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Protecting the protector : exploring work-related challenges experienced by contract security guards employed by a security company in Johannesburg.

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CHAPTER ONE
INTRODUCTION TO THE STUDY

1.1 INTRODUCTION

Modern society has shown an innovative side of the workplace community that is no longer merely about generating large monetary profit and aiming in increasing productivity. This change has seen relationships being created between employees, employers and representative unions, all working toward a mutual beneficial relationship based on their individual needs and interests. One of the aspects in the mutual beneficial relationship is the concern about employees' well-being, their challenges and measures taken to address the concern aspects in the workplace (Mor-Barak & Bargal, 2000).

A number of occupations have succeeded in strengthening this mutual beneficial relationship, such as the South African Police Service (SAPS) and the South African National Defense Force (SANDF). These occupations have wellness structures such as Employee Wellness Programmes (EWP) and Assistance Employee Programmes (EAP) in place to address their employees' needs and challenges (Rajin, 2012; Swanepoel, 2003). Conversely, within the South African context, other occupations such as the private security industry have been reportedly lacking in the mutual beneficial relationship, by having no structures designed to address employees' needs and challenges (Avant, 2004).

This structural challenge experienced within the private security industry has resulted in a sharp criticism pertaining the quality and standard of mutually beneficial relationship as well as addressing the mutual interests of all parties involved in the private security industry fairly and justly. In reference to the limited literature regarding the South African private security industry (Landman, 2002; Viega et al., 2001), it can be debated that little is known about the experiences encountered by security guard officers working in the private security industry. Such limited literature limits our understanding on the impact that the absence of employees' wellness structures have in the lives of security guard officers in relation to the workplace.

1.2 STATEMENT OF THE PROBLEM AND RATIONALE FOR THE STUDY

The concern for employees' wellness in the workplace has extended with the focus shifting from employees with challenges to focusing to every employee. Research has been conducted on occupational challenges such as stress and wellness in the nurses (Giga, Cooper & Faragher, 2003), in police persons (Anderson, Litzenberger & Plecas, 2002; Mostert & Rothmann, 2006), and mine workers (Piekarski, 1995). The few studies carried out on security guards have focused on the development history of the security guard occupation (Landman, 2002), critical incident and burnout (Vanheule, Declercg, Meganck & Desment, 2008) and trust in security guards (Viega, Kohno & Potter, 2001). However, occupational challenges such as job satisfaction, turnover rates, work-related stress and motivation of private security guard officers have been not fully researched or recorded (Vanheule et al., 2008). It can be argued that the reason why there are fewer researches focusing on security guard officers, is because of the unclear legislation and regulations visible within the profession as compared to other occupations such as police and military force (de Waard, 1999; Erikson, Albanese & Drakilic, 2000).

The private security industry is a fastest developing industry in the workplace community (Landman, 2002; de Waard, 1999). This development of the industry has been perpetuated by a number of factors, including the ever increasing crime rates in our society (Statistic South Africa, 2011; Landman, 2002), demand on private security by organisations, businesses and the need for extra security outside the state protection (Abrahamsen & Williams, 2009). More than 1.7 million security guards were estimated to be registered with the South African Private Security Industry Regulatory Authority (PSIRA) between 2010 and 2011 (Mthethwa, 2012). The increased number of the security guards who make entry to the private security industry could be attributed to the rampant crime levels that are partly resulted by plummeting unemployment rates in the country. The lack of capacity and efficiency in as far as addressing these social ills by both government and private security industry make it difficult for the security guard officers to deal with challenges and stress that they are grappling with in their line of work.

These reasons and others contribute to the security guard officers' health, wellness and social functioning conundrum. Although the expansion and accelerated growth of private security industry have created job opportunities, health and wellness of security guard officers need

careful consideration due to the nature of their work. Security guards are reported to be exposed to a number of critical incidents, such as death threats, injuries, hijacking, assault and hold-ups as part of their work, that negatively affect their wellbeing functioning and performance at work (de Boer, Bekker, Syroit & Schaufeli, 2002; Declercg, Vanheule, Markey & Willemsen, 2007). In relation to other similar high risk jobs, the consequences of security guards working in such conditions could impact on their psychological wellbeing, working performance, poor employee relations and poor coping strategies adopted to address work related issues.

Although studies focusing on work stress (Pienaar & Rothmann, 2005; Van der Colff & Rothmann, 2009) have identified a number of coping strategies utilised by employees in stressful workplace environments, there is partial research on stress experienced by security guard officers within the private security industry. Hence this study anticipated to address the gap of limited knowledge on the work-related challenges experienced by contract security guard officers.

Since occupational social workers are concerned about employees' social wellbeing in relation to their work, and for the best interest of the workplace/organisation and employees (du Plessis, 1990). It was anticipated that the study will contribute to the incomplete practice knowledge about the private security industry and how occupational social workers can intervene and design effective interventional programmes that aim to address the wellbeing of security guard officers within the workplace environment and contribute in enhancing service delivery.

1.3 GOAL AND OBJECTIVES OF THE STUDY

The aim of the study to explore work-related challenges experiences by contract security guard officers in Johannesburg. In order to achieve the above-mentioned goal, the following study objectives were formulated:

i. To explore factors contributing to the decision of becoming a contract security guard.

ii. To investigate perceived challenges experienced by security guards in the private security industry.

iii. To explore perceived influence of the challenges experienced by security guards within their work environment.

iv. To explore the perceived coping mechanisms used by security guards in their work.

v. To examine the interventions available to support contract security guards.

1.4 RESEARCH QUESTIONS

The research questions that this study addresses are:

i. What impact do work-related challenges perceived by security guard officers have in their lives?

ii. What interventions are utilised by security guards in response to work-related experiences?

1.5. RESEARCH METHODOLOGY

In exploring the work-related challenges experienced by contract security guard officers in Johannesburg, a qualitative approach was used as a guide for the study. A non-probability-purposive sample procedure was used to select and create a research sample of 14 participants from a population of 493 contract security guards from an undisclosed private security company. The research sample consisted of 3 women and 11 men participants with an average age of 30-45 years and all working in Johannesburg. The utilization of a non-probability sampling procedure in drawing up the research sample limited the study from generalizing of the findings.

One-on-one interviews were conducted at the different homes of the participants in the evenings, where a voice tape recorder was used to collect the data shared through the work-related stories of contract security guard officers, using a narrative research design. The use of one-on-one interviews did not ensure the anonymity of participants, which can be regarded as a limit for the data collection tool. The study employed open-ended questions in conducting the interviews, which allowed the study participants to subjectively share their stories. As a form of ensuring triangulation in the study, two key informants, a site manager and a senior supervisor from a different private security company, were interviewed. The research tool used in the study was pretested using one contract security guard officer who was excluded from the actual study.

Furthermore, study participants may have provided social desirable answers, since some of the participants might have seen the researcher having a conversation with the management team

during gaining an entry to the company. The provision of desirable answers might have resulted in the study encountering challenges in addressing the literature gap in contract security guard officers and their experienced work-related challenges. The data collected was then transcribed into verbatim and analysed using a thematic-content analysis, which required more time for the study, since the data was obtained directly from the stories shared by security guards.

1.6. DEFINITIONS OF KEY CONCEPTS

1.4.1 Occupational experiences

Occupational experiences can be defined as personal encounters obtained within the course or process of a livelihood activity (Costa, 2003). Occupational experiences are what most employees encounter during their work, and that is where challenges and opportunities are encountered by employees. In achieving some of the objectives, the study will explore the occupational experiences of contract security guard officers and how it impact to their well-being.

1.4.2 Contract security guard officer

According to de Waard (1999, p. 144) a contract security guard officer is an employee working within a private security company, performing activities on professional basis for a third party and they objective is the "preservation of the security of person and property or maintenance of public law and order". This individual is outsourced to the third party based on contractual work. The study focuses on the work of contract security guard officers and it is important to have an understanding of the term sees it might be misunderstood to duration of employment.

1.4.3 Work-related violence

Leino, Selin, Summala and Virtanen (2011, p. 143), define work-related incidents as "to incidents where persons are abused, threatened, or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being and health". Since private security guard officers have to attend to criminal activities in their line of duty, it is important to understand the violence that security guards are exposed to throughout these criminal activities, and how it influences their relationship with others.

1.4.4 Security company

According to Berg (2007), a security company is a structured organisation that renders private security care services to businesses and individuals. Security guard officers are usually employed by security companies that use their services to work at their clients' premises on a contract basis. Furthermore, it is crucial to have knowledge about the practices and interventions that security companies engage to, which results to employees' wellbeing.

1.4.5 Employment

Avant (2004) defines employment as an action or condition of engaging in an activity for the purpose of gaining a livelihood. The employment of private security guard officers seem to be similar to other professions such as police officers, but they receive different status in the community and different support as related to the challenges they similar encounter with other employees from the security sector.

1.7. ETHICAL CONSIDERATIONS

The main ethical considerations adhered in this study included voluntary participation, beneficence, confidentiality and not causing further harm to the research participants. Study participants were made aware of the study's intentions of exploring the challenges experienced by participants in their work as private security guard officers. The procedure of the study was transparent and participation was voluntary. Consent forms were shared with participants, and their concerns were addressed, including their right of withdrawing from the study with no repercussions being held against them.

The data collected before the withdrawal of participants was destroy as a form of ensuring confidentiality. Coding was used to protect the identity of study participants, whereby codes were used as substitutes to participants' names. Furthermore, as a form of protecting participants, counseling was made available for participants who became emotionally distressed during the study. The information on free counseling provided as a result of the study was shared with participants in the Participant Information Sheet that was given to them during drawing up of the research sample.

The abstract of the study was made available for participants and the information gathered in the research was shared with relevant stakeholders, as an additional tool to be considered when addressing work-related challenges experienced by contract security guards. The final report shared with the relevant stakeholders, was compiled in a format that protected participants for any form of work victimisation by management and other security guards.

1.8. ORGANISATION OF THE STUDY

Chapter one provided an introduction and orientation of the study, with an overview of the rationale and significant of study.

Chapter two deals with the literature review on the development of the private security industry, private security guard profession, and the workplace environment as related to the experiences of private security in South Africa and international.

Chapter three describes the research design and methodology that was used in the study to address the objectives set.

Chapter four presents and discusses the analysis of the data and makes an association with the literature discussed in chapter two.

Chapter five describes the summary of the main findings, the conclusion and the recommendations to relevant stakeholders in relation to experienced work challenges by contract security guard officers.

1.9. CONCLUSION

This chapter provided an overview of the study by discussing the problem statement and the rationale that highlighted the limitation from previous studies exploring experiences of private security guard officers in the private security industry. Furthermore, the chapter introduced the aim, objectives and research question guiding the study. In addition, a brief description of the research methodology and ethical considerations were discussed in this chapter.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 INTRODUCTION

The private security industry has been identified as one of the fastest developing private industry in the world, with its development contributing to both the economy and social livelihood of society (Berg & Nouveau, 2011). In 1995, the industry's financial turnover in South African was approximately R2 billion (Singh, 2005), with an increase of approximately R40 billion in 2007 and R50 billion in 2008 (Berg & Nouveau, 2001), making it the largest Gross Domestic Product (GDP) contribution from a single industry in the private sector, with a total of 2% GDP. This industry's success of development lies in the thousands of individuals in the grassroots level, working as private security guard officers. Although there is no clear definition on what a security guard is, but within the industry, security guards are individuals employed to perform the core functions of the private security industry (Singh, 2005).

There are four types of security guard professions identified within the private security industry which include, the contract security profession, the in-house security profession, private central alarm monitoring station and high security profession (de Waard, 1999). The name given to the different types of private security profession derives from the functions expected to be performed by the security guards under the profession. According to de Waard (1999, p 144-145), *contract security guards* are individuals performing activities on professional basis for a third party and they objective is the "preservation of the security of person and property or maintenance of public law and order", and high security-transport guards are security guard officers employed on a professional basis to perform the function of "transporting limited quantities of cash and other valuables for the third party".

Contract security guard officers and high security-transport guard officers where the only two types of security guards recognized within the private security industry, until three decades ago, when in-house security guard officers and private central alarm monitoring station guard officers were identified. Such recognition of these two types of security guard officers was influenced by the vast inversion of technology and growing number of private companies competing over the provision of various security services (Singh, 2005). In-house security guards refer to the security guard officers who are trained by an organisation, to perform organisation's security

duties, such as monitoring and maintain order. While private central alarm monitoring station guard officers are security guards relying on technology to fulfill their duties as security guards (Smith & Richards, 2007).

2.2. The Rising History in the Future of the Private Security Industry

Although the full history of the private security industry was never recorded by scholars and historians, its origin and development can still be traced back to the 1970s in Europe, where security guard officers were hired to assist state police officers in addressing the growing concern over crime. This development was also influenced by the transformation of society to industrialization, where ownership of property and wealth increased, with the supply-demand for extra security following such societal change (de Waard, 1999). There is a limited literature in as far as the development of private security industry is concerned particularly the acknowledgement of the core factors that play an immense role to redefine and reinvent the industry. It can be argued that the increase of supply-demand ratio premises itself based on the class status whereby the people at the top of the class hierarchy need additional security that will serve as a differential between them and the people at the bottom of the hierarchy. For example, Hope (2012) argues that the expansion of the private security industry should be looked in the 'micro-environmental' everyday consumption that favours the wealth and the 'haves' in society. This view on the development of the private security industry emphasis on the class war in society that, the top class (classified as the wealth and owners of the means of production) is threaten by socio-economic transformation and uses private security guards to protect and guard their social class ownership (Hope, 2012). Such critical view of social class in society expands our inquisitorial view in the development of the private security industry as published by scholars.

In 1999, the United States of America (USA) was reported having 1,500,000 registered security guard officers, with Canada, Europe and Australia having 125,025, 92,050 and 92,583 registered security guard officers respectively (de Waard, 1999). These numbers of registered security guard officers have been identified as the highest when compared with registered police officers in the security sector. The following table illustrates the difference in numbers between the two key players in the security sector, recorded in 1999 in USA, Australia and Canada, and 2006 in Europe.

Country	**Police officers**	**Security guards**
USA	828 435	1 500 000
Australia	51 486	92 583
Canada	75 364	125 025
European Union	1 088 550	1 535 530

Source: (van Steden & Sarre, 2007) and (de Waard, 1999).

The high numbers of security guard officers as compared to police officers has also stirred critics to policy makers for lacking in developing effective policies on regulation and accountability for the private security industry, similar to those of police officers and other professions in the security sector (Smith & Richards, 2007). Furthermore, the substantial margin difference between the number of registered police officers and security guard officers expands the social class argument that is attributed to the increment of the private security services being enlisted by individuals who are at the top of the social class hierarchy. Against this backdrop, the expansion and growth in the private security sector will continue for as long the demand for private security services is experienced. On contrary, the policing industry which is mainly provided by the government cannot be specifically compared to the private security industry due to the fact that the policies and legislation regulating both sectors are totally different and specific in nature. A fundamental difference between the two is that the private security industry is privately owned whereas the policing industry is state owned it is for this reason it can claimed that the responsibilities and obligations of the former and latter generally vary to a certain degree. Wealthy social classes have the means to emolument private security services, which can be argued that such means influence the expansion of the industry when compared to the state which has other social responsibilities (social security, education, agriculture) to cater for citizens, separately from the expansion of the policing industry that is seemed as lacking behind in numbers. Therefore, social class has an indirect impact to the development and growing of the private security guard industry.

2.2.1. Where is South Africa coming from?

In South Africa, the origin and development of the private security industry can be traced back to the 1980's, during the apartheid government. Factors that influenced the development of the industry in the 1980's were the rise of insecurity with apartheid activities, the willingness of the apartheid state to accept private security as an adjunct to state police and the attempt to professionalise the industry through the enactment of various policies of legislation (Berg, 2007; Iris, 1999).

After the banishment of apartheid laws, the country was welcomed back into the global arena, which led to the increase in private properties, identification of new risks in the so called 'risk society', growing trends towards consumerism and commodification of security-individuals, and the cutting cost measure of the government and encouragement to personal security usage. These factors have been the main influencers in the rapid development of the private security in the Post-Apartheid South Africa (Berg, 2007). A helicopter view in South Africa's post democratic dispensation illustrates that the development of private security industry is still characterized by inherent inequalities along racial lines that are arguably to a certain extent the apartheid government's legacy. Interestingly, the glaring picture of inequalities in as far as social class is concerned continues to be the mammoth task that the post-apartheid government has to annihilate. An argument supported by the Employment Conditions Commission (ECC) Private Security Sector (2012) report states that the utilization of security services is high in white households when compared to other racial households, although this can be a contested terrain particularly giving due consideration to the rate at which the black middle class is advancing to the top of the social class hierarchy.

Generally, the above mentioned factors have not led to the development of the industry to reach the glass ceiling; multiple factors have contributed to the rapid development of the private security industry in the post-apartheid South Africa, such as crime, unemployment, urbanisation and the increased number of gated communities.

2.2.1.1. The relationship between crime and the private security industry

Crime has been a leading factor in the supply and demand of private security services by society, with a reported 5% increase in 1997-1998 to a 7.5% increase in 1999-2000 in South Africa (Landman, 2002). Crime rates began increasing drastically in the 1990's after the failed hope of it decreasing after 1994, with Johannesburg leading, followed by Pretoria, Cape Town and Durban respectively (Schonteich & Louw, 2001). According to a report by Statistics South Africa (2012), more than 50% of victims of crime interviewed reported having a fear of being robbed or having their houses broken into. In addition, research by Abrahamsen and Williams (2009) suggests that the general South African society lacks confidence in the police for protection.

The exposure to crime has not only carried out fear for victims, but has also contributed to the development of positive adaptation as a result of resilience. As cited in Dutton and Greene (p. 220), resilience is defined as "the maintenance of normal functioning over time". According to Dutton and Greene (2010), exposure to violence including crime may lead to victims going through greater efforts of creating meaning due to the inconsistent relationship with crime within their functioning. Furthermore, Dutton, et al. (2010) claim that they are three types of resilience that allows crime victims to the establishment of meanings. The first resilience is the one shown through exemplary outcomes following adversity, second resilience is shown through positive development imbedded within exceptional functioning. The third type of resilience is initially shown through negative consequences after adversity, but then develops adaptive functioning over time. Dutton, et al. (2010) also found that during the creation of meanings after crime adversity, victims would dedicate their functioning in criminal justice activities.

Such fear over crime and lack of confidence in state police officers, has led to the development of gated-communities in South Africa (Hook & Vrdoljak, 2002; Landman, 2002). These gated-communities are dominated by wealthy white individuals, and are the only areas where private security services are highly used at personal level (Landman, 2002). According to Hook and Vrdoljak (2002, p. 195) gated-communities are "residential areas restricted access in which normally public spaces are privatised" and they are security developments with designed parameters such as walls and fences, and controlled access to prevent penetration by non-residents.

Landman (2002) suggests that there are two types of gated communities in South Africa, namely enclosed neighbourhood and security villages. In the post-Apartheid South Africa, the increase of crime has led to the increase of applicants for these gated communities. In Johannesburg alone, it was estimated that there were 300 roads closures reserved for gated communities, with 79 applications received in 2000, only 23 approved (Landman, 2002). Drawing from the definition and characteristics of gated communities, the rationale is that the outside world is uncontrolled and hence dangerous, and this rationale supports the demand in private security services, leading to the growth of the private security industry. On the other perspective, the argument of the utilisation of private security services by gated communities is twofold. Firstly, enlisting such security services is purely for safety and security reasons. Secondly the existence of gated communities is to create and preserve a social system that will alienate them to the rest of the world. Therefore, that effectively means that the gated communities' needs will have to be catered in line with their special demands by private security companies. In turn, this creates a problem because security guard officers who service these gated communities are expected at least to share the same social and at times political values of the community in question. It can be argued that this practice of gated communities reverse the gains made to create and maintain social cohesion in the country.

Furthermore, it can be contended that the development of gated communities as linked to high crime rates, is a strategy of implementing crime prevention through redesigning the environment that requires assist only from private security services and not public state security services (Hook & Vrdoljak; Landman, 2002). If this is the case, then clearly the role of private contract security guard officers in fighting crime is needed within the intervention strategies of crime prevention.

However, over the past 10 years, gated-communities have not only been occupied by wealthy white people only. Economic-transformation programmes such as Broad-Based Black Economic Empowerment (BBBEE) and Black Economic Empowerment (BEE) has fuelled the growth of black entrepreneurs and black business individuals (Black Economic Empowerment Report, 2012) qualifying admission to gated-communities. The success of these economic-transformation programmes challenge the perception that only white people utilise security services through gated-communities as argued in Shaw (2012) and Landman (2002).

2.2.1.2. The relationship between economic factors and the private security industry

Economic factors such as poverty and unemployment has also played a major role in the continuous development of the private security industry. In South Africa, it was estimated that more than 50% of the population lives below the poverty line, with more than 41% of the population being unemployed (Kingdon & Knight, 2004; Landman, 2000). The illiterate or lack of tertiary education and misfit skills were found to be leading contributors to the high unemployment rates in the country. The recent South Africa Quarterly Labour Force Survey report 2013, revealed that, unemployment has increased by 100 000 to 4.6 million, resulting in an increase in the employment rates to only 25.2%. The most affected provinces when it comes to unemployment are North West with 39.6%, Mpumalanga with 36.7% and Gauteng province with 34.4% (Statistics South Africa, 2013).

The above presented history of unemployment in South Africa since 2000 provides a strong argument of that the influx of young people entering the private security sector is influenced by poverty and unemployment, especially with the influx of illegal migrant workers in the industry (Cox, Hemson & Todes, 2004). Illegal migrants are said to have no choice in choosing employment to sustain their livelihood but to depend on less regulated sectors for employment (Cyrus, 2008). Their choices are not only limited by their socio-economic situation, but also by abuse of human rights and exploitation influenced by lower wages, poor living conditions and inadequate employment conditions such as access to maternity leave, unemployment insurance funds and other employee benefits stipulated within employment acts (Cyrus, 2008).

The practice of illegal migrant workers entering the private security industry as a result of limited employment options and lack of skills casts a doubt and critique on the practicality and enforcement of the labour legislation that regulates private security industry. Additionally this opens up a debate about regulation of the private security industry in terms of its compliance with the Constitution of the country that makes provisions for equal rights to everyone and the right to fair labour practices. . In European countries, similar human rights violation against illegal migrant workers have been witnessed (Cyrus, 2008)

Moreover, it is evident that in comparative terms South Africa is not on the same level of development in terms of the economy and politics with the rest of the world. Apartheid, socio-

economic factors and a host of other reasons are the contributing challenges. Nonetheless, a real progress has been witnessed in the last twenty years of democracy in areas considered to be the backbone of the economy such as technology, infrastructure and education. The demand for the private security services has also increased job opportunities and simultaneously have posed legitimate, ethical, moral challenges to both the industry and the government in as far as security guard officers' overall wellbeing is concerned. More so, when the exploitation of the security guard officers and maltreatment is rampant and well documented in the media and other forms of mass communication. In addition, the lack of education and availability of security employment opportunities make security guard officers to be easily accessible and as a result that effectively make security employers in the industry to have unfair economic power and leverage of the terms of employment relationship. Bernheim, Ray and Yeltekin (2013) study reveals that economic factors such as poverty were found to be damaging the self-control over the ability of choices made by individuals in regard to employment. In regard to the study by Bernheim et al. (2013), it can be debated that economic factors had an influence to the choices made by individuals in joining the security industry, which saw a rapid growth of it, in line with the increase in poverty and unemployment rates in South Africa.

