

**YANGON UNIVERSITY OF ECONOMICS  
DEPARTMENT OF APPLIED ECONOMICS  
MASTER OF PUBLIC ADMINISTRATION PROGRAMME**

**ANALYSIS ON CHALLENGES AND PERFORMANCE OF THE  
PRIVATE SECURITY INDUSTRY IN MYANMAR  
(Case Study in Yangon Region)**

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**JUNE, 2024**

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A thesis submitted as a partial fulfillment towards the requirement for the degree of  
Master of Public Administration (MPA)

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This is to certify that this thesis entitled “**ANALYSIS ON CHALLENGES AND PERFORMANCE OF THE PRIVATE SECURITY INDUSTRY IN MYANMAR (Case Study in Yangon Region)**”, submitted as a partial fulfillment towards the requirements for the degree of Master of Public Administration has been accepted by the Board of Examiners.

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## **ABSTRACT**

The study analyzes the working condition and responsibilities of private security employee and examines the challenges and performance of private security organization in the Yangon Region. The data is collected from 150 employees of three private security service companies. It is found that the security service is suitable for younger people who are active and physically fit, and it generates a positive image for clients. Security guards carry out their duties with honesty, integrity, and professionalism, responding appropriately and effectively to any challenges that may arise. The study highlights that companies and clients should consider to increase salaries, benefits, and allowances for security guard to enhance the quality of private security services in Myanmar. The study suggests that the security service company should manage for the improvement of performance of service team by providing required training, exposures and working facilities.

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## **LIST OF ABBREVIATIONS**

BOD	Board of Director
CCTV	Closed-circuit Television
CSO	Chief Security Officer
DICA	Directorate of Investment and Companies Administration
ESDL	Employment Skills Development Law
ICoCA	International Code of Conduct Association
ID	Identity Document
ILO	International Labor Organization
ISO	International Organization for Standardization
JV	Joint Venture
LED	Light Emitting Diode
OHS	Occupational Health and Safety
PSC	Private Security Company
PSSA	Private Security Services Association
SOP	Standard Operating Procedures
UN	United Nation

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Rationale of the Study**

The private security industry encompasses not just dedicated private security firms, but also businesses in industries that maintain their own security measures, like banks and other establishments with valuable assets to safeguard (Hess, 2009). The private security sector plays a crucial role in assisting public security agencies and upholding human rights.

Private security services have been offering their services to a growing clientele, including public transportation hubs, government agencies, and public institutions (Fisher, Halibozec & Walters, 2013). Moreover, private security companies are increasingly entering into contracts or formal partnerships with law enforcement and other public security entities to aid and support individuals in various security-related activities.

It is to be noted that in a growing number of instances involve the deployment of private security companies and guards without the transfer of competences or infringement upon the basic rights of citizens. They serve as an additional set of ears and eyes in various areas of counter terrorism and combating specific local threats.

A private security company means a person or group of individuals not associated with a government entity, department, or organization, who are involved in offering security services, such as training for private security personnel or supplying private security personnel, bouncers, or bodyguards to individuals or businesses.

A security officer, or security guard is a person employed to protect and safeguard individuals and assets, including convoys, buildings, specific locations, property, or other areas, and who may need to use force and detain individuals while carrying out their responsibilities (Horn, 2019).

Private security companies and other providers of private security services are crucial in safeguarding both state and non-state clients involved in relief, recovery, and reconstruction endeavors, as well as in commercial business activities, diplomacy, and

military operations (Hess, 2009). The actions of these private security firms can have both favorable and adverse effects on their clients, the local population in the operational area, the overall security situation, the protection of human rights, and the adherence to legal principles.

In recent years there has been a significant increase in the presence of security guards in public areas of Yangon. This surge can be attributed to the emergence of private banks and shopping malls, as Yangon has evolved into the country's primary business hub. The Yangon Regional Cabinet aims to regulate the operations of private security service providers in the area to foster the growth of the industry.

Currently, there are about 100 private security companies in Myanmar and most of which are based in Yangon and other main cities. Once the rules and regulations are sanctioned by the regional cabinet, all security service staff will be mandated to possess certificates to operate legally within the industry (MRCB, 2022).

All the service companies ought to be under the umbrella of regional government as they collaborate with the Myanmar Police Force to address crime issues. This is due to the fact that security service providers lack the legal authority to inflict harm or apprehend criminals during their operations.

Being one of the basic human needs, security is the making it a crucial aspect for public service enforcement agencies worldwide. In the current landscape, it is essential for security personnel, whether in the public or private sector, to focus on improving relationships with the communities they serve by adhering to ethical principles. The ethical delivery of security services directly influences the quality of work provided, ultimately contributing to enhancing the overall quality of life for individuals in society.

The study's goal is to assess the difficulties and output of Myanmar's private security sector. It is the responsibility of the private security sector to protect individuals and property from a wide variety of hazards. Delivering such services presents several market obstacles for security providers. These services are offered to a variety of clients such as government entities, healthcare facilities, schools, and retail centers.

## **1.2 Objectives of the Study**

This study aims:

- (a) to describe the working condition and responsibilities of private security employee and
- (b) to examine the challenges and performance of private security organizations in the Yangon Region.

## **1.3 Method of Study**

This research applies primary and secondary data using the descriptive analysis approach. A structured questionnaire is used to gather primary data, and different reports from private security businesses, associations for private security services, the Ministry of Home Affairs, the Directorate of Investment and businesses Administration, libraries, and websites are used to gather secondary data.

## **1.4 Scope and Limitations of the Study**

The study focuses on 150 private security guards from three private security companies located in Yangon Region. The study mainly focuses on the challenges and performance of private security guard and private security organizations in the Yangon Region.

## **1.5 Organization of the Study**

This thesis is divided into five chapters, the first of which serves as an introduction and includes the justification for the research, its goals, its methodology, its scope and limitations, and its structure. Chapter two is relevant theoretical concept and literature review on role of private security companies, nature and types of private security services, duties and responsibilities of unarmed security guard, code of ethics for security guards, knowledge, attitude and practice of security guards, importance of performance management and review on previous studies. Chapter three is showed private security services in Myanmar. In Chapter Four, the data gathered from the survey is analyzed. Chapter 5 concludes with conclusions and recommendations.

## **CHAPTER II**

### **LITERATURE REVIEW**

#### **2.1 Theoretical Concept**

Security and safety have been long-standing phenomena that have existed alongside humanity, societies, and nation-states for a considerable period. Various internal and international security challenges like war, terrorism, kidnapping, cyber threats, economic security, and human security have been faced by countries and security actors (Banda, 2018). Similarly, different perspectives, frameworks, and concepts for examining security issues have been suggested as nation-states and security actors transition from one generation to the next.

##### **2.1.1 Copenhagen Security Theory**

With the aim of advancing and strengthening multidisciplinary research on peace and security, the Copenhagen School of Security Studies—which was founded in 1985 from the Copenhagen Conflict and Peace Research Institute—developed the Copenhagen Security Theory (McSweeney, 1996). The institute emerged as a leading force in shaping security and defense discourse, shifting the conventional security paradigm towards a more pragmatic and constructive perspective. The key theoretical innovation of Copenhagen Security Theory lies in the concept of securitization and de-securitization.

