

ISSUES RELATED TO MANAGING HUMAN RESOURCE FROM THE PRIVATE SECURITY PROVIDERS

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Abstract: *The article is meant to present, within an original research, the main issues related to the complex environment represented by the providers of private security personnel, especially within the actual context in which such forces have evolved to a considerable development level. One can easily notice that lately this domain has been seriously tackled by different groups on interest, and, as such, the personnel number of such forces is now exceeding even the number of the entire Police and gendarmerie forces. According to the Romanian regulations and laws, there is a great amount of freedom in administrating such private institutions, with a limited level of controls from the government's organisms. Furthermore it can be considered a risk factor the fact that, beyond the brief aspects related to some prerequisites for the initial selection of the personnel, the Police or other organisms have basically no type of intervention in the internal management of such entities. Not once, the personnel has been involved in different activities beyond the limits of their basic and legal attributions; actions to have reduced the degree of trust from the public and the beneficiaries themselves. The article presents, of an objective perspective and with arguments, the basic reasons for which such an environment can influence the general societal security. Also, some proposals linked to possible measures to be taken related to the limitation of personnel and institutions from this field are approached. The main research method is the one of case study (either related to the regulations and characteristics of the system according to current laws), combined with transversal methods and document analysis. No type of secondary analysis of the phenomenon has been developed, due to the fact that so far, the level of research in this area has been a reduced one, and, as such, even the references and bibliographic resources are reduced.*

Keywords: *private security, provider, risks, challenges, development.*

JEL classification: Y-80

1. Introduction. Purpose and objectives of the study

When tackling the domain of security, one can easily find different issues of a smaller or greater sensitivity. Those issues can be related to the management of that domain, challenges, threats, existing or possible strategies etc. However, when referring specifically to the area of security providers, at first glance the main idea can be related that the most important is the govern as being the one to provide the security for the

citizens and society. On the other hand, in Romania, by analyzing the current realities and trends, one can observe the fact that thru the providers list, one of the most important source to be encountered is the private society, thru different organizations or physical persons. However, it must be said that this type of security is related only to the private sector, and it can be related to:

- security/protection of the persons;
- security/protection of objectives, goods, values and data;
- security/protection of valuable goods` transportation;
- operational security (of different processes).

The domain of private security is regulated thru the law no.333 of 2003, related to protection of the goods, objectives, values and persons, which states, within its content, aspects related to the private societies in the domains stated above. As follows, a private security society is a commercial society created in accordance with the content of the Romanian laws. Also, those societies must be licensed by the General Directorate of Romanian Police and Romanian Intelligence Service, based on a list of specific documents. The managers (or owners) of the private society are obliged to ensure the appliance of laws while their society is active.

Stating that, we must emphasize that, from an objective point of view, the mixed system of the words private and security can provide a whole lot of issues related to possible risks related to the society itself. As such, we consider of a fundamental importance to tackle this domain as a source of vulnerabilities or even possible threats. The main research method to be used is the case-study method, sometimes combined with the transversal analysis (based on the regulations of the domain of private security providers). Thru this paper we want to provide solid conclusions related to the systemic characteristics of this sensitive but otherwise complex domain, tackled especially in the context of the evolution of the conceptual definitions of the idea of the security.

One of the most important aspects to be tackled is the one of the intersections between this domain of private security and the society itself. It is a fact that that, due to the legal frame allowing it, the private security has been a constant presence in the life of ordinary citizens but also for important companies in different domains. Most of the houses and residences are protected by private companies, almost all of persons choosing a personal guard – except for the government officials – are in contact with private security providers, important companies choose to pay such institutions to ensure an appropriate level of security for their goods, transports, materials, and headquarters. As such, one cannot neglect the very impact of the given domain on the relations taking shape in a society. Furthermore, as those private security providers are intended to sustain the climax of public order and add some more security on request, some of their own vulnerabilities can provide great deal of damage to the societal relations, providing the social environment with flows that can be exploited by different threat factors. In some opinions, in some context, the private security providers can become themselves a threat.

2.Terms related to the activities of private security

For a better understanding of the domain tackled by this paper, in the following section we will provide some usual terms frequently sued within the area of private security:

- private security provider represents the institution able – based on appropriate certifications – to provide for individuals or organizations means to protect and ensure security;
- security agent (often addressed as agent) is the person hired in a private security society;
- beneficiary, the person or organization supported by the activity of the private security society;

- security threats, from the point of view of private security, represents any external agent capable, if materialized, of providing a damage to the beneficiary (Panfil, 2013);
- security vulnerability, from the point of view of private security, represents any internal flaw within the organization, capable of being exploited by a given threat;
- security measures are any type of regulations, procedures, involvement of technique or personnel, dedicated to ensure security of a given beneficiary.