2.3. Where are we in South Africa?

According to de Waard (1999), approximately 4, 345 companies were registered with the Private Security Industry Regulatory Authority (PSIRA) in 1999, and this number has doubled since then to 8,828 companies between 2010 and 2011 (Mthethwa, 2012). The Private Security Industry Regulatory Authority (PSIRA) is the representative board of the country in the security sector, responsible for the regulation and legal guidance of the industry. More than 1.7 million security guard officers in South Africa are estimated to be registered by security companies, with a total of 400 000 security guard officers already active within the industry (Mthethwa, 2012). The following graph illustrates the growth and increase of security guards from 2005 to 2010, making South Africa one of the biggest homes for private security industries.

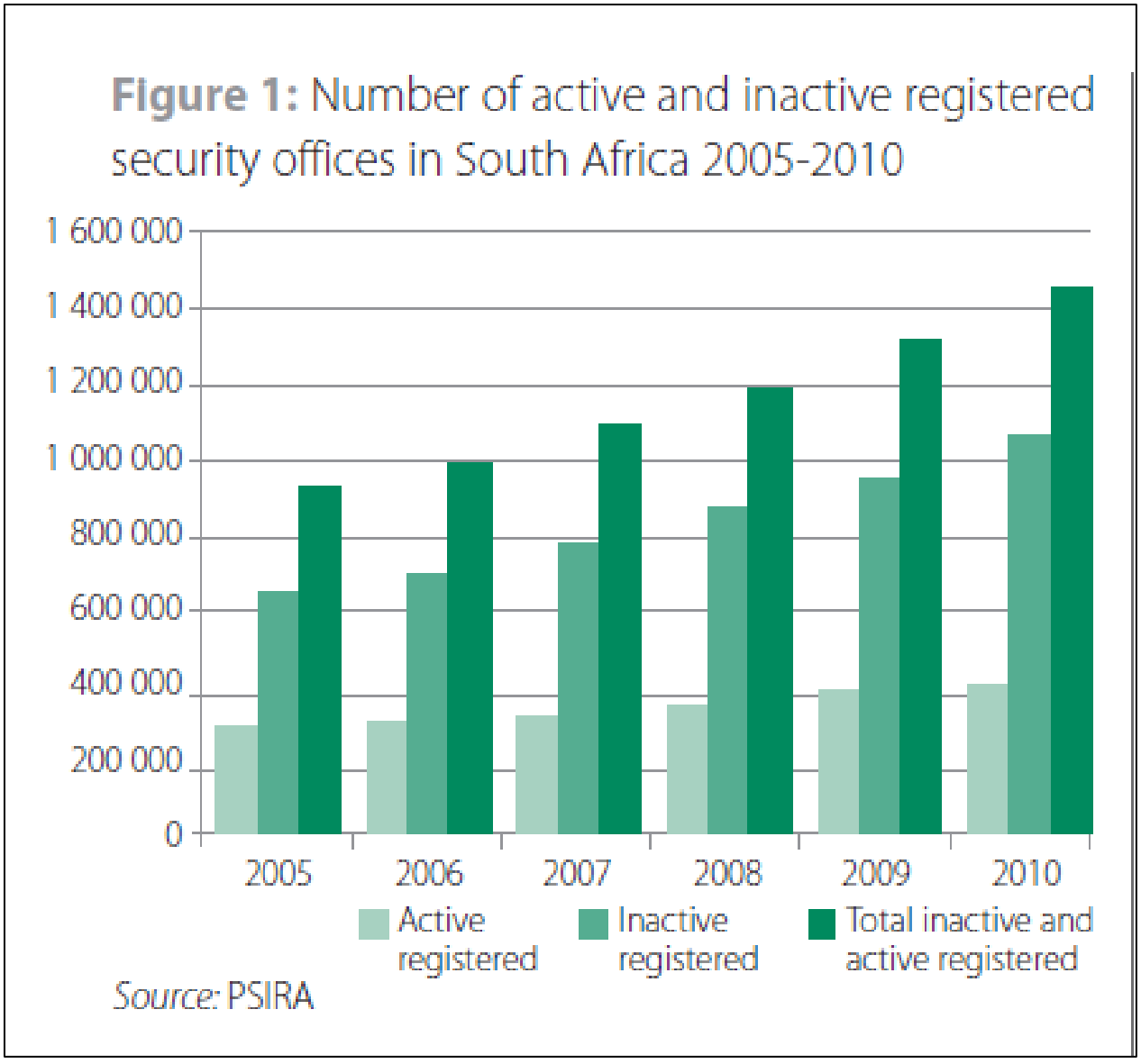


Figure 2.1 Number of active and inactive registered security guard officers 2005-2010

This growth of private security guard officers has contributed to the development of various employment opportunities for South Africans within the industry. Studies show that, more than 50% of South African population are said to be living beyond the poverty line, with an approximately 30% being unemployed (van Steden & Sarre, 2007). The private security industry has opened its doors in welcoming this population stricken by poverty and unemployment by reinventing the services offered in the South African industry (Berg & Nouveau, 2011). The following figure illustrates the different services rendered by the industry in South Africa, recorded in 2005.

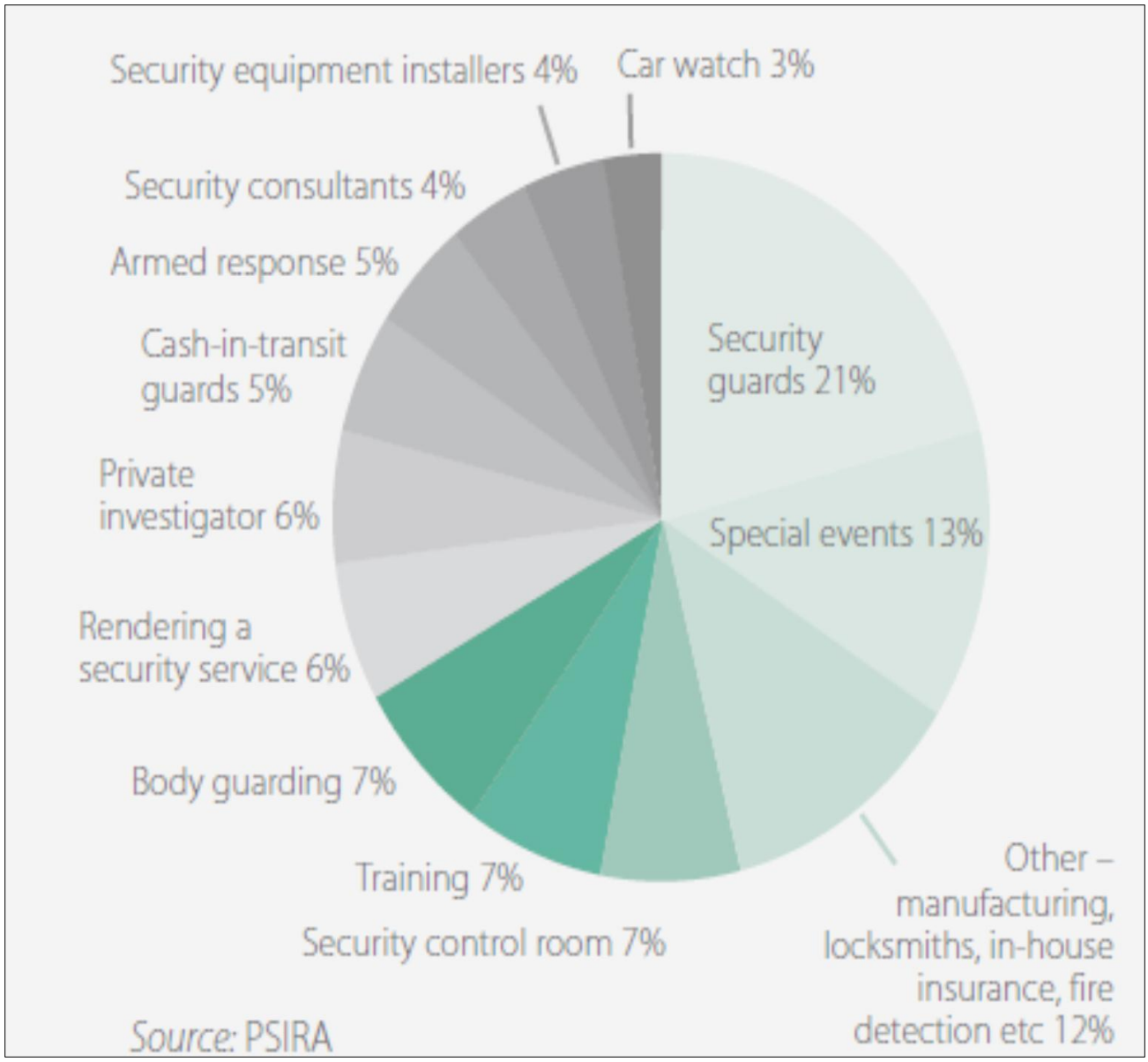


Figure 2.2 Services rendered by the Private Security Industry of South Africa

The contract security guard profession remains to be the largest service offered in the South African industry, with 21% of the guards being distributed in this field (Berg & nouveau, 2011), and approximately a high of 75% in Europe (van Steden & Sarre, 2007). Notably, the economic crisis has also affected the entry and retention of trained private security guards into the employment sector. As shown in figure 2.1, there are more inactive security guard officers than the active officers. This effectively means that there are more unemployed (inactive) officers than employed officers. The statistics provided probe the capacity of the private security sector to create and sustain jobs the same way it experiences a stable and rapid growth. Furthermore it

can be contested that it amounts to reversal growth if the industry experiences steady growth whereas the quality of jobs it produces is below the set benchmark as stipulated by the Labour Relations Act 66 of 1995 and all other labour legislation. Therefore the rapid growth of the industry has to be matched by improved working conditions of the security guard officers. A balancing act should be struck to ensure that the compliance with the industry applicable laws and government is not compromised. In a nutshell, the oversupply of security guard officers as shown in the table below should be used by the industry effectively and strategically to ensure that inactive security guard officers are roped into the employment sector thus reducing the workload experienced by the active security guard officers.

2.4. The Legal Structure of the Private Security Industry

The regulation of the private security industry is South Africa has been visible since the emerging of the industry in the 1980. According to Berge and Nouveau (2005, p. 24), the term regulation can be referred to as "systems of control and accountability". This definition of the term identifies recognized structural bodies as being responsible for the regulation of the industry and to ensure total compliance and accountability.

There are currently three phases that the regulation of the private security industry in South Africa can be better understood. The first regulation of the industry came into play during the apartheid government whereby the first law was passed in October 1987 by the Security Officer Board (SOB) to have all security guard officers and companies involved in private and public policing registered and protected under the National Key Point Act No. 102 of 1980 (Berge & Nouveau, 2005). When South Africa entered into a democratic government in 1994, the second phase of the regulation was witnessed.

The changes in the regulation of the private security industry were to correspond with the political changes, since in the 1980s; the regulation was under the apartheid laws. Another loophole that the new regulation aimed to address was the exclusion of the in-house security professional within its mandate and to include industry representatives on the SOB board (Berg & Nouveau, 2005). In the post-1994, the regulation of the private security industry was followed with the amendment of the 1996 and 1997 Act, leading to the current Private Security Industry Act of 2001 which is also being amended (Berg & Nouveau, 2005; de Waard, 1999).

A number of reasons for the amending the Private Security Industry Act of 2001 have been provided in the bill, including: "(i). to provide additional power of the Minister, (ii). to provide for the authority to promote crime prevention partnership with other organs of society, (iii). To provide finances and accountability of authority, (iv). to provide for the appointment of the directors of authority, (v). and to provide regulation of ownership and control of a business operation as a security service provider (Private Security Industry Act of 2001, p. 2).

De Waard (1999) argues that the policies are unsuitable as regulatory frameworks for the industry because they lack the power to enforce regulations in the workplace. In supporting de Waard (1999) argument, a self-review of the Private Security industry Regulation Amendment Bill indicates no evidence of regulations and guidelines in terms of psychosocial assistance and interventions to address the workplace environment as experienced by security guard officers.

In support of de Waard's argument, the policies holding the private security industry have also been pointed out by former President Thabo Mbeki in his 2007 State National Address, as being inadequate regulatory systems within the security sector of the country (Berg, 2007). Furthermore, criticism on policy makers includes the short-coming of having a formal co-operation policy between police officers and security guards. Although the role of security guard officers' in fighting crime is acknowledged by the South African Police Service in the National Crime Prevention Strategy's programme (Schonteich, 1999).

South African regulations in the private security industry are viewed as being less authoritarian when compared to regulations from the USA (Maahs & Hemmens, 1998). In South Africa, there are few requirements stipulated for someone joining the private security industry for example, having no criminal record, being over the age of 18 and holding a SOB credited security guard certificate (Singh, 2005). However, in the USA, having a credited security guard certificate is just one of the more requirements. A legal citizenship status, clear criminal record and a stable mental status are some of the stringent requirements that are not bargained if one wants to become a security guard officer in USA. The minimum age required is 18 years, with other states such as Delaware requiring 20 years for unarmed security and 21 year for armed security (Maahs & Hemmens, 1998).

2.5. The Identity of Contract Security Guard Officers

As explained previously in this chapter, that the term contract security guard officer does not reflect only to the duration of employment of the security guard officer in the private security industry, but is a term given to individuals performing activities on professional basis for a third party within the private security sector based on outsourced contractual work (de Waard, 1999). However, the role of contract security guard officers in society has been expanded from its initial state of working in a tripartite relationship, the employer, the contractor and the security guard. That resulted in a developed diverse relationship including the public that interact with contract security guard officers on daily basis (Berg, 2007; Singh, 2005).

2.5.1. The Roles of Contract Security Guard Officers

Contract security guard officers are set to be providing the protection and security of person, and property, as well as the maintenance of public law and order (de Waard, 1999). This function includes guarding of business properties and houses, the monitoring and authorization of access to private space, arm responding to burglary or answering of alarms and investigating disturbances, patrolling and report writing on daily activities and irregularities (Berg, 2007; Singh, 2005; de Waard, 1999).

There have been a number of debates in South Africa on whether to refer to contract security guards as private police officers, since they seemed to be performing similar functions, if not the same, with state police officers (Berg, 2007). These functions set to be similar to state police officers' functions, includes guarding, armed responses, private investigation, maintaining public order risk/consultancy, manufacturing and distribution of security equipment (Berg, 2007; Landman, 2002). However, the distinction between roles between police officers and private security guards lie in the legal powers granted by the state. Additionally the private security services are paid whereas the policing industry renders their services at no cost and for the broader community.

2.5.2. Reviewing the Legal Power of Contract Security Guard Officers

In exercising their powers to perform the above mentioned functions, South African contract security guard officers are guided by the Criminal Procedure Act No. 51 of 1977, the National Key Point Act No. 102 of 1980 and the labour legislation of the country (Singh, 2005). According to the South African Criminal Procedure Act No. 51 of 1977, private security guard officers have the power to force entry, to search, seizure, arrest, physical force and even lethal force. In addition, this Act empowers private contract security guard officers to arrest without a warrant (Singh, 2005).

The South African National Key Point Act No. 102 of 1980 allows a greater use of power by contract security guard officers in private or public owned places. Such greater power usage includes arrest, search, seizure and the use of force (Singh, 2005). Although there have been a number of concerns in the usage of physical and lethal force by security guards, following the media reports on assault and physical attacks of citizens by security guards (Mail & Guardian, 2013; Soji, 2013; Beatty, 2012). None of the concerns have been integrated in the regulation of the private security guard profession in South Africa.

Following the marketing of private security profession, a number of countries have increased the extend usage of legitimacy force by private security guards including contract guard officers. In Canada and the USA, using reasonable punitive force during an arrest is allowed, since physical pain is a viewed as "a resource for impressing upon offenders individual responsibility for the consequences of their freely chosen actions" (Singh, 2005, p. 155). However, it seems like the South African history of apartheid will have a role to play in the restructuring of the practice of legitimacy force by private security guards, in the underway regulation policy of the industry. This consideration role is based on physical punitive been declared as unconstitutional to the rights of a willing to cooperate offender (Berg, 2007).

Although the use of legitimacy force has been extended by a number of countries, such as the USA and Canada, there has not been a clear understanding on how security guard officers can use their powers towards citizens, especially in the USA where you have one state disagreeing with the other. For example, in the state of California, a security guard officer is not given the power to arrest as a security guard, but is given the power to make a citizen arrest like any other

citizen. A second contradiction is that a private security guard officer is not permitted to touch a criminal suspect except for self-defense or when necessary to use reasonable force in an arrest (Parfomak, 2004). These contradictions from a single country make one wonder about the regulations of the private security industry if they functioning as a collective professional bodies or in separate ways, and if they allow a global formality view the profession.

2.6. The Regulated Entry of Contract Security Guards in the Security Industry

The training of contract security guards is to be provided by training centres that are accredited by the Security Officer Board (SOB). These training centres provide security guards with knowledgeable skills and techniques necessary in controlling crime, with a certificate qualification after completion (Singh, 2005). The education and training programme compromise of five successive stages, with each stage taking a week of training and attending seminars, which is then concluded with an exam. Furthermore, the training programme contributes to the formation of ranks among security guards within the industry (Singh, 2005).

There are five ranks available and represented by alphabets, with each rank requiring a week of training. The first rank in called Grade E, which is the lowest rank, followed by Grade D, C, B and Grade A. Grade A is the highest rank in the South African security industry, which in enables security guards to carry a licensed fire arm and conduct supervisory functions (Singh, 2005). The qualification obtained from the first rank, works as an entry level to the industry and to the provision of employment. However, there have been concerns about the professional development of security guards, since most of them do not reach the other ranks and remain in the Grade E, Grade D and Grade C ranks (Singh, 2005).

It is debatable that poverty and limited or no financial resources play a crucial role in respect of the lack of professional development within the private security industry. Research and studies have shown that the people who are employed within the security industry have limited or no education. As a result, the meager security guard salary they earn is not adequate to enable them to ascend to the higher ranks of their profession by means of studying further. On the other hand, perhaps the issue of training and development could be fairly posed to the security companies to invest in their employees. Besides the concern over professional development, the education and training programmes have been experiencing a number of challenges, including the training

programmes being too comprehensive and not corresponding to the ultilisation of these security guards in the workplace (Singh, 2005).

The growing demand of private security guard officers has led to the mushrooming of training centres being accredited by the SOB. The programme of training security guards has then been identified by critics as a failing programme in equipping security guards with knowledgeable skills and techniques in controlling crime. This failure is due to these new accredited training centres limiting the training of security guards in relation to clients' demand, and aiming to cut costs (Singh, 2005). For example, basically the training provided is clients' needs specific and not industry oriented. In other words, security guard officers are equipped with the skills that they will use specifically at the client they have been placed at and not equipped with a set of diverse skills to deal with any form of crime situation or threat in their line of work. Granted, the issue of speciliasation cannot be negated, however within the private security industry, the security guard officers due to poor working conditions tend to move from one company to the other. Therefore, it is a risk to not equip them holistically with most if not all aspects of the crime and or security operations to ensure that the prospective employers are certain of the fitness and suitability of all security guard officers in the country. The professional standardization of training and development will do the industry a justice in forever changing business landscape and clients' needs.

The training programmes consist of crime control, management and prevention training in crime. The law maintenance order skills training includes the use of legal power, self-defense, first-aid, emergency procedures, safety, communication, public relations, reporting records, and junior leadership skills. While the preventive skill training includes gaining access, loss controls fires, alarm systems and equipment identification (Singh, 2005). Formal education as an entry level to the profession's training is found to be not a requirement for a number of security guard officers joining the industry (Gumedze, 2008). Arguably, the training and development of the security guard officers is currently carried in such a way that it does not invigorate the interest of the security guard officers in the employment sector or system to partake. It is evident that most security guard officers do not see their industry as being a fertile soil that promotes learning and growth. To address this perception and maladies, a joint venture of education and training is necessary for the determination of training programmes that need to be designed for individuals

joining the industry. Studies focusing on university students argued that, there is a continuous link between high school education and tertiary education, and that high school education assist in the success in tertiary education (Jean, 2010; Grayson, 2003). Similar implication can be said about formal education in the private security training that the success of the training is affected by the lack or absence of formal education upheld by individuals joining the private security industry.

2.7. The Journey of the Contract Security Guard Officers in the Industry

The high demand of security guard officers has led to the restructuring of private security guards to respond to this demand, with the industry being divided through space, time and activities (Singh, 2005). Some of the affected aspects of the industry due to the demand include shift work, work-related violence, income wages, working conditions and gender. The bone of contention within the private security industry is also noncompliance with the Basic Conditions of Employment Act 75 of 1997 by the employers. These aspects tend to influence the individual work-related experiences of private contract security guards in the private security industry.

2.7.1. Shift work

Private security guards are among the high number of shiftwork employees in the workplace community (Drake, Roehrs, Richards, Walsh & Roth, 2004; Costa, 2003), with security guard officers working 5 shifts of 12 hours and having 2 days of rest a week (Singh, 2005). Shiftwork is a term used to refer the way of organizing daily working hours in which different people or teams work in succession to cover more than the usual eight hours worked in a shift (Costa, 2003). There has been a scarcity of studies focusing only on shiftwork in the private security industry. However, numerous studies (Akerstedt, 2003; Costa, 2003, Boggild & Knutsson, 1999) have included security guards when studying shiftwork with other professions such as nursing, mineworkers and factory workers.

Studies on shiftwork have found that there is positive correlation between shiftwork employees and sleeping disturbance, gastrointestinal diseases and cardiovascular diseases (Akerstedt, 2003). The use of substances to address sleeping disturbance and staying awake during a night shift was identified in nurses (Gold, Rogacz, Bock, Tosteson, Baum, Speize & Czeisler, 1992). It can be argued that behaviours similar to those of nurses working shiftwork are possible to be occurring

within the private security industry, where security guard officers are expected to labour-out shiftwork with little supervision provided by the use of tracking technology devices only monitoring the location of an employee (Singh, 2005). Disturbance of sleep also affect security guards' alertness at night, since they must be actively prepared for any problematic events (Akerstedt, 2003; de Boer, Bakker, Syroit & Schaufeli, 2002). Furthermore, it can be argued that poor alertness caused by disturbance of sleep put security guard officers who work shiftwork at risk of poor work performance (provision of adequate security to property or person), which might lead to being dismissed and subsequent contract termination.

