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Research Work

Development of Security Measures Assessment Criteria for Private Organizations

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Abstract:

The purpose of this study was to establish security measures assessment criteria that link to the practices of the private sector. Research methods used to develop criteria development security measures for the private sector in this study were a document analysis and group discussion through a one-round focus group with eight security professionals. Data retrieved from documentary analysis and focus group were integratedly synthesized and analyzed to develop security measures assessment criteria. Results found five components that could be used to establish security measurement assessment criteria in a private organization, which include security-related technologies awareness, integration of architectural elements, security system, human resources management, and security practices. Delphi technique and factor analysis were recommended for the next research in order to develop the proper indictors for security measures assessment criteria for a private organization.

Keywords: Security measures, Security measures criteria, Private organization

Introduction:

At the present time, most public and private organizations pay more attention to security measures, which include people, information, place and confidential meeting forces. The most important factors that contribute to the creation of a robust, effective and effective security measure are security awareness development of employees in the organization. The insecurity of life and property in the organization is considered to be a threat to the organization's achievement (Hutter, 2016). Therefore, building security measures is important for organizations. This is because the organization's ability to manage the security of the organization ensures its customers that an organization is able to protect their lives and properties effectively. Effective security measures can enable all stakeholders to have confidence. If an organization has effective security management or can mitigate security risks, there are more likely for the organization to achieve its goals efficiently and effectively. On the other hand, if an organization is unable to manage security effectively, it can affect the organization's management in the long run. If stakeholders feel insecure about their security and life and their valuable assets, they may lose their trust on the organization (LeBlanc, nd).

Although the creation of a safeguard approach is important for every organization, each unit will operate in different ways, according to literature reviews. There are no clear standards to define or use in evaluating or measuring the quality of the overall security approach apart from *Regulations of the Office of the Prime Minister on National Security B.E. 2552* (2009). Therefore, to develop criteria to assess the security measures in order to define common practices in the introduction of government agencies is unquestionably essential. This can be linked to different levels and types of organizations to lead to the most efficient and effective application of security measures. This research aims at developing criteria for assessing security measures for private organizations, which is considered as a key factor for security operations.

Research Objectives:

To establish security measures assessment criteria that link to the practices of the private sector.

Research Methodology:

Research methods used to develop criteria development security measures for the private sector in this study were a document analysis and group discussion. The focus group is a one-time group discussion with 8 security management professionals using tape recordings and note taking as tools for data collection. Security professionals were selected based on their backgrounds and expertise. One requirement for selecting security experts was to have at least 10 years background in the security management field. The key informants were contacted directly through their email or telephone to ask for their willingness to participate in this study's focus group. Twelve experts in security management were approached, but only eight of them agreed to participate in this study. The focus group was taken place in a private room at a public university. The questions used in focus group were developed based on the literature reviews. The synthesis and analysis of the data obtained from focus group has been integrated for the development of security measures criteria.

Results:

This study organized the focus group by inviting individuals with related experiences in security management from both public and private sectors to share their knowledge, experiences, and thoughts for developing security measure criteria. The head of the research team served as the facilitator of focus group with 8 participants in the group discussion.

Questions used for conducting group discussions are as follows:

- What is a definition of security in your own words?
- Have you ever found any security problems in the private sector? What are they?
- Consider organizations that have excellent physical security measures or have a good practice in security. Do you think of any public and private organizations? What are the factors that you consider that organization to be the outstanding security organization?
- Consider the strengths and weaknesses of your organization's security measures. Do you think there are any issues that can be exchanged at this time? What issues do you think should be fulfilled or incomplete?
- Consider the elements of the physical security system. What do you think are the most important elements associated with the physical security system?
- Does your organization regularly evaluate security measures within your organization? How do you assess them? How do you utilize assessment results for improvement?

The major reason of addressing questions relating security definition was to clearly ensure that participants have understood the definition of security in the same meaning. According to focus group, this study found that security professionals similarly defined definition of security as "the ultimate security for both life and property" or "an activity that operates under designed measures to prevent damage on individuals, information, and places" Some participants in this group discussion defined the security as "a response to people who want safety in life and property, which cannot receive or be taken care by the government officials. In addition, one security expert who was from security guard agency company defined security as "the employer's responsibility to ensure the employer's safety." In summary, security is a safeguard of individuals and organizations that include life and property by setting the highest security measures.