In order to address military issues between states and assess security in terms of military capabilities, or the level of military power ready to defend against threats and protect the state from insecurity, the Copenhagen School of Security Study first focused on international security and the military (McSweeney, 1996). However, in the 1990s, the Copenhagen School shifted its research focus and advocated for the inclusion of human, environmental, societal, economic, and political aspects in security studies/research. As a result, these five areas became the foundation of securitization theory, establishing a multidisciplinary approach to analyzing security issues and devising security solutions. The main argument of the school was the necessity of

broadening and expanding the scope of security. Justifying this expansion, Buzan (1998) argued that more power is needed to ensure greater security and survival.

Victor Olivera (2020) introduces the primary theoretical contribution, highlighting the concept of securitization as the most significant and innovative. Essentially, securitization is defined by the notion that issues identified as security concerns and labeled as threats within a specific social context are initially constructed through a process of social interpretation of the problem. These issues are then shaped by a political agenda that transforms them into securitized problems. On the other hand, Does (2013) critiqued the concepts of speech act and securitization theory, pointing out their limitations. Specifically, Does emphasized the shortcomings of speech act theory and argued that academic endeavors in this field do not effectively address real-world issues. Furthermore, the theory is faulted for its inability to universalize security threats, as what may be perceived as a threat in one country may not hold the same significance in another. Additionally, the theory is criticized for lacking concrete security solutions and instead focusing on the objectives set by the involved actors.

### **2.1.2 Welsh Security Theory**

The Welsh School of Critical Security Theory, also known as the Aberystwyth School, was established at Aberystwyth University in Wales (Richard, 1995). This school of Critical Security Studies combines elements of feminist theory, post-positivism, and the Welsh School of Thought. One of the key contributions of this school to security theory is the idea of emancipation realism. According to this school, discussions on security matters should involve not only the state but also other actors such as individuals, society, and women. They emphasized that addressing common threats requires the establishment of shared institutions, interests, and practices. Boot (1991) described the conceptual framework of emancipation as a means to enhance security by eliminating barriers to people's freedom.

According to Gaan (2010), the Welsh theorists propose that the idea of emancipation aims to transform the approach and methods of resistance, foster community building, inspire optimism in people, and reform global relations in the face of various uncertainties stemming from environmental problems, poverty, and violence. On the other hand, Diakaya (2015) emphasized that genuine security under Welsh security theory hinges on the realization of emancipation, highlighting that without this process, achieving authentic security would be unattainable.

The theorists also raised doubts about the gender-blind security approach, the military-centric approach of conventional security studies. They contested the conventional and realist viewpoints that equate security solely with military strength and view it as unattainable without military capabilities. In contrast, the emancipatory perspective of Welsh theory prioritizes human security, human rights, non-military means, prevention of war and war threats, political repression, poverty, and inadequate education, among other limiting factors (Pinar, 2008).

## **2.2 Role of Private Security Companies**

Private security services aim to support law enforcement in crime prevention through the identification and apprehension of criminals. Generally, private security services are offered to protect individuals, properties, assets, and public figures from different types of criminal activities and violent incidents. This protection encompasses safeguarding against property crimes, financial crimes, personal threats, and acts of violence, as well as ensuring safety and security in the face of fear and escalating violence (Balogun, 2017).

Private security arrangements are frequently utilized for crime control by coalitions of businesses or private individuals who collaborate to distribute expenses and manage services towards a shared objective (Argobe, 2012). This is particularly evident in certain regions where retail, entertainment, or other commercial establishments band together to establish business associations or districts. These security arrangements are designed to combat retail theft, act as a visible deterrent against various criminal activities, and instill a feeling of safety and security among the general public. Private security firms are crucial in the prevention and detection of crimes across all aspects of their responsibilities. They offered wide range of services to different sectors of the community. The vast shopping centers feature numerous retail stores, eateries, bars, banks, and more. Despite being private spaces, they are accessible to the general public (Afolabi, 2016).

Inadequate personnel training is a major concern faced by private security organizations (Abrahamsen & Williams, 2015). A common misconception is that private security officers are uneducated, dropouts, unruly, and ignorant of industrial security procedures. It is important to understand that past experience working for the government, the military, or law enforcement does not always translate into the skills required to work for an industrial security business. The operating environment,

training, expertise, and methods of industrial security and public police are essentially unlike.

Private security guards can be found in both public and private sectors. The main challenge lies in assessing the effectiveness and efficiency of these security companies in fulfilling their duties to their clients. Prenzler (2013) states that private security companies have been instrumental in detecting crime at various levels. According to Prenzler (2013), the private security companies demonstrate their effectiveness through their roles as undercover agents operating independently from formal authorities, particularly in industrialized nations.

The private security companies have played a role in reporting and preventing cult activities in tertiary institutions throughout the country's universities. According to Brauch (2015), the primary function of a state is to ensure the safety of individuals and their belongings, as well as to maintain law and order through its political authority and control of force. Therefore, a secure or guarded location may not always fall victim to criminal activity (Cook and MacDonald, 2012). Additionally, private security companies can also contribute to enhancing local security, as the majority of private security guards are hired to protect the facilities, offices, and personnel of multinational civilian and military operations, rather than focusing on public security.

### **2.3 Nature and Types of Private Security Services**

The values and norms within security organizations are intricate, ever-changing, and challenging to define precisely. The systematic development of theoretical ideas and research into the ethical aspects of security operations are inconclusive and not straightforward (Argobe, 2012). The debate continues regarding how the ethical aspects of security operations are evolving.

Many factors and variables are at stake, and they mutually influence each other in a reciprocal manner: security cultures, leadership, training and education, the social and political environment, technological advancements, international collaboration, security approaches, and ethical standards (Argobe, 2012). Previous studies emphasized the individual traits of security personnel, but recent research has shifted towards examining the core values of security institutions.

Security organizations do not function independently. In addition to personal and organizational values, the political and societal context of security significantly influences the ethical discourse surrounding it (Neyroud & Beckley, 2001).



When it comes to safeguarding people, their belongings, intellectual property, and confidential company data, private security is essential. Many national institutions and vital infrastructure systems, such as those in manufacturing, transportation, utilities, health care, and education, are under the protection of private security guards (Horn, 2019).

Businesses have a big interest in private security, hiring security companies to handle things like information technology security, retail security, private investigations, and pre-employment screening (Dempsey, 2008). These services are available for a wide range of sectors, including residential and commercial. While some businesses choose to use a combination of contract and proprietary workers, others choose to employ their own security people or contract security agencies to handle these tasks.

According to ASIS International, proprietary security refers to an organization or a specific department within that organization that employs security officers on a full-time basis exclusively for its own needs (ASIS International, 2009). Cunningham, Strauchs, Van Meter, and Hallcrest (1990) define proprietary security as the utilization of equipment and personnel owned by an organization to safeguard its assets and employees. In contrast, contract security involves the provision of protective services by a specialized company to another company on a contractual basis in exchange for payment (ASIS International, 2009).

