# The Level of Security Management in the University of Eastern Philippines

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*Abstract*—Security is one of the prime concerns of institutions as it is considered as one of the important components of student services. The study traced the security personnel's profile, as well as the perceptions of the respondents on the level of security management, and the problems encountered by the respondents. Thirty-seven security personnel and one hundred six other respondents composed of administrators, heads of offices, employees, and students, were the respondents of the study. The descriptive-correlational research method was used using a survey questionnaire in gathering data, statistically treated using frequency counts, percentages, ranking, mean, and chi-square test. Majority of the security personnel respondents were young, married, college graduates. Most had few years in service and have not attended trainings. Security management level was rated very satisfactory. Civil status, and attendance to trainings significantly related to security management level. Majority of the security personnel respondents encountered problems on the lack of monetary allowance and security equipment. There is a need to exert improvement in the security management in the University.

*Keywords*—school security, security, management, security personnel

## I. INTRODUCTION

There is an incredible increase in the need for the security industry nowadays. Most institutions are using guard forces, protective barriers, communication and electronic hardware and other state-of-the art protection methods and techniques in their asset protection. The primary and most widely used in protecting these institutions is the security force which is provided in the Republic Act 5487 of the Philippines otherwise known as Private Security Agency Law and provides for its licenses to operate and to exercise profession. However, every installation cannot yet escape the emerging complicated security problems like the deteriorating peace and tranquility, the threat of terrorism and the social conditions of the community. Hence, a basic understanding on the concept and methods of security is a primordial concern of everybody. Schools, universities, and colleges may it private or public are not exempted from the harsh environment. According to Eboña (2012), who studied security measures in a private school, a school which is manned by the private security agency is highly effective in its management style for their security personnel is controlled by external or separate entity. Their work ethics are highly observed for they are supervised by trained and competent security officers especially designed to effectively manage security. On the other hand, Ellul (2008) suggests that schools which are managed by internal security office tends to

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be less performing on the context that most of them are not well compensated and on contractual basis.

Nordquist (2002) states that effective management practices are integral to security, whether it is proprietary or contractual, and regulated by the state or not. It is management who decides what money is spent where, what rules and procedures are established and enforced, and who has specific responsibilities for given assignments. Finally, it is management who is responsible for assuring security. If you have security problem in your organization, you have a management problem. Those in charge of security must be given the necessary authority to fulfill their responsibilities and must have access to top level management. Lines of communication must be kept open. Planning, evaluating and updating must be continuous to assure the full benefits of security equipment, procedures and personnel.

The University of Eastern Philippines-Main Campus has been brought to many issues on its security with numerous incidents of killings even long before the assassination of one of its president. The current situations of a university like this had been confronted by incidents involving assassinations, killing incidents, robbery with homicide, shooting incidents, and other crimes which resulted to the creation of fear in the minds of its residents. Despite the presence of a security office, incidents are still prevalent in the campus for the past ten years. Hence, this study was conceptualized.

## II. METHODOLOGY

This study was conducted at the University of Eastern Philippines-Main Campus, a comprehensive state university in the Eastern Visayas. This study utilized the descriptive-correlational method for the purpose of arriving at relevant information from the data for analysis with regard to the factors related to the level of security management in the University of Eastern Philippines-Main Campus. The respondents comprise of security personnel, security guards, security officers, security supervisors, university administrators, and heads of offices selected through total enumeration; teaching and non-teaching employees and students determined through the Slovin's Formula. A total of 37 security personnel and 106 other respondents participated in the study.

A survey questionnaire was the main instrument in gathering the data. The questionnaire that determined the level of security management was patterned after the study of Maxilum. The questionnaire was composed of items on the profile of the security personnel which include age, civil status, educational attainment, trainings and seminars attended, length of service; the level of observance of work ethics of

security personnel; the administrative support enjoyed by the security personnel; the level of security management in the University of Eastern Philippines-Main Campus; and the problems encountered by the respondents in the University of Eastern Philippines-Main Campus. Data were statistically treated using frequency counts, percentages, weighted means and chi-square test.

