

The Effects Of Working Conditions Of Private Security Guards On Job Satisfaction

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Abstract: There is perceived job dissatisfaction within security industry. The objective of the study was to find out how working conditions affect the level of job satisfaction and to establish the association between level of satisfaction and demographic variables. Multiple regression analysis and Mann-Whitney U were used in the analysis of quantitative data. Thematic, comparative and content analysis methods were used to analyse open ended questions. The study found out that working conditions have a significant positive impact on job satisfaction, there is a significant difference in levels of job satisfaction between fixed contracts and open ended contract and that there is no significance in level of job satisfaction between male and female employees. The study concluded that gender does not affect job satisfaction. It also concluded that the nature of contract and working affects job satisfaction. The study recommended that employers should consider improving their working conditions in order to increase job satisfaction.

Keywords: security guards, job satisfaction

I. INTRODUCTION

The private security industry has flourished globally over the past two decades, especially in developing countries such as Zimbabwe where many people in low density areas and those who own companies feel unsafe and are willing to pay for private policing. The remarkable growth of security industries can be attributed to the prevailing socio-economic environment where many people are coming up with new business ventures that provide a ready market for its services. It can also be ascribed to the ongoing harsh economic conditions, which have led to high unemployment rates and a consequent rise in crime. The economic conditions have led to a rise of exploited workers. Exploited Worker can be referred to as an underpaid, overworked, long hours at work and the worker is still unable to provide basic needs e.g. food, housing and other survival items. It is also appropriate to mention that where business markets are under the control of capitalists, they exploit the workers more than anything one can think of. Due to ever increasing unemployment rate, people are queuing up to be exploited just to keep themselves alive. The above has led to a lot of job dissatisfaction

II. STATEMENT OF THE PROBLEM

The economic conditions in Zimbabwe have led to a rise of exploitation of workers especially the semi skilled like security guards. The exploitation of these workers has been manifested by underpayment, lack of health and safety provision, lack of social protection, overworking (long hours) at work and the employer is unable to provide adequate basic needs to cater for the workers welfare e.g. food, housing and other survival items. There have been unfair labour practices especially in 2015, when employers willy-nilly retrenched workers (security guards) as a result of an infamous Supreme Court ruling which allowed employers to terminate one's employment without need to justify by giving 3 months notice based on *precedence of common law*. A lot of workers including guards fell victim to this ruling and majority have not been paid even to date their retrenchment packages. Given this background, the researchers were motivated to find out the level of job satisfaction of security guards in light of numerous labour disputes and such exploitation.

III. RESEARCH OBJECTIVES

- 3.1 To find out factors that affect the level of job satisfaction of security guards.
- 3.2 To establish the association between level of satisfaction and demographic variables of security guards.
- 3.3 To recommend means that can reduce exploitation of security guards in order to enhance their job satisfaction

IV. RESEARCH QUESTIONS

- 4.1 What are the factors that affect the level of job satisfaction of security guards..
- 4.2 To establish the association between level of satisfaction and demographic variables.
- 4.3 To recommend means that can reduce exploitation of security guards in order to enhance their job satisfaction.

V. REVIEW OF RELATED LITERATURE

The guard’s working conditions

According to Ritchie et al (2007), the private security industry in Africa has grown tremendously in recent years. The resulting unemployment and increased economic insecurity fuelled an increase in crime. Private companies stepped into the void and created thousands of security jobs. Unfortunately, these jobs are characterized by poor working conditions, low wages and rampant casualisation. These jobs are important to workers who value them as a crucial source of income. The National Employment Council for the Security Industry in Zimbabwe (Necsi), Collective Bargaining Agreement (CBA) subscribes to the ILO regulation of a 48-hour working week, and 12 hours in any period of 24 hours. A security guard should work four days a week with three consecutive days as rest days. This is not the case in most security companies as companies are short staffed. The predominant form of employment, particularly in newly established firms, is the fixed-term contract or ‘contract work’. There is also the open contract, which is commonly referred to as a ‘permanent contract’ and is prevalent in well-established security firms. One can remain a contract worker for as long as the contract is renewed. This is a loophole within the legislation which contributes to employees’ job dissatisfaction.

