



EDUCATION AND TRAINING FOR THE IMPROVEMENT OF HIRED SECURITY PERSONNEL'S PERFORMANCE IN ANTIPOLO CITY

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Abstract

The aim of this paper is to know the importance of education and training for the improvement of performance to hired security personnel's in Antipolo City, Philippines and the training of security personnel's should be shouldered by their companies or security agencies. The return and benefit of this is that the security personnel's will be globally competent in their security functions, security and safety implementations and brought good image to the security agencies or companies they serve for gaining customer's satisfaction. Free education and training is the key for development by helping security personnel to be effective, competent and professional in the performances of security servicing. Proper education and training boast career development, performances, gain customers satisfactions and significantly to be professional and raising the level of security personnel's credentials in Antipolo City, Philippines.

Index Terms

Education, Training, Performance, Security Personnel

Introduction

In this research the researcher wants to show the importance of educations and training for the performances of security personnel's in Antipolo City, Philippines to develop their interpersonal skills and to be highly competitive security personnel. Due to the lack of education and training of security personnel's, the turnover of security personnel expeditiously and it becomes a ground for the terminations of the security providers. And because of the different security personnel and security agencies standard it's difficult to meet the clients satisfactions, demand and it's standard for the implementation of security and safety rules and regulations resulting that the companies has always experienced problems due of incompetent security personnel, lack of education and training gives the company a bad images and refutations. According to Drucker 1999, the most important assets of the 21st century are knowledgeable workers and their efficiencies.

This research is being conducted because in the long run, the researcher want to know why there are successful and unsuccessful security agencies and companies. To encourage security agencies and companies that led them to give free education and trainings to security personnel to improve performance and to be globally competitive in terms of security servicing. The importance of this research that it could eventually help those struggling security agencies in security personnel's incompetent, turnover and help companies and security providers improved their hired security personnel's performances. This research is beneficial to security personnel, security agencies, companies and customers as well.

Results

According to OECD (2009), human capital is represented by abilities and skills of manpower that bring success of the company or industry. Based on Vodák and Kucharčíková (2011) showed that the company's human capital is consisted of employees, acquiring abilities, knowledge, skills, attitudes and competences. To obtain the sufficient supply of skills and competencies people invest in their education and trainings for acquiring experience and skills. Having the skills, attitude, knowledge and competence of the security guards because they are the employees who implement security and safety policies in a company to maintain order and protect the business of the company they are hired to make it successful.

Education and training are different because according to Witt 2008, training teaches employees to be experts in such things, and they can also receive rewards and punishment and education teaches people how to use idea of what they are studying. Training of employees or security guards includes job training skills and special security officers training course in the particular work environment, and Education is the formal academic back ground of employees. Education and training are conducive and job interesting and, according to Heyes and Stuart (1996), is vital for the successful operations of employee commitment in the pursuit of organizational and operational goals. Training also increases the extent to which employees feel valued by the company (Storey and Sisson, 1993; Heyes and Stuart, 1996).

Corporate education from Vodák and Kucharčíková (2011), pursues corporate learning strategies and depends on organizational and institutional requirements based on the principle of corporate education policy. In order for the education programs of an organization or company to have a positive impact, it must also be aligned with the mission, vision and strategy in a professional manner. And corporate education has external institutions and internal experts in their educational training centers. Moreover, "corporate education can also play an integral role in succession planning, leadership development, building organization capability and capacity, and facilitating innovation programs to generate new products and services and identifying new markets and customers. Organizations with a strategic approach to corporate education that invest in the learning and skills development of their employees find their investment increases over time" (Ryan, 2010). Training is needed for the development of production process around teamwork and skilled employees by (Blyton and Morris, 1992; Heyes and Stuart, 1996).

According to Mary Garnett (in Horowitz, 2003), understand what the gap is in the performance of employees and what is the level of performance that is accurate to begin the process of conduct training. Corporate education plays a very important role in succession planning, leadership development capability and capacity, to generate new products and services. Companies or agencies with strategic approaches to corporate education that invest learning and skills development in their employees find their investment increases over time (Ryan, 2010). According to the World Bank (2011), Employee training programs intended to help employees achieve specific knowledge and skills. By acquiring the knowledge and skills through training programs the employees can improve their job performance. Huang & Jao (2016) identified two strategies that are integrated into managerial and employee training, namely; off job training and on-the-job training. Off-the-job training entails providing training to the employees or managers in a

context away from the site, where the skills and knowledge gained are to be applied. And according to Soeprihanto (2001: 2) states that the employee performance appraisal is not simply the result of physical, but also the overall execution of the work related to various fields such as the ability to work, craft, work discipline or particulars in accordance with the duties and level of work.

Summary

Based on the analysis, the researcher may conclude that employees generally perceive positively on the education and training development and see its benefits for themselves. Education and training influences their career development, assessment, motivation and interpersonal relationships. As the main benefits of education and training respondents one indicates: the acquisition of new information, self-development, acquiring new knowledge, skills, attitude and a new perspective on the issue. Based on the above, the researcher recommend pay adequate attention to the security personnel education and training mainly because of its indisputable advantages for the organization, boasting security personnel's improvement and career development and maintaining the high-quality performance and commitment expected by security agencies, companies and customers.

According to Nadler and Leonard, 1984 Training is part of Human Resource Development (HRD). Human resource development is concerned with training, development and education. HRD has been defined as an organized learning practice conducted in a specific time period, to increase the opportunity of improving job performance and growth. Training is defined as learning that is provided in order to improve performance on the present job.

After having been through the factors that affect the security personnel performance, security agencies and companies should give a free education and security trainings for their security personnel for their job performance improvement and development and also security training financially helps security personnel's for their renewal of License to exercise security profession under Republic Act. 5487 as amended by Presidential Degree No. 11.

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