Research Article

Workplace Assessment of Security Guards in Selected Establishments in Manila

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ABSTRACT

This study assessed the workplace conditions of security guards in selected establishments in Manila, focusing on their demographic profile as well as organizational, individual, and work environment factors. A descriptive research method was used in this study. A self-designed survey was administered to security guards who voluntarily participated and were assigned to transportation establishments, university, and mall.

The findings indicated that organizational, individual, and work environment factors had a direct impact on the well-being and performance of security guards. Additionally, sex and organizational factors influenced job roles, while educational attainment, organizational factors, and the work environment affected job designation and career advancement. Moreover, years of experience and organizational factors were associated with employee performance, loyalty, commitment, and motivation, which ultimately had a significant impact on the company.

Thus, the study generally recommends the continuous conduct of employee orientation to encourage engagement and performance in line with the company's context, conduct training development to enhance capabilities in performing roles and advancing careers, and the formulation of policies and programs to address the negative effects of the demanding roles of security guards on their well-being.

Keywords: *Workplace Assessment, Organizational Factor, Individual Factor, Work Environment Factor, Demographic Profile, Security Guard*

Background

Security in the workplace, regardless of its various aspects, is operated and maintained by human security personnel, which may be considered the most prominent factor. Sasitha et al. (2023) emphasized the indispensable

service of security personnel to every company. For some, security personnel are described as tangible symbols of safety and reassurance (Guardian Eagle Security Inc., 2024). Hence, security personnel, as part of the system, are a key determinant in a company's success in ensuring a conducive working environment. Despite the importance of their roles in various institutions and the need for flexibility, adaptability, and competence in their work, the physical and environmental risks, mental health concerns, and the education and training necessary to stay physically fit and competitive have been overlooked (Hemalatha, 2022). Consequently, their well-being in the workplace should also be assessed.

On the other hand, workplace assessment is the analysis of the system and performance evaluation of the people in the work environment (Hy So, 2024). For Gu Zhenjing et al. (2022), evaluating the impact of the workplace environment can lead to a harmonious relationship in employees' performance, as it helps identify their commitment and achievement-striving ability. Furthermore, Sulistiani (2022) emphasized that workplace assessment is the most important process for a company to cascade strategic goals to employees and manage career advancement, which ultimately benefits both the organization and employees. While for Rane (2023) workplace assessment is a method to determine the factors affecting the operation as identified by management, employees, and stakeholders to deliver quality services to its clientele, improve the system, and assess the effectiveness of the workplace. Vuong (2022) further explained that the rater's understanding and behavior during workplace assessments are crucial to their success. The results of these assessments may serve as empirical baseline references for improving an organization's management and workplace conditions. Pimpong (2023) identified factors that influence employee performance, such as leadership, pay, opportunities for advancement, the relationship between employees and employers, leadership dedication, employee involvement, organizational structure, and work environment. These aspects were also utilized in this study and categorized into three factors: 1)

organizational factors, which focus on financial rewards, opportunities, and role demands; 2) individual factors, which refer to demands, challenges, and individual safety; and 3) work environment factors, which refer to the surrounding conditions in which employees operate.

Since security is a crucial part of the institution due to its broad responsibilities, conducting a workplace assessment for this department is essential to address the concerning working conditions of the personnel, which, if neglected, could eventually jeopardize the organization. However, regarding workplace assessments, the majority of these studies have involved general employees, excluding security personnel, as evidenced by the scarcity of literature on security personnel workplace assessments in the Philippines. Zhenjing et al. (2022) posited that although previous studies have explored the impact of the workplace environment on employee performance, gaps still exist since not all occupations have been subjected to such studies.

Thus, this study was conducted to assess the workplace conditions of security personnel in selected establishments in Manila. The researcher believes that this study will benefit the security industry by providing a basis for revisiting operational programs and initiatives, with a focus on the well-being and workplace conditions of security guards. This study could also raise awareness of the actual workplace conditions and concerns of security guards.

Methods

The descriptive research method was utilized in this study to assess the workplace conditions of security guards in their respective workplaces. A survey questionnaire, which underwent a validity test, was the primary tool used to gather the security guards' responses. A formal request letter was sent to the relevant security authorities requesting approval to conduct the study. Upon approval, an orientation was conducted to explain the scope of the security guards' participation, the content of the survey, and to have them sign the consent form from the Ethics Review Board.

Stratified random sampling and convenience sampling were used to select respondents from three designated establishments in Manila. These sites were chosen due to the frequent presence of security personnel. The sample consisted of 129 respondents from a transportation company, 59 from a university, and 76 from a shopping mall. Only security personnel who participated in the orientation and agreed to take part were included as respondents.

The collected data were subjected to the following statistical measures: Frequency Distribution, which is the organization of raw data in table form using classes and frequencies (Bluman, 2013); Weighted Mean, which is calculated by multiplying the weight (or probability) associated with a particular event or outcome by its associated quantitative outcome, then summing all the products together; and T-Test, a type of inferential statistic used to determine if there is a significant difference between the means of two groups, which may be related in certain features. The T-Test was used as a hypothesis testing tool, allowing for the testing of assumptions applicable to a population.

