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Mohammad Fairuszaman Rustam, Nurul Fadly Habidin

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## Challenges of Security Guards in Selangor State Government Hospital

Mohammad Fairuszaman Rustam, Nurul Fadly Habidin

Faculty of Management and Economics Sultan Idris Education University 35900 Tanjung  
Malim, Perak, Malaysia

### Abstract

The process of strengthening defense and security has indeed begun since 1957, either from the aspect of physical or non-physical development. Generally, by the 1990s, it has become a starting point for Malaysia to accelerate and strengthen the strength of the defense and security system with the principle of forward defense. Several public security sectors have managed to strengthen good and mutually beneficial relations such as the Royal Malaysian Police (PDRM) and the Malaysian Armed Forces (ATM). This job has a well-being structure as Employee Wellness Programs and Assistance Employee Programs such as the Auxiliary Police, Territorial Soldiers, Navy Reserve Force and others that have been provided to help address the needs and challenges in their work. In Malaysia, on the other hand, the private security sector does not have a mutually beneficial relationship, with no structure specifically designed to address the needs and challenges of employees.

**Keywords:** Security, Security Guard, Private Security Industry, Security Company, Occupational Challenges

### Introduction

Society today has shown a side of change in the workplace community where it is no longer focused on huge financial gains alone but more towards the goal of increasing productivity in the workplace (Conoley & Scheel, 2017). According to Purwantoro & Bagyo (2019), good work performance can increase organizational productivity which will directly affect and improve the national economy. Productivity is an important aspect in the development of a country because it affects economic development. Malaysia is facing challenges in increasing global competitiveness through an increase in productivity growth towards a developed Nation (Juech & Onike, 2018). Less motivated employees cause weaknesses in the administrative system in an organization due to lack of commitment while carrying out assigned tasks (Miyazaki, 2014). These changes have seen relationships created between employees, employers and union representatives where they have all worked towards more mutually beneficial relationships based on their individual needs and interests. One of the aspects in such mutually beneficial relationships is about well-being, challenges and steps taken to address aspects of anxiety in the workplace (Miller, 2020).

In Malaysia, security guard or the old term known as "jaga" or "opas" is a type of employment that includes work related to controlling, monitoring, guarding, escorting and protecting the

security of protection on individuals, assets, property, houses, buildings, offices, cargo and so on. Security guards also have a role to provide police and security services efficiently, prudently and always strive to improve the level of security at all times through the method of enforcing the rules as prescribed. Among the types of private security services required today and usually offered by security companies include the following services: 1) Unarmed guard static security services (unarmed guard), 2) Armed static security control services (armed guard) ), 3) Security control services to carry or transfer money from one place to another (Cash In Transit) and 4) Security control services to escort and protect (escort) cargoes of valuables and have a certain rate of value from one delivery location to the location of receipt of the shipment (Fay & Patterson, 2018). The private security services sector contributed 57.3 per cent to Malaysia's Gross Domestic Product (GDP) in 2010 and was an important driver of the country's economic growth during the 10MP period. The sector is expected to grow at a rate of 7.2 per cent per annum until 2015, increasing its contribution by 61 per cent to GDP by the end of the 10MP period. The structured challenges experienced in the private security industry have resulted in sharp criticism related to quality and standards, mutually beneficial relationships as well as addressing the common interests of all parties involved in the private security industry fairly and equitably. Referring to the limited literature review on the private security industry in Malaysia (Nemeth, 2017), it can be argued that, very little is known about the experience gained by security guards working in this private security industry. The limited literature has limited our understanding of the impact of the absence of an employee well-being structure and its impact on security guards and their relationships in the workplace (Akcinaroglu & Radziszewski, 2020).

### **Statement of Problem and Rationale of the Study**

Concerns over employee well-being in the workplace have expanded with the focus shifting from employees to the challenge of focusing on each employee. This is because well-being in the workplace can influence and motivate co-workers in their environment (Cvenkel, 2019). According to Beaumont (2018), well-being is studied through two perspectives namely the view of hedonism and the view of eudaimonism. According to the view of hedonism, the well-being that exists results from the effects of one's workplace experience (Pawar, 2019). Whereas the eudaimonism view sees the well-being that exists through a person's involvement when doing something noble, high moral, meaningful and produces progress (Berndtsson & Stern, 2015).

Research has been conducted on occupational challenges such as stress and well-being among nurses, police officers and mine workers (Isaksson, De Cuyper, & De Witte, 2017). Several international studies have also been conducted on security guards focusing on the history of security guard development, critical incidents and arson (Lee, 2018) and trust in security guards while for the study conducted in Malaysia, the study conducted only covers job satisfaction among security guards of Universiti Putra Malaysia (Ghazali Bin Hasan, 1994); and attitudes and training needs for UNIMAS security guards (Than Vhui Shau, 2003) only. However, occupational challenges such as turnover rates, work stress and motivation of security guards serving with the private security industry have not been fully studied or recorded (Sinambela, 2020). It can be said that, the reason why there is a lack of research on security guards is because of the unclear laws and regulations in the profession when compared to other occupations such as police and military (Akcinaroglu & Radziszewski, 2020)

The private security industry is one of the fastest growing industries in the industry diversity community (Button, 2019). The development of this industry is sustained by several factors such as the increase in crime rate in society, the demand made by organizations on private security control, the type of business conducted that requires a level of security protection as an area that needs to be controlled and preserved. The increase in the number of security guards in the private security industry can be attributed to the increase in criminal cases and in part can also be due to the problem of lack of employment opportunities leading to an increase in unemployment in the country (Nemeth, 2017). Despite the rapid growth and development of the private security industry has managed to create many job opportunities; the level of health and well-being of security guards is also influenced by the nature of their work.