The Zimbabwean Labour Act Chapter 28:01 Section 12 provides the following,

(4) Except where a longer period of notice has been provided for under a contract of employment or in any relevant enactment, and subject to subsections (5), (6) and (7), notice of termination of the contract of employment to be given by either party shall be—

- (a) three months in the case of a contract without limit of time or a contract for a period of two years or more;
- (b) two months in the case of a contract for a period of one year or more but less than two years;
- (c) one month in the case of a contract for a period of six months or more but less than one year;
- (d) two weeks in the case of a contract for a period of three months or more but less than six months;
- (e) one day in the case of a contract for a period of less than three months or in the case of casual work or seasonal work.

Because of the above the employers in the security industry prefer giving fixed term contracts so that the notice period is shorter and no benefits are given to the employees.

5.1 Theoretical framework

The study was guided by the Two-Factor Theory also known as Herzberg's motivation-hygiene theory. Herzberg's findings revealed that certain characteristics of a job are consistently related to job satisfaction, while different factors are associated with job dissatisfaction (Jubenkanda, 2004). These are:

Table1: Factors for dissatisfaction and satisfaction

Factors for satisfaction	Factors for dissatisfaction
Achievement	Status
Recognition	Salary

The work itself	Work conditions
growth	Relationship with supervisors and peers
advancements	supervision
responsibility	Company policies

VI. METHODOLOGY

6.1 Approach

Mixed methodology was used encompassing both the phenomenological and positivism philosophies (Khothari, 2014).

6.2 Research Design

A cross sectional survey (Cresswell, 2014) was conducted to collect data from private security guards in Harare CBD, Zimbabwe

6.3 Target population, sample and sampling techniques

A sample of 89 private security guards was selected using convenience sampling (Khothari, 2014)

6.4 Instrumentation

A semi-structured questionnaire was designed to collect information on gender, age, nature of contract, length of employment, level of education, salary, environment scheduling, working hours, transport arrangements and employee relations. The questionnaire consisted of closed ended questions with pre-coded responses to allow for easy quantitative analysis and open ended questions for participants to air their minds (Leedy and Omrod, 2016).

6.5 Data collection procedure

Permission to conduct the study was sought from the respective National Employment Council for security Industry in Zimbabwe. Questionnaires were administered to security guards at their work stations

6.6 Data presentation and analysis

The questionnaire consisted of closed ended questions with pre-coded responses to allow for easy quantitative analysis and open ended questions for participants to air their minds (Leedy and Omrod, 2016). . Multiple regression analysis and Mann-Whitney U were used in the analysis of data. Multiple regressions were used to determine factors that affect job satisfaction. Part of the analysis of data was based on non parametric statistical tests since data was measured on a nominal scale. Mann-Whitney U test was conducted to determine whether there is statistically significant difference of;

1. Job satisfaction between fixed contracts and open ended contracts and
2. Job satisfaction between male and female employees.

For *qualitative data* (responses from open ended questions) findings were analysed using the content analysis method, involving categorization of data, classification, summarization, coding (Cresswell, 2014).

6.7 Research ethics

According to Porter (2014), the following salient points, among others, were be borne in mind by the researchers when undertaking this study.

- i. Informed Consent – Participants should have made an overt decision to take part in the research after the purpose of the research had been clearly explained to them.
- ii. The right of privacy and confidentiality –Anonymity was observed by not revealing the identities of the participants. The researchers explained to the respondents that the information would be treated with strict confidentiality since it was meant for bringing new knowledge and insights.
- iii. Honesty and Integrity – The research process avoided fabrication or dishonest manipulation of data or presentation of findings..

- iv. Risk and Safety – There was an assessment of risk to avoid creating controversies or tension among different groups of participants.
- v. Protection of sources
There was need to protect those who provided confidential information by not disclosing their names but instead used codes or pseudonyms.