### III. RESULTS AND DISCUSSION

#### Respondents' Profile

The data in Table 1 revealed that most of the security personnel in the University of Eastern Philippines are young. This indicates that with their age, they are more capable of doing security job. The study of Ebona substantiates this finding that young age is more competent when assigned to safeguarding of the institution. Security personnel of the University of Eastern Philippines were generally married. This indicates that security personnel are usually married and are working for their families. This finding is supported by the study of White as family seems to act as a support system of an individual. Most of the security personnel in the University of Eastern Philippines are college graduate. This indicates that with their educational attainment, they can be hired as security personnel and can be more competent than those of not. This result is supported by the study of Ramos that education clearly involves the acquisition of specific knowledge on their field. Most of the security personnel were on job order. This clearly signifies that they are generally inexperienced on the security profession since they are not permanent in their job. Most of them are newly hired and there is a possibility that they cannot renew their contract with the university. These findings were also confirmed on the study of Ebona that personnel who had their long years of service were more effective than those who had short years of service. Majority of the security personnel did not attend trainings and seminars in provincial and municipal levels. This indicates that security personnel of the university were not given opportunities to attend trainings and seminars. This further supports the fact that because of the nature of their appointment to security work as job order, it does not include the chance to attend national trainings and seminars.

TABLE 1 PROFILE OF SECURITY PERSONNEL

| Profile | Frequency | Percent |
|---|---|---|
| **Age** | | |
| Young | 28 | 75.7 |
| Old | 9 | 24.3 |
| **Total** | **37** | **100** |
| **Civil Status** | | |
| Single | 10 | 27.0 |
| Married | 26 | 70.3 |
| Widow | 1 | 2.7 |
| **Total** | **37** | **100** |
| **Educational Attainment** | | |
| High School Graduate | 3 | 8.1 |
| College Level | 15 | 40.5 |
| College Graduate | 18 | 48.6 |
| Post-Graduate | 1 | 2.7 |
| **Total** | **37** | **100** |
| **Length of Service** | | |
| Short Years of Service | 31 | 83.8 |
| Long Years of Service | 6 | 16.2 |
| **Total** | **37** | **100** |

**Trainings and Seminars**

| | | |
|---|---|---|
| National | 32/**37** | 86.47 |
| Provincial | 2/**37** | 5.41 |
| Local/Municipal | 2/**37** | 5.41 |

#### The Level of Security Management in University of Eastern Philippines

##### Physical Security Management

The finding as to the physical security management of the University of Eastern Philippines is very satisfactory with its grand mean of 3.45. This clearly signifies that with the level of physical security management, the institution is safe and secured from harm and danger.

TABLE 2A
PHYSICAL SECURITY MANAGEMENT LEVEL

| Physical Security Management | WM | Interpretation |
|---|---|---|
| Makes sure that the security personnel are accountable for their assignment and must report incidents concerning the physical facilities of the university. | 3.60 | Very Satisfactory |
| Assigns tasks of making decision by the security personnel on their particular assignment in the physical facilities. | 3.49 | Very Satisfactory |
| Schedules regular checks and evaluation of security means and keeps physical security system updated. | 3.48 | Very Satisfactory |
| UEP Administration allocates budget based on the physical security means analysis and provides for it. | 3.47 | Very Satisfactory |
| Assigns security personnel suited and skilled to particular physical security facility. | 3.42 | Very Satisfactory |
| Physical security facilities are highly organized according the extent of its use and significance. | 3.40 | Very Satisfactory |
| The Administration together with the security office and UEP stakeholders formulates a time-bounded plan and program in providing the physical security facilities which will be used in safeguarding the university. | 3.29 | Very Satisfactory |
| Grand Mean | 3.45 | Very Satisfactory |

##### Personnel and Executive and VIP Protection

The data revealed that the personnel and executive and VIP protection management of the University of Eastern Philippines is very satisfactory with its grand mean of 3.60. This indicates that the handling of security and safety of the university personnel, executive and VIP is adequate enough to ensure comfort and easiness in their workplace.

