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A Study on the Scope and the Role of PRIVATE GUARDS: Focusing on Guard Secretaries

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Abstract

The necessity of private guard became conspicuous as the interest in private security field has been increasing for safeguarding the personal safety of the protectee, because the professional executives and men of wealth cannot rely solely on the public authority or the police for their security. As the need for specialized security guards increases, this study will investigate the work range and the role of guard secretaries in depth in terms of security science through in-depth interview with guard secretaries who are currently working in the position, based on the role of the guard secretary from the previous researches on guard secretary.

As a result of the study, generally the work scope of guard secretaries can be divided into three categories. In order of their importance, they were security which protects the body, life and property of the employer, schedule management which is managing the schedule of the employer, and confidentiality which is managing and protecting information. These results suggest that the role of guard is more important than secretarial role. It was revealed that the role of safety manager who is responsible for the safety of the protectee was the most important in the role of the guard secretaries. Secondly, the role as protocol manager for managing formal ceremony was considered to be important. Thirdly, the role as information manager for managing various information and date was considered to be important. In addition, the role of work manager, health care manager, business facilitator, and customer manager were considered to be important in the order of their importance. As with the results of work scope, security and safety were found to be the most important factors. The results of questionnaire showed that work capacity, physical ability, self-development and interpersonal relationship were the most important ability of guard secretaries in order of their importance. These results should be the basic data that can provide guard secretaries' concrete work scope and role, and professionalism for better guard secretary services. In addition, since the research on the security secretary is insufficient, further research for the work scope and role of the guard secretary through careful interest and various research methods is needed.

[Keywords] Security, Private Security, Guard Secretary, Scope and Role, Republic of Korea

1. Introduction

One of the basic roles of the government is ensuring safety of the people. The people should be safeguarded from various crimes under the protection of the government. It is natural that the safety of the people is handled by the police, but due to the limitations of the police force the safety of the people cannot be guaranteed. However, despite the need to expand the role and function of the

police, currently they cannot perfectly safeguard the people from crime as they cannot provide the people with crime prevention activities or security services as much as the people expect, and the reasons are internal and external issues of crime prevention activities including the lack of police personnel and budget, the lack of police equipment, low pay system, excessive work hours and work-

load, and the cooperation for various administrative functions, and therefore the demand of the public for policing is bound to depend on private institutions[1][2].

It is the role of private security that emerges in the current atmosphere. The necessity of private guard became conspicuous as the interest in private security field has been increasing for safeguarding the personal safety of the protectee, because the professional executives and men of wealth cannot rely solely on the public authority or the police for their security.

As the need for specialized security guards increases, this study will investigate the work range and the role of guard secretaries in depth in terms of security science through in-depth interview with guard secretaries who are currently working in the position, based on the role of the guard secretary from the previous researches on guard secretary. The purpose of this study is to provide a guideline for improving the work of guard secretaries and for providing educational basic data for further study.

2. Theoretical Background

2.1. Guard

Guarding means to protect the protectee (Very Important Person) and safeguard him or her from artificial hazards including abrupt violence of political background, illegal activity and traffic accident, or natural hazards including fire, building damage and landslides[3], or the policing activity to ensure the safety of the protectee by preventing and eliminating the direct and indirect risks on him or her, or the security activity for the safety of the protectee by watching the road, accommodation, trains, ships, aircraft and other necessary places that the protectee will pass[4].

2.2. Secretary

A secretary is a person hired to assist his supervisor who takes care of telecommunication services, collects the data necessary to carry out office work, provides information related to work, and handles confidential

documents. According to Hong, Suk-ja(1994)[5], a secretary is a person who prepares and checks the overall details of the work so that the administrators or the managers in charge of important positions can contribute to the organization as much as possible. According to Kwon, Su-mi(2002)[6], a secretary is a person hired to assist his supervisor who takes care of telecommunication services, collects the data necessary to carry out office work, provides information related to work, and handles confidential documents.