Every kind of private security has an own set of benefits. For example, proprietary security could provide better quality and more committed staff, yet contractual security might be more economical. Additionally, companies that have an internal security department will be able to monitor the activities of their security staff more closely. Both proprietary and contract security personnel are options available to enterprises, depending on the particular duties and security requirements. Security industry professionals predict a move toward a broker position, where security staff are contracted out for certain tasks and handled by proprietary security personnel for other tasks (Cunningham, Strauchs, Van Meter, and Hallcrest, 1990).

The security industry's growth and ongoing necessity have resulted in a diversification of its functions, which are now customized to meet the unique requirements of the customers it serves. Corporate security, cyber security, executive protection, financial services security, healthcare security, high-rise facility security, information technology security, loss prevention, physical security, private security

management, risk assessment, strategic intelligence, terrorism (including bio-terrorism and agroterrorism), workplace violence, and legal liabilities are among the various specializations, according to Hess (2009).

The services may be proprietary (in-house), in which case the covered organization has direct control over the security function, regardless of the security discipline or specialism. Conversely, in the event that the security function is outsourced, the security firm signs a contract with a specialized company (client) to provide certain security services in exchange for a payment. Hybrid systems, which combine contract and proprietary services, are also common (Fischer, Halibozeck, & Walters, 2013).

The three primary areas of security that proprietary and contracting security companies focus on are information, employment-related, and physical security. Physical security is centered on putting in place tangible safeguards to keep people safe, stop illegal access to tools and facilities, and defend against security breaches (ASIS International, 2009). Protection of the outside and inside may include the use of locks, sensors, lights, obstacles, and security guards—who are essential because of their constant presence (Cunningham, Strauchs, Van Meter, and Hallcrest, 1990).

Information security, as defined by Cunningham, Strauchs, Van Meter, and Hallcrest (1990), is the safeguarding of sensitive data, including financial information, mailing lists, and research and development records, that are kept in both electronic and physical form. This sector has grown significantly in unison with computer technology advancements. Maintaining the privacy, availability, and integrity of data created, saved, processed, and/or transferred via automated information systems is now part of information security.

Information systems security professionals create policies and procedures to guard against viruses and other dangers to information systems, as well as to stop hackers and unauthorized users from accessing data (Dempsey, 2008). Data security, computer viruses, software piracy, and protection against cybercrimes including fraud and identity theft are all included in this.

The primary roles in the security sector for new employees are typically as a security guard or a security patrol officer. Their responsibilities primarily involve patrolling, inspecting, and regulating access, as well as preventing loss due to theft and vandalism. Additionally, they are tasked with enforcing regulations and upholding order as specified by the clients (Horn, 2019). Individuals and businesses seeking

private security services can opt for either proprietary (in-house) or contract security services to safeguard their assets.

Finally, ensuring employment security involves being well-informed about employees, whether they are permanent or temporary, in order to anticipate any factors that could affect their work performance, compromise security, or expose the organization to legal risks. This may involve conducting background checks on job candidates to detect drug use or criminal records, implementing security measures to safeguard executives such as residential security or bodyguards, monitoring employee communications and computer activities, as well as looking into instances of employee misconduct.

## **2.4 Duties and Responsibilities of Unarmed Security Guard**

Private individuals and organizations often enlist the services of private security guards to ensure personal safety and protect their assets. These guards may or may not be armed, and depending on their skills, dedication, and attitude, they can advance to the position of Chief Security Officer (CSO) (Murunga, 2014). Specialized training is provided in the security industry to prepare guards for the diverse tasks and duties they will be required to perform, underscoring the importance of maintaining peak physical and mental fitness at all times.

While on site, an unarmed security guard is responsible for a variety of tasks. The three primary tasks are to report, discourage, and observe. The unarmed security guard is frequently in charge of people's lives and the protection of public property, which may be worth crores of rupees. Hess (2009).

### **(i) Observing and Reporting**

The act of paying close attention and taking notes on what the unarmed security guard observes is referred to as observing. It is mandatory for security guards to draft written reports detailing incidents, tasks completed, and summaries of their observations and assignments. Karcin (2011). Strong observation skills are essential when reporting incidents to superiors. Reporting requires informing senior officials or supervisors about any unusual occurrences or rule violations. Reports of unusual occurrences and rule violations are required. Since meticulous notes and reports might be used as evidence in court or police investigations, they are essential.

### **(ii) Preventing and Detecting Crime**

The presence of an unarmed security guard on the premises acts as a deterrent to those with anti-social tendencies (Hess, 2009). Should any illegal activity occur, the security guard must promptly notify the police and furnish them with relevant information to aid in thwarting the crime and capturing the wrongdoers. A comprehensive understanding of the police department's structure and functions is imperative for successful coordination with law enforcement.

### **(iii) Public Relations**

On some sites, such as a residential complex, the unarmed security guard is required to maintain constant communication with the public. Individuals may seek assistance or information from the security guard when needed (Balogun, 2017). It is essential for the guard to handle interactions with the public efficiently and effectively.

### **(iv) Responding to Emergencies**

In case of an emergency, people may initially turn to the security officer for assistance. It is crucial for the officer to react appropriately. Each location should have an emergency response and fire safety plan that outlines a systematic process in case of an emergency. The security officer may be required to evacuate a building in the event of a fire. If the security officer is knowledgeable and able to respond promptly, the public will have greater confidence in their abilities (Argobe, 2012).

### **(v) Access Control**

An unarmed security guard is responsible for regulating the flow of people, vehicles, and materials in an organization. This includes verifying the identity cards of employees and visitors, as well as inspecting packages and vehicles. In some cases, employers may have concerns about theft, stealing, or the unauthorized sharing of information by their employees. In these instances, the security guard may be required to conduct searches of employees as they leave the premises. Additionally, identifying and reporting on any suspicious individuals or packages is also a key aspect of the unarmed security guard's role.

### **(vi) Patrolling**

Keeping a watch over an area by conducting routine patrols on foot or in a vehicle is known as patrolling. This practice is crucial as it allows security personnel to oversee a wider area as opposed to remaining stationary in one spot (Murnga, 2014). By doing so, potential risks and threats throughout the entire area can be identified. Patrolling frequently deters antisocial individuals and criminals from partaking in unlawful activities within the vicinity.

### **(vii) Controlling Traffic**

Pedestrian and traffic control are essential for public safety. The unarmed security guard's primary responsibility is to manage pedestrians and traffic. The unarmed security guard is also tasked with overseeing traffic flow and parking for visitors. In industrial or construction settings, unarmed security guards are responsible for traffic regulation and ensuring the safety of road workers, while facilitating construction and other industrial operations (Hess, 2009). They wear helmets and traffic vests, which are colorful vests with built-in LED lights or reflectors. They make use of signal batons, which emit or reflect red light, or signal flags, which are little or big flags colored red or orange.

### **(viii) Protection of People, Property and Information**

Protecting the lives of people is an important responsibility of an unarmed security guard. This is achieved through tasks like conducting site patrols, identifying potential risks, and managing site access. Additionally, offering vehicular assistance to accompany individuals facing danger is also within the security officer's scope of responsibility (Murunga, 2014).

The main duty of the unarmed security guard is to ensure the protection of the area, as well as the materials and equipment stored within the premises (Karcan, 2011). Recognizing hazards while patrolling and promptly reporting them is essential in preventing potential disasters. For instance, a fire could lead to the destruction of a building if not detected in time. Similarly, without adequate security systems or security guards, materials and equipment may be susceptible to theft.