Result and Discussion

Table 1 presents the security guards' assessment of the workplace in terms of organizational factors, with a total mean score of 3.16, which is verbally interpreted as "Average."

Among the factors assessed, the "Clear explanation of working procedures, rules, and regulations" obtained the highest mean score of 4.20, with a verbal interpretation of "High." This indicates that the management of the selected establishments provide their security personnel thorough orientation on work-related policies, enabling them to perform their duties in alignment with the company's established objectives.

Hyatt (2023) highlighted the importance for organizations to prevent conflicts caused by unclear roles and responsibilities in the workplace. He also pointed out that it is crucial for every employee to have their roles and responsibilities explicitly defined during orientation. A well-defined objective ensures alignment, enabling employees to work toward a unified goal and understand the contribution of their role to the organization.

Table 1. Security guards' assessment on workplace in terms of organizational factors

Items	Rank	Mean	Verbal Interpretation
Clear explanation of working procedures, rules, and regulations.	1	4.20	High
Increase of job function.	2	4.02	High
Asked to do tasks which are unrelated to my duties.	3	4.00	High
Conduct of trainings or seminars that could help me perform my duties and responsibilities better.	4	3.97	High
Due process of law is properly observed by our agency or violators.	5	3.87	High
Equitable or fair compensation and benefits from my security agency.	6	3.81	High
Rewards for my achievements and/or commendations for the good things I have done, if any.	7	3.05	Neutral
I am not expected to work beyond my regular working hours.	8	3.02	Average
Clear understanding of the possibility of downsized manpower deployment, whenever the need arises.	9	2.94	Average
I am not expected to perform tasks beyond my capabilities.	10	2.73	Average
TOTAL		**3.16**	**AVERAGE**

Table 2 presents the security guards' assessment of the workplace in terms of individual factors, with an overall mean score of 2.93, which is interpreted as "Average."

Among the statements, the item "Irritability in dealing with customers' inquiries" received the highest mean score of 4.64, with a verbal interpretation of "High."

This suggests that security guards' irritability may be influenced by the nature of their work. Due to the complexity of their responsibilities, which involve not only ensuring security and safety but also addressing various concerns—whether security-related or related to directions—security guards often face unpredictable work conditions.

This finding is supported by the study of Baluca (2021), which indicated that security guards frequently experience stress due to irregular schedules and long working hours. Timotius & Octavius (2022), emphasized that a heavy workload is a significant stressor, leading to intentions of turnover. They defined turnover intentions as employees' difficulty in coping with stressors, such as a heavy workload.

Table 2. Security guards' assessment on workplace assessment in terms of individual factors

Items	Rank	Mean	Verbal Interpretation
Irritability dealing with customers' inquiries.	1	4.64	High
Awareness on my duties and responsibilities, including the procedures and protocols I am expected to enforce.	2	4.44	High
I do experience discrimination in our workplace.	3	4.31	High
Job contentment.	4	4.19	High
Making decisions during crucial times is not hard for me.	5	3.32	Average
I can avoid bringing my personal problem/s at home in our workplace.	6	3.30	Average
I do not have problems with communication in our workplace.	7	3.11	Average
I am not required to have trainings/seminars which are typically not required for my position.	8	2.88	Average
Repetitive or routine tasks do not make me feel bored.	9	2.10	Low
Personal conflicts between me and my co-workers, if any, affect how I perform my job.	10	2.04	Low
TOTAL		**2.93**	**AVERAGE**

Table 3 presents the security guards' assessment of the workplace in terms of work environment factors, with a total mean score of 3.50, which is verbally interpreted as "Average."

Among the statements, the item "Provision of sufficient equipment needed to perform my duties, such as radios/communication gadgets, metal detectors, flashlights, etc." received the highest mean score of 4.42, with a verbal interpretation of "High."

The security guards' assessment indicates that their companies ensure the availability of equipment necessary for security guards to perform their duties. Hung Anh (2020) concluded that in the production industry, production services and logistics are strongly connected, meaning that workplace supplies affect the production process. In relation to security guards' functions, although non-production in nature, sufficient and operational logistics or equipment are essential for the successful completion of the security guards' daily tasks.

Table 3. Security guards' assessment on workplace in terms of work environment factors

Items	Rank	Mean	Verbal Interpretation
Provision of sufficient equipment needed to perform my duties such as radios/communication gadgets, metal detectors, flashlights, etc.	1	4.42	High
Utilization of modern technology in performing my duties.	2	3.86	High
Provision of protective equipment or gadgets needed in performing my duties.	3	3.80	High
Difficult clients or guests.	4	3.77	High
Presence of volume of people and vehicles.	5	3.52	High
Quality of lighting in my area of responsibility.	6	3.20	Average
Prolonged standing in the workplace.	7	3.15	Average
Ambient room temperature.	8	3.13	Average
Distracting noise around my area.	9	3.12	Average
My agency does not require me to perform tasks without adequate resources.	10	3.03	Average
TOTAL		**3.50**	**AVERAGE**

Table 4 shows the significant relationship between security guards' demographic profile in terms of sex and their assessment of workplace factors.