A career as a security guard is no longer a second class job. In fact, it is no longer a dull career that can be looked at with one eye. Public perceptions also need to change about this job as a security guard. Someone who makes this profession a livelihood for survival, needs to be respected and esteemed (Kim & Kim, 2013). Security guards are often reported to be vulnerable and constantly confronted with various critical incidents such as death threats, injuries, hijackings and assaults which are indeed part of their workload of challenges. Such things have adversely affected their well-being function and performance in the workplace (Nalla, Gurinskaya, & Rafailova, 2017). In relation to other similar high-risk occupations, the implications for security guards working in such situational and environmental conditions are also feared to have an impact on psychological well-being, job performance and poor working relationships in the future. Stress is an important phenomenon and is often associated with job performance, health and productivity levels of individuals or employees (Berndtsson & Stern, 2015). Stress can affect the productivity as well as the quality of employees if not handled properly and effectively. Thus, work stress can have a negative impact on the health of employees and consequently the well-being of the individual himself. Although the study focused on work stress have identified several strategies used by employees to deal with stress in the workplace environment however, there are also partial studies on the stress experienced by security guards in the private security industry (Lee, & Kim, 2017).

Recognizing the importance, this study is expected to address the limited knowledge gap on job-related challenges faced by security guards. It is hoped that with this study, it will contribute to a complete practical knowledge of the private security industry and how intervention programs can help address the well-being of security guards in the workplace environment and improved service delivery can be produced.

### **Purpose and Objectives of the Study**

This study was conducted to explore the experience, challenges related to work by security guards in a government hospital in the state of Selangor who have been appointed by a private security company on a contract basis. To achieve the goals mentioned above, the objectives of the following study were formulated:

- i. To explore the factors that contribute to the decision to become a security guard.
- ii. To investigate the challenges faced by security guards in the private security industry.

- iii. To explore the perceived influence of a challenge experienced by security guards in their work environment.
- iv. To explore mechanisms or methods for dealing with tensions used by security guards in their work.
- v. To practically trace the involvement and actions of supporting parties to contract security guards.

### **Research Questions**

The research questions found in this study are:

- i. What factors contributed to the decision to become a security guard?
- ii. What are the challenges faced by security guards in the private security industry?
- iii. How do the challenges experienced by security guards in their work environment affect themselves and their lives?
- iv. How are the mechanisms or methods used by security guards to deal with tension in their work?
- v. How can the involvement and actions of stakeholders provide support to the security guards of the contract?

### **Method of Study**

In exploring the work -related challenges experienced by contract security guards in a government hospital in the state of Selangor, a qualitative approach was used as a guide for this study. A purposive non -probability sampling procedure was used to select and create the study sample. 14 informants out of a total of 120 contract security guards from an undisclosed private security company were made. The study sample consisted of 4 female security guards; and 10 male security guards with an average age between 30- 45 years. The use of non - probability sampling procedures in designing the study sample was limited from the generalization of findings

One-to-one interviews with the informants involved were conducted in the Main Control Room, where voice recordings using Note S20+ mobile phones were used to collect data shared through stories related to work as a security guard, using narrative study design. The use of one-to-one interviews ensures participant inequality, which can be considered a limitation of data collection. The study used open-ended questions in conducting the interviews, allowing the study participants to subjectively share their stories. As a form of effort in ensuring triangulation in this study, two key informants, a manager and a senior supervisor from the security company, were also interviewed. In addition, study participants may have provided the desired answers, as some participants may have seen the researcher have contact and conversations with the management team while obtaining permission from the company. The provision of the desired answers is likely to cause the study to face challenges in addressing the literacy gap of security guards and challenges related to their

experienced jobs. The collected data was then transcribed into verbatim and analyzed using thematic-content analysis where it required more time for the study to be implemented, as the data was obtained directly from stories shared by security guards.

### Conclusion

According to Kim (2020), a security company is a structured organization that offers and provides services to the care and monitoring of private security to organizations, companies, firms and individuals. Security guards are usually individuals hired or paid by security companies who use their services and manpower to work and maintain security at their customers' premises on a contract basis. Jobs as private security guards seem to be similar to policemen yet they receive different status and support in society despite the challenges they face similar to other employees from the security sector. According to Klein & Hemmens, (2016), contract security guards are employees who work in private security companies, perform activities professionally for third parties and their objective is to monitor, maintain and preserve peace and security of personal and property or the maintenance of public law and order from any form of security threat. These individuals are channeled to third parties based on contractual work. Work experience can be defined as a personal encounter gained in the course or process of a life activity (Gammeltoft-Hansen, 2015). Work experience is what most employees encounter while they are working, and that is where the challenges and opportunities employees face. In achieving some of the objectives, this study will explore the employment experience of contract security guards and how it affects their well-being. Since private security guards need to be where criminal activity is committed during their duty hours, it is important to understand the forms of threats and violence faced by security guards throughout these criminal activities are committed, and how the actions they take affect their relationships with others.

### Corresponding author

Mohammad Fairuszaman Rustam

Faculty of Management and Economics Sultan Idris Education University 35900 Tanjung Malim, Perak, Malaysia

Email: fairuszaman@gmail.com

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