



Job Satisfaction Level of Security Guards in Coimbatore a Comprehensive Study

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ABSTRACT:

Security guards play a crucial role in maintaining safety and order in various settings, including commercial buildings, retail stores, events, and residential areas. They are responsible for protecting property, employees, customers, and residents from potential threats such as theft, vandalism, and violence. Security guards serve as the first line of defense against unlawful activities, ensuring a safe and secure environment for all. The responsibilities of security guards can vary significantly depending on their specific role and the setting in which they work. Common duties include patrolling and inspecting properties to prevent and detect signs of intrusion, monitoring surveillance equipment, controlling access points to prevent unauthorized entry, and responding to emergencies. They also often serve as a visible deterrent to criminal activities, contributing to the overall sense of security for the people and properties they protect. Security guards must possess a range of skills to effectively carry out their duties. These include strong observation skills to detect irregularities, the ability to act quickly and calmly in emergencies, good communication skills for reporting incidents and interacting with the public, and an understanding of legal guidelines related to security work. Many guards are also trained in first aid and emergency response procedures.

Keywords: Commercial buildings, defence against unlawful activity, emergency response procedure, monitoring unauthorised entry, strong observation skills

1. Introduction

The profession of security guarding requires individuals who are vigilant, reliable, and dedicated to the safety and security of others. Whether working in a quiet office building or a bustling shopping center, security guards are an indispensable part of the safety infrastructure, providing peace of mind to those they serve. Secures premises and personnel by patrolling property, monitoring surveillance equipment, and access points. Investigates security breaches, incidents, and other alarming behavior. Controls traffic by directing drivers. Completes reports by recording observations, information, occurrences, and surveillance activities. The expected work hours of a security officer depend on the type of company and the particular shift. Some security officers are required to work daytime shifts, while others need to ensure security at night. Include the specific work hours of your open position. Next, add the compensation package to your security officer job description and highlight the benefits that set your company apart, including flexible hours, PTO, or a gym membership.

2.SECURITY GUARDS WORKING NATURE

The job satisfaction level of security guards may be influenced by several factors related to their working nature. Some of these factors can include: The clarity and significance of their duties can impact their job satisfaction. If security guards have well-defined roles that align with their skills, they are more likely to be satisfied. The conditions in which security guards work can affect their job satisfaction. Factors like safety protocols, proper equipment, and comfortable facilities can contribute positively to their satisfaction. Adequate and fair compensation, along with suitable benefits, can significantly impact the job satisfaction level of security guards. Feeling valued and fairly compensated for their work can boost overall job satisfaction. Opportunities for ongoing training and skill development can enhance job satisfaction. Security guards who receive regular training to improve their capabilities are more likely to be satisfied with their jobs. A supportive work culture where security guards can effectively communicate their concerns, receive feedback, and have their issues addressed can positively influence job satisfaction. 6. Regular recognition and appreciation for their efforts can boost the job satisfaction level of security guards. Feeling appreciated for their work can contribute to a sense of purpose and job fulfillment. A reasonable work schedule, adequate breaks, and time-off policies can contribute to a healthy work-life balance, which in turn influences job satisfaction. It is important to note that individual security guards may have varying expectations and preferences, and therefore, their job satisfaction levels can differ. Organizations that address these factors and prioritize employee satisfaction are more likely to have content and motivated security guards.

3. STATEMENT OF PROBLEM

1. Lack of Adequate Training: Many security guards receive insufficient training, leading to gaps in their knowledge and skills, which can contribute to dissatisfaction with their job.

2. Low Compensation and Benefits: Security guards often receive low wages and limited benefits compared to the demands and risks associated with their job, leading to dissatisfaction with their compensation package.

3. Long and Irregular Shifts: Security guards frequently work long hours, often with irregular schedules, which can lead to fatigue, stress, and a poor worklife balance, contributing to job dissatisfaction.

4. Limited Opportunities for Advancement: Many security guards perceive limited opportunities for career advancement within the security industry, leading to feelings of stagnation and dissatisfaction with their job prospects.

5. Safety Concerns: Security guards often face physical risks and safety hazards in their line of work, such as dealing with aggressive individuals or working in unsafe environments, leading to concerns about personal safety and job satisfaction.