From the participants' viewpoints, the problem of security was made by executives' policies or attitudes toward security management. For instance, when security unit had a meeting or provided training and education about security, executives reluctantly send their employees to be involved with these programs. The ignorance of executives on security importance makes it impossible for security work and activities to be carried out or implemented. However, when they confronted with the security issue problems, they willingly asked for helps. In addition, most people in numerous organizations did not know exactly that their organizations have security regulations or measures. More often than not, they asked an unreasonable question such as “if they did not follow these measures, the punishment will be applied or not.” This kind of question reflected their lack of knowledge regarding security in organizations.

Participants totally agreed that the security problem was basically based on a lack of awareness of individuals in the organization. People in the organization would mostly realize the importance of security when the existence of undesirable event emerged. When facing incidents that harmfully affected the organization, the agency has no plans or measures to deal with the situation, or may adjust measures and plans when events arise. For example, some agencies that rented or leased a private property may not be aware of changes in their area because they might have thought that the place did not belong to them.

When discussing issues related to physical security system elements, participants in this group discussion proposed interesting issues that can be summarized as elements of the organization’s security activity as follows:

1. The use of technology or equipment for security. The main reason to use technology and equipment is to protect undesirable events that may happen to the organization. The personnel are responsible for controlling the technology and equipment, not automation when detrimental situations exist in the organization, the officers can immediately stop the events. However, security personnel in the organization must have knowledge in their security technology and equipment. Also, security personnel must have the right information and been provided security training to use the device properly.
2. Action plans for normal and crisis situations.
3. Environmental analysis and assessment. Security personnel are required to physically survey the internal and external environment of the organization in order to determine threats and establish measures and procedures to respond to those threats.
4. Inter-organization networking. Many participants in a group discussion found that various private organizations lack of security networking. Security networking can help an organization have a broader idea and more information about forces that could endanger the organization.
5. Security policy element. The organization’s security policy must be consistent with implementation. However, in fact, many organizations do this activity conversely. As the nature of security work or activity is a disruptive process, there may be a reduction in the concentration of measures in accordance with the employees’ feelings and needs. This concept is problematic and does not reflect the real security measures.
6. Human component. A security agency needs to consider the physiological function of the security guard, which needs to have a strong and high figure.
7. Consistency of security measures practices.

These seven components were generated by the participants who joined the group discussion. These components are critical to the organization’s security system and should be used to appraise the security system factors for a private organization.

Conclusion, Limitations and Recommendations:

Based on the analysis of the documents and the results of group discussions from security professionals, this study found criteria for assessing security measures, which Delphi technique and factor analysis are recommended using to evaluate the criteria obtained from this phase of the study in the future research. The criteria retrieved from analyzing documents and group discussions are as follows:

Criteria used to assess the readiness of security measures of a private organization include: security-related technologies awareness, integration of architectural elements, development of security system, human resources management encompassing security personnel and education provision to employees in the organization, and defining security practices that are consistent with the nature of the organization (see Table 1).

Table 1: Security Criteria Assessment Criteria

Criteria for Security Measures Assessment	**Data Sources**	
	Document Analysis	**Group discussion**
Raising Awareness about Technological Developments Related to Security.	√	√
Integration of Architectural Elements	√	√
Security System	√	√
Human Resource	√	√
Security Practice	√	√

Managers and executives of private organizations can utilize results of this present study to establish criteria for security measures assessment, which encompass security-related technologies awareness, integration of architectural elements, and development of security system, human resources management encompassing security personnel and education provision to employees in the organization, and defining security practices that are consistent with the nature of the organization. In addition, all these criteria can be well-meaningly used to develop scale measurement for conducting security measures assessment indictors through factor analysis method in the further study.

Like other studies, this study has some limitations. The major limitation of this study was the size of security experts in focus group, which was less than 12 people and conducted only one round. As a consequence, the next study should be to increase the number of key informants who will participate in group discussion, and the number of discussion rounds. The use of quantitative methods to develop indicators or criteria for evaluating security measures such as factor analysis will greatly enhance the reliability and trustworthiness of security measures assessment criteria.

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