Other identified impact of shiftwork in security guard officers include tiredness, laziness, boredom, and disinterest (Singh, 2005), which might lead to job dissatisfaction (Costa, 2003). Shiftwork employees have also been identified as being at risk in encountering social marginalization, due to their additional working times within the work community. Such social marginalization traits include being marginalized from activities occurring during the day, family timetable such as birthdays and funerals, as well as being marginalized from performing adequate parenting roles (Sefalafala & Webster, 2013; Costa, 2003). Furthermore, a study involving security guard officers from South Africa, Gauteng province showed that security guards experienced disorientation from having a successful work-life balance. This experienced disorientation resulted in security guard officers experiencing stress, frustration and anxiety that affected their work and family relationships (Sefalafala & Webster, 2013).

2.7.2. Gendered nature of the private security industry

The development of the private security industry has neglected the changes in the entrance of employees to the sector, especially women. Women are subjected to a new form of gender discrimination, which is the re-segregation in the industry, whereby there are assigned to particular positions that are low in status (Schulz & Yeung, 2008; Erikson et al., 2000). Such re-segregation is based on the belief that women lack skills and capacity in dealing with great deal of authority, high-level of management, physical strength and technical skills (Schulz & Yeung, 2008).

These gender re-segregations reinforce the current system whereby the private security industry is male dominated. The view is further perpetuated by the gender based stereotype that postulates

that young men possess a physical strength and great deal of authority in utilising the tools that provide security guards with significant powers. Moreover, it can be debated that women security guards experience unfair work practices that might affect their psychological well-being, due to the traditional beliefs of men being protectors (Erikson et al., 2000). Although the private security private is a gendered field in the work community, dominated by men employees, global changes influenced by HIV/Aids, human rights laws and the shift in gendered roles, more women are welcomed in the South African industry (Sefalafala & Webster, 2013). The increasing number of women joining the industry as a result of global vicissitudes, challenge the industry regulatory legislation to be more flexible in accommodating the gender paradigm shift. For example, guard-houses need to have both women and men toilets for the promotion of human dignity and privacy in the workplace. Women employees are subjected to unique needs in the workplace community such as maternity leaves, unique clothing subjected to their unique culture (wearing of skirts and dress rather than wearing pants as a symbol of showing respect in the traditional practices of Africans) and family responsibilities, which sees workplace communities and labour laws being anticipated to compile with such unique needs (Williams, 2010).

2.7.3. Workplace-related violence

One of the major concerns in the private security guard industry is the exposure to work-related violence. Leino, Selin, Summala & Virtanen (2011) stress-out that it is important to understand that once people encounter any form of violence, their health wellbeing becomes endangered. Private security guards are among professionals highly exposed to violence, with almost 73% of Finland security guards reported to be experiencing some kind of violence in a month (Leino et al., 2011). In a work context, violence can be defined as "any threat or violent act, physical and/or psychological in nature that is directed towards a person while at work" (Leino et al., 2011, p. 143).

In addressing workplace violence in the private security industry, the European Commission extends the definition of work-related violence as "to incidents where persons are abused, threatened, or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being and health" (Leino et al., 2011, p. 143). This definition has

enabled occupational researchers to identify the health implications that security guard officers encounter in their line of duty (Leino et al., 2011; Castillo & Jenkins, 1994).

A study on work-related violence experienced by contract security guard officers conducted in Finland on 1010 security guards, presented a high 82% of security guards encountering work-related violence from verbal aggression, including swearing and shouting. More than 39% of 82% security guards reported to experience such act of violence at least once in a month (Leino et al., 2011). In other forms of work-related violence, the study found that 53% of security guard officers experienced threats of assault, including kicking and hitting, 8% on threat to break property and 51% on physical acts during an arrest. A number of these work-related violence were found to be common at night, during early hours of the morning and when working alone (Leino et al., 2011), which can be argued that since security guard officers are active shiftwork employees, they are more likely to encounter similar experience, especially in a crime stricken country like South Africa.

Moreover, a study conducted with South African security guard officers revealed that, officers remained fearful of their work conditions. This fear follows even after being equipped with necessary work related resources such as pepper spray, panic buttons, button sticks and two-ways radios (Sefalafala & Webster, 2012). Therefore, it can be claimed that, safety remains an issue within the private security industry that has a considerable history of work-related violence.

2.7.4. Income wages

Each year the private industry contributes 2% to the South African GDP with approximately R50 billion turnover income. However, this positive turnover is argued to be positively welcomed and beneficiary to few members in the industry, with the majority members still hanging on what they call a mere income (Berg & Nouveau, 2011). Although the private security industry is a successful and rapidly growing industry, it is still among of the lowest paying industry, with its employees still living under the poverty line (Kimosop, 2007; Henry-Lee, 2002).

In April and June 2006, the private security industry embarked on a labour strike, recorded to be the longest strike ever taken in the history of the South African private security industry. Their concerns were poor working conditions and low wages, and arguing to be performing similar functions with the state police officers yet experiencing inequality when compared to police

officers (Berg, 2007). The dissatisfactory on low wages has been associated with the high turnover rates in the private security in Kenya (Kimosop, 2007). Although it is acknowledged by government and workers' unions that private security guards are earning low wage (Berg, 2007), issues of pay are still not included in the new amended bill aiming to regulate the private industry, which yet again fails to address the socio-economic of security guard officers coming from poor backgrounds (Singh, 2005).

The issue of low wages in the private security industry has not only being experienced in South African or African private security industries, but also in countries like the USA. According to Parfomak (2004), the private security industry is the lowest paying occupation in the USA, with an average salary of $19, 400 per year in 2003, which is less than half of the average salary for police officer and below the USA average salary. This concern over wages has led the declining of security guards in the USA private security industry (Parfomak, 2004). Similar low wages are said to be experienced by security guard officers in Britain. According to the study conducted by Whittaker and Hurrell (2013) in the payroll of Britain employees, elementary occupations such as security guards, catering, waitress and leisure workers are the worst low paying occupation. The study further revealed that 1.7 million of Britain workers, which compromise a 59% of employees in the work community, were elementary employees and extremely low paid when compared to the 41% of employees experiencing low pay (Whittaker & Hurrell, 2013).

The outsourcing of security services within the industry has been identified as one of the major contributing factor in the concerns around low wages. A study conducted in janitors and security guard officers found that outsourcing affected the distribution of wages. Outsourcing penalty in wages were from 4% to 7% in janitors, with 8% to 24% in security guard officers (Dube & Kaplan, 2010). Contributing factors to the influence of outsourcing to wages were found to be educational levels and the involvement of unions within these professions (Dube & Kaplan, 2010).

The on-going debate over low wages in the private security industry cannot be separated from the lack of tertiary or formal education required for individuals joining the industry. One needs to acknowledge the fact that most security guards officers are declared as semi-skilled labours with no form of education and in today's society, education plays a major role in determining employees' wages (Bousquet & Nelson, 2008). Therefore, the debate over low wages can be

attempted by firstly addressing the issue of formal education-entry for individuals training to become security guard officers.

2.7.5. Working Conditions

The working conditions of private security guards vary from one country to another, depending on the grounds that the private security industry is given to provide its services. In the USA contract security guards are exposed to critical incident perpetuated by terrorism (Parfomak, 2004), while in countries like Finland, security guards are exposed to assault and verbal aggression (Leino et al., 2001). Studies on similar professions such as police officers, nurses and army workers, have shown a significant relation between critical accidents and stress as well as burnout (le Blank, Bakker, Peeters, van Heesch & Schaufeli, 2011; Ben-Ezra, Essar & Saar, 2006).

A study was conducted on 530 security guard officers involved in body guarding, mobile surveillance and transportation of valuable documents, of which 85% were men with an average age of 40 years. The results showed a significant relationship between distressing situations experienced by security guards within their work, and professional burnout. However, support received by security guards either in the workplace or outside the workplace, showed to have lower the burnout scores (Vanheule, Declercg, Meganck & Desment, 2008; Declercg, Vanhuele, Markey & Willemsen, 2007). Without any reasonable doubt, the working environment has an impact in the well-being of security guard officers, and this highlights the limitation of the amended South African Private Security Industry Regulation of 2001 Bill in failing to address or include security guard officers' psychosocial needs.

One of the concerns about the critical exposure that private security guards encounter in their line of duty is the manner in which they deal with the effect of such exposures and the coping mechanisms in place to assist them in dealing with their occupational challenges. Avant (2004) argues that private security guards lack effective coping strategies towards their workplace condition, this argument is supported by the studies conducted by the Uganda Youth Development Link (2008), which showed security guards as being among employees who abuse alcohol due to the conditions of their workplace environment. Furthermore, such concerns about

the effectiveness of the coping strategies used by security guards have been associated with the high homicide-suicide rates linked to the private security industry.

Armed security guards were reported to be among the professions with high homicide-suicide rates in Italy (Preti & Maccio, 2001), and with a high rate (58%) of homicide-suicide in South Africa comes from police officers, military workers and security guards (Roberts, Wassenaar, Canetto & Pillay, 2009). According to Avant (2004), it has been reported by occupational researchers that there are no intervention programmes in the private security industry to assist contract security guard officers with challenges that might lead to the resort of homicide-suicide. These reports questions the effectiveness of the stipulation made by the 1997 White Paper on Transforming Public Service Delivery on having the well-being of employees being accounted for by the workplace (South African Department of Public Service and Administration, 1997b).

Furthermore, over the past 10 years, the South African Department of Labour (DoL) has presented the National Occupational Health and Safety Bill, which aims to extend the Occupational Health and Safety Act no. 85 of 1993 that excludes features such as prevention of death, illness or injury in all places of the workplace (Nel, Kristen, Swanepoel & Poisat, 2008). Drawing from the above legislation, occupational challenges that might result to occupational stress can be subjected to be an illness to the employee's well-being (Leino et al., 2011). The Occupational Health and Safety Act examines a constitutionally valid question about the status of labour legislation and the compliance thereof in as far as the private security industry is concerned.

The impact of unattended occupational health and safety concerns has been associated to the health risks that employees are exposed to within their line of work. A study conducted by Frisvold, Mines and Perloff (1988) revealed that unattended occupational health and safety concerns such as job site sanitation increased the probability of workers reporting gastrointestinal disorder by 60%. This finding raises concerns to the private security industry which seems to be lacking behind in the implementation and practices over occupational health and safety workplace settings (de Waard, 1999).

Although not all security guard officers are exposed to critical incidents and work-related violence in their work, a common shared distress about the working condition in the private

security industry are the long working hours (Vanheule et al., 2008; Kimosop, 2007; Singh, 2005). Standard working hours within the workplace community are 8 hours (Boggild & Knutsson, 1991). However, security guards work a 5 day shift of 12 hours in a week and this has been reported to result to boredom, disinterest and tiredness presented by security guards in the workplace (Singh, 2005). Boredom and disinterest can be contested to be contributing factors to the reported high turnover in the private security industry of Kenya (Kimosop, 2007) and the high absenteeism in the South African security industry (Chauke, 2007).

Despites the long hours experienced by security guard officers, weather conditions such as cold conditions can also be argued to have an impact in the wellbeing of security guards due to some aspects of their work such as patrolling guarded properties at night and working at open-space entrance access points (de Waard, 1999). Cold weather conditions have been associated with a decline to work performance, according to the study conducted by Marrao, Tikuisis, Keefe, Gil & Giesbrecht (2005), cold weather conditions interfere with the body joint movement due to increase viscosity of synovial fluid and tissue. Furthermore, the study also found that cold conditions contributed to the decrease in motivation, distraction and vigorous shivering with might affect performance as a whole (Marrao et al., 2005).

However, due to scarcity of employment in South Africa, security guard officers adjust themselves within these poor working conditions since such conditions do not have negative impact to the employee turnover rates in the industry (Singh, 2005). Despites the low employee turnover rates in the industry (Singh, 2005), job security still remain a challenge encountered by security guard officers. According to a study conducted by Sefalafala and Webster (2012), they found that job security was a challenge in the industry and it contributed to the acceptance behaviour demonstrated by security guards toward the experienced challenges, since they do not want to jeopardize their job security. Moreover, employee representatives played an invisible role in the addressing of job security within the private security industry. It can be argued that, since security guard officers' work under a contract of employment, raising their concerns over the encountered workplace conditions will jeopardize their wok contract, leading to the company losing a contract with the clients and security guard officers fronting unemployment.

2.8. THEORETICAL FRAMEWORK

The Person-Environment Fit (P-E-F) theory was applicable in exploring and understanding the work-related experiences encountered by contract security guard officers. The study used the theoretical framework emerging from the P-E-F theory in creating a theoretical understanding of the work-related experiences and challenges encountered by security guards, and how these challenges are addressed.

2.8.1. Person-Environment Fit theory

Occupational scholars have long recognized the importance of the person and the environment in understanding the nature and consequences of the workplace relationships (Edwards, Caplan & Harrison, 1998). This recognition contributed to the emerging of the Person-Environment Fit theory by French, Rodgers and Cobb in 1974, that has expanded its knowledge through the development of models used to address work related matter, such as stress, job involvement and organisational commitment (Edwards et al., 1998, Blau, 1987).

According to the Person-Environment Fit theory, both the person and the environment hold qualities that determines or even construct the relationship between the two features, through interaction. Such qualities for the person includes their locus of control, hardiness and coping styles, and qualities held by the environment includes the over/under load of work, daily hassles, role conflicts, job demands and decision latitude (Buunk, Jonge, Ybema & Wolff, 1998; Edwards et al., 1998).

According to the Person-Environment Fit theory, the interaction relationship between the environment and the person indicate that behaviour, attitudes and well-being are determined jointly by both the person and the environment, which then argues that challenges such as stress arises congruence with one another (Buunk et al., 1998; Edwards et al., 1998). In understanding how the interaction between the person and environment contributes in determining the behaviour, attitudes and well-being concerning the individual, the theory provides three distinctions.

2.8.2. Distinctions of Interaction between the Person and the Environment

The first distinction is between the person and the environment presentations of the objective and subjective attributes, which are "a prerequisite for the conceptualization of person-environment fit" and provides the basis for examining reciprocal causation between the person and the environment (Edwards et al., 1998, p. 3).

In the first distinction, two sets of relationships about the person and the environment's attributes are identified and they determine how the fit happen, which are the *objective and subjective-person* and the *objective and subjective-environment*. The objective-person refers to attributes of the person as they actually exist, while the subjective person "signifies the person's perception of his/her own attributes i.e. self-identity and self-concept (Edwards et al., 1998, p. 3-4). These person's attributes interact with the objective-environment which includes the physical and social situation and the event "as they exist independent of the person's perceptions", and the subjective-environment which refers "to situations and events as encountered and perceived by the person" (Edwards et al., 1998, p. 4). Buunk et al. 1998, argue that the relationship results to imperfection in the workplace community due to the employees' distortions such as denial and repression, cognitive construction processes, limited human information processing capacity as well as the organisational structures that limits access to objective information. However, such imperfection in the workplace community as explained by Buunk, et al. (1998) can be challenged in the private security industry characterised with illegal migrant workers and less fortunate people seeking livelihood. For example, such imbalanced relationship as a result of limited access to objective information in the work can be accepted by an individual with limited choice over access to any other employment. Such repression and denial over the imperfection in the workplace can be arguable used as a coping strategy addressing the individual's objective interaction with the environment, leading to a fit based on imbalanced relationship.

The second distinction identifies the correspondences between the person and the environment's attributions. It then combines the *objective-subjective person* and the *objective-subjective environment* to yield four types of correspondences. These correspondences determine the possibility of a fit between the person and environment (Edwards et al., 1998). The first correspondence is the *Objective Person-Environment fit,* which refers to the fit between the objective person and the objective-environment attributes. The second correspondence is the

Subjective Person-Environment fit, which refers to the fit between the subjective-person and the objective-environment (Edwards et al., 1998). However, this second distinction does not explain the possibility in the perfect fit between the subjective (and the objective) person-environment, without one changing its origin. It perfectly assumes that there will be an automatically fit between the two.

The last two correspondences are the *Contact with reality*, meaning the "degree to which the subjective-environment corresponds to the objective-environment", and the *Accuracy of self-assessment* or accessibility of the self (French et al., 1974), which represent the match between the objective-person and the subjective-person (Edwards et al., 1998, p. 6). It has been argues that when it comes to the occurrence of stress, good mental health is signified by minimal discrepancies on Objective Person-Environment fit, Subjective Person-Environment fit, Contact with reality fit, and the Accuracy of assessment fit. However the OP-E fit have little impact on mental health unless it is perceived by the individual, resulting to it being translated to the Subjective Person-Environment fit (Buunk et al., 1998).

The third distinction provided by the Person-Environment fit is that, it differentiates two types of person-environment fits. The first type is the fit between the demands (such as quantitative and qualitative job requirements, roles expectations, group and organisation norms) of the environment and the abilities of the person. Such abilities includes the individual skills, aptitudes, training, time and the energy required to have for the task ahead (Edwards et al., 1998). In reference to the above explanation of the third distinction, it can be argued that the training of security guard officers limits individuals from fully exploring their abilities if they fit with the demands of the security guard profession. This argument is based on the shortness of the training programme as discussed in chapter 2 (section 2.2), and such limitation might have an impact on the high turnover rates identified in Kimosop (2007), since individuals identify the mismatch between the profession's demands and their attributions that was not identified prior the training. The second type of person-environment fit is the fit that entails the match between the needs of the person and the supplies in the environment that pertain to the person's needs. Edwards et al. (1998, p. 5) refer to the individual's needs as "to extrinsic and intrinsic resources and rewards that may fulfil the person's needs, such as food, shelter, money, social involvement and opportunities to achieve".

Within the third distinction (Edwards et al., 1998), the person and the environment's attributes should be commensurate in order for a fit to occur. For example, the need for achievement should have the same content dimension with the organisation's opportunities, and this commensurate relationship is referred to as a *need-supply fit versus demands-ability fit* (Buunk et al., 1998). This relationship of commensuration between the person and environment can then be viewed as a determining factor of whether the person fit in the environment or not, and it can be argued that without this commensuration relationship, the person-environment fit is meaningless (Sin, 2004; Buunk et al,. 1998; Edwards et al., 1998). However, the third distinction assumes a relationship between the person's needs and the environmental supply, yet it put forward the individual as the one who needs to assure that his\her needs are aligned to what the environment is able to supply. It can be argued that, as much as there is a relationship between the individual and the environment, the individual is expected to contribute more than the environment for a perfect fit outcome to occur. This contribution results in the individual changing their beliefs, attitudes and personality in order to promote a 'false' amicable match. Coping mechanism are viewed as efforts aiming to improve the *Objective Person-Environment fit,* either by changing the objective-environment such as environmental mastery or changing the objective person, which can be done through adaptations. In addition, effective coping can be used to reduce or eliminate any objective misfit (Buunk et al., 1998).

However, the various aspects of the Person-Environment Fit theory have never been tested empirically and do not explain how the individual re-adjust themselves to fit into the environment after encountering a misfit (Buunk et el., 1998). Furthermore, it does not fully believe on the individual having more control over the environment, resulting to the limitation of the person's role in the interaction relationship (Edwards et al., 1998).

The background understanding of the Person-Environment fit theory has contributed to development of models aiming in addressing and answering the phenomenon activities taking place the workplace community. Such models include the Person-Environment Fit Model, which assisted in addressing the limitations identified in the Person-Environment Fit theory.

2.8.3. Person-Environment Fit Model

After the birth of the Person-Environment Fit theory, a number of theorists managed to develop their own models from the theoretical background of the theory, relating them to the fit in workplace community (Edwards & Rothbard, 1999; Blau, 1987). The development and review of the Person-Environment Fit Theory led to the prominent model called the Person-Environment Fit Model (PEF). The PEF model has been used successfully in determining work-related process, such as absenteeism, turnover (Buunk et al., 1998), job involvement, job satisfaction, career success, individual career involvement (Shin, 2004; Blau, 1987), and work-family conflict (Edwards, 1999).

A longitudinal study on nurses from an urban hospital conducted by Blau (1987), showed a relationship between the person (nurses) with the environment (hospital) that consisted of different variables such as work ethic and growth need strength from the nurses and a preserve job scope by the hospital. This relationship between the person and the environment was significant in predicting job involvement, improving the understanding of the 'fit' in the matching of attributes. Drawing from the PEF model, it is evident that this relationship requires both the environment and person to either adapt or change and failure for either of them to fit or match will be characterised by challenges such as absenteeism and job dissatisfaction. It can be claimed that despite the mismatch between the environment and person's *objective-subjective* attributes as discussed in chapter 2 (section 2.7.2), a fit occurs and what remains affected by the difference in attributions is the relationship between the two.

Shin (2004) extended the knowledge behind the PEF model, by identifying three types of fits, namely: the person-organisation fit which is congruence between an individual's values and the organisation's values, the person-group fit which is a compatibility between the person and his/her working group, and the person-job-fit which refers to the match between the individual's characteristics and the job requirements. The compatibility between the individual and his/her working group refer to the similarities in personalities and possession of effective interpersonal skills (Shin, 2004). The following diagram illustrates the PEF model's relationship between the attributes held by the person and the environment in determining the type of fit incorporation with the Person-Environment Fit theory.