4. OBJECTIVES OF THE STUDY

The following are the objectives of the study

- To know the mindset of security guards.
- To analyze the relationship between the security guards and common people.
- To know the consequences faced by the security guards during lunch hours.
- To know the consequences faced by the female security guards.
- To provide solution to enhance the life of security guards.
- To provide suggestion based on the study.

5. ROLES AND RESPONSIBILITIES OF SECURITY GUARDS

Security guards have diverse roles and responsibilities, including:

1. Surveillance: Monitoring and observing premises to prevent and detect unauthorized activity.
2. Access Control: Managing entry and exit points, checking credentials, and ensuring only authorized individuals gain access.
3. Patrolling: Conducting regular rounds to cover designated areas and deter potential security threats.
4. Emergency Response: Responding promptly to incidents, alarms, or emergencies, and taking appropriate action.
5. Customer Service: Providing assistance and information to visitors, employees, or residents while maintaining a professional demeanor.

6. OBSTACLES FACED BY SECURITY GUARDS

Security guards encounter several obstacles in their line of duty, including:

1. Risk of Physical Harm: Security guards often face potential danger, including confrontations with trespassers, criminals, or individuals engaging in aggressive behavior.
2. Lack of Training: Insufficient training may hinder guards from effectively handling emergencies, utilizing security equipment, or executing proper procedures.
3. Limited Authority: Security guards typically have limited legal authority compared to law enforcement, making it challenging to handle certain situations.
4. Long Hours and Monotony: Extended work hours and repetitive tasks can lead to fatigue and reduced alertness, impacting the ability to respond effectively to security threats.
5. Inadequate Equipment: Some security personnel may lack access to proper equipment, hindering their ability to carry out duties efficiently.
6. Weather Conditions: Guards working outdoors may face adverse weather conditions, impacting their comfort and performance.

7. CURRENT SITUATION OF SECURITY GUARDS IN INDIA

Today for private security staffed guarding industry biggest issue that is taking a toll on their financial health is a shortage of work force. This, in turn, is also giving birth to many other unwanted side effects:

Higher than normal employee churn out ratio

Inability to close the risk exposure gaps as promised to clients

Loss of billing revenue and hence profit margins

Attracting unwanted penalties from the clients as well as from labor authorities.

Agencies being forced to cut corners to maintain profit margins

The additional unwanted cost of hiring, recruiting, training and managing risks while at the same time trying to minimize the learning curve period of the newly deployed inexperienced work force. & many others as well ...

However, if one goes to the root causes of these phenomena, it can be seen that barring few other reasons, the most prominent one that emerges amongst them is "lack of social prestige for a security industry job" in society from Indian socio-economical perspective.

Traditionally it is being seen that officially and legally pay packages of a security guard (lowest & still most important rank in the industry parlance) are more often governed by minimum wages decided by various state governments across India. At the same time, the central government also decides these wages periodically for their own establishments spread across the country. Clients prefer going for state wages since more often; state minimum wages are comparatively lower than the central ones.

CONCLUSION:

The job satisfaction level of security guards is influenced by various factors.

1. Working Conditions and Job Satisfaction:

Research indicates that working conditions significantly impact job satisfaction among security guards. Factors such as health and safety provisions, social protection, and adequate basic needs play a crucial role in determining their satisfaction level¹. Exploitation of security guards, including underpayment and overworking, contributes to job dissatisfaction. The economic conditions in many countries have led to a rise in exploited workers, affecting their overall well-being¹.

2. Specific Findings:

Environmental Factors: While many security guards find their job fulfilling and encouraging, certain environmental factors affect their satisfaction. These include inadequate training, poor pay, shift-work schedules, boredom, and a lack of basic amenities at work²³.

Gender: Interestingly, there is no significant difference in job satisfaction levels between male and female security guards¹.

Contract Type: Security guards on fixed contracts and those on open-ended contracts experience different levels of job satisfaction¹.

3. Overall Happiness:

In the United States, security guards are considered one of the least happy careers, with a career happiness rating of 2.6 out of 5 stars (placing them in the bottom 7% of careers)⁴.

In conclusion, improving working conditions, addressing exploitation, and providing adequate training and amenities can enhance job satisfaction among security guards.

Employers should prioritize these aspects to create a more positive work environment for security professionals.

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