3.Issues related to human resource from the area of private security

Perhaps one of the most important aspects to be tackled in the field of private security is the one related to human resource issues. It has been a matter of concern from the beginning the idea of allowing civilians to be involved in the field of security without the effective possibility of the main governmental authorities to monitor the selection of personnel. Beyond the simple fact of some basic prerequisites for the capacity of being or being not capable of being hired within the private societies related to private security (like the one of not having a criminal record), otherwise the possibility to evaluate and to monitor the personnel is a limited one. Basically, every interested person can invest in the field of private security, as such the motivation of every society owner is strictly related to the amount of earnings and thus some question marks are to be raised related to the professional interest to develop a quality assurance related to the personnel.

At a simple glance, and by a basic monitoring procedure, multiple flaws can be identified in the relation with the hired personnel:

- the aspect related to their initial training – due to the fact that the current regulation force the society to support a short course dedicated to basic training for the future agents, which is developed in parallel with the new-hired agent being actually involved in all the activities of the organization. Beyond the fact that the course only covers the basics in the field of security and protection of assets, the exam that needs to be passed by the agent for being certified is a merely decorative one, as nobody fails to pass it – as such, one could raise an eyebrow related to the interest of the management layer for having well-trained personnel;

- the aspect related to continuous training, due to the fact that there is no continuous training. The hired personnel has no concern for supplementary courses for the simple fact that nobody asks them to learn more related to the domain. Tackling both aspects related to initial and continuous training reveals the fact that the level of training is a (very) low one and provides a serious amount of risks.

- human resource inefficient screening. As stated before, practically any person without a criminal record can become hired in the field of private security. No background checks are being developed (basically no private organization in this area have the resources, nor the interest to perform such screenings), as such no type of potential affiliations with criminal organizations or gangs can be identified. There were quite a few cases in which some affiliations with different criminal groups were identified, but this was established by the prosecutors after large-scale crimes were committed (for example, the agents that were supposed to guard tanks with fuel were granting access to the thieves for stealing fuel, while the stolen amounts were replaced with water – in exchange, the agents were granted different amounts of money). From our personal point of view, this is a great issue that needs to be addressed somehow thru legislation or monitoring/control structures.

- low level of income for the agents. Basically, in this field which comprises risks of different types, the level of income is quite a basic one (sometimes near medium). As such, the motivation level is a reduced one and the personnel is exposed to the temptations – thus the corruption level. This can provide a superior risk level for the personnel to associate in different criminal activities and thus, to provide the private security society with a level of mistrust.

-reduced level of quality for the regulations related to the field of private security. Actually, the trend is to provide as much freedom as possible to the owners of those societies and not to restrain them. The national police has the prerogatives to monitor those societies, but due to the lack of personnel, the officers rarely get to be well implicated within the processes of a such society.

4. Conclusions

The current paper is intended to provide a general view of the complex environment represented by the areal of private security providers. It is addressed to both researchers from the academic environments – especially from the field of public order and national security institutions, but also the professionals from the given domain. One could easily state the necessity of such actors on the societal scene, however this can domain must be treated carefully and with concern related to the possible threat sources and risks provided to the beneficiaries and of course for the society itself. At a glance, it can be easily observed that, even if the domain is regulated thru dedicated laws, those have different flaws and cannot cover all the objective necessities related to the main purpose of the private security societies. On the other hand, we should emphasize the current intentions from different sources to provide law initiatives in order to ensure a better legal frame for the security services originating from the private societies. However, these intentions can be often blocked by different groups of interest, as some parts the politic layer of Romanian society are often influenced by different types of lobby groups, especially the ones related or even directly involved in the industry of private security itself.

From the point of view of the main risks related to the tackled domain, one of the most important concerns is the one linked to the human resource, as the selection and training procedures are not concerned on the idea of quality, but better on the fact of financial gaining from the owners of the institutions. The income of the personnel is a rather poor one, directly determining a lack of motivation and, as such, often bad performance.

The study itself is based on a mere observation of the realities surrounding the private security providers from the point-of-view of the human resource. As such, the references are scarce, particularly due to lack of approaches in this field, but thus consolidating the character of originality and innovation of current paper.

References

Panfil, G. (2013), Management of informational security risks, Estfalia Publishing House, Bucharest, Romania

Law no.333 of 2003 related to protection of the goods, objectives, values and persons