Protection of information is increasingly crucial, particularly in the age of technology. Maintaining confidentiality refers to the act of keeping things private. A security guard without weapons typically possesses keys to different areas of a structure

that are off-limits to others (Hess, 2009). Their responsibility is to control access to data that should remain confidential or be disclosed solely to specific individuals within an organization.

Vital data can be compromised through various means. One of the duties of the unarmed security guard is to accompany individuals through restricted areas and ensure that they do not obtain access to sensitive data. Some scenarios where data leaks may occur, but can be prevented by a vigilant security guard, include: (a) leaving important documents in an area where they can be easily accessed, and (b) unauthorized individuals gaining entry to restricted areas or locations (Murunga, 2014). If the security guard detects a potential information leak or threat, it is imperative that he or she promptly reports it to the supervisor.

#### **(ix) Finding and Reporting Safety Hazards**

A hazard is defined as a potential danger or risk. The unarmed security guard's duties include conducting safety checks on the premises and promptly reporting any identified risks or threats. Timely detection and resolution of hazards can prevent a potential disaster.

The duties and responsibilities of the unarmed security guard are explicitly conveyed by the superior or supervisor upon joining the organization (Horn, 2019). Familiarity with the company's Standard Operating Procedures (SOPs), which outline the organization's policies and protocols, is essential.

These pertain to every location within the organization. They could encompass guidelines regarding personal appearance, like attire, timeliness, and interactions with customers. In addition to the Standard Operating Procedures (SOPs), there are site-specific directives, referred to as post orders, which can differ from one area to another within the company. For example, the post orders for a security guard stationed at the entrance gate would differ from those for a guard responsible for the parking area.

It is crucial to emphasize that post orders offer a detailed job description specific to the area. This includes area-specific instructions such as (a) emergency contact numbers, (b) location of the post, (c) work shifts, (d) patrolling procedure and (e) reporting procedure during emergencies (Murunga, 2014).

The security guard is required to examine any updates or modifications made to SOPs and area-specific instructions. Additionally, memos or notes with extra specific instructions that weren't initially provided might be sent to them. These notices may be

issued for a one-time event or as a permanent injunction. If the unarmed security guard is unsure of their responsibilities, they should consult their supervisor for clarification.

## **2.5 Code of Ethics for Security Guards**

Private security companies issue a written code of ethics to their security personnel in order to communicate the expected performance standards (Banda, 2018). Some firms mandate that security officers sign a statement acknowledging their commitment to adhere to a code of conduct. Security guards are required to meet certain qualifications to effectively carry out their duties without causing harm. These qualifications include being at least 18 years old, receiving proper training, and obtaining the necessary license (Dempsey, 2008). The specific training requirements may vary by state, but at a minimum, security guards should be trained in first aid, crime prevention, community relations, and report writing.

Security guards are required to adhere to background checks, fingerprinting, and drug testing protocols prior to commencing their duties. Individuals with a criminal record may jeopardize the safety of those they are tasked to protect. Neglecting to fulfill all training prerequisites could lead to mishandling of situations, potentially resulting in harm to oneself or others. A set of guidelines outlining prohibited behaviors, such as accepting bribes, breaking the law, abusing authority, or engaging in immoral conduct, should be established for security guards. Additionally, security guards must be informed of the expected code of conduct.

Strict guidelines for professional behavior and ethics have been put in place by private security organizations, which members must adhere to in order to be affiliated (Hess, 2009). To join and get industry-recognized certification, one must often submit academic records, complete training courses, and pass examinations.

Some of the things that the security guards must do in order to proceed safely during any complex situation include:

1. Carrying all essential paperwork is brought along during work duties.
2. Ensuring that to keep security guards updated on their combat skills and various types of training to ensure their readiness.
3. Performing all responsibilities impartially, without showing favoritism towards any individual, and refraining from utilizing personal advantages to benefit a particular group.

4. Being regular and punctual and reaching the job site on time. Being cautious and observant, overseeing all site activities diligently.
5. Being respectful towards others and honoring their personal boundaries and privacy. Adhering to the rules of engagement appropriately.
6. Keeping close contact with seniors and ensuring they are informed about all current events.
7. Keeping a comprehensive daily report of security guard activities.
8. Doing regular watch of the area premises and keeping a check on all the irregularities.
9. Keeping control of all entry points in the vicinity, and monitoring the security camera footage for surveillance purposes.
10. Using firearms responsibly and with caution while ensuring the safety of others.
11. Abstaining from the consumption of drugs and alcohol while carrying out their obligations.

Some of things that security guards must avoid during their job include:

1. Ensuring strict adherence to data privacy regulations, and refraining from disclosing any confidential client information to third parties.
2. Not maintaining security position while at work and abandoning one's post for any reason.
3. Allowing any strangers to get entry into the premises.
4. Sleeping on the work.
5. Arguing or shouting at customers and the public without displaying politeness.
6. Allowing friends and family to avoid security procedures.
7. Smoking on the work.

## **2.6 Knowledge, Attitude and Practice of Security Guards**

Security guards have the responsibility of ensuring safety and order in diverse environments and scenarios. They are essential in safeguarding individuals, properties, and assets. Security officers are frequently hired by companies in need of monitoring individuals entering and exiting a building or property (Murunga, 2014). For example, security personnel might verify employee identification cards or aid in the process of registering guests for scheduled appointments. It is crucial for security guards to maintain a friendly demeanor and offer assistance during such encounters. As security guards are frequently the initial point of contact for visitors to a company, it is important



for them to embody the professionalism and excellence of the business. While watching a security guard dozing off in a movie may be amusing, such behavior is no laughing matter when it comes to preventing criminal activities (Cook and MacDonlad, 2012).

Security guards should always remain vigilant, attentive, and prepared to detect any signs of trouble (Afolabi, 2016). They routinely conduct visual inspections of both surroundings and individuals in order to identify any suspicious behavior. Moreover, they are typically the first to respond in case of an emergency alert. A security guard should possess the ability to effectively handle any arising issues. It is crucial for guards to remain composed and act promptly when faced with criminal activities or emergencies (Argobe, 2012). Essential skills for security guards include knowledge of various security procedures and protocols, enabling them to appropriately respond to diverse incidents, operate security equipment, manage situations by escalating or de-escalating, and accurately document incidents.

Security guards must possess a thorough understanding of security procedures to effectively carry out their duties (Dempsey, 2008). This knowledge can lead to increased safety, improved efficiency, reduced liability, and enhanced professionalism. To enhance their knowledge, security guards should read security manuals and seek advice from experienced colleagues. It is crucial to absorb as much information as possible, especially from those with more experience. The more knowledge they acquire, the better prepared they will be to safeguard people and property. In addition, a comprehensive understanding of security encompasses the proper management of equipment and personal items. Security guards must be capable of making quick and well-informed decisions in high-pressure situations (Fischer, Halibozeck & Walters, 2013). This includes the ability to assess the risks and benefits of different courses of action and choose the most appropriate response for the situation. In addition to decision-making, security guards must be able to use their judgment to evaluate situations and make decisions about how to respond. This requires the ability to think critically and make decisions that are in the best interests of everyone involved.

