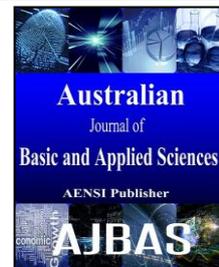




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The Professional Competency Elements of the Security Service Officials

¹Wanvisa Yaemtup and ²Associate Professor Dr. Khosit Intawongse

¹Faculty of Human Resource Development Ramkhamhaeng University.

²Dean of Faculty of Human Resource Development Ramkhamhaeng University.

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ABSTRACT

Background: Nowadays in Thailand, the development of the security service is cover more areas than the past such as security services, investigations services, personal protection services, analyzing and installation of security systems, access control system and alarm systems. However, there is no regulation to order or controlling professional competency elements of security service officials up on their roles, duties and responsibilities. Each business will setup their own standard for their organization. Therefore, security service business is lacks of standard practices which affect to the consumers' confidence. With the difference in quality and employment of security service officials, there are no measure to control the recruitment standard, also no regulation to order the security service career while this career is about to stabilize on security of life and property. From the above mentions, the business is under the competitions, uncertainty and changed. It is hard to guarantee the success. **Objective:** To study the elements of professional competency of security service officials. **Results:** The interviewing of 20 experts found the professional competency elements of security staffs could be classified to seven elements as following. 1. Role and responsibility competency 2. Emergency response preparation competency 3. Communication skill 4. Health and safety procedures 5. Ethics and attitude competency 6. Customer services competency 7. Knowledge of law. **Conclusion:** The professional competency elements of security service officials s were consist of seven elements. Firstly, role and responsibility of security guard was for preparation staffs with basic security service knowledge. Secondly, emergency response preparation was for solving in crisis. Thirdly, the communication skill was for communication, transmission and reporting. Fourthly, health and safety procedures was for supporting of the implementation of first aids and life saving. Next, ethics and attitude was for creating the best services and appropriate disciplines. Moreover, customer services was for raising the quality of customer services. Lastly, knowledge of law was for understand regulatory of laws and able to perform under rule of laws. All of the seven elements had to be developed equally and consistently so that all officials could perform all functions efficiently, effectively and sustainably.

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INTRODUCTION

Currently, the security service of each organization was outsourced by some operational expertise service provider. The organizations expected the provider could deliver more security standard and simplifies the training and operating standards. The above viewpoint demonstrated a growing trend of security business that was gaining attention and popularity services from both public and private sectors. Kasikorn Research Center (2009; 2010) found the security service business in the Asia - Pacific region were rapidly growth. There were estimated in 2016 the security service business would be worth more than three billion dollars and the

growth rate could reach 7.5% per year .According to the survey from the Asian Professional Security Association (Thailand) showed demand for security services in Thailand were increased 10 – 20 % and the growth rate was still ongoing .The critical factors were the demand expansion from both private and public sectors, especially housing projects including housing, condominium and town house. Moreover, the demand from the office building and factories in various industrial estates also affected to the increasingly demand of security service too. Therefore, the number of security services has increased continuously. In 2010, the number of providers were up to 3,917 providers and a number of security service officials were more than 400,000

Corresponding Author: Wanvisa Yaemtup, Faculty of Human Resource Development Ramkhamhaeng University.

officials. The value of the business was predicted up to 40,000 million baht in 2015. Furthermore, the present social security was changed by the increasing number in crimes or threats from terrorists. Many agencies or organizations feared of becoming their targets. Hence, they asked for an upgrade level of defense and security. Especially developed countries, even though they have the state security (public police), but they still paid attention on the private security (private police) along with it.

Nowadays in Thailand, the development of the security service is cover more areas than the past such as security services, investigations services, personal protection services, analyzing and installation of security systems, access control system and alarm systems. However, there is no regulation to order or controlling professional competency elements of security service officials up on their roles, duties and responsibilities. Each business will setup their own standard for their organization. Therefore, security service business is lacks of standard practices which affect to the consumers' confidence. With the difference in quality and employment of security service officials, there are no measure to control the recruitment standard, also no regulation to order the security service career while this career is about to stabilize on security of life and property. From the above mentions, the business is under the competitions, uncertainty and changed. It is hard to guarantee the success. The strategy of the organization's shall focus on developing professional competencies of their staffs to create an competitive advantage to led to the success of the business. For the past 10 years, several organizations, both public and private sector tried to put on budget and manpower to establish a professional competency in organizations to apply to the development of human resources with was valuable to their business. However, there were very few organizations in security service tried to focus on this issue. This did not only reflect to the customer trust and reliability to their career, but also indicate to the condition and problems with officials in the businesses that need the development of professional competencies to perform their duties effectively as security service officials. At the moment, there is no clear criteria but little empirical research on security service. However, there are several security officials try to setup the competency standard for their career. To ensure to establish the professional competency of security staffs in Thailand, business shall focus on security service organizations and professional competency elements in various countries to provide some appropriate guidelines for principles or measurement. The success of setup the professional competency elements and regulatory of security service officials in Thailand could lead to the job achievement and raise customer confidence to the roles and responsibilities of the security services officials (Mcmillan & Schumacher, 1997).

Objectives:

To study the elements of professional competency of security service officials.