VII. FINDINGS AND DISCUSSION

Table 2 : Factors that affect job satisfaction

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.024	.263		3.886	.000
	I am happy with the organisations working conditions	.139	.052	.283	2.667	.009
	I am paid my overtime	.095	.046	.255	2.038	.045
	I always get my leave rest days	-.075	.043	-.244	-1.736	.086
a. Dependent Variable: job satisfaction						

As shown in Table 2 working conditions have a significant positive impact on job satisfaction (b= .139, p=0.009), overtime payments have a significant positive impact on job satisfaction (b=0.095, p=0.045) and rest days have a significant negative impact on job satisfaction (b= -0.75, p=0.086)The majority of the employees indicated that they work five days a week and are often asked to extend their shifts when replacements fail to turn up, which is normally due to the problem of high transport costs. In cases of overtime, the agreement stipulates that the employer must give the employee 24 hours’ notice. This means that working overtime is only by agreement unless there is an emergency and the employee has no reasonable excuse for refusing to work. However, the trend seems to be that security guards are actually forced to work overtime, regardless. In the majority of cases, such overtime goes unpaid. This is one of the major grievances raised by security workers. Whilst the CBA provides for payment of overtime equivalent to 1.5 times the normal hourly rate on a working day of the week, or double the time for a day when the employee concerned would normally be off, private security workers indicated that such payments have been hard to come by. All these factors if not addressed well lead to low job satisfaction (Uzhenyu, 2015).

Table 3: Association between nature of contract and job satisfaction.

Test Statistics ^a	
	job satisfaction
Mann-Whitney U	586.000
Wilcoxon W	937.000
Z	-1.972
Asymp. Sig. (2-tailed)	.049
a. Grouping Variable: Nature of contract	

As shown in Table3 there is a significant difference in levels of job satisfaction between fixed contracts and open ended contracts (u=586, p<0.049). One male guard indicated that he has been on a three-

month renewable contract for the last four years. This problem stems from the loopholes in the Labour Act which fails to provide a maximum time limit for fixed-term contracts. A cut-off point is needed in order to minimize the exploitation of workers. In view of the above, it therefore follows that the majority of workers in the security industry are not entitled to quite a number of employment benefits. According to the CBA, contract, part-time and casual employees cannot enjoy paid maternity leave, sick leave benefits or social security benefits (Mudyawabikwa and Sambureni, 2003). The engagement of contract employees is therefore a way of reducing labour costs in order to maximize profits. This allows an employer to give an employee two weeks' notice of termination of employment in the case of a contract for a period of six weeks or less, or in the case of casual or seasonal work. The Labour Act perpetuates this insecurity by providing for one day's notice in the case of a contract for a period of less than three months, or in the case of casual or seasonal work. Job insecurity and lack of benefits thus characterize temporary employment. This leads to fixed term contract employees having low job satisfaction.

Table 4: Association between gender and job satisfaction.

Test Statistics ^a	
	job satisfaction
Mann-Whitney U	755.500
Wilcoxon W	1161.500
Z	-.894
Asymp. Sig. (2-tailed)	.371
a. Grouping Variable: Gender	

The Mann –Whitney U test clearly shows that there is no significance in level of job satisfaction between male and female employees ($u=755.500$, $p>0.10$). This shows that man and women in the security industry are affected equally in terms of job satisfaction.

VIII. CONCLUSION AND RECOMMENDATION

The study concluded that gender does not affect job satisfaction. It also concluded that the nature of contract affects job satisfaction. More specifically it concluded that employees with fixed term contracts lack job satisfaction more than those with open ended contract. The study also concluded that working conditions including payment of overtime and resting time have significant impact over job satisfaction. It is recommended that where possible employees should offer open ended contracts so that the level of job satisfaction within employees will be improved. It is also recommended that security guards must be given enough time to rest and in cases where they work overtime they should be paid their over time.

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