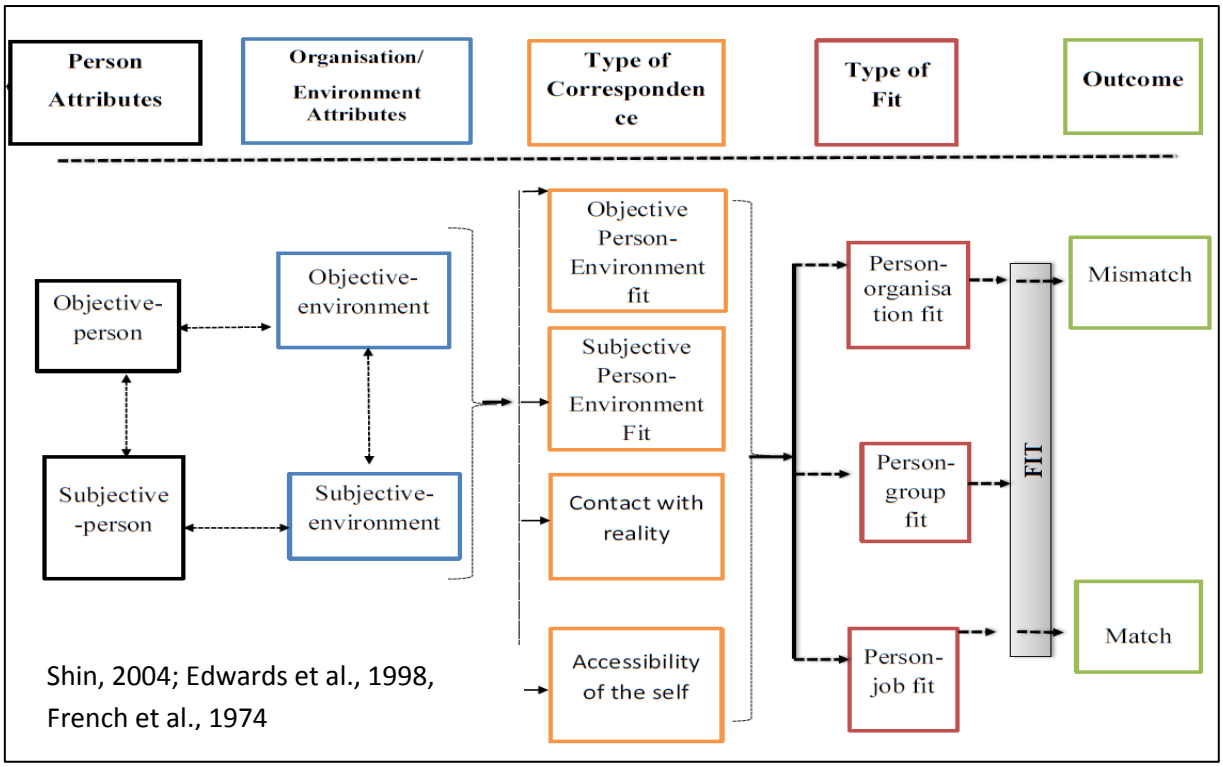


Figure 2.3 Person-in-Environment Fit Model

The diagram above illustrates the incorporation of the Person-Environment Fit theory within the PEF model in the workplace community. According to the diagram, employees' and the organisation's attributes interact with one another in a relationship that is combine to determine a causation correspondence that assist in determining which type of fit will be achieved by the person. Furthermore, once the type of fit is identified, it then influences the individual's behaviour, attitude and well-being. A mismatch fit is associated with negative well-being, absenteeism, intention behaviour, and a match fit is associated with positive well-being, job involvement, job satisfaction, career development and organisational commitment (Shin, 2004; Buunk et al., 1998, Edwards et al., 1998; French, 1974). In designing intervention and work-related programmes, occupational social workers need to make sure that such initiative allows for the development of the employees' match as they fit in the workplace community. Furthermore, external influences such as labour laws need to be considered when creating a relationship that allows amicable changes and adaptation between the person and the environment. Hence, the model fails to acknowledge external forces that have an influence to the relationship between the individual and environment.

Although the PEF model provides clear guidelines in illustrating how the person and the workplace' attributes affect work-related activities such as job involvement, occupational stress, organisational commitment, and so forth, that impact to the individual. It does not provide guidelines on how occupational scholars or professionals such as occupational social workers and industrial psychologists can intervene in the workplace community using the model as a guideline.

2.9. CONCLUSION

The rapid development of the private security industry in the Post-apartheid South Africa has been influenced by a number of factors, including the increasing crime rates, unemployment and poverty, as well as the growing number of gated-communities. This rapid growth of the industry has witnessed the development of training centres for security guards who actively involved in the fighting and prevention of crime in South Africa. Due the development of the security industry, more and more parties have joined in the restructuring of the industry, including the government with regulation policies, academics who are concerned about the wellbeing of security guards in relation to their work, and public citizens and business owners who use the services of the industry. Furthermore, the Person-Environment Fit model was introduced in the chapter, and discussed to identify its role in assisting private security guard officers in addressing the challenges encountered in the industry. According to the Person-Environment Fit, a match is required for employees to find a fit in the environment, and a failure for a fit leads to challenges and distress.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. INTRODUCTION

In this chapter, further discussions are made on the procedures that were followed in addressing the aim and objectives of the study. The procedures followed in the study includes, the approach that was employed as a guideline for the study, the selection of the research sample from the population, the research instruments, and procedures on how the data collected was analysed. Furthermore, the strengths and limitations of the research methodology are explored in details, as well as the ethical considerations pertaining to the research are discussed.

3.2. RESEARCH AIM AND OBJECTIVES

Aim of the study

The aim of the study is to explore work-related challenges experienced by contract security guards in Johannesburg.

Research objectives

i. To explore factors contributing to the decision of becoming a contract security guard.
ii. To explore perceived challenges experienced by security guards in the private security industry.
iii. To explore perceived impact of the challenges experienced by security guards within their work environment.
iv. To explore the perceived coping mechanisms used by security guards in their work.
v. To examine the interventions available to support contract security guards.

3.3. RESEARCH APPROACH

In order for us to understand and develop explanations of social aspects around us, we need to concern ourselves with the opinions, experiences and feelings of the people strongly associated to those social aspects aimed to be understood (Engel & Schutt, 2005), and this can be achieved through qualitative research. Therefore, in the exploring of work-related challenges experienced by contract security guard officers, a qualitative research approach was used to guide this study.

Qualitative research can be defined as a research that uses methods such as participants' observations or case studies which result in a narrative and descriptive account of a setting or practice. Moreover, using the qualitative research approach supports the rejection of positivism and welcomes the adoption of interpretive (Parkinson & Drislane, 2011). The rationale under the qualitative research approach is to understand the constructed meanings of people when making sense of their world and the experiences they have in the world (Merriam. 2009).

The reason for using the qualitative approach was that, it allowed the researcher to explore the subjective views of the participants, which can be argued that it provided the research with a rich data (Creswell, 2005). Using the qualitative approach as a guideline for the study, resulted to the development of a partnership relationship between the researcher and the participants, allowing an 'ownership' attitude from the participants to emerge and having more willingness to participate and provide rich data for the study. Furthermore, the willingness to participate in the study was influenced by the honesty carried by the qualitative research approach in having no attempts made to manipulate the responses of participants regarding their own experiences (MacLaughlin, 2012).

According to MacLaughlin (2012), as a characteristic, qualitative research studies behave in natural settings, and this contributed to the reasons why the researcher selected it to be use in the study. Moreover, it resulted to the development of trust between the participants and the researcher since participants were familiar with their setting and it was safety for them to share their subjective views and stories. Furthermore, interviewing participants in their own natural setting contributed to them feeling comfortable during the data collection process of the study.

However, using the qualitative approach resulted in the research facing a number of challenges, including time consuming during data collection and analysis, since the data used was collected

directly from the participants who had subjective experiences to share. Greenstein, Robert and Sitas (2003), argue that, despite this challenge of the qualitative approach being time consuming, a lot of knowledge can be generated from the participants, which could bring an in-depth understanding of their world that has not been discovered yet. The intensive and time consuming of data collection under the qualitative research approach resulted in the study drawing a small research sample that limited the generalisation of the findings (Merriamq, 2009).

3.4 RESEARCH DESIGN

The study used a narrative research design in exploring the work-related challenges experienced by contract security guards in Johannesburg. According Creswell (2003), narrative research is a form of inquiry in which the researcher studies the lives of individuals to provide stories and experiences about their lives, which is then 'restoried' into a narrative chronology by the researcher. Furthermore, Schwandt (2007, p. 22) outline that the main assumption of the narrative research design is that the life-world of an individual can be understood better from the person's perspective, and "thus the focus is on individual subjective definition and experience of life".

The narrative approach was used in the study for the purpose of creating a platform which participants used to share their experiences in details, that are now being retold by the researcher in relation to relevant literature review in chapter four (Creswell, 2003). Narrative research design believes in a holistic approach of understanding the individual's world, hence it seeks to interrelate the social and a cultural worlds of the individual whose story is being retold (Creswell, 2007). The use of the narrative research design resulted in the participants having further ownership on the research, since it allowed the researcher to gather and present data in a way that encouraged participants to speak for themselves through the telling of their life stories as security guard officers (Vos, Strydom, Fouche & Delport, 2011).

The main challenge in using the narrative research design is developing a question tool for data collection that will allow a narrative that will not be interrupted or obstructed by the researcher or the interviewer (Vos et al., 2011). This challenge was observed and addressed in the research instrument which consisted of open-ended questions that allowed the participants to broadly tell their stories. In addressing this challenge, the researcher used the skill of focus interview, which

allowed the researcher to have a focus direction on the interview despites interruptions. However, it is very important to develop an open-ended question that will allow the researcher to seek for clarity without making the participant losses his/her tracks of the story.

3.5 SAMPLING AND PARTICIPANTS

Pilot and Hungler (1999, p. 3) refer to a population as "an aggregate or totality of all the objects, subjects or members that conform to a set of specification". In this study the population was contract security guards employed by an undisclosed private security company in Johannesburg, which granted permission for the study (Appendix F). The population consisted of 493 men and women employees, and was used to select the sample of the study. The eligibility criteria in the study were that participants should have been working as security guards for a minimum of 3 years and working as contract security guards. According to Pilot and Hungler (1999, p. 278), eligibility criteria "specify the characteristics that the people in the population must possess in order to be included in the study sample.

The study followed a process of selecting a portion of the population to represent the entire population in a process called sampling (Schwandt, 2007). During the selection of the sample, the sampling process followed a non-probability purposive sampling procedure, which ensured that the criteria set for participants, was followed. According to de Vos et al. (2005), purposive sampling is when participants are chosen based entirely on the researcher's judgment in that a sample would be composed of elements that contain the characteristic, representative or typical attributes of the population.

Non-probability sampling implies that not every elements of the population has an opportunity for being included in the research sample, which continued in limiting the generalisability of the findings (Creswell, 2009). The research sample consisted of 14 participants working as contract security guards and consisted of 11 men and 3 women; between the ages of 30 and 45. All the participants were black in racial category and South African citizens with one participant from Zimbabwe. The small number of the sample did not lead to less accurate results of the study but, limited the study in generalising the findings, since not all the population was represented in the sample (Engel & Schutt, 2005).

Selecting a sample instead of working with the entire population assisted the researcher in saving time during data collection and data analysis. Furthermore, it was economically responsible for working with a sample rather than the whole population, since the researcher had to travel to different locations where participants recommended being convenient for them to be interviewed. In selecting the sample, the researcher managed to use his personal techniques by using his subjective judgement in relation to the eligibility criteria (de Vos et al., 2011; Merriam, 2009).

In drawing up a sample for the study, the researcher targeted the participants from their different pick-up point locations where the organisation's transports fetch them. A quorum was formed and the researcher introduced himself and to the participants about the purpose of the research. All the participants were handed out participant information sheets, with a second edited section sheet for potential participants interested in taking part in the research to tick and provide their contact details. All the edited participant information sheets which a section where interested participants ticked and left their contact details in were collected from the quorum in order to avoid them knowing who agreed to take part in the study. Participants with interest to take part in the study were then individually contacted for a follow up meeting to schedule an interview.

3.5.1 RESEARCH INSTRUMENT

According to de Vos et al. (2011), most researchers use semi-structured interviews for the purpose of gaining a detailed view of participants' beliefs about something or their perceptions to a particular topic. Furthermore, this method provides the researcher and the participants much more flexibility, since the researcher is able to follow up on rising issues concerning the researched field, and participants are given that opportunity to give a fuller picture. For the purpose of this study, semi-structured interview schedules were used to collect data.

The study used two different semi-structured interview schedules for the participants and for the key informants (Appendix D & E). The semi-structured interview schedules both had open-ended questions and close-ended questions. This instrument provided the researcher with more opportunities in engaging with both the participants and key informants, as well as probing and directing the flow of the interview in a flexible manner, in line with the objectives of the study (Creswell, 2009). The important aspect of using semi-structured interviews in the research is

that, it allowed the researcher to be aware of participants' emotional responses to the questions being asked, and that enabled him (researcher) to better restructure the questions with other participants throughout the study (MacLuaghlin, 2012).

The closed-ended questions used in the interview instrument, were used to validate the criterion selection of the sample and open-ended questions were used to explore the experiences of participants in relation to occupational challenges. It was vital to use a qualitative method, which consisted of open-ended questions that allowed the researcher to gather in-depth information from the participants while also providing and allowing participants to elaborate on the information that they provided to the researcher (Babbie & Mouton, 2011).

The use of semi-structured interview schedules was time-intensive, since participants had different length of information to share under each and every question asked (de Vos et al., 2011). However, the researcher managed to control the interviews and had all the structured questions answered. It was essential to use semi-structured interview schedules in the study because the questions that the study tried to address, have no single response, and formally structuring the interviews was going to limit data collection (Engel & Schult, 2005).

3.5.2 PRETESTING THE RESEARCH INSTRUMENT

A very important part of the research instruments construction process is piloting, also known as pretesting. Pre-testing is the opportunity to see whether one have selected the right type of interview format, whether certain questions work better than others, and whether there are new questions or topics that should be added. Furthermore, results obtained during the pretesting of the research instrument, were not reported at the end of the study, since they performed a role of building the research instrument and not answering the research question (Tracy, 2012).

The questions that were used in the semi-structured interviews were pretested on a contract security guard officer who was not part of the actual study. The reason for pre-testing the instruments helped in identifying the weaknesses of the instrument that needed to be address. Moreover, it ensured the researcher that the instrument searched what was designed to search (Rubin & Babbie, 2005). Furthermore, pretesting promoted collaboration as a form of ensuring trustworthiness of the study, since a security guard officer assisted indirectly in the designing of the research instrument (Creswell & Miller, 2000). An audit trail of the data collection process

has been attached in appendix G, whereby two verbatim transcripts (participant and key informant) verify further trustworthiness of the study.

3.5.3 DATA COLLECTION PROCEDURE

The data for the study was collected using in-depth one-on-one interviews with participants. The individual-interview formats were used because they created a safety environment for participants to openly share their personal experiences, and ensure confidentiality during the data collection process. It is important to consider the spacing environment when conducting in-depth interviews using a narrative research design, because of the personal and sometimes sensitive information that participants share with the researcher (Tracy, 2012).

The interviews were conducted in different locations outside the workplace environment that were convenient for the participants. The reason for conducting the interviews outside the workplace environment was to protect the identity of the participants from the employer, and to prevent them from being victimised. Furthermore, it did not interfere with their work, since their line of work requires them to be alert and vigilant at all times (Berg & Nouveau, 2011). The duration of each interview was between 35 minutes and 55 minutes, and additional interviews were organised and conducted, leading to the saturation of data.

In addition, a voice-tape recorder was used as a tool for collecting data because as stated by Greeff (2011, p. 359) it “allows a much fuller record than notes taken during the interview”. Through a fuller record, the information collected was then written up in such a manner that ensured close analysis through use of quotations thus enabling verification. Informed consent was requested from all study participants prior to the recoding (Appendix C). The collection of the consent forms was for ethical purposes and also to protect the researcher against any future participant-researcher accusations, in related to the study (Tracy, 2012). The interviews were subsequently transcribed verbatim.

3.5.4 DATA ANALYSIS

In this study, the method used to analysis the transcribed verbatim data was a thematic content analysis. Thematic content analysis can be defined as research method that uses systematic and objective means of describing phenomena (Elo & Kyngas, 2007). Furthermore, thematic-content analysis portrays the thematic content of interview transcripts (or other texts collected) by identifying common themes in the texts provided for analysis (Rubbin & Babbie, 2007). Elo and Kynagas (2007), further describe thematic-content analysis as a research method that have a purpose of providing knowledge, new insights, the representation of facts and a practical guide to actions.

The selection of the thematic-content analysis for the study was because of its specific function of analysing textural data. The transcribed data was placed on a Microsoft Excel programme, whereby the researcher grouped it into different themes. Elo and Kyngas (2007) argue that, the researchers' feelings and thoughts about the themes are irrelevant to the thematic-content analysis. The process of coding assisted the researcher to discover patterns among the collected data, which were then used to point to theoretical understanding of the work-related challenges experienced by contract security guards (Babbie, 2004).

During the process of data analysis, the researcher read the copies of the transcripts, and made notes of irrelevant and interesting information on the margin of the paper or document sheet. After reading the transcripts, the researcher went back and read all the notes made on the margin of the document, then highlighted the notes and copied them onto a list. Moreover, the list of items excerpted from the text was categorised. Engel and Schutt (2005) emphasis that, a researcher needs to be aware of using some of the categories repeated because several items of data might refer to the same topic.

After identifying the categories, the selection of themes was conducted by prioritizing between the major categories and the minor categories. Babbie (2004) refers to these major categories identified as themes. The two types of categories were compared and contrasted, to ensure that no categories are falsely categorised as a minor or major themes (Elo & Kyngas, 2007). Similar categories were joined together to minimize the number of identified themes. The grouping of the data according to themes identified in the study was time consuming, since the researcher had

to concentrate on each and every story told and make a connection with the other stories in the form of placing the data to themes. Furthermore, the data analysed was discussed and incorporated with the literature reviewed in chapter 4.

3.5.5 REFLEXIVITY

According to de Vos et al. (2011), reflexivity can be defined as the ability to have an understanding of the intellectual world of an individual. Reflexivity allows the researcher's thoughts and feelings encountered during the research process to be taken into consideration when going through the research report. The researcher was very enthusiastic about the topic which has not been deeply explored in the South African context. Throughout his excitement, He took into consideration the challenge of having a mutual time slot with the study participants that was not going to put his life into jeopardy. At some point, he was required to conduct a number of interviews at night, using public unreliable transport and walking long distance to participants' homes without security.

The research experience was sometimes unfortunate for the student, whereby participants would reschedule interviews and at his time of arrival to their house, they would make him wait outside in the cold and sometimes withdrew from the interviews scheduled. Such experience frustrated the researcher to an extent of giving-up with the research. For purposes of achieving the goals set and completing this study, the researcher remained calm, collective and obliged to the ethics of the study, until the completion of the data collection process.

As an outcome of this unpleasant research experience, the researcher's engagement methods with participants were assessed resulting to the questionable use of qualitative methods of researching. In future, the researcher aims to use a quantitative approach (questionnaires) since they are easily administrated and can be sent out in large numbers. This stunt will allow the researcher in constructing a situation that eliminates the confounding influence of many variables, allowing one to more credibly establish cause-and-effect relationships, based on the relationship developed with participants (Smith & Davis, 2012).

3.5.6 ETHICAL CONSIDERATIONS

Before any researcher can implement their studies, they and other professionals who conduct research that involves human participants confront questions about the ethics of their investigation (Rubin & Babbie, 2005). The main ethical considerations adhered in this study included voluntary participation, beneficence, confidentiality and not causing further harm to the research participants.

3.5.6.1 Voluntary participation and informed consent

De Vos et al. (2011) state that, participation on a research study should at all-time be voluntary and no one should be forced or manipulated to participate in a project. Participants were invited to the study and were told about the study's intentions of investigating the work-related challenges experienced by security guards, and how the study was going to be conducted, including the recording of the interviews. The participant sheets (Appendix A) were given and read with the participants before signing the consent form (Appendix B & C), agreeing to participate in the study.

However, the asking of consent from participants to take part in a study might negatively affect the study. De Vos et al. (2011) argue that, once participants know that they are being studied, their social reactions to phenomena might change leading to the provision of desirable answers. However, the research was aware of the limitation of asking informed consent from participants, and established a trusting relationship with participants during the sample selection process.

The participants were made aware of their rights in participating in this study, such as withdrawal and that no repercussions were going to be held against them. Sharing information with participants was to address the fear that they might develop during the interviews, and think that they are somehow obliged to participate. Furthermore, the data that was collected before the withdrawal of participants was destroyed to ensure confidentiality (Loeweberg & Dolgoff, 1996).

3.5.6.2. The principle of Beneficence

The principle of beneficence includes freedom from harm, freedom from exploitation and the risk benefit ratio (Loeweberg & Dolgoff, 1996). As far as the freedom from harm is concern, there was no harm produced by participating in the study. Emotional distress might have been experienced by participants due to the personal nature of the research questions asked. However, counseling was prepared for participants with any emotional distress as the result of the study, and they were given an opportunity to ask questions and to air their feelings.

Freedom from exploitation was observed by the researcher, and there was no exploitation on vulnerable participants. Participants were explained the research process and about their rights to refuse participating in the study. Furthermore, the information gathered in the research was made available to relevant stakeholders in order address work-related challenges experienced by security guards. In addition, it is anticipated that participants will benefit from the recommendations and findings generated from the study that were forwarded to their organisation to take into account when addressing work-related challenges experienced by security guard officers.

3.5.6.3. Confidentiality

Every individual have the right to privacy and the right to have the final decision on whom, or when their personal information or identity can be disclosed (de Vos et al., 2007). However, it is the researcher's responsibility to discuss the difference between privacy and confidentiality with participants, since participants might confuse the two forms of actions. According to Babbie (2004), confidentiality refers to the handling of information in a confidential manner, while privacy refers to the agreement over the limitation of private information (de Vos et al., 2011).

In the study, coding was used to identify and keep track of the participants and as a substitute to participants' names, ensuring confidentiality (Rubin & Babbie, 2005). In addition, data collection was done using one-on-one interviews that enhanced confidentiality. Participants were informed that what they share during the interview will not be directly linked back to them, since all recorded data was safely going to be stored in a password protected laptop and codes were used in this research report.

Although anonymity was not guarantee in the study, participants were ensured that their identities were going to be protected, and not be mentioned anywhere in the final report of the study. The reason why anonymity could not be guarantee was because, anonymity can only be guaranteed when using questionnaires as a data collection instrument (de Vos et al., 2011).

3.5.6.4. Ethics Committee

For every academic research, a clearance certificate indicating an approval from the ethics committee should be provided before conducting the research. This is set to protect the participants and the public from any form of harm perpetuated by unethical researchers or projects that do not serve the purpose of science (de Vos et al., 2011). Before conducting this study, a clearance certificated was issued to the researcher (Appendix A), which was also presented to the organisation that gave the researcher a permit to conduct the study with its employees.

3.6. LIMITATIONS OF THE STUDY

3.6.1. Sampling

Due to the small sample representing the security guard population in this study, the findings of this study cannot be generalized to the entire population. However, the main interest was to contextualize the findings, which provided the study with a greater understanding of the challenges encountered by private security guard officers.

3.6.2. Participants

The main challenge encountered with this research was finding participants. A number of participants who agreed to take part in the study withdraw from the study without giving details during the scheduling of interviews. The challenge encountered with the participants who took part in the study was finding a convenient time slot from the interviews, which resulted to most of the interviews conducted at night at their homes and others excusing themselves from the study.

3.6.3. Research instrumentation

The majority of the study participants requested to be interviewed in Zulu which required the research instrument to be changed during the interviews. Some of the English terminology used in research instrument was difficult to be translated to Zulu, which forced the researcher to present them in English, and this might have limited participants' responses due to a limited understanding of the terms.

3.7. CONCLUSION

This chapter provided an in-depth discussion on the steps that were taken in conducting this research. The study utilized a non-probability sampling procedure in choosing the sample size from the population, with the use of semi-structured interviews to collect data. The study used open-ended questions in addressing the aim and objectives of the study, which allowed participants to narrate their stories as private security guards officers. Participants' consents for participation were considered with the enduring of ethical considerations.