## **2.7 Importance of Performance Management**

Performance management plays a crucial role in every organization and has a significant impact on employees. It is essential for this process to focus on the future, emphasizing the growth and development of both the employees and the organization. By motivating security employees to excel and enhance their skills, performance

management can drive them to achieve their best performance and progress in their roles. According to Bohlander and Snell (2013), performance management is the mechanism through which a conducive work environment is established, enabling employees to maximize their potential and contribute towards the company's objectives.

According to Jones, Palmer, Whitehead and Needham (1995), performance management plays a crucial role in creating a conducive environment and establishing systems that facilitate recognition, convey ways for individuals and the organization to enhance their performance, and outline specific criteria and expectations for each employee in relation to the desired outcomes, thereby minimizing uncertainties and vagueness. On the other hand, Bussin (2017) defines performance management as a structured procedure that evaluates the performance of individual employees based on predetermined standards and identifies the following objectives of performance management:

- to align the objectives of the organization with those of the individuals;
- to encourage a culture of performance excellence throughout the entire organization;
- to develop and manage the human resources needed to accomplish organizational results;
- to identify and report performance inefficiencies;
- to create a culture of accountability and a focus on customer service; and
- to link rewards to performance.

As postulated by DeNisi and Pritchard (2006), performance management is a structured organizational procedure with well-defined performance standards that are utilized for assessing performance. Additionally, performance management is an assessment procedure in which quantifiable results are allocated, depending on the employee's performance level in relation to the organization's standards. These results are communicated to the evaluated employee. The objective of the performance management system is to enhance both individual and organizational performance.

According to Gupta and Upadhyay (2012), the key to maximizing the effectiveness of any performance management system is its capacity to inspire employees and connect their motivation to the company's goals. It is essential to conduct regular meetings with employees to review their objectives, assess their

progress, and identify areas where they may require support or coaching to achieve these goals. Employees should be informed about the potential outcomes, whether they are rewards or opportunities for development.

## **2.8 Review on Previous Studies**

Karacan (2011), found that private security guards have a high level of job satisfaction in terms of personal and organizational factors. However, it was also found that they are generally dissatisfied with their salaries. Private security guards face challenging working conditions as they are responsible for maintaining the safety of themselves, people's lives, and the property they protect. In order to effectively carry out their duties, it is essential for their physiological, economic, and social needs to be met, leading to job satisfaction. Therefore, managers of private security guards should be well-informed about their job satisfaction levels and implement practices to improve it.

Murunga (2014), focused on the effect of working conditions of the guard on the effectiveness of service delivery in Kenya's private security companies. The study found that the additional allowances received by the guards were insufficient to cover their daily household expenses, leading to a negative impact on their work performance. Respondents attributed the departure of some colleagues to low pay, which was also identified by clients as a critical area requiring immediate attention to enhance the quality of security services. Apart from long hours, the study found that low salaries, limited career prospects, and job dissatisfaction were the primary reasons for private security guards leaving their jobs, highlighting the overall poor working conditions. It is imperative to promptly develop policies aimed at enhancing the working environment for private security guards while also ensuring overall security across the nation. These policies will not only establish guidelines for working hours and wages for guards, but also help curb misconduct to enhance the well-being of guards and bolster national security. This research is beneficial for policymakers, employees of private security companies, their customers, and all individuals involved in the security sector.

Banda (2018) conducted research to determine the difficulties private security firms manning Gauteng malls have in keeping their clientele. The study used a qualitative research methodology, interviewing local shopping center employees and security officers in the area using a questionnaire. The findings showed that both

security providers and their customers deal with security-related difficulties, such as the lack of an efficient crime prevention plan, trained security personnel, and effective communication inside shopping malls. The issue of criminal elements entering security corporations that monitor malls is another concern that underscores the need of carefully screening security workers. The employment of less qualified, less experienced, and less paid security personnel exacerbates this, particularly if the hired security firm underbids on their services to win the contract during the tendering process. Horn (2019) looked at the possibility of a performance management system in the security sector. The study used a quantitative research technique, gathering secondary data from corporate records and primary data from a self-created questionnaire.

The results showed that security officers were generally happy with their supervision, felt competent to handle their workload and duties, and felt comfortable talking to their supervisor about work-related matters. They also said they felt valued for their job, appreciated by their peers, and informed about the rules and practices of the organization. According to the survey, security personnel received enough assistance in carrying out their responsibilities. In general, the security guards indicated satisfaction with their roles and rewards, as well as generally good answers to interpersonal relationships at work.

## **CHAPTER III**

### **PRIVATE SECURITY SERVICES IN MYANMAR**

#### **3.1 Regulation and Restriction on Ownership of Private Security Companies**

Following 2011, when Myanmar's economy opened up, the country saw a rise in the number of privately held security firms, both domestically and internationally. In accordance with the 1914 corporations Law, corporations had to identify whether they will be engaged in manufacturing or delivering services, which made the registration procedure with the Directorate of Investment and Companies Administration (DICA) complicated. Furthermore, in order for foreign businesses to participate in trade, they had to apply for government permission; such applications were handled by the appropriate line ministry.

Only those with personal links to the Ministry of Home Affairs seemed to be allowed, if unofficially, to publicly manage a private security firm in Myanmar and use the word "security" in the organization's name due to strict military supervision over security-related activities. To circumvent involvement with the Ministry of Home Affairs, companies typically registered to offer services without explicitly mentioning security. This necessity for a trading permit was eliminated after the enactment of the 2017 Companies Law, along with the requirement to refer security service providers to the Ministry of Home Affairs.

Under the Myanmar Companies Law, companies with over 35% non-Myanmar citizen equity are classified as 'foreign' companies. Certain industries and investment kinds, including those involving jade and diamonds, have restrictions on these corporations. It seems that foreign ownership of private security firms is unrestricted. The basis for restricting 100% private sector involvement, whether from Myanmar or outside, in particular sectors—some of which are closed to foreign corporations or the private sector altogether is the State-Owned Economic Enterprises Law of 1989.

The 1989 Law also designates certain sectors to be only be pursued by the private sector through a joint venture (JV) with the government. Private sector participation is prohibited in the "Manufacture of products related to security and

defense as notified by the Government." This restriction, however, pertains specifically to the production of weapons and ammunition, not security service provision.

Furthermore, private security services are not included in the list of Economic Enterprises that are exclusively operated by the Government or in partnership with the government (e.g. mining). The evaluation did not find any changes to the 1989 law pertaining to the private security industry. As a result, it seems that private companies, whether Myanmar or foreign-owned, are permitted to provide security services, both Myanmar and foreign owned, appear to be allowed to offer security services.

Although the only use for private security services provided by an international or Myanmar-based private security company is for airport security. However, it can be inferred that if a private security company is capable of safeguarding high-security locations like international airports, it is logical to assume that they would also be qualified to provide security services for less critical areas. It is theoretically feasible that should a Ministry be recognized as an authorizing body for private security firms, they could potentially limit licenses to companies based in Myanmar. Nevertheless, such action would go against the principle of providing equal opportunities to both local and foreign investors as outlined in the Myanmar Investment Law.

