training program for all security guards employed that will help to educate the security personnel.

The company must give a promotion as ladder to all security guards that have completed their seminars, training, formal education and non-formal education for career development.

CONCLUSION

Based on the data gathered and the summary of findings, the researchers have concluded that:

1. Most of the respondents are male with the age of 31-35 years old, married, High School Graduate, 1-5 years length in serving the company, underwent Pre-Licensing Training Course before performing security guard functions.
2. Most of the respondents have Moderate Competence and can deliver confident and reliable security services.
3. The factors that affect their trainings and seminars are their families. Instead of attending training and seminar they prioritized their basic needs for their family.
4. Most of the respondents are high school graduates and it is hard for them to find another profession where they can stay long and enjoy complete benefits.
5. The findings can be utilized to craft a training program for the Career Development of Security Guards.

RECOMMENDATION

Based on the results and conclusions of this study, the following recommendations are offered:

1. The company must offer a training program for all College Undergraduates who are willing to finish their education through formal and non-formal education.
2. The company must give a promotion to all qualified security guards who have finished their baccalaureate degrees and have undergone specialized training as motivation and reward.
3. The company should conduct annual review of company policies, safety policies and safety procedures to ensure that all company programs are up to date.



- The company must conduct special education training for all managers, supervisors, employees, security guards and all employees of the company for the Professionalization and Career Development of Security Personnel.
- Future researchers must conduct further studies, not fully covered in this research.

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