CHAPTER FOUR

RESULTS AND DISCUSSION ON FINDING

4.1. INTRODUCTION

This chapter provides a discussion on the key findings of the research study in accordance with the research questions, aim and objectives of the study. The main aim of this chapter is to convey what was found after the data was collected and analysed (de Vos, et al., 2012). It firstly begins by contextualizing the gathered data through providing the demographic profile. The chapter provides results from the data collected and discuss on the findings.

4.2. DEMOGRAPHIC INFORMATION

Table 4.1 Demographic profile of study participants

Demographic Factor	**Sub-Category**	**Number**
Gender	Women	3
	Men	11
Race	Black	14
Age group	30-35 years	9
	36-40 years	4
	41-45 years	1
Province and country of origin	Gauteng, RSA	2
	KwaZulu Natal Province, RSA	9
	Limpopo Province, RSA	2
	Masvingo Province, Zimbabwe	1
Security Grade Qualification	Grade C	14
Experience	4-5 years	4
	6-10 years	7
	11^{+} years	3

The sample of the study compromised of fourteen contract security guard officers, representing a specific undisclosed private security company in Johannesburg. All the participants that agreed to participate in the study fitted the sample criterion of having a minimum of three years in the private security industry, and their age ranged between thirty years and forty-five years. Although the research study aimed to be gender balanced, it only managed to attract more men than women.

A high number of the represented sample indicated that most of the security guard participants were not originally from the province of work i.e. Gauteng Province. Only two security guards reported to be from Gauteng, and the other twelve participants were from elsewhere. Furthermore, all the participants had a Grade C minimum security guard qualification. Two key informants were interviewed to validate the data provided by the participants of the study. The key informants were a black male senior supervisor with a working experience of over 15 years and a white male site manager with a working experience of 20 years as a security guard officer, and 10 years worked in the managerial position.

4.3. KEY THEMES ARISING FROM DATA COLLECTED

Trustworthiness of the data was applied and to ensure credibility, data was collected from two different sources. The data from both sources was analysed using thematic content analysis. Commencing from the analysed data, fourteen sub-themes emerged addressing the four main objectives of the study which are the reasons for becoming a security guard officer, perceived challenges experience, the influence of the challenges experienced and the coping strategies adopted, as illustrated in table 4.2.

Table 4.2 Themes arising from the analysed data

Reasons for becoming security guard officer	**Challenges experienced**	**Impact of the challenges**	**Coping strategies identified**
1. Unemployment 2. Lack of formal education 3. Increased crime	1. Low wages 2. Lack of water and sanitation facilities 3. Lack of respect	1. Demotivation for work 2. Work discipline 3. Workplace	1. Suppression 2. Acceptance 3. Company post-training programmes

	4. Long working hours 5. Safety	wellbeing 4. Family responsibilities	4. Labour laws 5. Employee unions

The data collected for the study revealed that economic factors such as poverty and societal challenges such as the increase of crime, contributed the decision of participants becoming security guard officers. Another identified contributing factor to the decision of becoming a security guard officer was the lack of formal education individuals had prior to their engagement with the industry. The data showed that the absence and lack of a formal education did not have a negative impact in the quest of securing employment within the private security industry for participants.

The collected data showed that participants perceived their low wages, long working hours, inadequate sanitation facilities at their job-site, and unsafe working environments, as challenges experienced in the industry. In addition, the data presented that respect was also a challenge for participants, especially within the relationships with the public and with the clients they render security services to.

The experienced challenges by participants were revealed from the data to have an impact to their motivation aspect of the work they do, work discipline, family responsibilities and toward their workplace wellbeing. From the collected data, suppression and acceptance were identified as coping strategies used by participants in addressing their encountered challenges, with company post-training programmes, labour laws and employee unions identified as interventions available for security guard officers in addressing their perceived challenges.

4.4. DISCUSSION OF FINDINGS

The themes that emerged from the analysed data are discussed according to the initial objectives of the study outlined in chapter one. The discussion of the themes includes the reasons of individuals becoming security guard officers, factors contributing to the challenges experienced within the private security industry, the impact of the experienced challenges, the strategies adopted to cope with the challenges and the available interventional programmes in the industry.

4.4.1. Reasons of becoming a security guard officer

In narrating their stories as security guard officers, participants were asked about their history of joining the private security industry. The main factors that were identified in the participants' narratives showed that there were varied reasons for them joining the security profession. A majority of the participants indicated that they chose to become security guards because of the shortage of employment opportunities, increase in the rates of crime and lack of opportunities in furthering their educational dreams. These factors are discussed next.

4.4.1.1. Living in the shores of unemployment

The claim to power and freedom throughout the choices and decisions individuals make concerning their lives seems secretly embedded within the environment that promotes opportunities for them to act, fit and survive within the same environment. Economic challenges and personal circumstances seem to be the push factors that led a majority of the security guard officers into the profession. Economic factors such as unemployment that contribute to poverty encountered in South Africa, manipulates individuals' abilities and power over the decisions they make and reinforces their decisions based on unshared interests. The study participants reported to have encountered similar experiences concerning unemployment and the choices made around joining the private industry. Unemployment had a major influence in their choices of becoming a security guard officer. One of the participants shared the following remarks illustrated as follow:

> *"Well for me, security was not my interest, it was because the economic challenges we are facing in South Africa, especially on employment, and I was a house wife… after the passing of my husband, he [owner of a security company] told me that, since I was not working and having children who were now looking up for me for everything, it is better I go for a security training…"* (Mrs. Thobile, 37 years old, 6 years working experience).

The above quote collaborates with remarks made by one of the key informants in regard to unemployment being an influential factor for people becoming security guard officers:

> *"Well nowadays I will honesty say that people are looking for employment, they try employment somewhere else and if they fail, they last option for them is that, let me try and*

go in for security. Even though that person is not dedicated, do not have the passion of doing security but because he wants to earn a living as a security officer."(Mr. Sipho, senior supervisor, 15^{+} years working experience).

The above finding supports research by Bernheim et al. (2013) on the influential relationship economic factors has with people's choices. In reference to the above finding of this study and the research by Bernheim et al. (2013), it can be contested that the choice made by participants in becoming security guard officers is pushed by their inability of addressing economic factors, due to limited opportunities to do so. According to Bernheim et al. (2013), economical factors such as poverty damages the individuals' ability to exercise self-control in the choices made. As a result of such damage, choices of survival are generated from the opportunities available in the environment.

The above finding further complements the research by Edwards, et al. (1998), which found that the abilities over choices made by individuals are influenced by the environment. In explaining the distortion of employees, it can claimed that security guards' intentionally limit their cognitive construction process as a strategy of overcoming their inability of having a full control over the choices they make when choosing to join the private security industry (Buunk, et al., 1998). Furthermore, in supporting the finding in this study, it can be argued based on the research by Buunk, et al. (1998) that the intended limitation provides the entered workplace environment with more power over the individual, resulting to the imperfections of the workplace forcing the employee to change their '*person objective-subjective'* attributions if they want to succeed in adjusting. Since security guard officers join the industry to address their economic needs, prior experiences of challenges over economic factors tend to determine their active involvement in the addressing of imbalanced workplace relationships.

In addition, the discussion provided by Berg (2007) which states that, in South African poverty and unemployment have a strong linked relationship that depends on the economy to be addressed and that this relationship is sustained in the formal and informal interactions that employees engage themselves in, additionally supports the finding in this study and the argument over the individual's personal strengths (the ability to challenge and change the *environment-attributes*) necessary in the promotion of a balanced workplace environment, being limited by economic factors identified by the study participants.

4.4.1.2. Lack of formal education

Formal education provides knowledge and skills necessary to access employment. However, understanding education as an important accessibility factor for employment has been challenged by the private security industry. In as much as this research shows the link between formal educations and becoming a security guard, it has challenged the notion of work accessibility because security guards held jobs in spite the absence of or low level of education held. It was evident that a majority of the study participants had low level of education and they further stated that this also led them in joining the security industry. The lack of necessary academic qualifications is illustrated in the extract below:

> *"…I didn't have any other* [academic] *qualifications and the easy job to find is the security* [guard] *one. That is why today I am still hanging on this one."* (Mr. Temba, 34 years old, 6 years working experience).

This finding supports research by Gumedze (2008) which found that formal education was not necessary for one becoming an ordinary security guard officer. Similar findings were observed in de Waard (1999) which found that PSIRA lacked practical regulatory guidelines in monitoring the educational level of participants joining the industry, resulting to any persons with no formal education becoming a security guard officer. Reference to Gumendze (2008) and de Waard (1999) researches supported by the finding in this study, the absence of formal education qualifications is not an obstacle for security guard officers in securing employment. Since the selection process of individuals joining the private security industry have no formal educational requirement actively practiced. Furthermore, having no formal education requirement for joining the private security industry makes the employment accessible for people wanting to overcome unemployment through becoming security guard officers and getting a salary at the end of the month to address their socio-economic needs.

Thus evidence and discussion above questions the value of education in the private security industry. The value of education plays a major outcome role in the provision of wages and salary appreciations over a work performed. As discussed earlier, the debate over low wages needs an innovative angle that involves the presence of formal education and not just working experience as others would argue (Bousquet & Nelson, 2008). The finding in this study supports the

argument made over the security industry devaluing formal education that perpetuate the undervaluing of monetary appreciations that have little influence from working experience in the private security industry.

Furthermore, the absence of formal education as highlighted in the above extract further explains the imbalance relationship between the person and the environment that results in a mismatch, as argued in Buunk, et al. (1998). The absence of formal education allows the workplace environment in having more controlling attributes than the individual. Such controlling attributes deprive the individual from features such as promotions and reasonable wages necessary for them to perceive their work experiences as being balanced with the environment's attributes.

4.4.1.3. The goodness of crime in decision making

Crime negatively affects the social and economic strategies of development a county have in eradicating poverty. However, the one-way view on crime as a dangerous enemy to development has been challenged by the study participants' perceptions over crime and the influence it had in their decisions of becoming security guard officers. Being exposed and affected by crime contributed to a development of a positive reaction utilized by a majority of the study participants in escaping poverty. The majority of study participants were not negatively influenced to become criminals but rather they chose to fight against crime and other crime-related activities. In light of the positive influence of crime, one of the participants made the following remark:

> *"Well, when I am sitting down doing nothing, I will start looking at other people's properties, I will be tempted to go and steal, so since I didn't want to do that, I decided to learn from them, and wake up in the morning and looked for a job. So that I can get money and buy things that I need, ja."* (Mr. Davids, 33 years old, 7 years working experience).

The finding in this study supports research by Dutton, et al. (2010) on the element of positive outcomes and influence as a result of being affected and exposed to crime. According to Dutton, et al. (2010), resilience is a creative protective sociocultural factor that allows individuals to adopt an exemplary outcome. This exemplary outcome shows positive reception of adjusting back to an environment characterised with criminal activities and where individuals play a

proactive role as an 'exemplary' against crime. In comparison to the finding in Dutton, et al. (2010), it can be claimed that the majority of the study participants who reported to have joined the private security industry as a result of their experience with crime illustrate an exemplary outcome response.

Although this study and Dutton, et al. (2010) study complement each other in the findings over the exposure to crime assisting in the development of an exemplary outcome response, they still do not explain the simultaneous increase in crime rates and the number of people joining the private security industry (Statistics South Africa, 2013; Mthethwa, 2012; Landman, 2002, de Waard, 1999). One would assume a correlation between crime rates and the number of security officers being trained and joining the security industry, demonstrating the exemplary outcome response debate.

4.4.2. Perceived work-related challenges embedded within the profession

In sharing their stories as security guard officers, participants were asked to talk about the work-related challenges that they encounter as security guard officers. The analysed data from these stories suggests that a majority of the participants view low wage, long working hours and the job setting as challenging factors, and these factors are discussed as follows.

4.4.2.1. Challenges reverting from low wages

The claim to the inequality over wage distributions across occupations is entrenched in the level of skilled a profession is categorised based. Low skilled occupations such as elementary occupations is said to be experiencing the most inequality over the distribution of wages, and thus because of the unclear contribution these occupations have in the growth of the economy. With private security being an elementary occupation, the concern over low wages was shared by a majority of the study participants. One of the participants made the following comment:

> *"Our salaries is [are] low, we are doing the job but we are not getting enough money."* (Mr. Sibusiso, 42 years old, 4 years working experience).

The finding on wages of security guard officers being a challenge experienced within the private security industry in this study supports research by Whittaker and Hurrell (2013) on the distribution of wages across the Britain's labour force. According to the research, low-skilled

occupations such as security guards, waitress and cleaners were found to be the worst low paid occupations in Britain. In support of Whittaker and Hurrell (2013) and the finding in this study, similar results of security guard officers experiencing challenges of low wages were also find in the research by Dube and Kaplan (2010), however, they were contributed by the outsourcing of the profession.

These findings bring us back to the debate on low wages and formal education. The mismatch in the environment attributions and the person attributions, not only extend an imbalanced relationship that affects the possibility of a fit between the two (security guards and the industry), but lead to the development of other challenges such as low wages, as illustrated by the participant above. As indicated in the extract above, wages are individual's demanded-attributes supplied by the environment, and a failure of the demand-supply relationship in benefiting the individual, results in the individual-environment fit relationship unfair. The finding in these study further critiques Buunk, et al. (1998) person-environment fit model arguing that there is a mutual relationship between the person and the environment that promotes an amicable relationship that leads to a fit.

4.4.2.2.Lack of water and sanitation facilities

Occupational and safety laws in the workplace view job-site sanitation facilities as supportive resources to the effectiveness of any profession in increasing its productivity and enhancing service delivery. Supportive work-related resources qualify occupations in being satisfactory and motivational, with frustrations and dissatisfactory associated with inadequate resources. The lack of supportive work-related resources such as water and sanitation facilities were raised by the majority of the study participants as a challenge encountered by security guard officers in the industry. One of the participants stated the following remarks:

> *"Like at the other gate, there is no water, no toilet and if someone wants to drink water, they need to leave the post and go drink water, and is misconduct leaving the post. If this person has a running tummy and want to make use of the toilet, they cannot, because they need to open up for cars and check them…"* (Mr. Themba, 34 years old, 6 years working experience).

The finding in this study over the lack of water and sanitation facilities as supportive work-related resources supports the research by Ben-Ezra et al. (2006), which found that the absence of work-related resources impact on occupational challenges such as stress and burnout. According to Ben-Ezra et al. (2006), the unavailability of supportive resources has a significant relation to burnout, occupational stress and to the perception of the occupation as being challenging by nurse participants. Furthermore, it can be contested that the lack of water and sanitation facilities reported by the majority of the study participants, put security guard officers at the risk of experiencing health problems such as gastrointestinal disorders, as evidently found in the research by Frisvold at al. (1988) that reported a majority of participants developing gastrointestinal, respiratory, and muscular problem as a result of poor job-site sanitation facilities. It is evident from the majority response from participants that the unavailability and absence of supportive work-related resources such as water and sanitation facilities contributes to the perception of the private security profession as being challenging for security guard officers.

In addition, this finding substantiates de Waard (1999) research on the adequate regulatory systems the private security industry has. The lack of water and sanitation facilitates not only affects the wellbeing of security guard officers, but also impact on their human rights and dignity as employees. According to the Basic Condition of Employment Act No 11 of 2002, employees have the right of access to adequate working conditions, and thus include access to resources that value their dignity as individuals, such as sanitation facilities (Nel, et al., 2008). The evidence in the study questions the commitment of the private security industry in respecting the Act and fulfilling its role in the workplace environment.

4.4.2.3. **Lack of respect**

Respect as a societal reaction given to a profession contributes to the value and acknowledgment employees of that profession receive from the public. Respect plays a major role in the development of employees' work-related needs such as self-confidence and self-esteem necessary to conduct effective service delivery. A preponderance response from the study participants viewed the shortage of respect given by the public as a challenge encountered in the private security industry. In illustrating the evidence of being undermined and disrespected that security guard officers' encounter, two participants of the study made the following remarks:

"…they will say that you are not a person, but mafela egedeni[*] [a person who will not develop but die at the gate of a company][*]*."* (Mr. Mbulelo, 34 years old, 5 year experience).

"…but they will come and tell you that the place is dirty and should pick up the papers. But that is not my job, my job as a security guard is to guard the building and make it safe." (Mr. David, 33 years old, 7 years working experience).

The obtainable literature on the challenges encountered by security guard officers in Western countries does not consider respect as a challenge encountered in the private security industry. The reason to this inconsideration can be argued to be as a result of the seriousness the private security profession is treated in Western countries, due to their involvement in the combat against crime and terrorism resulting to the occupation being valued, respected and understood by society (Maahs & Hemmens, 1998). However, the finding in this study brings a new perspective on the reaction given to security guard officers by society in the South African context. The above finding of this study supports the review study by Singh (2005) which revealed that disrespect of security guard officers and unclear job descriptions are some of the challenges encountered in the South African private security industry, perpetuated by poor regulation systems guiding and protecting the profession.

4.4.2.4. <u>Long working hours</u>

The structuring of the private security profession labour depends on a 24 hours service provision, which characterized this profession as a time demanding profession. The provision of protection services by the industry rotates around shift work, which oversees a continuous protection of society or clients day and night. Normal standard work requires employees to work for a maximum number of eight hours per day. However, the private security industry requires additional hours to meet the requirement of shiftwork. Security guard officers work twelve hours per day as part of the industry's shiftwork provision of security services. These additional hours has been viewed by participants of the study as a challenge encountered within the private security industry, as illustrated on the following quote from one of the participants:

"They [hours] are difficult because they are a lot, and all security work is like that and we have to work them." (Mrs. Thulisile, 37 years old, 11 working experience).

It is evidence that the above finding indicates the fit-relationship between the person and the environment found in person-environment fit model by Shin (2004) and French (1974). As evidence from the study participants' responses, the security profession (objective-environment) mandate of working hours cannot be voluntary changed for security guards to find a direct fit to the profession, without compromising their personal lives, resulting to the hours worked perceived as a stressor causing a challenge to the personal lives of security guard officers. According to the model, environmental attributes are regarded as stressors by individuals due to their nature of being unchangeable voluntary by the individual who seeks to find a match for fit in the environment. Furthermore, as argued in Shin (2006) the failure to find a match for a fit in the work-attributes such as working hours results to the psychological battle that result in the work being challenging.

4.4.2.5. Safety in the workplace setting

Security guard officers are responsible for the provision of safety and protection services to the clients they serve. These functions make security guard officers an obstacle for criminals aiming in achieving their criminal goals; therefore, eliminating the obstacles allows criminals to accomplish their criminal success. The obstacle role played leaves security guard officers at risk since they are a barrier between the property and persons they protect and the criminals aiming to have access to the properties. A majority of the study participants viewed their safety as a challenge perpetuated by the increase of crime, with one of the participants making the following remarks:

> *"The first one is having criminals coming to rob the site that you are guarding, and let's say the building catches fire now at night, who are first people who are going to get hurt? Especially when the danger comes unnoticed, those are some of the dangers were face."* (Ms. Maroza, 38 years old, 6 years working experience).

Although there is a lack of literature on the violence that security guards are exposed to within the private security industry in South Africa, international research has been instrumental in understanding the risks security guards are exposed to. The findings from the research conducted by Leino et al. (2011) whereby a majority of Finland security guards officers were also reported to experience violence in the workplace every month, supports the finding in this study whereby

security guards officers reported felling unsafe at work. The finding of this study and research by Leino et al. (2011) raises concerns of safety entitled to security guard officers, more especially in the South African context that is characterized with violence and high crime rates (Statistics South Africa, 2013; Dan, 1996)

4.4.3. The impact of the work-related challenges

The relationship between the person and the encountered experiences within the environment has an impact to the holistic functioning of the individual. Encountered challenges by employees in the workplace have an influential response demonstrated in relation to their wellbeing and relationship with others. The influential response as impacted by the challenges experienced by security guard officers was explored in this study. The analysed data from the narrated stories suggests that the impact of work-related challenges includes demotivation for work, work discipline, workplace wellness, and family relationship. These identified factors are discussed next.

4.4.3.1. Demotivation for work

The working relationship between the employee and the type of conditions the work is conducted under contributes to the perception of the work as either satisfaction or dissatisfaction. The working relationship between the employee and the work is claimed to be key to the motivational determination aspect of the employee towards the work conducted. The finding in this study reveals that a majority of participants were demotivated as a result of the working relationship they have with clients and the work conditions they work under. One of the participants made the following comment:

> *"…because even in the morning when you get up, you will think of those clients, and end up having no love to get up and come to work."* (Thabo, 39 years old, 10+ years working experience).

Thus collaborate with remarks made by one of the key informant in regard to the demotivation aspect carried out by security guard officers as a result of their work relations:

"Well, we got these guys that usually when you give them instructions they ignore, they don't take those instructions or job seriously…"(Mr. Sipho, senior supervisor, 15^{+} years working experience)

The above quotations highlight similar findings found in the research by Kimosop (2007), which revealed similar responses of demotivation among security guard officers in the Kenyan private security industry. The similar findings in this study and research by Kimosop (2007), of security guard officers being demotivated to carry out their working agreements under their working conditions, supplements the argument based on the person-fit-environment model. According to the person-fit-environment model, Buunk, et al. (1998) claim that the unbalance of the *need-supply fit versus demands-ability* weighting process results negatively to the psychological wellbeing of employees, resulting to demotivation and job dissatisfactory. In contrast to Kimosop (2007) findings of demotivation and employee turnover, the demotivation of security guard officers in the South African context as a result of unpleasant work relations, has not contributed to a high employee turnover rates due to the private security industry being an easy accessible industry for employment seekers. In comparison, the South African private security industry witnesses a growing employment intake of security guard employees (Berg & Nouveau, 2011; Singh, 2005).

4.4.3.2. <u>Work discipline</u>

Work discipline based on honesty and trust are claimed to be key elements in the provision of protection services directed to both clients and their properties. The renting of security services by clients from the security industry is usually determined by the level of trust held toward security guard officers who display and practice honest and trustworthy behavior within the provision of protection services. Due to work-related challenges encountered by security guard officers, the study found that a majority of the study participants' work discipline was tested, with honesty being the most tested element. One participant made the following statement:

"I protect expensive property put earning few money sometimes that confuse me. Ja, so that sometimes you will find me thinking about not being honest…" (Mr. Mulalo, 37 years old, 7 years working experience).

It is evident from the above quotation that there is an influential relationship between the environment and the person and this evident supports the research by Buunk, et al. (1998), on the interaction between the person and environment endorsing the outcome behavior demonstrated by the individual. In comparison to the above research's findings constructed in the person-environment fit model by Buunk et al. (1998), security guard officers' perceptions of unfair interaction based on the monetary outcome received with the private security industry as highlighted in the above quote, determines their honesty attitudes toward the industry.