TABLE 2B
PERSONNEL AND EXECUTIVE AND VIP PROTECTION MANAGEMENT LEVEL

| Personnel and Executive and VIP | Weighted Mean | Interpretation |
|---|---|---|
| Security personnel are tasked and assigned in protecting the lives of personnel, executive and VIP, students and all the people in the university in coordination with the chief security and all other persons tasked in protecting the lives. | 3.73 | Very Satisfactory |
| Assigns the security personnel fitted for the protection of lives of the personnel, executives, VIP, students, and other people inside the university. | 3.66 | Very Satisfactory |

| | | |
|---|---|---|
| Personnel and Executive and VIP Protection Plan is properly outlined and the method for doing the plan has been established to accomplish its purpose. | 3.64 | Very Satisfactory |
| Instructs all security personnel and all the people in the campus to report all incidents happened inside the premises to the security office to address it properly. | 3.60 | Very Satisfactory |
| Coordination is established that protecting the lives of all the people in the campus is a cooperation of security personnel, the administrators, and all the people inside the campus. | 3.57 | Very Satisfactory |
| Directs and task specific security personnel to effect orders in protecting and assuring the lives and safety of all persons inside the campus. | 3.57 | Very Satisfactory |
| Provides fiscal planning and budget for the protection of the personnel, executive and VIP and all the people inside the campus. | 3.46 | Very Satisfactory |
| Personnel and Executive and VIP Protection Management Level | 3.69 | Very Satisfactory |

### Communication and Document and Information Security

The data reveals that communication and document and information security management of the University of Eastern Philippines was very satisfactory with its grand mean of 4.70. This indicates that security on communication, document, and information of the university is secured from leak and access from the unauthorized people and that is free from espionage, sabotage and other forms of unauthorized access that can result to compromise of the institution.

TABLE 3C COMMUNICATION AND DOCUMENT AND INFORMATION SECURITY MANAGEMENT LEVEL

| Communication & Document & Information Security | WM | Interpretation |
|---|---|---|
| Reports are made to assure proper handling and chain of custody of the classified matters and information. | 3.56 | Very Satisfactory |
| The security office emphasizes that security of documents and information is a primary concern of all the personnel of the university. Thus, any person who has the access shall be held liable for its classified matter and information. | 3.55 | Very Satisfactory |
| A set of plan was designed in the protection of all information of the university from possible loss, leak, sabotage and espionage which might bring compromise to the university's operation. | 3.55 | Very Satisfactory |
| The security office and the administration direct the responsibility to each department's officer emphasizing on the character and loyalty of the personnel having the access to information. | 3.52 | Very Satisfactory |
| Coordination is observed among the personnel who have access to the classified matters and information to determine authority and access to the documents and information. | 3.48 | Very Satisfactory |
| Budget plan and budget provision are made to ensure protection of the documents and information necessary in the interest of the university. | 3.46 | Very Satisfactory |
| A system was established to protect classified matters and information from unwarranted and indiscriminate disclosure for the interest of the university. | 3.46 | Very Satisfactory |

| | | |
|---|---|---|
| Communication and Information and Document Security Level | 3.61 | Very Satisfactory |

### Risk and Security Hazard Analysis

The data revealed that risk and security hazard analysis management of the University of Eastern Philippines is very satisfactory with its grand mean of 4.70. This indicates that the security personnel are excellently conducting risk and security hazard analysis, security survey and inspection for potential threats and damages present in the university. This aspect of security management is very significant in problem prediction and prevention.