The DICA registered the Private Security Services Association (PSSA) in 2016. It became a Company Limited by Guarantee (Association) in 2019 and registered under the amended Myanmar Companies Law, concentrating on Activity 94: Activities of Membership Organizations. The Association is made up of around thirty well-known locally owned private security businesses. Among its objectives, the Association aims to enhance the standards of private security companies and enhance regulatory measures.

While the PSSA have not been disclosed to the public, but it is believed that they have taken cues from PSC regulations in India, Japan, and Singapore. The proposal by the Private Security Services Association (PSSA) is said to encompass aspects such as certifying private security companies, government oversight of the sector, and training programs for security personnel. It is unclear whether the proposals include measures to restrict foreign private security companies, a move that could potentially contradict Myanmar's legal framework and international obligations regarding equitable treatment of investments.

### **3.2 Myanmar Private Security Companies**

Most private security firms operating in Myanmar are either owned or run by former members of the nation's security services, including the Police and Army (Tatmadaw). These owners essentially replicate the organizational structure and management style of their former units and the public security forces overall by hiring former army or police subordinates as managers. Veterans are often employed in management roles by private security firms that are controlled by civilians, which might result in the resampling of public force operational procedures and standards. This military influence can also be seen in the training material of some private security companies, while others have training material that is more civilian-oriented, aligning better with client needs and international standards.

Working conditions differ greatly in Myanmar private security companies. While certain companies in Myanmar demand their employees to work 24-hour shifts and cover the costs of their uniforms, others provide working conditions that are comparable to those found in foreign-owned private security companies. Additionally, some Myanmar-based and foreign-invested private security companies implement a 12-hour shift system for their employees. can be categorized into three main groups: (1) Security services for large corporations, especially in the banking industry, (2) Security personnel for specific projects like factories and mines, (3) Gatekeepers or security guards hired by individuals and small enterprises. The total number of people performing in-house security responsibilities is prospective to be more than the total number of security guards employed by specialist private security companies in the country. This highlights the significance of in-house security within the private security industry, aligning with the definition of a Security Company as outlined in the International Code of Conduct for Private Security Services (ICoC).

Companies that have a substantial in-house security presence and their security personnel play a crucial role in shaping legislation. It is essential that the relevant legislation applies to in-house security, particularly in categories 1 and 2. When companies employ an in-house security team, their employees are exposed to similar safety risks as those working for private security firms. In fact, the risks may be even higher for in-house guards in financial institutions (as well as other establishments dealing with significant amounts of cash, such as currency exchange offices, supermarkets, and jewelry stores). In-house security personnel's conduct may violate human rights, similar to private security company employees, especially if they lack

proper training to handle incidents like trespassing and theft. Additional risks to human rights include staff harassment by security guards, as well as security reactions to protests and strikes, which could involve public security forces. Overall, security guards working in-house for large corporations seem to receive similar benefits and working conditions as other employees, including bonuses and insurance. Consequently, compliance with Myanmar labor regulations and working conditions seems to be better compared to numerous independent private security firms.

**Table (3.1) Number of Myanmar Private Security Companies**

<b>Year</b>	<b>Myanmar Private Security Companies (No.)</b>
1996-2005	4
2006-2015	17
2016-2025	75
<b>Total</b>	<b>96</b>

Source: Private Security Services Association, 2024

According to Table (3.1), the number of local security companies in Myanmar increased from 4 during the period of (1996-2005) to 17 in the years (2006-2015), and further increased to 75 in the period of (2016-2025). One of the key drivers behind the rise of local private security companies in Myanmar is the increasing demand for specialized security services. As the economy expands and businesses thrive, there is a mounting need for reliable security solutions to safeguard assets, personnel, and operations. Local private security companies, familiar with the cultural nuances and dynamics of the region, have been quick to capitalize on this demand. Their intimate knowledge of local contexts enables them to provide tailor-made security solutions that resonate with businesses and communities alike. Local private security companies, ingrained in the fabric of Myanmar society, play a pivotal role in addressing these multifaceted security concerns by offering personalized protection strategies and rapid response capabilities.

### **3.3 Foreign-owned Private Security Companies**

Private security firms in Myanmar that are owned by foreigners include both Asian and Western businesses. These businesses provide a variety of services, including as close protection, patrol, event security, cash in transit, and static man



guarding. While the majority of these businesses manage hiring and operations internally, some choose to contract out workforce management to regional private security organizations in Myanmar. Furthermore, local subsidiaries of bigger multinational private security business groups account for around half of the foreign private security companies operating in the nation. The remaining businesses were founded exclusively in Myanmar, and foreigners are the only ones who own and run them. To establish standard operating procedures, foreign managers from the same organization are often hired in the private security industry. Some international corporations use veterans of foreign military or police forces in addition to expatriate management to manage contracts, monitor operations, and offer close security officers.

The training that foreign private security firms provide seems to encompass both fundamental human rights and the use of force in compliance with international norms. Part of bigger multinational groupings, private security corporations have translated their internal training materials into Myanmar and are using standard operating procedures. Nonetheless, several customers have noted variations between the original instruction provided to security officers at the corporate office and the actual provision of security services locally. Where there is less direct monitoring, such as outside of Yangon, this disparity is more pronounced. Certain foreign private security corporations have committed time, money, and effort to gaining international recognition, such as membership in ICoCA, which entails adhering to the International Code of Conduct, ISO 9001, and ISO 18788 certifications for private security sector enterprises. These processes are easily integrated into their regular tasks.

**Table (3.2) Number of Foreign-owned Private Security Companies**

<b>Year</b>	<b>Foreign-owned Private Security Companies (No.)</b>
2006-2015	4
2016-2025	2
<b>Total</b>	<b>6</b>

Source: Private Security Services Association, 2024

According to Table (3.2), the number of foreign-owned security companies in Myanmar increased from 4 during the period of (2006-2015) and further increased to 2 in the period of (2016-2025). Foreign-owned private security companies have also increased in the Myanmar security service market. These international firms bring with

them a wealth of experience, advanced technologies, and global best practices in security management. Their entry into the Myanmar security sector signifies a growing confidence in the country's business environment and an acknowledgment of the need for cutting-edge security solutions. Foreign-owned security companies are often sought after for their expertise in areas such as risk assessment, crisis management, and training programs. By partnering with these entities, businesses and organizations in Myanmar gain access to a broader spectrum of security services that cater to the increasingly complex security challenges prevalent in the region.

The expansion of both local and foreign-owned private security companies in Myanmar reflects a shifting paradigm in the realm of security services. As the country continues to undergo rapid transformation and globalization, the demand for professional security providers is set to escalate further. The coexistence of local expertise and international standards within the private security sector not only enhances the overall security infrastructure of Myanmar but also contributes to the development of a robust security ecosystem that safeguards the interests of all stakeholders involved.

### **3.4 Right and Benefit of Private Security Guard**

According to the Employment and Skills Development Law (2013), the employment contract serves as a binding agreement that governs the interaction between an employer and an employee. It is obligatory for both parties to execute an Employment Contract within 30 days of the employee's commencement in any role. These contracts must comply with the basic requirements outlined by the law (ILO, 2022). Myanmar introduced the Minimum Wage Law in 2013 and the Payment of Wages Law in 2016. The minimum wage came into effect in September 2015 and is applicable to employers with 15 or more employees. Along with full-time employees, as well as part-time and hourly workers, are all protected by the law. The daily pay is determined by an eight-hour workday. Employers can choose to establish higher pay rates than the minimum wage by using employment contracts and collective agreements. A new minimum wage of 4,800 kyats per day was implemented on May 14, 2018, and is set for another update.