Furthermore, it is a confirmation from the security guards' responses that encountered challenges have an influence in their personal attributes such as individuals' attitudes (honesty). In reference to the finding of this study, honesty is seemed as a positive outcome based on the relationship between security guard officers and their workplace/industry, with the imbalance relationship resulting to dishonesty behavior. The temptation highlighted by participants over honesty within the private security industry raises concerns over security guard officers if whether they are capable enough in proving the society with security services that are based on trust and integrity.

4.4.3.3. Workplace wellbeing

According to the South African National Occupational Health and Safety Bill (2003) instigated from the Occupational Health and Safety Act (1993), workplace communities are obligated in providing a safe and healthy working environment for all employees in order to achieve workplace wellbeing. The effectiveness of workplace wellbeing is strongly determined by the safeness of the workplace and through the addressed and maintenance of health hazard contributed by the workplace. A majority of the study participants raised concerns regarding their wellbeing as a result of the perceived work-related challenges. Two participants of the study made the following remarks:

> *"Eish, well, that is very hard, that you work these long hours where you patrolling outside in the cold, because you knock off in the morning shaking from the colds strongly leading to cold sickness and poor performance."* (Mr. Sifiso, 33 years old, 6 years working experience).

> *"I am staying in the township, and if I am working a straight day, it means that at home, I have to wake up at three in the morning. By four o'clock I need to go and wait at the station alone. I am a woman, what am I going to meet up with long the way...during holidays, you*

are alone, and a target for being robbed, so I was a victim of such…" (Thulisile, 37 years old, 11 working experience).

It is evident from the above quotations that workplace challenges do impact on the workplace wellbeing of employees as supported in research by Marrao et al. (2005) which found that extreme working conditions such as cold weather have a negative impact on the health and work performance of employees, and the research by Sefalafala and Webster (2013) which found that security guards officers in the Gauteng province do not feel safe as an outcome of their work conditions and work expectations such as long working hours. In reference to the finding of this study and research by Marrao et al. (2005), working in extreme cold weather conditions at night and or hot weather conditions during the day influence the physiological responses, physical and cognitive performance of tasks to be completed by security guard officers.

Furthermore, Sefalafala and Webster (2013) found that the provision of safety equipment to security guard officers such as two-way radios, pepper spray, button sticks and panic buttons did not do much in eliminating the fear felt by security guards concerning the safety of their work. It can be debated that the continuous fear demonstrated by security guard officers regarding their safety wellbeing as officers is as a result of the safety equipment being not provided outside the working area, including during their way from home to work as illustrated by the participant in the second quote of this sub-theme.

The above finding and discussion questions the effectiveness of the South African National Occupational Health and Safety Bill in ensuring the provision of workplace wellbeing practices in the private security industry. The Bill outline that policies and objectives of the workplace should consist of a health and safety management system that aims in protecting employees who are engaged in the labour commodity. Such system includes the availability of work related resources i.e. guardhouses, temperature-heaters, ordnances and safety fencing. However, the finding of the study reveals that security guard officers work under conditions with inadequate supportive resources, resulting to their wellbeing being impacted.

4.4.3.4. Family Responsibilities

It is claimed in Akerstedt (2003) and Costa (2003) that major reported experiences of disorientation and social margilisation encountered by members of the workplace community are as a result of shiftwork. Shiftwork in the private security industry requires employees to work additional hours, and thus creates a close influential relationship between personal life (such as family) and work activities. An imbalance influential relationship between family and work activities guided by shiftwork, leads to the involuntary margilisation of the employee from either work or family activities as they struggle to achieve a healthy balance. A majority of the study participants reported to have unintentionally neglected their family responsibilities as a negative result of the long working hours under the industry's conditioned shiftwork. One participant made the following remarks:

> *"…because I am a father and sometimes I am needed at home, I need to see my children. I can't even go to the bank, I can't even go out and do my groceries, how can I do that? By the time I knock off, all the shops are closed. Sometimes I do want to go and do a driver's license, but when can I do that, there is no driving school that operates at night. That is my problem my brother."* (Mr. Thabo, 39 years old, 10+ years working experience).

It is evident that shiftwork engaged by employees have an influence in their social engagement with their families and other social activities. This finding from the study supports research by Costa (2003) which reported that shiftwork employees experience a major social marginalization as a result of their twelve-hour demanding shiftwork as they end up being excluded from most social activities occurring during the day such as birthdays, funerals and parenting roles. Furthermore, this finding has been collaborated by Sefalafala and Webster (2013) who mentions that one of the major effects of being socially marginalized is the feeling of disorientation towards a healthy fueling experience related to stress, frustration and anxiety.

Again, the absence of security guard officers as parents from their children's everyday growth and developmental lives as indicated in the extract above, questions the role shiftwork parents play as educators and protectors in their families, especially in their children lives as argued in Costa (2003). It can be claimed that this absence from daily developmental activities limits the

roles that parents (security guards) plays in their children's lives and limit the support that they families requires throughout the shiftwork cycle performed.

4.4.4. Coping strategies identified

Coping is said to be a central theme in occupational challenges such as stress and burnout, which sees individuals minimizing the influential impact contributed by the encountered challenges (Mostert & Joubert, 2005). The study explored the different coping strategies utilised by security guard officers in the private industry in response to their encountered work-related challenges. The coping strategies which were identified and will be discussed next are suppression, acceptance, company post-training programmes, labour laws and employee unions.

4.4.4.1. Suppression as a coping strategy

The suppression of encountered feelings as a method of not addressing them is a form of avoidance coping mechanism. The claim to suppression as an avoidance coping mechanism allows individuals to shift aside feelings that might negatively affect their wellbeing, and create a comfort zone of not addressing them. The use of suppression as a coping strategy is understood as the refusal to face problematic and challenging situations (Mostert & Rothmann, 2006). Suppression was identified as a coping strategy from the preponderance of the study participants. One participant provided the following remarks:

> *"The fact that you are treated bad by your work, you need to push it aside and do your work, because if you put it in your head, it is going to affect the way you do your work."* (Mrs. Thulisile, 37 years old, 11 working experience).

The above quotation highlights the introspection process that individuals undertake as a method of determining the actions to be taken concerning their encountered challenges, if whether to be actively addressed (facing the problem) or passively address (refusal to face the problem). The finding from this study supports Shin's (2004) research on adjustment based on the *person-organisation fit* phase of the person-environment fit model. As supported by the majority of the study participants regarding the suppression of the challenges encountered in the private security industry, the introspection process allows them to weight the outcomes of their actions and suppress factors that might affect their desired outcomes. Such goals include the way they

conduct their work. In reference to Shin (2004), individuals spread their cognitive energy by focusing on the positive outcome of the experiences encountered in their environment, and suppressing the experiences that might compromise their ability for a fit into the environment.

4.4.4.2. Acceptance as a coping strategy

The claim to the environment having an influence to the behaviour individuals' demonstrate is embedded in the relationship individuals have with the environmental attributes and factors. Environmental factors such as poverty ensure a direct impact in the response individuals have toward the relationship they have with the environment, such responses includes accepting the encountered challenges as a form of coping. Acceptance as a coping strategy allow individuals to understand their situation and use contributing factors that influences their encountered situation such as poverty and unemployment to justify and accept their situations. A majority of participants reported to use acceptance as a coping mechanism in responding to the challenges encountered through environmental factors, and to create a fit to the private security industry. One of the participants shared the comment illustrated below.

> *"Well sometimes you need to come in terms with it* [challenges], *because we have to put a plate in the table for the children. Then you will just ignore them in a way to minimize the situation."* (Mrs. Thobile, 37 years old, 6 years working experience).

The use of acceptance as a coping strategy identified in this study, supports research by Buunk et al. (1998) where acceptance was found to be used as an adjustment strategy for individuals aiming for a fit in the environment setting. As supported by the majority of study participants, security guard officers are pushed by the environmental factors such as unemployment and means of providing food to their families as stated in the illustrated quote above, which allows them to use acceptance to understand their environment and finding measures of minimizing the impact of the challenges encountered. Buunk, et al. (1998) argue that, the adjustment process for a fit requires individuals to master their environment, and thus mastering is achieved through accepting the encountered challenges and developing strategies of working aside with identified challenges whilst fitting in.

The finding in this study on the use of acceptance by security guard officers supports the critiques placed over the person-environment fit model. The use of acceptance behaviour as

response enables the environment in having more control in the work-employee relationship. This response supports the argument made in this study that, *objective-environment* fails to change as a way of promoting an amicable work relationship between the person and the environment, leading to the individual being the only party changing their attributes such as (acceptance) behaviour.

4.4.4.3. Company post-training programmes

The evolving of the workplace community from the traditional functioning of high productivity and high profit to the maintenance of employees' wellbeing has challenged the developmental programmes for employees by organizations. The provision of post-training to address challenges encountered in the private security industry was shared by a majority of the study participants. One participant made the following remarks:

> *"…they help us…to upgrade ourselves. Let's say you came here with a grade E, a lower grade, they help you. There is a training there that you can go to, is like if you want to do a competence, you can do it while you are here at work."* (Mr. Mandla, 34 years old, 10 years working experience).

The above quotation was collaborated with the key informant's statement as illustrated below:

> *"…actually* [you] *have to ensure helpline services, like BP or Engen that you actually have to have all security officers have to train national key points. They must understand the nature and disaster that is in that area thus must be trained in all the evacuation procedures and most of them have been trained in fire fighter and first aids, and you can prevent it."* (Mr. Nik, senior site manager, 20 years working experience)

It is evident from the above quotation that the private security industry has intervention programmes to be utilised by security guard officers as coping measures. The findings in this study dispute the research by Sefalafala and Webster (2013) regarding the poor structuring of the private security industry concerning employees' development. According to Sefalafala and Webster (2013), PSIRA is only invisible in the theoretical formation of Acts to guide the profession, and absent in the practical implementation of these guidelines. However, drawing from the study participants' responses illustrated above, it can be argued that PSIRA as a

regulatory system in the private security industry does have an impact in the practical implementation of guidelines for security guards' development, such as post training programmes.

4.4.4.4. Labour laws

The South African employment relations system solely rest in labour laws that ensure a smooth relationship between employees, employer and the workplace. The involvement of the state through the South African Skill Development Act no. 97 (1998), in addressing the challenges encountered by its employees claims to be an effective progressive strategy in the developing of the private security industry. A majority response from the study participants agreed that parts of their challenges encountered in the field of private security profession are being attended by the active involvement of the government. One of the participants made the following remarks:

> *"I think the government tries to teach security guard, like there are security guards bursaries that the government has provided, so security guards do get trained, like here we are trained on how we need to work with students and work with staffs. But ja, there is a bursary that is out called SITA that training security guards."* (Mr. Thabo, 39 years old, 10+ years working experience).

As illustrated in the above quotation, labour laws provide security guard officers with the opportunity to develop their skills necessary to assist them with the encountered challenges. The finding of this study supports research by Buunk et al. (1998) on the mastering of the environment for a match directed to a fit, argued in the person-fit-environment model. The involvement of the state through labour laws of employees' development, enable security guard officers in mastering the security work environment. As stated in the above quotation, training programmes by the state allows security guards with new skills of mastering the environment i.e. working with students and staffs as clients. Buunk et al. (1998) state that environmental mastering is essential in the process of finding a match with the environment, since it allows a joint relationship between the environment and the person in creating a fit. Yet the individual persist in being a dynamic actor in the utilization of these programmes necessary for a fit, and not the workplace that should also change its attributes to accommodate the individual rather

than forcing it to change. Thus change of the environment will support the argument made by Buunk et al. (1998) over the joint relationship between the person and the environment.

4.4.4.5. Employee unions

Organised labour plays a progressive role in the addressing of work-related challenges in the workplace community in South Africa. Organised labour provides employees with the opportunity of standing together as workers and increasing their chances of promoting greater organizational and social justice. Organised labour such as trade unions claim to work for the best interest of the registered employees and it was identified by the study as one of the coping strategies available in the private security industry. However, the majority of the study participants felt different about the views of trade unions within the private security industry in relation to their encountered challenges. One of the participants made the following remarks:

> *"Yes we do have a union, but I don't see what they are really doing, you cannot be a union and still sharing an office with management, there is nothing positive that can come out there."* (Mr. Themba, 34 years old, 6 years working experience, grade 10).

The quotation above highlight the poor confidence security guard officers have toward their representative unions based on their functioning. The finding in this study supports research by Sefalafala and Webster (2013), on the instability functioning of trade unions in addressing security guard officers' needs and challenges. Drawing from the majority response of participants in the study, it can be argued that employee unions representing security guard officers in the private industry do not meet the needs of its members, and that they do not act independent from the management structures within the workplace. Sefalafala and Webster (2013) found that South African security guard officers remain uncertain about the functioning of the trade unions, and such uncertainty was based on job security failed to be secured by trade unions. For the provision of fair labour practices, employee unions should be solely loyal to its registered members and should work toward fighting their members' challenges and concerns.

4.5. CONCLUSION

This chapter reported on research findings in relation to the literature reviewed. A number of environmental factors were found to be involved in the decisions taken by participants in becoming security guard officers. Such factors include unemployment which is reported to be a leading factor supported by the high level of poverty, increased crime that motivated participants affected in playing an exemplary outcome role in the criminal justice sector, and the lack of education which provided participants the chance of securing employment.

The chapter discussed the challenges and impact encountered by security guard officers in the private industry. Long working hours, low wages, safety and lack of water and sanitation facilities were found to be challenges encountered, which impact to employee demotivation for work, family responsibilities, work discipline and work wellbeing. Furthermore, coping strategies identified within the private security industry were reported in this chapter, which include suppression, acceptance, post-training organizational training, labour laws and employee unions.

CHAPTER FIVE

MAIN FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1. INTRODUCTION

This chapter provides a summary of the main-findings in respect of the work-related challenges experienced by security guard officers in Johannesburg. The study outlines the existing literature on the development of the private security industry and challenges encountered by security guard officers in line with the profession. Discussions on how the study was conducted, methodology and research design was outlined. In addition, the study provides discussions on the findings and results, with this chapter concluding on the main findings and recommendations.

5.2. SUMMARY OF MAIN FINDINGS OF THE STUDY

The overall aim of the study was to explore work-related challenges experiences by contract security guard officers in Johannesburg. The study was guided by five objectives which aimed in addressing the overall aim of the study. These objectives are discussed as followed.

5.2.1. To explore factors contributing to the decision of becoming a contract security guard.

The first objective of the study was to explore factors contributing to the decision of becoming a contract security guard officer. In addressing the first objective, participants shared that they were encountering unemployment as a result of the country's unstable economy and with the lack of formal education needed in today's job market. Thus unemployment experiences and lack of formal education led them to seek alternatives in addressing their experienced poverty perpetuated by economic factors. The inadequate regulatory systems in the private security industry were recognized as an element providing participants with an optional choice of joining the industry regardless of their lack of or no formal education. The inadequacy of these regulatory systems resulted in industry being perceived by participants as easily accessible and possible in addressing their socio-economic needs. Participants' experiences with crime have also been identified as a contributing factor to the choices made over joining the private security industry. Participants shared that they were victims of crime and wanted to make a difference through the prevention and addressing of crime by being proactive in the criminal justice.

Therefore, drawing from the participants' comments and views over the first objective, unemployment, increased crime and level of education contribute to the decision of becoming a security guard officer. These factors are supported by availability and accessibility of the private security industry in attending participants' experienced poverty as the result of socio-economic factors.

5.2.2. To investigate perceived challenges experienced by security guards in the private security industry

The second formulated objective in addressing the aim of the study was to investigate perceived challenges experienced by security guards in the private security industry. Firstly participants disclosed the challenge over low wages received in the industry and that the wages earned were not sufficient in terms of making ends meet. Participants shared that they are required to work long hours and working in conditions that compromise their safety. Such safety issues included travelling in the early hours of the morning to and from work, and being victims of criminal activities. Furthermore, participants shared their experiences over inadequate guarding houses and lack of water and sanitation facilities at their workplaces. Throughout the narrations, participants indicated that they are not recognized by society at large, their employers and the clients they serve. Another overarching issue that allegedly reflects bad on their image and social status remains to be the perceived low status of their profession which they feel it dehumanises and demoralises them to a certain degree. They shared that they were not respected and sometimes expected to perform tasks that are not part of their job descriptions, like picking up of papers and cleaning up at their working stations. These challenging experiences that range from low wages, safety and lack of water and sanitation facilities and lack of respect encountered by security guard officers in the private security industry need a serious and urgent attention from the decision makers and policy makers, on private and public levels. A robust policy debate and implementation needs to take place as well as policy reforms to ameliorate the private security industry.

5.2.3. To explore perceived influence of the challenges experienced by security guards within their work environment.

The third objective of the study was to explore perceived influence of the challenges experienced by security guards within their work environment. In answering this objective, participants reported being discouraged by the low wages earned in conducting their work effective. They also shared that such low wages tempted with their honesty in the workplace over the expensive properties they protect. Moreover participants told that the shiftwork-long working hours resulted in them being excluded from societal activities that includes shopping and attending community meetings, as well as family activities such as birthdays, funerals, child rearing and school activities. Furthermore, participants described their working conditions as tiring and harmfully influential to their health since sometimes they work in open conditions that expose them to cold and rainy weather. Therefore, the perceived challenges experienced in the private security industry negatively influence on security guards' workplace wellbeing that is affected by the lack of water and sanitation facilitations. Additionally, such perceived challenges impact on security guards' family responsibilities, work discipline as the result of low wages and demotivation for work perpetuated by the disrespect received from clients and the public.

5.2.4. To explore the perceived coping mechanisms used by security guards in their work.

In answering the aim of the study, a forth objective was formulated which explored the perceived coping mechanisms used by private security guards in their work. As a way of coping with the challenges encountered in the private security industry, participants expressed that they shift aside the negative impacts of these challenges encountered by focusing on their work and the fact that they have a job. Drawing from the participants' narrations, security guard officers use suppression and acceptance mechanisms as coping strategies. They suppress the effects caused by the encountered challenges and accept the way the private security operates. These coping strategies are utilized as a form of security their jobs and continuing in attending to the economic needs that contributed to their choices of joining the private security industry.

5.2.5. To examine the interventions available to support contract security guards.

The fifth objective of the study was to examine the interventions available to support contract security guards. Participants expressed that they have an employee union that aims in addressing their employment needs. However, they reported that the union was failing in addressing their needs since it had close ties with the management, resulting in their needs being not prioritized. Furthermore, participants shared their awareness over labour laws of the country that assist security guards with post-training programmes designed by their companies, which provided security guards with career developmental skills associated to the profession, such as firefighting, first aid and emergence response management skills. In opposition, they perceived the country's labour laws as not fully protecting them over the challenges encountered within the private security industry. Therefore, in reference to the participants' stories the private security industry has supportive intervention such as post-training programmes and employee unions guided by the country's labour laws, in assisting security guard officers with the encountered challenges.

5.3. RECOMMENDATIONS

The following recommendations were established from the findings and conclusion of the study.

5.3.1. Occupational social work practice

Occupational social workers are concerned with employees' wellbeing in relation to their work, and for the best interest of the workplace/organisation and employees (du Plessis, 1990). For the continuous professional practice on ensuring employees' wellbeing, occupational social workers are needed within the private industry to monitor and evaluate the wellbeing of security guard officers, including the monitoring of behaviours associated to poor coping strategies such as substance abuse. The monitoring of such poor coping strategies will enable occupational social workers to further explore interventional programmes such as group work support, family intervention and macro education and prevention programmes.

5.3.2. Research

There is a need for more research on the South African private security industry, since the available literature shows that most of the research conducted in this field are based in Western countries. More research conducted in the South African context will provide scholars with more knowledge on the unique factors contributing to the functioning of the industry. Furthermore, similar studies of this kind need to be conducted in other provinces, to compare the challenges and the coping strategies utilised by security guard officers. The conduction of similar studies in the same company but in other provinces might provide researchers with more knowledge on the role played by the environment in the perceptions of the private security industry by citizens. In additional, similar studies in different companies are necessary to determine the regulatory systems practiced by the different companies, and if they have an impact in the experiences perceived by security guards.

5.3.3. South African Private Security Industry Regulatory Authority

The South African Private Security Industry Regulatory Authority needs to develop clearer standard criterions for joining the private security industry, more especially on educational criterions. The regulatory board needs to be more visible in the grassroots level of the industry, in order to determine whether companies do follow the regulatory guidelines set for the industry. PSIRA needs to conduct visitation assessments of the job-site that security guard officers work in, in order to develop practical policies in response to the work conditions that security guard officers work under, and also to monitor the implication of labour laws in the private security industry. Moreover, educational awareness programme should be conducted by PSIRA to educate the public on the importance of the private security industry and its important role if fighting crime.

5.3.4. Security companies

Security companies need to promote transparent practice in the provision of contractual services to their clients. Security guard officers need to be involved in the drafting and negotiation of service contracts in order to prevent ill-treatment and unclear job descriptions between clients and security guards. Security companies must consider designing and promoting safety programmes for their employees outside the workplace, in order to restore safety confidence

within the profession among security guard officers. The establishment of such safety programmes should include the provision of safety equipment to security guards officers outside the workplace environment. Furthermore, security companies need to develop educational programmes for their clients and for the society regarding the private security profession. Such educational programmes will prevent security guard officers from being disrespected by the public and clients.

5.3.5. CONCLUSION

The private security industry is one of the fast growing industries in the world, with its growth perpetuated by the changes in political structures, high ownership of private assets and the active increasing crime rates in both national and international communities. Economic factors such as poverty and unemployment have been a driving seat in the development of the private security industry in a number of countries including South Africa, with more individuals joining the rapid developing industry characterized with inadequate regulatory systems. This research looked at the work-related challenges experienced by security guard officers in Johannesburg. It narrowed it attention by exploring the factors contributing to people becoming security guard officers, factors contributing to the experienced challenges, the impact of the encountered challenges, as well as the available coping strategies utilised within the industry. The academic 'neglect' of the private security industry in South Africa needs to come to an end, with more occupational researcher exploring this industry and developing new knowledge necessary for occupational social workers in promoting effective interventional programmes. As employees protected by the country's labour laws, security guard officer's wellbeing need to be taken into consideration, whether throughout research or policy development in the workplace, this includes the involvement of security guard officers in the drafting and implementation of laws concerning their profession.

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APPENDIX A

PARTICIPANT INFORMATION SHEET

Date: ……..….. 2013

Dear ……..

My name is Nkosinathi Sibanyoni. I am a social work student registered for the Master's degree of Occupational Social Work at the University of the Witwatersrand. As part of the requirements for the degree, I will be conducting a research on the work-related experiences of contract security guards. The study envisages contributing to the skills and knowledge of the occupational social work profession, on how to intervene in the psychosocial aspects of security guards in the private security industry.