2.3. Guard secretary

A guard secretary is a concept combining a guard and a secretary. A guard secretary accompanies the supervisor all day, and maintains the security, takes care of all matters to ensure the supervisor can perform his or her best whenever and wherever he or she is, and work as a manager who manages the supervisor[7].

3. Research Method

The research object of this study includes 10 guard secretaries who have been working for more than 5 years in the current job and 10 professors in related field, and the researcher will conduct a problem-oriented interview with the research subjects to learn about the work scope and role of guard secretaries. To achieve these research objectives, individual interviews were used which is the most appropriate method. As a method of literature review, the researcher reviewed related books, research papers, journals, periodicals, news reports, and current laws related to secretary published in and out of Korea, in order to systematically analyze the work scope and role of guard secretaries in Korea. In the planned interviews, open-ended questions will be used to discuss the work scope and role of guard secretaries.

The questionnaire draft was developed based on the questionnaire of Kim Jong-suk(2006), Kim Sun-a(2008), Kim Pyoung-soo(2009), Kim Du-hyun(2004) and the issues from literature review[8][9][10][11], and

then modified through meetings with questionnaire development experts and interview experts. In the case of the categorization of the role of the guard secretary, the analysis of the data collected through in-depth analysis of qualitative research can be vary in meaning when understanding and interpreting large amount of original data according to the viewpoints. Therefore it is important to consider how to classify, review, verify and report. In this study data analysis was performed by literature review, and for the collected data case history and individual comprehensive profiles has been created according to in-depth interviews guidelines of Patton(1980) and Yin(1989). Then an inductive category analysis was performed through the categorization and analysis method of Spradley(1979) according to the base theory[12][13][14].

4. Research Results

Table 1. Work scope.

Rank	Work scope
1	Security 201(52.2%)
2	Schedule management 118(30.6%)
3	Confidentiality (17.1%)

The study result of in-depth interviews with the guard secretaries regarding the work scope, role and necessary abilities are as follows. Generally the work scope of guard secretaries can be divided into three categories. They were security(52.2%), schedule management(30.6%) and confidentiality(17.1%) in order of their importance.

Table 2. Work role.

Rank	Work role
1	Safety manager 126(31.4%)
2	Protocol manager 86(21.4%)
3	Information manager

	79(19.7%)
4	Work manager 56(14.0%)
5	Health care manager 21(5.2%)
6	Business facilitator 20(5.0%)
7	Customer manager 13(3.2%)

In-depth interviews revealed that the importance of the role of the guard secretaries was as follows: safety manager(31.4%), protocol manager(21.4%), information manager(19.7%), work manager (14.0%), health care manager(5.2%), business facilitator(5.0%) and customer manager(3.2%).

Table 3. Necessary abilities.

Rank	Necessary abilities
1	Work capacity 115(33.8%)
2	Physical ability 104(30.6%)
3	Self – development 91(26.8%)
4	Interpersonal relationship 30(8.8%)

The results of in-depth interviews with the guard secretaries showed that the work capacity(33.8%), physical ability(30.6%), self - development(26.8%) and interpersonal relationship(8.8%) were the most important ability of guard secretaries.

5. Research Results

As a result of the study, generally the work scope of guard secretaries can be divided into three categories. In order of their importance, they were security which protects the body, life and property of the employer, schedule management which is managing the schedule of the employer, and confidentiality which is managing and protecting information. These results suggest that the role of guard is more important than secretarial role. It was revealed that the role of safety manager who is

responsible for the safety of the protectee was the most important in the role of the guard secretaries. Secondly, the role as protocol manager for managing formal ceremony was considered to be important. Thirdly, the role as information manager for managing various information and date was considered to be important. In addition, the role of work manager, health care manager, business facilitator, and customer manager were considered to be important in the order of their importance. As with the results of work scope, security and safety were found to be the most important factors. The results of questionnaire showed that work capacity, physical ability, self-development and interpersonal relationship were the most important ability of guard secretaries in order of their importance. These results should be the basic data that can provide guard secretaries' concrete work scope and role, and professionalism for better guard secretary services. In addition, since the research on the security secretary is insufficient, further research for the work scope and role of the guard secretary through careful interest and various research methods is needed.

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