TABLE 3D
RISK AND SECURITY HAZARD ANALYSIS MANAGEMENT LEVEL

| Risk and Security Hazard Analysis | WM | Interpretation |
|---|---|---|
| Provides for an action plan in the conduct of risk and security hazard analysis and security survey inspection in the university to be carried out by the security office to ensure preventive measures for possible threats, risk and hazards. | 3.81 | Very Satisfactory |
| The security office assigns security personnel or group to man the conduct of analysis, survey and inspection which is highly organized in carrying out the plan. | 4.70 | Excellent |
| Full cooperation with all the people in the university is emphasized to ensure smooth evaluation of potential risk and hazard. | 4.68 | Excellent |
| The administration is allocating and providing finances to be used in the risk and hazard analysis, and security survey and inspection. | 4.67 | Excellent |
| Accurate and reliable reports are made and submitted to the security office for proper address of the issue on the risk and hazard in the university. | 4.63 | Excellent |
| Risk and Security Hazard Analysis Management Level | 4.86 | Excellent |

### Relationship between the Respondents' Profile and Security Management Level

#### Age and Security Management Level

The data revealed that age did not have significant relationship with security management level. In other words, the security management level did not vary between young and old security personnel. This indicates that both young and old security personnel performed well the security works.

TABLE 4 A AGE AND SECURITY MANAGEMENT LEVEL

| Profile | Security Management Variable | Df | Comp X² | Tab X² | Decision | Relationship |
|---|---|---|---|---|---|---|
| Age | Physical Security | 4 | 4.081 | 9.49 | Accept null hypothesis | NS |
| Age | Personnel and Executive and VIP Protection | 4 | 4.254 | 9.49 | Accept null hypothesis | NS |
| Age | Communication and Document and Information | 4 | 3.994 | 9.49 | Accept null hypothesis | NS |
| Age | Risk and security Hazard Analysis | 4 | 6.410 | 9.49 | Accept null hypothesis | NS |

Civil Status and Security Management Level

The data shows that there is a significant relationship between the civil status and the physical security management. This indicates that married security personnel could handle physical security management well compared to unmarried security personnel. This is supported by the fact that a good manager is a good family man. However, personnel, executive, and VIP protection management, communication, document and information security management, and risk and security hazard analysis management is not significantly related to the civil status of the security personnel. This indicates that it did not matter whether the security personnel are single, married, or widow, they can handle these security managements very well.

TABLE 4B
CIVIL STATUS AND SECURITY MANAGEMENT LEVEL

| Profile | Security Management Variable | Df | Computed X² | Tabular X² | Decision | Relationship |
|---|---|---|---|---|---|---|
| Civil Status | Physical Security | 8 | 16.97 | 15.51 | Reject null hypothesis | S |
| Civil Status | Personnel and Executive and VIP Protection | 6 | 7.60 | 12.59 | Accept null hypothesis | NS |
| Civil Status | Communication and Document and Information | 8 | 11.01 | 15.51 | Accept null hypothesis | NS |
| Civil Status | Risk and security Hazard Analysis | 8 | 9.09 | 15.51 | Accept null hypothesis | NS |

Educational Attainment and Security Management Level

The result revealed that educational attainment does not have significant relationship with the security management level. This further indicates that all the security personnel can perform their tasks and duties very well regardless of their educational attainment.

TABLE 4C
EDUCATIONAL ATTAINMENT AND SECURITY MANAGEMENT LEVEL

| Profile | Security Management Variable | df | Comp X² | Tab X² | Decision | Relationship |
|---|---|---|---|---|---|---|
| Educ Attainment | Physical Security | 12 | 17.07 | 21.03 | Accept null hypothesis | NS |
| Educ Attainment | Personnel and Executive and VIP Protection | 9 | 8.22 | 16.92 | Accept null hypothesis | NS |
| Educ Attainment | Communication and Document and Information | 12 | 14.30 | 21.03 | Accept null hypothesis | NS |
| Educ Attainment | Risk and security Hazard Analysis | 12 | 14.80 | 21.03 | Accept null hypothesis | NS |

Length of Service and Security Management Level

The data revealed that the length of service is not significantly related to the security management level. This signifies that whether the security personnel had short or long years of service, it did not affect their security management capability.