I therefore wish to invite you to participate in my study. Participation is voluntary and refusal to participate will not be held against you in any way. If you agree to take part, I shall arrange a suitable time for you to share your story. The interview will last approximately one hour. You may refuse to answer any questions that will make you feel uncomfortable. In addition, you may withdraw from the study at any time, with no consequences and the information collected will be destroyed and not used for the research.

Please be assured that you may use pseudonyms and any personal details revealed during the interview will be kept confidential. No identifying information will be included in the final report of the study. As the interview may include exploring trauma-related issues, there is a possibility that emotional distress may be experienced. Should you therefore feel the need for supportive counselling during or after the interview, you may contact: Victor Huni: 076 799 1510 and or Mohini Naidoo: 072 089 1771, free of charge.

I am available to answer any questions regarding the research which you might have. I may be contacted on 072 567 1929 (cell) or at nkosinathi.sibanyoni@live.com (email). Alternatively you can contact my research supervisor, Ms Ajwang Warria on 011 717 4482 (telephone) or at Ajwang.Warria@Wits.ac.za.

Thank you for taking time to consider participating in the study.

Yours Sincerely
Nkosinathi Sibanyoni
Research Student: University of Witwatersrand.

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CONSENT TO PARTICIPATE IN THE STUDY

You are invited to participate in a study on work-related challenges experiences by contract security guards employed by a security company in Johannesburg. Please tick the box below indicating your interest or disinterest on the study and provide your contact details.

Interested		Not interested	

Contact details

Name: …….

Contact No: …….

Preferable contact time: ……

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APPENDIX B

CONSENT FORM FOR PARTICIPATORY IN THE STUDY

I hereby consent to participate in the research project. The purpose and procedures of the study have been explained to me. I understand that my participation is voluntary and that I may refuse to answer any particular items or withdraw from the study at any time without any negative consequences. I understand that my responses will be kept confidential at all times.

Name**:** _____

Signature: _____ Date: _____

Researcher signature: _____ Date: _____

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APPENDIX C

CONSENT FORM FOR AUDIO – TAPPING THE INTERVIEW

I hereby consent to tape – recording of the research. I understand that my confidentiality will be maintained at all times and that the tapes will be destroyed two years after any publication arising from the study or six years after completion of the study if there are no publications.

Name: _____

Signature: _____ Date: _____

Researcher's signature: _____ Date: _____

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APPENDIX D

SEMI-STRUCTURED INTERVIEW SCHEDULE: MAIN PARTICIPANTS

Identifying Details:

Pseudonym/ Code:……..……

Educational/Training background: ……....

Years of work experience:……....

1. Can you tell me about your job as a security guard?
   Explore: working hours, shift work, type of job etc.

2. Tell me your reasons for becoming a security guard.
   Explore: unemployment, job opportunity, finances, qualification etc.

3. Tell me about the training programme you received before becoming a security guard.
   Explore: efficient, usability, more training required etc.

4. What are some of difficulties that you have experienced in your work place?
   Explore: past exposure to stress, trauma, incidents encountered etc.

5. How do these difficulties affect your life?
   Explore: influences (family, work and health), work performance etc.

6. How have you been able to cope with the challenges faced?
   Explore: substance use, counselling, talk to family and colleagues etc.

7. What types of interventions has management put into place to assist you deal with some of these challenges?
   Explore: efficiency, cultural-sensitive, prevention, wellness, out-sourcing referrals etc.

8. How can social workers be of any assistance to you and your fellow security guards?
   Explore: debriefing, lobbying, coaching, stress management etc.

9. If you had an opportunity to change anything about your job, what would it be?
   Explore: working hours, place of work, type of rank, professional development etc.

Is there anything else that you would like to share with me?
Thank you for taking part in my research project.

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APPENDIX E

SEMI-STRUCTURED INTERVIEW SCHEDULE: KEY INFORMANTS

1. What are some of the responsibilities that contract security guards are expected to perform?

   Explore: job title, risks etc.

2. During your intake interviews, what reasons do they give for wanting to become security guards?

   Explore: poverty, passion, personal (affected by crime), skills etc.

3. What basic training is provided for security guards before they embark on their jobs?

   Explore: on-going training, first aid, ethical conduct etc.

4. In your work with security guards, what do they report or have you observed to be challenging aspects of their work?

   Explore: absenteeism, lateness, alertness, gaining respect etc.

5. How do these challenges that you've mentioned affect security guards' lives?

   Explore: Work productivity, wellness, resignations, re-allocation of duties, coping strategies, OHSA Act etc.

6. Take me through the different types of interventions that management put in place to assist security guards.

   Explore: social work, wellness, future risk-prevention strategies etc.

Is there anything else that you would like to share with me?

Thank you for taking part in my research project.

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APPENDIX F (1)

TRANSCRIPTION EVIDENCE: PARTICIPANTS

Translated from Zulu to English

Participant no. 5

I= Interviewer

R= Respondent

I: "Mr. Themba*, can you tell me more the work that you do?"

R: "Basically here, during the week, we escort people with laptops outside, because there are a lot of criminals around here, they take staffs' laptops from the parking lots that are close by the Eskom offices. So we escort them from the parking in the morning to the accesses and by two in the afternoon, we escort them back from the accesses to the parking to their cars."

I: "And how long have you been a security guard officer?"

R: "I have four years as a security but this is my second year at *Mjayeli?"

I: "Can you tell me more how your time is structured here at work?"

R: "Like I work twelve hours, and as usually I work twelve hours, twelve hours per day."

I: "So you only do day shift?"

R: "Yes I do a straight day only... four days and two days off"

I: "How do you feel about the twelve hours that you work?"

R: "Eish, it is abusing, it is very abusing. Twelve hours is very long, and by the time you knock off you can tell that ja, I was really working, Because we have bullets proof outfits that we wear, and they are a really gym."

I: "What other challenges do you face with the way you work is structured?"

R: "You know working with people can be something else. Everyone come with their different attitude and you need to accept them as they are, because as security guards, they take us as people who don't think well and who are not educated, things like that. So as security guards, we need to accept that attitude and when represent it to us, we just take you like a simple person, and treat you like a profession while telling ourselves that we have passed things like these before. We just continue with our work and ignore you."

I: "And have you encountered situations like the one you just explained about people's attitudes?"

R: "A lot, a lot my brother."

I: "And how do you cope with them?"

R: "Like I said, we are used to it, a person is a person and sometimes you can't change them. If they leave their houses with something bothering them, you just need to ignore that, and does what you want do and then leave."

I: "Can you tell me more about how you entered this security industry?"

R: "Mmmm like I trained security in 2008, E D C, and then I started at this other company that they call Good Protection. From there I only worked two years and then I joined Mjayeli."

I: "Can you tell me about the training you received?"

R: "Well I trained at Mabotana, Mabotana security service. The training was for three week, and then you receive your certificates that you then register them with SIRA and then wait for the SIRA to be granted. After that, you then start look for a job in the security industry."

I: "And what is being taught at the training colleges within the training programme?"

R: "Like we are taught how to protect. In security there are different department, there is where you protect people, where you protect property and also where you protect…eer I can say complexes were people stay in, like residential complexes. So you are taught on how you need to work if you working at site like these ones. In retail, how one need to work just on how one works in different places."

I: "Mr Themba, if you can look at you experience and the training you received, is there a link on what is taught and what you encounter at the field?"

R: "They link at lo. Like hear we carry guns, and you will find that criminals come in and break into a car at the parking lot. According to the training received, you are not allowed to shot at that person. Because you are taught that the most important basic rule about a firearm is that everyone has right for life, even a criminal, so you don't just shot. You need to protect what you are there to protect than killing someone."

I: "And since things constantly change, what would you change about the training programme you received?"

R: "Like I would say, from the training I received is still relevant to the type of work that I do. Maybe just if the client we work under, they can just learn how to respect us as securities who

need and they need us at the same time. That is where I can say if clients can learn, it would be perfect."

I: "And what challenges do you face when it comes to clients?"

R: "Like clients have this tendency of the client being right. So most of the time you will find that… Eer like when you working in big offices there are different managements from different department. They will come and tell you that this is how I want things to be done, and while you are concentrating on that, someone will come and say they are a client since they are in a managerial position, and say this is how I want things to be done. At the end of the day you get confuse because you don't know which one is it and you end up messing u things at that site, because you are following different rules from different people at a single pace."

I: "And how does that make you feel?"

R: "Eish that abuses us, because even in the morning when you get up, you will think of those clients, and end up having no love to get up and come to work. Bu at the end of the day you will do it because you have no other way, you have to provide for your children, things like that."

I: "Apart from the attitude experienced from clients, what other challenges do you experience or being experienced by security guards in this industry?"

R: "Mostly are working conditions, I can talk about other sites, there are clocking points, and this clocking points they will tell you that it's a must that you need to clock in, whether you like it or not, you are required to clock. It is things like that, even the environment that you are working it, you will find it that is not an environment for one to work under. And when complain about it, they will tell you that we all complained, they will fix it, you see."

I: "Is there a way that you use to channel your concerns about the sits and clients' treatment to management?"

R: "Ja there is a way that we use to report but at the end of the day, if you going to report to your management as a security, when they complain that site. They are going to check if the complaint is not going to affect their contract, maybe on the contract they agreed that the client is going dissect me. When you complain, they will say that they will a follow up and talk to the client. You will wait and wait and nothing is going to change. Or find that they will tell you that if you don't want to work, you can go ahead and resign, so in that way, you will have to handle all the stress that comes from management, because you trying avoid situations like that."

I: "And how do you end up dealing with such stress?"

R: "Eish that stress. You just keep it within yourself and sometimes just talk it through as colleagues, and just talk about it, okay anyway are part of life, let's just do our work and forget about all the things that they do to us. As long at the end of the day we bring something to our families, and just ignore it, not caring about how they treat us we are going to deal about it after."

I: "How does the stress you experience here affect your relationship with your family?"

R: "It affects us a lot, because you will find that, when you get home after being emotional abused at work, you will find that someone is talking to you nicely and then come up the thing that happened at work and end up responding bad to the people at home, ending up responding roughly to them. Taking out any anger that happened at work to them and that makes the relationship not alright most of the time."

I: "When thinking back a bit, can you share with me what made you to join this industry?"

R: "Like this industry I joined it out of love, because of the crime that I was experiencing that didn't treat me well. I've been robbed several times, having my phones stolen. So i was like, let me join security, and have that knowledge on how to protect myself, things like that. That is the thing that made to join security, like before, I was working at the restaurant, I was a chef at the restaurant. I left it because I told myself that now I want another challenge on protection, like how I can protect something using my own powers?"

I: "And where are you originally from?"

R: "At the moment I stay at Booysen, and originally I am from Zimbabwe."

I: "And how the access to the industry?"

R: "Like I marketed at my first company, since their offices are close by, just next to Johannesburg Stadium. I wrote a test and did an interview, and then I passed it and that is how I got a job."

I: "And can you tell me more about the treatment received from companies when it comes to locals and foreigners joining the industry?"

R: "The treatment eer… aah it depends on the company, remember different companies have different policies. so one will tell you that… like the company I was working with before use to treat people the same, just that their contract started that every guard worked independently, you are working for yourself, there was no leave and after working for a year if you ask for a leave, they will tell about an unpaid leave, that manager didn't care at all, and there was no annual leave at all, like there were no benefits such as providence fund, UIF, no they were not?"

I: "Apart from the challenges you just mentioned, what other challenges are there?"

R: "Well those are the main challenges that we face. Like here at our site, if we escorting people outside, they were told that by four o'clock, if they know that they are going to knock off late, they need to bring their cars to the basement. But you know how people are, they like doing stuff the way they like it and at the time that they want. So you will find that you need to wait until six o'clock for this person to go and fetch their car with you escorting them, and you will find that the criminals are out there, just waiting for them. So for those people who after hours, you will have to try and protect that car, to avoid taking the blame tomorrow, those are some of the challenges we experience. You will be expected to come to work exactly five o'clock in the morning, but you will never knock off on time, because someone came in at 8 or 9 and they would want to work after hours and you just want to knock off at sic. That way, you end up being under pressure a lot, you will find that you are the only person left at your post, because the person haven't left. So you will need to wait for that person until they leave. Again, avoiding complains that they don't become more."

I: "And how do the company assist in addressing these challenges?"

R: "Eish the company does try, but the thing is that, you will never know what the company and the client agreed on during the contract. So you can still report to the company that you having a certain problem, they will tell you that… like here we have the head of security which work under the client and not the company. So the company will tell you go to that person, and when you go to that person, he will tell that he will email everyone our concerns then at the end of the day, this person doesn't do. And he will wait for a complaint, and when he get a complain he will come to you because they don't have a solution, just to pin it up on you, and make you look wrong about it, while at the same time, this person will not have a solutions. Those are some of the things we meet up with."

I: "How would you like the company to assist you in addressing these challenges?"

R: "Eish, if only they can talk to the client, especially about the knocking time of their employees, that would be appreciated. Because sometimes we don't feel right that one we will come when it is dark and leave when it is dark to, you end up having no time to spend with your own children at home, every time you leave them sleeping and find them sleeping when you come back. If only there can be time…eer, by five o'clock, because sometimes we get here by

five half past five, so at least by five o'clock I should be knocking off, so that I can get home while is still daylight outside. That is where they can help us out."

I: "Since you work a straight day and twelve hours, how do you fit other responsibilities?"

R: "Eish that I can only do it when I'm off, because I leave the house around half past four and come back maybe quarter to eight, I find no shop open and the children will be sleeping. Even myself I will be sleep, I will only take a bath, eat and then sleep. So I don't have an opportunity give them my time, because I don't have any time only when I have an off day, that is when I can sit down and spend time with them."

I: "And having no enough time for the family and children, how does it affect your relationship with them?"

R: "Eish this affects them a lot, because they also have a wish to spend quality times with you, because even that off day is two days. You can't count the first day because that one is for you to rest, because as I said before, we wear bullet proofs, and the bullet proof is heavy, because I think is minus or plus 10KG, plus a gun on the side. So the body will be exhausted, and the first day off you will just want to rest so you will only have one day to go out with the children to go out, or play with them, of which is not enough. Children need to know that they are love, they need to see that love as a father."

I: "How does carrying a gun and wearing a bullet proof affect your body healthy wise?'

R: "It affect us because always the body sore, your body ends up being abnormal, just imagine carrying 10KG over your shoulder, so hectic."

I: "Are there any interventions that the company have at paly to assist you with such healthy challenges caused by the working tool?"

R: "Nah, nothing, because once the client say that is what they want, the company cannot do anything, they have to comply with that. They don't care about how this affects us, because the bullet proofs have plates and you can remove them. But if you find that you are tired and you remove one plate, then that is a charge, you will be charged or suspended because we don't know what the company and he client agreed on. So even when the body sore and you can tell that you can't do it anymore, you will have to do, or as miss work, again if you miss work, you will not get paid for that day, plus they will deduct from other days worked to pay the day you missed to pay the overtime worked by your replacement."

I: "And how would you like occupational social workers to assist you?"

R: "Eish another problem is that…eer well, sometime as a person you can tell from your body that is not doing write, I think we they can help if the company can allow us to phone that day, and notice them that you are not feeling okay, so that they can stop deducting from the days you have work to pay for the replacement, and just not pay you for that day missed, they can help there. The company needs to be responsible, so that I can be responsible for my body, I cannot replace my body, but the company can replace me. So they should at least not pay for the day I didn't work and not deduct from the days I have worked for."

I: "And does the union you have try and assist you to make you aware of your employment rights?"

R: "NO, eish, you know what, I can't say they try to do that. The union do try to address it, but you will never know what they do when they are just alone with the company talking, because you know nowadays we live through corruption. Maybe they give them something then all is well, they do what they like. So according to me, the union we have is not helping us with any of the problems we are facing, they are just using our money and there is no improvement."

I: "From the solution you just mentioned, how would you like social workers to intervene?'

R: "If only they can talk to the union, and from find from it what it says about assisting us, maybe the union can see that these issues are serious, and they can find new strategies to face the company to address these issues that were are facing."

I: "What else would you like us to talk about that we haven't, especially when it comes to the challenges on the working environment?"

R: "I would say money, because there is no money. We do work long hours but there is no money, the way we work I don't think they should be paying us the way they do. They should be paying us better. Like us as securities, we are always at risk, like I said, we carry guns, a lot of people know that we carry guns and works outside. Like I have worked at this other site this year, the fence was not properly installed. So I was off that evening and criminals came and badly hurt my colleagues and took the guns from them, so you ask yourself at the end of the day, that you were going to get shot, and get shot for the gun of the company. At the end of the day, how much am I earning that I must die for. Those are some of the things we are ourselves when working, and this ends up leading to us not doing our work properly, because you will tell yourself that, you are going to take the pressure, clients mistreating you but what I'm going to get at the end of the month, is it going to make me happy and cover all of the expenses that I

have. There answer that you going to find is no, because when you claim, you will wish that the month can go on, because you will just have stress right there, because you need to take there and there to cover there. This lead to one to go to the loan shacks."

I: "Are there programmes that the company is involve in to assist you, especially the incident when you colleagues ended up being pointed with guns?"

R: "No, I can tell you that those who had their guns being taken from them, the first thing that the company did, was book them a hearing. And then you can ask yourself why they booked them a hearing, I still don't know, because one of the guys was badly hit on the ear by a gun and was bleeding badly and was taken to the doctor and the doctor said this person was okay, and they booked him back to work. But this person bled the whole day, so you can see that sometimes the company think about itself, I will say most companies think for themselves they don't care about you as a guard who make money for the company. So that is the problem about most security companies."

I: "So do you think there is a problem with honesty between companies and security guards?"

R: "Well honesty is one thing that will never be there; like I think security companies only concentrate on the money you create for them not you. They will never tell you something straight. That is the problem there; I don't see honesty being there. The thing is that, they know there are a lot of security guards who are looking for work. So if you feel like they are not doing it for you, then you can leave and go look for another company that is going to do things the way you want them to be done. That is the tendency that most companies do have."

I: "What do you think is the solution when it comes to such?"

R: "Eish the solution… unless if the government intervene and do their own investigation on how companies treat their employees and that things are done according. Because with most of the companies, you will find that they deduct money for the providence fund, and when you go there to claim, you find that your money is not there, if you as why, there is no answer that you are going to get, and find that you have been working for two years. There is no money that you are going to get. At least if the government can intervene and investigate things like, I think that is where the solution is going to come from."

I: "Is there anything else that you would like to add?"

R: "Nah, the only thing that I can add is that, our government must try hard since our pay as security guards is determined by the government, so when they release their gazette, they need to

consider us and the risks that we encounter, and gives us a better pay because we do similar work like police officers, even though money will never be enough, but something that is going to help us push."

I: "Well thank you so much sir for participating in this project."

R: "You are welcome."

Protecting the Protector: Exploring work-related challenges experiences by contract security guards employed by a security company in Johannesburg

APPENDIX F (2)

TRANSCRIPTION EVIDENCE: PARTICIPANTS

Translated from Zulu to English

Participant no. 1

Translated from Zulu to English

I= Interviewer

R= Respondent

I: "We can start now; I don't know which language do you prefer?"

R: "Zulu is okay."

I: "Okay no problem at all. So can you tell me more about the work you do as a security guard officer?"

R: "As a security, I'm guarding, looking after the client's property and ensuring it's safety. Things like that. I would say, I protect the clients' property that they are not stolen, and that they are safe at all times. We start 6 to 6, all the time."

I: "Working 6 to 6 means that you work 12 hours per shift, how does that affect you?"

R: "Well, it is tiring, and 12 hours is very tiring. Its better working normal hours, because you know that after a 8 hours shift, you can always rest. With 12 hours is not the same, there is no lunch even during that time. You can't even take a 30 minutes lunch."

I: "So you are not allowed to eat at work?"

R: "That 30 minutes when it's not busy, maybe a 10 minutes tea break and a 30 minutes lunch. Especially during the day, it is very tiring, because we work here. You are always tired all the times."

I: "And how do you work the 12 hours?"

R: "The 12 hours is a day shift, and 12 hours night shift."

I: "So you are involved in both the shifts?"

R: "I work 2 days and 2 nights, well a 12 hours per day, knocking off and go and rest. Then come tomorrow to work another 12 hours again. Is the same with the night shift, you knock on at 6pm and knock off at 6am."

I: "How does doing shift work cycle affect you?"

R: "Well, I would say that, for me it doesn't affect me that much, changing from one shift to another, it doesn't affect me at all. My kids are now grown up, and they can manage to do certain stuffs on their own. It was going to affect me if the children were still too young and not able to do certain stuff on their own, but now they know how to do them, and it doesn't affect me. I really don't have a problem. I used to have a problem when I was working a straight day only."

I: "And what was the problem when working straight days."

R: "My problem when working straight days… eeer. Well, I lost my husband in 2004, and I started security in 2007 April, being helped by the owner of this company, to enter this industry. After witnessing the economic effects, and how badly it was affecting the children. I started working then, he allowed me to work a straight day, because my first born was 7 years and the last born was still around 5 years, and the other last born was still 2 years.

I: "They were still too young."

R: "Yes they were still too young. I couldn't leave them alone in the house and work a night shift, so I had to only work a straight day shift, and it was okay."

I: "Living in a crime striking society, how does it make you feel coming to work at night to protect as you mentioned, and leaving your family behind?"

R: "Eish now eeer hey… ja there is that challenge that is there, but just knowing that were you are protecting is not a high risk place that is vulnerable, a place that is wanted like a copper site. It becomes relieving, especially when there is a fence protecting you while at work. It becomes better, and that with God's grace, nothing is going to disturb you throughout the night."

I: "And the children at home, how do you feel leaving them behind?"

R: "Nah, they are older now, I leave them with someone, my older child who is doing grade 11. There first born is 16 years, and it is not the same as previously, when they were still young. That was challenging too much."

I: "How do you include your family within your working hours?"

R: "Well when I'm off… eer. Let's say during weekends when they are home and I'm also home, we become together and I help them with their school work and with other household stuffs."

I: "Going back to how you entered this industry, how did you really enter it after the passing of your husband?"

R: "Well for me, security was not my interest, it was because the economic challenges we are facing in South Africa, especially on employment, and I was a house wife. Plus my education level was not that advanced, I only had a matric certificate. The owner of the company felt sorry for me. My husband was his accountant, after the passing of my husband, he told me that, since I was not working and having children who were now looking up for me for everything, it is better I go for a security training and get a certificate. I did my training in 2006 and in 2007 I entered the industry.

I: "And how was the training process of becoming a security guard?"

R: "Well it was fine; it was enjoyable just being at the school, there was no problem. Just that the theory was a lot, grade E is one week, D is one week and C is also one week. You have to know everything, and at end of each week, you have a test to write, and pass. It is the same with the firearm; it is only 2 days, and the books are this big. You need to study all the and memorise everything. And know that if you are going write a test, you are going to write on this and this, you see."