Literature Review:

Security Service Business:

The World Trade Organization (WTO) has classified security services business to investigation and security services category. This category can be divided into the following sub as following.

1. Investigation Services: Provide criminal investigation involving fraud, theft, missing persons, etc.
2. Security Consultation Services: Provide consulting on security areas.
3. Alarm Monitoring Services: Installation of alarm systems for example fire alarms that will give signal to the police station directly. Once it is alarmed, police will come immediately.
4. Armored Car Services: Provide logistics security services such as transport money or valuable assets, etc.
5. Guard Services: Provide security service by sending their officiaik to be security guard to protect employer, factory, stores including surveillance area such as patrol and inspection Services, personal bodyguard services, watchdog services, parking control and access control services.
6. Other Security Services: Provide other security services.

The competency development concept:

The development of competency concept was sequence process steps. Many scholars gave ideas for the development of competency concept and finally found some organization may had different competency framework. However, the competency framework must included all attributes or behavior of officials in every positions. Once the framework was set, organization had to implement its framework to all levels or departments. The implement could not be succeed without full support from director board.

The activity to develop the competency was used several adult education concepts as seen as

1. Self development plan
2. Development center: A unit of organization to develop staff by focusing on the paper tests and observing on the training in many situations.
3. Self study.
4. Buddy working: Organization encourage their employees to develop themselves by matching with colleagues who have the same level of competency to help each other to develop their competency to meet the organization expected level.
5. On the Job Training: training by head coach
6. On-the-Job Experience : Assigning tasks to let employees do what they learned to gain more experience.

7. Development job assignment: Assigning particularly tasks to improve particularly competency such as presentation and discussion skills.

8. Participation in the organization activity.

9. The training or seminars

10. Learning from expert: The competency development had to implement continuously, organization must often urge their employer.

The competency was used to determine qualitative work results, according to Chanpitak & Paopan (2015) showed competency was the influencing employee result factors or source of results. Therefore, organization should focus on the competency and try to develop them to their officials to meet their expected competency level.

Methodology:

This study was a qualitative research by using purposive sampling to interview 20 experts in the security service industry (Creswell, 2013; Tepprasit, 2015). The secondary data was collected by selection on related documents to find concept and theory of roles, duties and responsibilities of professional competency in security service officials to define the professional competency of security service officials in order to establish a research, find a research gap and topics to design the interview. The assessment of research tool was done by take the interview form to consult the advisory committee, bring it to ask the expert to review and then used it for an in-depth interviews. The content analysis was used to summarize the professional competency elements of security service officials.

Research Finding:

The interviewing of 20 experts found the professional competency elements of security staffs could be classified to seven elements as following.

1. Role and responsibility competency: Collection of basic competency knowledge of roles, duties and responsibilities of the operation and the security services including the security of buildings and property, dignitaries custody, reconnaissance, surveillance, command, control, order to deliver quality service to customers and visitors in a matter of controlling access to buildings, observing and monitoring people and luggage, dog security control, knowledge about basic fire safety and firefighting, using of related security equipment, maintenance tools and equipment, weapon knowledge, teamwork, the ability to run multiple functions, technical skills on basic self-defense, communication device knowledge, vehicle security knowledge, X-Ray machine knowledge and traffic control knowledge.

2. Emergency response preparation competency: Operation process in emergency situation such as conflict management, avoiding conflicts situation, risk assessment and reduced personal risk, conflict learning, impromptu problem solving, communication skills for conflict management in

security service, terrorism and crime trends, procedures in case of property loss and detects suspicious objects, coordination and public relation, crowd control, migration, phone used to synchronize scene. treat people with threatening behavior and drunk.

3. Communication skill: Communication competency such as transmission, recording, knowledge on the universal symbols and alarms, investigation, reporting, report writing, providing information and testifying and teamwork.

4. Health and safety procedures: Health and safety competency such as health promotion, first Aid, knowledge of safety symbols, principles practice on the rules of safety, Knowledge of hazards in the workplace

5. Ethics and attitude competency. : The competency on positive attitude such as ethics, discipline, honesty, social responsibility, safety awareness, punctuality, rules and regulations respect and Continuous Learning.

6. Customer services competency. : The competency on services such as facilitation and information assistance.

7. Knowledge of law: The competency on regulations such as roles duties and responsibilities of the security staffs, legal authority, crimes and lawbreaking, information gathering and providing, controlling and arresting the offender with batons and handcuffs.

Conclusion:

This study aimed to investigate the professional competency elements of security service officials by using In-depth interviews to gather data from 20 experts as a process of qualitative research. The study found the professional competency elements of security service officials were consist of seven elements. Firstly, role and responsibility of security guard was for preparation staffs with basic security service knowledge. Secondly, emergency response preparation was for solving in crisis. Thirdly, the communication skill was for communication, transmission and reporting. Fourthly, health and safety procedures was for supporting of the implementation of first aids and life saving. Next, ethics and attitude was for creating the best services and appropriate disciplines. Moreover, customer services was for raising the quality of customer services. Lastly, knowledge of law was for understand regulatory of laws and able to perform under rule of laws. All of the seven elements had to be developed equally and consistently so that all officials could perform all functions efficiently, effectively and sustainably.

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