It is important to note that overtime work, as long as it falls within the limits established by the law or collective agreements, does not amount to forced labor. In Myanmar, the maximum permitted overtime is 12 hours per week for shops and

establishments. Going beyond this threshold could possibly violate the safeguards against forced labor. The Leave and Holidays Act (1951), updated in July 2014, is applicable to all temporary and permanent employees across different industries including factories, railways, ports, oilfields, mines, shops, establishments, and government-controlled factories. After completing 12 continuous months of work, all employees are eligible for 10 days of paid leave annually. Furthermore, the government designates public holidays each year, usually amounting to approximately 15 days. Expectant mothers are given 6 weeks of prenatal leave and 8 weeks of postnatal leave, whereas fathers are entitled to 15 days of paternity leave.

The Social Security Law (2012) covers a range of insurance systems, including health and social care, family assistance, invalidity, superannuation, survivors' benefits, and unemployment benefits. These systems are financed by a social security fund to which both employers and workers contribute. It is worth noting that casual workers are not covered by this social security program. Under the law, individuals who experience workplace accidents are entitled to 70% of their average salary from the last four months for a period of 12 months. Additionally, in cases of permanent disability, employees can receive cash benefits for 5, 7, or 9 years depending on the severity of the injury. If a worker passes away, their dependents may receive benefits from the worker's invalidity or pension fund for up to 36 months.

In March of 2019, the Parliament passed a new Occupational Health & Safety Law (OHSL) that encompasses a wide range of sectors, including those previously regulated under the Factories Act and the Shops and Establishments Act as outlined in Article 4 of the Law. While security is not specifically identified as a separate sector, the scope of the Law covers contractors and subcontractors. Companies are now required to establish OHSL committees within their workplaces to proactively prevent work-related incidents. Employers are also mandated to conduct risk assessments, maintain safe working environments, and provide employees with personal protective equipment at no cost, among other obligations.

## **CHAPTER IV**

### **SURVEY ANALYSIS**

#### **4.1 Survey Area Profile**

The purpose of this survey is to analyze on the challenges and performance of the private security industry in Myanmar. The study is mainly focused on the employees who are currently working in the private security service organizations in Myanmar. There are many private security service organizations which owned by local, joint venture and foreign investment. According to the different investors, the study is selected on the suitable local companies and foreign investment organization that can see the overview of the challenges and performance of the private security industry in Myanmar. The sample of 150 employees are collected from 50 employees of My Homeland Security Company which owned by local investment, 50 employees from Exera Myanmar Security Company which owned by foreign investment, and 50 employees from Arr Man Shin Security Company which owned by local investment. My Homeland company and Arr Man Man Shin Security companies have over 300 to 700 security guards and it is suitable for made the survey analysis. Exera Myanmar Security Company is foreign investment company and it have over 700 security guards which is suitable to choose for survey analysis. Analysis on these three companies, we can find the analysis of challenges and performance on private and foreign investment security companies.

My Homeland Security Company is local private security service company which founded on April, 2018. Those company have about 7 years of experiences in security services sector and tried to envisage total customer satisfaction. It has 300 employees and Board of Directors (BOD) were experiences in security knowledge. This company have over 50 clients especially in oil and gas terminals, logistic companies and warehouses, international schools, private schools, factories and showrooms, private homes and restaurants, etc., The main service of the company is focused on the clients' requirement and fulfill the customers' need. Those company was taken the security modules and guidelines from other international standards but not totally apply.

Because of the employees' salaries and benefits were not met with the international range and only support by the local rates. The security team and operation managers were close collaboration with the clients. This company is arranged the reasonable duty time on security guards and most of the employees were working about 20 days per month. It has vision and mission. To promote growing Myanmar economy via professional security, safety, health and manpower management services is company's vision. To fulfill clients' business targets and continuity by provision of bespoke and quality services is company's mission. Therefore, My Homeland Security Company is providing the security service in Myanmar.

Exera Myanmar Security Company was established in 2012 as the first internationally managed security firm in Myanmar, solidifying its position as the leading company in the market. Through the application of global knowledge with a local focus, the company delivers top-notch services to its clients and sets the benchmark for the growth of Myanmar's security industry. With a workforce of over 1,000 employees spread across various states and regions of Myanmar, Exera boasts unparalleled expertise in the country's security sector, excelling in key areas such as experience, partnerships, and performance. The company also benefited from foreign security professionals who oversaw the provision of security services in Myanmar. In addition to catering to local clients, Exera extended its services to UN agencies, Embassies, foreign investment firms, and international schools in Myanmar.

Arr Man Shin Security Company, established in March 2000, is the foremost security services provider in Myanmar. With over 20 years of experience in the security sector, the company is widely recognized for delivering high-quality, competent, and professional services. The company primary goal is to meet the security needs of both local and multinational companies through our experienced security team. The security team is dedicated and proficient, working closely with our clients as strategic partners to serve their best interests. The security team established a strong presence throughout Myanmar, providing services to leading local and multinational companies.

## **4.2 Survey Design**

The study analyzed the data which as more specifically designed to analyses on the challenges and performance of the private security industry in Myanmar. The survey was based on the voluntary cooperation and interviewed on March, 2024 for this study. The survey is collected from 150 employees of three security service companies with

structured questionnaire. The survey questionnaire used multiple choice questions and five points ‘Likert Scale’ (Strongly unimportant = 1, Unimportant = 2, Normal = 3, Important = 4, and Strongly Important = 5). The survey questionnaire consists four parts: (A) Characteristics of the respondents, (B) Security guard duties and responsibilities, (C) Code of ethics for security guard and (D) Customer satisfaction on security service organization.

### 4.3 Survey Results

The survey results initiate to the characteristics of the respondents, security guard duties and responsibilities, code of ethics for security guard and customer satisfaction on security service organization.

#### 4.3.1 Characteristics of the Respondents

This part includes age, marital status, level of education, position, monthly salary and working experience of 150 respondents. (Table 4.1)

**Table (4.1) Characteristics of the Respondents**

Sr No.	Description	No. of Respondents	%
1	<b>Age (Years)</b>		
	21 to 30	85	56.7
	31 to 40	4	2.7
	41 to 50	42	28.0
	51 to 60	19	12.7
	<b>Total</b>	<b>150</b>	<b>100</b>
2	<b>Marital Status</b>		
	Single	67	44.7
	Married	77	51.3
	Widow	4	2.7
	Divorce	2	1.3
	<b>Total</b>	<b>150</b>	<b>100</b>
3	<b>Level of Education</b>		
	Middle School	14	9.3
	High School	109	72.7
	Graduated	27	18.0
	<b>Total</b>	<b>150</b>	<b>100</b>