I: "Beside the limited time on the training, what other challenges you faced during the training process

R: "I didn't have that much of difficulty."

I: "How do you feel being part of a profession that is men dominated?"

R: "Well with work now our day… eer work is work. Is no longer a men's job, we are also needed, because we also need the money. If there is an opportunity opened in the security industry, you need to go there, so that children can go to bed with a full stomach."

I: "And how do you find it working with men?"

R: "Well there is no problem at all, because previously I once managed them. There is no problem working with men."

I: "How is the relationship between the two sexes in the workplace?"

R: "The relationship is good and the relationship makes it a workable environment."

I: "Going back to the training process, can you tell me about what is taught there?"

R: "Well, you learn the security language, on how we communicate, and also learn about the rules around the profession. It includes how you have to be like and how you treat the clients, all of that things."

I: "What skills do you think are important for someone training as a security guard officer?"

R: "Skills like…eer. Well maybe that if you are security guard, you need to have a firearm. You need to have a fire arm. You have to have a driver's licence, because if there are posts for promotion, they look into those things, the firearm and the driver's licence. These days you need a matric, if you don't have a matric, eish, is going to be difficult."

I: "Judging from you 7 years experiences in this profession, how relevant is the training programme to the work you are exposed to?"

R: "I just see this process as a way of having that small knowledge about the profession on what is being done, that is how I look at it."

I: "And if you can change it, how would you change it."

R: "I think the security training programme as a whole need to be titivated somewhere, if they take a good look. It needs to be fixed somewhere, just that I am not sure how they can change it."

I: "Which aspect of it do you think they need to be fixed?"

R: "Well it needs to start with the schools. They should not be there because they only need money. They need to teach us more stuff, more knowledge like your business management. If only they can add some course like that one, because I know that there is somewhere, where there trained business management in security, but is expensive. And we can do a course of security in management, or something like that."

I: "You mentioned that for post promotions, one needs your driver's license and firearm licenses, how does the company assist you guys to obtain such qualification?"

R: "Well the only thing that the company is helping us with is SITA and eeer with First Aid."

I: "And how relevant are they for the work that you do?"

R: "In other sites like Eskom, they do need people who have a firearm and a First Aid."

I: "Can you tell me about the challenges that you have experienced within you work as a security guard for the past 6 years."

R: "I would say… not for alone but as securities as a whole, is that we are look down upon, a person doesn't see you as a person if you are a security guard officer. It is like you are a door mat, and that everyone comes to wipe their rubbish on you. One they take us as people who are dishonesty, two, they take us as people who should be exposed in put in the colds, and work there, and they expect you to work there. It doesn't bother them if it is safely or not, but you ae going to work as a security. These things don't treat me well as a security. That I leave my house as a trusted woman and when I get here is the other way around. We also beg to be recognised as people, that as securities we are people too. There only thing that doesn't treat me well is that…"

Disturbance from a client

I: "Apart working in the colds and not being respected and also dishonesty. What other challenges do you think are being faced by security guards?"

R: "Well for me, those are the one I see being the leading challenges,"

I: "You mentioned that you leave you house as a trusted woman and when you get here is the other way around, how does that affect you?"

R: "Well, as long as my children don't know how their mother is treated at work. Since they don't know, well I think there is no problem. But on my side, eish it doesn't make me feel okay, not well at all, because sometime you end up exchanging words with someone, because they think a security is an uneducated person who deserves to stand at the gate. But if you could come to my place, you will see that this is a respected somebody."

I: "And how do you deal with these changes you face as security guards?"

R: "Well sometimes you find difficult clients, and find that they are difficult in a way that is unexplainable. Well, I've once been a supervisor in a company before, I know how we are the people we deal with here. And sometimes they look at you and just say this one; I am not going to take her shit. And just end up disrespect you as a security guard."

I: "And how do you address those type of incidents?"

R: "Well sometimes you need to come in terms with it, because we have to put a plate in the table for the children. Then you will just ignore them in a way to minimise the situation. Firstly I will tell you people that are so difficult to work with. People from the municipality… People from the municipality are difficult to hell, if you ever work under a municipality contract, eish… you will work with difficult people. I was once a supervisor at Thuso, she will just tell you the way you are, and if maybe you meet up with their head of security, someone you know that they are a person like you, they know their work, but if you find out that this person doesn't know the challenges faced by security guards, well you are in deep trouble, deep deep trouble, I don't want to lie to you."

I: "How does the company assist in the challenges you experience?"

R: "Well, the company once they drop you and show you the site, there is no problem. If you are a site supervisor, you are the one who need to deal with the problems experienced at the side. You will see how you deal with them on your own."

I: "You mentioned that you were once a supervisor, how did you deal with these challenges?"

R: "Well, sometimes I say thanks to God, because God once placed me in a situation where the people I worked with in Randburg before I came to Thuso, they end up dealing with the stuff, that they should not treat people different since they are the same as you. They were okay; I didn't encounter any problems with them. Just that the difficulty is that, you will fight over an access card. This person has been given an access card, but they will still come to you as a security and say you need to do things this way. They will tell you that you are hired to open for them, open for them while they've been given an access card. Those are the challenges we meet every day, a person will come demanding that you open for them, because if you open for them, they need to sign, but they still don't want to, they will ask you why you want them to sign. Our bosses don't come and asked you after a client has launch a complain saying that you have treated them badly. They will just deal with you, is either you get fired from work, or being removed from the site without being told what happened. Our bosses do not worry about us when it comes to that. Hey don't want to know what is really going. There are just going to act on the side of the client, because the client is always right. Of course they are right but you don't care about me, you don't want to know how the very same client treats me. That is a most experience problem our bosses don't want to hear a thing from us, you will just see a supervisor being sent to fetch you because you didn't want to listen to what they were saying."

I: "And the company can assist you on the challenges experienced, how would you like them to assist you?"

R: "No let them assist us, they should blow things out of proportion, they should investigate and see what is the cause of this, and not just come and say the rules say the customer is always right, let us go and fetch someone, and end up having no roaster and leave, because you had an argument with someone who didn't want to do something that is right."

I: "How do these challenges affects your relationship with your family?"

R: "They affect a lot because even here, you get paid only because you worked, and if you didn't work, you won't get paid. My first born child is attending at a private school. I can't take her out now because she is doing grade 11. If I don't have a roaster or if I didn't work, how am I going to pay for school fees? Because no work no pay, so they end up affecting you and children get dismissed form school."

I: "How would you like social workers to assist you?"

R: "Eer ja neh, I really don't know how you can help us on this. But most on those people who are… eeer… mostly you will find that there are people who need counselling straight, because there are sites where you find one experiencing massive stress. Finding people ending up killing themselves, because there are two guys because who committed suicide here at home, and not even two, three. Not knowing if is a stress from work or home; you will never know where it comes from. But ja within the security industry, counselling is needed because people are emotionally abused here."

I: "What do you think are most factors contributing to people being stressed?"

R: "The most influential factor is the one on no work no pay, it a thing that affect people a lot. Because we are hired under a contract, every year, every 3 years we sign contracts, people treat you the way they want to with you because we are not permanent. I have 6 years working here, but still I am not permanent. My contract ends this year, it end this year."

I: "And do you have any other plans after the end of the contract?"

R: "I was thinking of fixing my stuff and see how they work, because if I just leave without being fired, I loss a lot. All the money of service and the money from the providence fund, I will lose it. I will only get my contribution made on the providence fund and not the one made by the company, because I resigned. It ends up becoming a problem, after knowing that you have been working for a long time, they will tell you that you only receive your only contribution and nothing from the company. It emotional abuses us"

I: "Is there a way used to channel your challenges to management?"

R: "We don't, we just vent out with someone, and that would be it."

I: "And a union."

R: "We do have a union… eish, it also have its own way of doing things."

I: "And do you think it tries to address those challenges faced."

R: "Nah I don't think so, I don't think so at all…"

Disturbance

I: "What else can you add from what we have been discussing?"

R: "Well, Just that we must also be recognised as people who are living, and stop excluding us as if we are not living people, we are also people and we are alive. Everything that happens, especially when there is a robbery, the way they treat a security, a security is a first suspect. You can tell people to come and rob you, but the way they treat us, they treat us in a way that make you feel like you are the number one suspect. If there is a robbery here, it will be said that I am the one who called those people to come and rob here."

I: "And have you ever experienced something like that personally?"

R: "Nah but I have witnessed it with my other colleagues, but I haven't experienced it personally."

I: "And what advice would you give a young person wanting to enter this industry?"

R: "Well you can join it for a short period while opening other opportunities, because we are old now, but if you are you and looking for security, this is not the way forward, it is not nice at all, people need to learn and study. Unless if you want to open opportunities and safe money while studying, then you can enter it, and it can be better."

I: "How do working long hours affect you?"

R: "Well long hours are tiring, you get home tired, you just want to shower and sleep. You can't even sit doen with your children, especially my 8 year old child, you can't even sit down and them, because the way you are tired, you want to get there and sleep, even though she want to play with you as a parent."

I: "How do you involve other family responsibilities as a mother within these long hours?"

R: "Well let me not go far, I hardly attend any family events, but when there is something from your child's school, and find that you are at work, you can't attend. It doesn't treat the child very well, because my older child who attend at the private school, they will always ask her, where is your mom, where is your mom, but you will never be there because as a mother, you are a

security guard. At least maybe working Mondays to Fridays, and on Saturdays I can attend school meetings, but this is something else. I don't know where to start, is just too much."

I: "Is there anything you would like to add?"

R: "Nah, nothing at all."

I: "Thank you so much ma."

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APPENDIX F (3)

TRANSCRIPTION EVIDENCE: KEY INFORMANTS

I= Interviewer

R= Respondent

R^2= Respondent 2

I: "Can you tell me more about the responsibilities that security guards are expected to perform?"

R: "Their responsibilities are to ensure security to clients' property, no matter who the client is, as long as he has requires our services. They have to provide that services, ensuring that all his properties, the personnel are secured."

I: "What are some of the job titles that they uphold?"

R: "We got the X's, the control officers who is mostly dealing with access control, and we got the asset officer who is then responsible for ensuring that he his subornate is a senior to these access control officers on site. We then got the specialist is more senior than the assert officers, and we got the senior specialist who is also above the specialist. Then we go up to site managers, and then we go up again to contract manager, and operational manager, an area manager, to regional managers and CEO's for the companies."

I: "What are some of the risks that are out there for security guards?"

R: "If the guards are not performing their duties to the client's satisfactory, their contract might be terminated at any given time. If that has been included in the contract that has when sign, once there are some faults and defaults then the client will have the right to cancel or terminate the contract off on the agreement that they have made."

I: "In terms of risks that themselves as security guards are exposed to in line of duty?"

R: "Their risks in most companies or premises all securities are the people we first meet at the gate, so all the thugs and people who are thinking of coming and steal eer… whatever they want to do on site, just for stealing. There are to first have to go through the security officers we don't know if these people are armed or unarmed, but usually securities have to challenges those people and when challenge them, they need to ,make sure that they detour them instead of letting them in and commit any crime."

I: "Mr Sipho, what are some of the challenges that securities guards experience when working with clients or on sites?"

R: "What I have learned is that some of the clients are arrogant and rude towards the security officers. Usually if he feels like he don't like you, and your perform your duties to you level best, but the client will want you out of site without any reason and sometimes contact your management just to say they must remove you from site, and that are some of the majors with some of the clients."

I: "In terms of letting clients know about what security guards are expected to do, what interventions that most companies including your company that have in order to make clients aware of the jobs that securities have to perform?"

R: "We have to agree on the job description and put on sites instructions or if there are needs make changes in the in the instructions, then client will communicate that formally and will hand in papers signed by both parties and we all know where to focus on that matter. And we are all going to perform our duty base on what the client has required."

I: "And during your interview intake, what are some of the reasons that they give on why then decided to become security officers?"

R: "Well nowadays I will honesty say that people are looking for employment, they try employment somewhere else and if they fail, they last option for them is that, let me try and go in for security. Even though that person is not dedicated, do not have the passion of doing security but because he wants to earn a living as a security officer. That is why you will found that this people are not performing their duties as expected."

I: "Mr Sipho, can you tell me about the skills that you look forward to when having the intake interviews that are not present in the training certificate that they uphold?"

R: "We're looking forward to a person who can be able to interact with all kind of people, using our medium language in South Africa which is English, if that person is well spoken and that person can understand his job description, or the company's mission and statement. Then if that person will be able to understand what the organisation expect… want from him. From there we can take the person, and also have his grade twelve, his CIRA certificate, because if he is not registered with CIRA, most of the companies will not employ some of this people, because they are taken as untrained and they do not know anything about security."

I: "Can you tell more about the training that security guards embark to before joining the security industry?"

R: "They are to go for a security certificate, which is one, Grade D, which is an access controller. There are modules that they have to go through, they are instructed or lectured on these ones, and then a person have to write and pass the tests which are being planned for that Grade D. Then you go to Grade C… which is another level which is higher than Grade D. That level you also have to write an exam, if a person passes, then that person qualifies to be a security officer. After they have passed the level that they want to start as a surety officer, because a security officer start at… we were starting from Grade E but now it has moved, we starting from grade D up to A, where now you are able to investigate things on your own and know what to do as a security officer, if you have done grade A. But at the lower level you don't know anything about that."

I: "Is there an on-going training once they have entered the profession?"

R: "Yes most the companies they do on-going training with their guards. Like our company, there are trainings, also advance trainings for our officers which is a plus for them. It offers lot of courses that people want to go for those courses are free to, and apply for them and go for that course."

I: "On your line working with security officers, what are the challenges that have been brought to you or that your securities have encountered in relation to their work?"

R: "The most important one which I can say is that, when a client approaches them in the workplace and giving them instructions, and if they take that instruction without management's knowledge, there… if our management found them, doing what is not part of the agreement in the job description, then there will be a problem there, why, because it has never been communicated with us the top management and signed by both parties that the security will do this at the workplace at a particular time. Now if the security officer is found doing… by us as management then he is out-addressing one of the agreement as signed by the client, although this client has asked him to do so. The client… if we are happy with that, we say it is valid."

I: "In terms of challenges that they bring into the workplace, what are some of those challenges security guards bring into the workplace?"

R: "Those who are well trained I will say… well trained, those officers do bring changes because they are free to give their inputs to the risks and experience, I mean the risks that they encounter when doing their job, and then bring them forward to our management and management will look at them. if they see that is valid and workable, then we'll take them forward and that officer will be rewarded for that input if he has that in mind that will help the company grow, if it does then the security officer is free to do so."

I: "In terms of the private security industry gaining some respect from the public out there, what are some of the intervention strategies that the…"

Disturbance

I: "In terms of the industry gaining respect from the public, what are some of the interventions that you have in hand?"

R: "I think Mr Nik will take that one."

I: "In terms of the industry gaining respect form the public, what are some of the interventions or programmes that the company have in hand?"

R[1]: "Firstly you need to make sure that every security officers before they put in clients' premises or dedicated areas must be very professional, must be dedicate in his work, must be

tamed according to the site's instructions and the procedures of the client and he must earn his respect."

I: "In terms of challenges that security guards are exposed to, what are some of the interventions that the organisation have in hand to assist with those challenges?"

R: "Changes like ohh…"

I: "No challenges."

R[1]: "Challenges like what?"

I: "Challenges in their line of work, like to you mentioned being in high risk for thieves and stuff like that. What are some of the interventions put in hand to address some of these challenges?"

R[1]: "Address those challenges, safety…Well; it depends on what kind of an area you are protecting, what kind of eerr… risk that is there. If you got for argument sake a chemical plant site, you got explosion chemicals, there is also lots of national key points requirements…eer you have to actually… you actually have to ensure helpline services, like BP or Engine that you actually have to have all security officers have to train national key points. They must understand the nature and disaster that is in that area thus must be trained in all the evacuation procedures and most of them have been trained in fire fighter and first aids, and you can prevent it. If you look at a site like Wits University, they have to look at access control and most case; they must have a fence around to protect them and to protect the client, mostly to protect the students. And there must be also access control procedures and patrol procedures and then fence to have in place. To secure and safe guard the officer to perform his duties accordingly."

I: "And are there any other programmes in term of traumatic events that security guards experiences, especially the one that the work at night. Are there any intervention programmes to assist them with the challenges that they face at night?"

R[1]: "Well again if you are looking at night, it depends on what kind of area are they guarding, or what are they looking after… phew… you must have to… also you must have communication skills, if it is an unarmed security, he must have a handcuffs, and he must have communication with his controller, and he must report hourly to the control and say, listen I'm going on patrol

now, if I don't report… if I don't report back to you for argument sakes, thirty minutes. We must have procedures in places, like okay this guy hasn't report in thirty minute, send out a supervisor with a vehicle and go and inspect what is going on there, is the guy being attack, was the guard sleeping, we look at all possibilities. All the procedures must be in place, there must be back up in each and every security officer, to ensure that he also feels safe in the environment which he's going to work."

I: "What are some of the behaviour you tend to address about security guards when working with clients?"

R[1]: "Bad behaviour… Sipho can write a book on it"

R: "Well we got these guys that usually when you give them instructions they ignore, they don't take those instructions or job seriously, we got those people who will come onsite not wearing uniform as per security requirement which is one of the training… they know from the Grade D training, they must fully wear uniform but they don't want to do so. And they will leave their post unattended; they will sleep on duty at any given time because those are the bad behaviour that they normally do. Come to work under the influence of liquor and they will be standing in front of the client in that situation, and that means now you are not taking serious your work, the company name also it's being pulled down I will say in a simplest way, deformation, the company has a procedure in place where they will have to discipline guards found ignoring those security guards rules or instructions, or code of conduct. Even when security officers are rude to clients, some of them are rude to clients; those are one of the behaviours that normally… I don't know whether that person have stressed or what. You find that being rude to our clients, clients are all people that you come in contact with, that's what the training say, but security tend to ignore that and turn a blind eye on it, and say that we are in change and have that bossy thing in them, so ja, those are the bad behaviours that we experience from security officers."

I: "Within the industry itself, are there any other programmes that tend to address employees' wellness, like you mentioned that they might project a bad behaviour because they are stressed, are there any other programmes that assist the wellness of security guards?"

R: "Definitely in the company we have everything that one can look for, for help. If help is needed the company provides, we got all these little things as per labour relation requires and

employees know that they have their rights in all these things, and their rights are being table to them, that you got the right to do that and do that, as per the government gazette requires the employees to do so.:

I: "And Mr Sipho is there anything else that you would love to share with me that we haven't touched?"

R: "Well so far I will say, I don't know if I have forgotten something but, as far as I know security has changed from where it was before. Nowadays security has become a profession for many of us and the people to come. And if they can see how serious it is, security is one of the employments that one can say, let me go for it."

I: "And Mr Nik, anything you would like to share?"

R[1]: "Regarding?"

I: "Anything that we didn't touch in this discussion when it comes to the profession of security guard."

R[1]: "Well I would say, for all the years, I have twenty five years as a security officer and in the security industry… and myself as guard guard. I just feel very kwaard by the respond we get from the public, is very poor. And the say applies to the SAPS that they are receiving from the public due to certain factors which are actually not getting respect. I just feel that security officers should gain more respect from the public and that we are here to protect the public that we are here to look at the security safety of the public. I would need to edge everyone that is in the industry to be proud of what they do. I'm turning 25 years I this industry and I am proud of what I am doing. And I just hope everybody would feel that way."

I: "And what are some of the changes that you have encounter in this industry for the past 25 years?"

R[1]: "Well there is lot of changes, changes from the training eeerrr… laws, what has been lay down by the government and interventions from other security companies. Lot of security companies actually came in to the map, starting that 'we wanna be part of this, we wanna be part of this' that is why there is lot of intervention, lot of growth in security, not only national but also

international. So what I will prefer or what I would recommend is that they give security officers more gratitude and put more training programmes to improve the standard of security and the government to lay, or demand security companies to lay down strict control ways methods or procedures to ensure that the security officers that are employed are the standard that is required by the government and required clients. Like I say, we will see what will happen in the next 25 years if I can still live. But lot of training need to be involved, lot of commitment from the government and the security industry, that is all."

I: "Mr Nik, thank you so much …"

Protecting the Protector: Exploring work-related challenges experiences by contract security guards employed by a security company in Johannesburg

APPENDIX G

Research Office

HUMAN RESEARCH ETHICS COMMITTEE (NON-MEDICAL)
R14/49 Sibanyoni

CLEARANCE CERTIFICATE	**PROTOCOL NUMBER H13/06/32**
PROJECT TITLE	Protecting the protector: Investigating the work-related challenges experienced by contract security guards in a Johannesburg company
INVESTIGATOR(S)	Mr N Sibanyoni
SCHOOL/DEPARTMENT	Human & Community Development/Social Work
DATE CONSIDERED	21/06/2013
DECISION OF THE COMMITTEE	Approved Unconditionally
EXPIRY DATE	23/07/2015

DATE 24/07/2013 **CHAIRPERSON** _____ pp
(Professor T Milani)

cc: Supervisor : Ms RA Warria

DECLARATION OF INVESTIGATOR(S)

To be completed in duplicate and **ONE COPY** returned to the Secretary at Room 10005, 10th Floor, Senate House, University.

I/We fully understand the conditions under which I am/we are authorized to carry out the abovementioned research and I/we guarantee to ensure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I/we undertake to resubmit the protocol to the Committee. **I agree to completion of a yearly progress report.**

_____ _____/_____/_____
Signature **Date**

PLEASE QUOTE THE PROTOCOL NUMBER ON ALL ENQUIRIES

Protecting the Protector: Exploring work-related challenges experiences by contract security guards employed by a security company in Johannesburg

APPENDIX H



MJAYELI
SECURITY (Pty) Ltd
Reg No 2006/013215/07 Vat No: 4450221280

ABESABI LUTHO

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13 May 2013

Att: Nkosinathi Sibanyoni
Wits Student

RE: PERMISSION TO CONDUCT A RESEARCH STUDY WITH MJAYELI SECURITY GUARDS

Please be advised that permission to conduct a research study with Mjayeli Security guards is granted on the following terms and conditions:-

1) The name of the company will not be mentioned anywhere in your study report.
2) The names of the employees that you interview will not be mentioned anywhere in your study report.
3) A copy of the research study (the whole document) will be submitted to the company to validate that the above items are adhered to.
4) Your research will not interfere with the general operations of the company, and should you seek to interview the employees during working hours, you will contact the company who will arrange with the Operations Manager to ensure that service delivery to our clients is not affected in any way.

We wish you success in your research study.

Yours faithfully
MJAYELI SECURITY (PTY) LTD

Mr J.N. Maphalaphathwa
DIRECTOR: BUSINESS DEVELOPMENT

SAIDSA

Directors: K. Ndlovu (Managing) N. Ngwenya (Non Executive)
J. N. Maphalaphathwa (Business Development) Nina Botha (Legal Non Executive)

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