TABLE 4D
LENGTH OF SERVICE AND SECURITY MANAGEMENT LEVEL

| Profile | Security Management Variable | df | Comp X² | Tab X² | Decision | Relationship |
|---|---|---|---|---|---|---|
| Length of service | Physical Security | 4 | 6.60 | 9.49 | Accept null hypothesis | NS |
| Length of Service | Personnel and Executive and VIP Protection | 3 | 5.51 | 7.81 | Accept null hypothesis | NS |
| Length of Service | Communication and Document and Information | 4 | 7.76 | 9.49 | Accept null hypothesis | NS |
| Length of service | Risk and security Hazard Analysis | 4 | 7.47 | 9.49 | Accept null hypothesis | NS |

Trainings and Seminars and Security Management Level

The data shows that there is a significant relationship between the respondents' trainings and seminars attended and the security management level. This indicates that there should be provisions of training and seminars to the security personnel in order for them to be more effective and efficient in their security management performance.

TABLE 4E
ATTENDANCE TO TRAININGS AND SEMINARS AND SECURITY MANAGEMENT
LEVEL

| Profile | Security Management Variable | Df | Comp $X^2$ | Tab $X^2$ | Decision | Relationship |
|---|---|---|---|---|---|---|
| Attendance to Training & Seminar | Physical Security | 12 | 21.11 | 21.03 | Reject null hypothesis | S |
| Attendance to Training & Seminar | Personnel and Executive and VIP Protection | 9 | 17.54 | 16.92 | Reject null hypothesis | S |
| Attendance to Training & Seminar | Communication and Document and Information | 12 | 26.72 | 21.03 | Reject null hypothesis | S |
| Attendance to Training & Seminar | Risk and Security Hazard Analysis | 12 | 22.87 | 21.03 | Reject null hypothesis | S |

Problems Encountered by the Security Personnel

Table 8 shows the distribution of the respondents on the problems encountered by the security personnel in the University of Eastern Philippines.

The primary problems of the security personnel as identified by them were lack of firearms, lack of security equipment, and defective mobile cars. This indicates that the security personnel did not have enough basic security needs as administrative support for them to effectively perform their duties.

TABLE 5
PROBLEMS ENCOUNTERED BY THE SECURITY PERSONNEL
IN UNIVERSITY OF EASTERN PHILIPPINES

| Problems Encountered | Frequency Count | Rank |
|---|---|---|
| Lack of Firearms | 25 | 1 |
| Lack of Security Equipment | 22 | 2.5 |
| Defective Cars | 22 | 2.5 |
| Lack of Monetary Allowances | 19 | 4.5 |
| Lack of Meal Allowance | 19 | 4.5 |
| Lack of Training | 18 | 6 |
| Bias on Shift and Area of Responsibility Assignment | 10 | 7 |
| Conflict with the administrators, employees, and students | 8 | 8 |
| Other Problems (Lack of Implementation of University Policies, not on time salary and low salary) | 4 | 9 |

## IV. CONCLUSIONS

The respondents belong to a group of people who had gained qualities and knowledge of becoming security personnel. Security management of the university is doing their effort to make the best in securing and safeguarding the lives and properties within the campus. The results indicated that there is a better security management in the University of Eastern Philippines. The profile of the security personnel is not significantly related to the security management level and has nothing to do with the security management level. Young or old, single, married or widow, college graduates or not, had short or long years of service can perform their security work well. From the problems known from this study, it is indicated that the security management of UEP must improve their performance so that these problems encountered by the people inside the university may be lessen or eliminated.

## V. RECOMMENDATIONS

1. Regular conduct of seminar-orientation on the security manual particularly on the code of conduct and work ethics of the security profession.
2. Imposition of sanctions or disciplinary actions on violative/erring security personnel
3. Providing, upgrading, and modernizing security equipment, in good condition mobile cars, and firearms. Installing of CCTV cameras on the buildings for better security monitoring.
4. Enhancing and strengthening of the UEP security manual to be used as guiding principle of the security office.
5. Increasing the number of security personnel which can be patterned on ratio between the security personnel and the population of the university.

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