Individual and work environment factors obtained P-values of 0.636 and 0.431, respectively. The findings show that there was no significant relationship between security guards' demographic profile in terms of sex and individual or work environment factors. However, a significant relationship was noted between security guards' sex and organizational factors, as indicated by a P-value of 0.032.

This may be due to the nature of the security guards' work, which typically requires a strong physique and is often considered more suited to males. As a result, in terms of promotion and training, male security guards may be given priority. Consequently, this mentality leads to male security guards often being tasked with duties outside their official responsibilities. They are more likely to be asked to work beyond their regular hours due to a lack of manpower and are often assigned to implement new company security policies. On the other hand, female guards are usually assigned to perform more routine tasks, such as monitoring and recording. Sasitha et al. (2023) found that one of the challenges security guards encounter is the company's disregard for the limitations of their job description.

Table 4 Significant relationship between the security guards' demographic profile in terms of sex and their assessment on workplace factors

Factor	Sex	Mean	P-Value	Findings
Organizational	Male	0.76	0.032	Rejected
	Female	0.69		
Individual	Male	2.9	0.64	Accepted
	Female	2.9		
Work Environment	Male	3.53	0.43	Accepted
	Female	3.44		

Table 5 shows the significant relationship between security guards' demographic profile in terms of educational attainment and their assessment of the workplace.

Among the three factors, only the individual factor was found to be not significantly related to security guards' demographic profile in terms of educational attainment, as indicated by a P-value of 0.76. However, a significant relationship between educational attainment and both organizational and work environment factors was noted, as indicated by P-values of 0.00 and 0.01, respectively.

This suggests that educational attainment is one of the criteria considered by security guards' management for work, career development and professional growth. As a result, individuals with higher educational qualifications are typically given priority for promotions and greater responsibilities. Rivaldo (2024) confirmed that educational attainment plays a crucial role in determining eligibility for supervisory, decision-making, or office positions, which often leads to placement in improved or more favorable work environments.

Table 5. Significant relationship between the security guards' demographic profile in terms of educational attainment and their assessment on workplace

Factor	Educational Attainment	Mean	P-Value	Findings
Organizational Factor	Highschool	3.02	0.00	Rejected
	College Undergraduate	3.38		
	College Graduate	3.38		
	Vocational	3.16		
Individual Factor	Highschool	2.92	0.76	Accepted
	College Undergraduate	3.00		
	College Graduate	2.98		
	Vocational	2.85		
Work Environment Factor	Highschool	3.34	0.01	Rejected
	College Undergraduate	3.74		
	College Graduate	3.67		
	Vocational	3.66		

Table 6 shows the significant relationship between security guards' demographic profile in terms of years of experience and their assessment of the workplace.

In terms of security guards' years of experience, a significant relationship was only noted with the organizational factor, with a P-value of 0.46. This may imply that job experience, along with employee loyalty, which is earned and measured by the length of experience is considered by the security guards' management in the selection process, particularly regarding training and career advancement, as assessed by the security guards. Gu Zhenjing (2022) stressed that staying with the company for several years due to a healthy working environment can enhance employees' performance, commitment, and achievement-striving ability.

Table 6. Significant relationship between the security guards' demographic profile in terms of years of experience and their assessment on workplace

Factor	Years of Experience	Mean	P-Value	Findings
Organizational Factor	1 - 5 years	3.11	0.05	Rejected
	6 - 10 years	3.11		
	11 - 15 years	3.19		
	16 - 20 years	3.36		
	21 years and above	4.33		
Individual Factor	1 - 5 years	2.94	0.99	Accepted
	6 - 10 years	2.93		
	11 - 15 years	2.95		

Factor	Years of Experience	Mean	P-Value	Findings
	16 - 20 years	2.88		
	21 years and above	2.80		
Work Environment Factor	1 - 5 years	3.44	0.76	Accepted
	6 - 10 years	3.62		
	11 - 15 years	3.50		
	16 - 20 years	3.43		
	21 years and above	3.40		

Conclusion

In terms of organizational factors, it is crucial to provide regular orientations for security personnel to ensure they have clear guidance on their roles and responsibilities. Regarding individual factors, having a well-defined job description that clearly outlines the scope and limitations of their duties is essential. Additionally, in terms of the work environment, providing adequate equipment to enable security personnel to perform their tasks and protect clients and property is vital. These workplace factors directly influence the well-being and job performance of security guards.

Furthermore, a significant relationship was observed between the security guards' profile and their workplace assessment in several key areas: sex and organizational factors, suggesting a possible connection to their job roles; educational attainment and both organizational and work environment factors, highlighting how educational background influences job performance and career advancement opportunities; and years of experience and organizational factors, indicating that work experience plays a vital role in enhancing performance, loyalty, commitment, and motivation. These findings underscore the importance of addressing both personal and professional factors in fostering an effective and supportive work environment for security guards.

Thus, the study generally recommends the continuous conduct of employee orientation to encourage engagement and performance in line with the company's context, conduct training development to enhance capabilities in performing roles and advancing careers, and the formulation of policies and programs to address the negative effects of the demanding roles of security guards on their well-being.

Acknowledgement

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