**Table (4.1) Characteristics of the Respondents (Continued)**

<b>Sr No.</b>	<b>Description</b>	<b>No. of Respondents</b>	<b>%</b>
4	<b>Position</b>		
	Security Manager	7	4.7
	Security Officer	15	10.0
	Security Supervisor	40	26.7
	Security Guard	88	58.7
	<b>Total</b>	<b>150</b>	<b>100</b>
5	<b>Monthly Salary (Kyat)</b>		
	100,000 to 200,000	86	57.3
	200,000 to 300,000	8	5.3
	300,000 to 400,000	36	24.0
	400,000 to 500,000	13	8.7
	Above 500,000	7	4.7
	<b>Total</b>	<b>150</b>	<b>100</b>
6	<b>Working Experience</b>		
	Less than 1 Year	91	60.7
	1 Year to 3 Years	38	25.3
	3 Years to 5 Years	12	8
	More than 5 Years	9	6
	<b>Total</b>	<b>150</b>	<b>100</b>

Source: Survey data, 2024

Based on the findings from 150 respondents (Table 4.1), the majority of respondents fall within the age range of 21 to 30 years old and single. The largest group of respondents have completed high school, followed by those who have graduated and those with a middle school education. Out of the 150 participants, 4.7% work as security managers, 10% as security officers, 26.7% as security supervisors, and 58.7% as security guards. Most respondents earn between Kyat 100,000 to 200,000 per month, and over sixty percent of them have been employed at their private security service company for less than a year.

**Table (4.2) Comparison of Age, Education and Salary of the Respondents**

Age	Respondents	%	Education	Respondents	%	Salary (Kyat)	Respondents	%
21 - 30	85	56.7	Middle School	14	9.3	100,000 to 200,000	86	57.3
31-40	4	2.7	High School	109	72.7	200,000 to 300,000	8	5.3
41-50	42	28.0	Graduated	27	18	300,000 to 400,000	36	24.0
51-60	19	12.6				400,000 to 500,000	13	8.7
						Above 500,000	7	4.7
<b>Total</b>	<b>150</b>	<b>100</b>	<b>Total</b>	<b>150</b>	<b>100</b>	<b>Total</b>	<b>150</b>	<b>100</b>

Source: Survey data, 2024

According to Table (4.2), most of the security guards were younger person whose age from 21 years to 30 years which show that security service industry needed for younger person. It means that security service is most suitable the younger age level and that person were active, physically fit an image of the personality is goof for the clients. But some security guards age level is above 51 years old which mention that they have security working experiences and some of the security service companies were accepted the older person. Experience person is more reliable on the some of the places and it shown that the security services is important the experience needed.

Most of the security guards have lower salaries from Kyat 100,000 to Kyat 200,000, It shown that the salaries of security guards were lower than the other companies' staff and its concern their education level. But some of the security guards have higher salaries and they have higher education, good working experiences and skill who can assign at the international companies' compound, embassies area and NGO/UN agencies offices. And also, most of the security guards' working experiences



is less than 1 year which related to their lower salary. The security guards were changed to the other job because their salary is low even, they take the long working hours and more responsibilities of their duties. Therefore, they cannot work long year in the security service.

#### **4.3.2 Security Guard Duties and Responsibilities**

Security guards are needed in workplaces ranging from offices to industrial area. Security guards are responsible for protecting individuals, properties, and premises by adhering to safety protocols. Security guards conduct regular patrols to ensure the safety of the building and its occupants. Security guards are typically assigned to a specific location or building during their shift. In case of criminal activities, safety concerns, or unauthorized individuals on the premises, security guards take necessary actions to resolve the issue or seek assistance from law enforcement. Security guards may work on a full-time, part-time, or seasonal basis. Some security companies deploy guards to different locations based on contracts with buildings or municipalities, allowing guards to work at various sites throughout the year. The following Table (4.3) shows the security guard duties and responsibilities.

**Table (4.3) Follow the Security Guards on their Duties and Responsibilities**

<b>Sr No.</b>	<b>Description</b>	<b>Mean</b>	<b>S.D</b>
1	Security guard properly worked their duties and responsibilities when they are in duty hours.	4.52	0.683
2	Security guard must be alert at all times while on duty.	4.63	0.485
3	Security guard need to carry out their duties quickly if there is an emergency.	4.68	0.617
4	Security guard responsible for maintaining workplace rules.	4.49	0.673
5	Security guard to be aware of safety policies and emergency measures.	4.75	0.504
6	Security guard to comply with their employer's policies and preferences.	4.29	0.606
7	Security guard to be able to monitor and report all incidents.	4.65	0.543
8	Security guard required to carry their employee identification card at all times while on duty in the workplace.	4.58	0.495
9	Security guard to avoid unnecessary conversation with other employees or guests while on duty.	4.12	0.644
10	Security guard to refrain from recreational reading or mobile phone use while on duty.	4.03	0.129
11	Security guard should never drink alcohol or consume other intoxicating drugs before their shift or during work.	3.84	0.301
12	Security guard required to wear the exact uniform specified by the employer or company while on the job.	4.77	0.584
13	Security guard know the location of the warning bell and are responsible for sounding the appropriate alarm when something goes wrong.	4.68	0.468
14	Security guard should never engage in illegal activities unrelated to the business.	4.63	0.484
15	Security guard always strive to earn the trust of their respective security companies and clients.	4.65	0.625
<b>Overall Mean</b>		<b>4.49</b>	

Source: Survey data, 2024

As shown in Table (4.3), according to the majority of respondents indicated that security guards play a crucial role in addressing their duties and responsibilities. Vigilance and prompt action during emergencies are essential for security guards while on duty. They are instrumental in upholding workplace regulations, including security protocols and emergency procedures. Compliance with employer policies and objectives is paramount for security guards. Monitoring and reporting incidents are key responsibilities that most security guards fulfill diligently. Carrying identification cards at all times during work hours is a critical requirement for security guards in the workplace.

The survey result shows that security guards to avoid engaging in unnecessary conversations with other employees or guests while on duty, as well as refraining from leisurely reading or using mobile phones. If they are preoccupied with their phones, they may not be able to fully focus on their duties, potentially leading to unexpected incidents. Additionally, it is imperative that security guards abstain from consuming alcohol or drugs before or during work hours. They must also adhere to the prescribed uniform and ensure that it is tidy at all times. Furthermore, security guards should be familiar with the location of the warning bell and be prepared to sound the appropriate alarm in case of an emergency. Engaging in illegal activities or those unrelated to the business is strictly prohibited. Therefore, security guards must consistently work towards earning the trust of their respective security companies and clients.

**Table (4.4) Understanding on Duties and Responsibilities of Security Guards**

<b>Sr No.</b>	<b>Description</b>	<b>Statement</b>	<b>Yes</b>
1	Observing and Reporting	Security guards are required to investigate and report any irregularities to their superiors immediately.	135 (90%)
2	Preventing and Detecting Crime	Security guards are responsible for preventing fraud and criminal activity.	144 (96%)
3	Public Relations	Security guards need to be polite when dealing with the public.	120 (80%)
4	Responding to Emergencies	In case of an emergency, it is the responsibility of the security guards to report immediately and provide solutions as soon as possible.	144 (96%)
5	Access Control	Security guards are responsible for thorough searches of people and vehicles as they enter and exit.	144 (96%)
6	Patrolling	Security guards are responsible for inspecting the safety of the area around their duty during their duty hours.	135 (90%)
7	Controlling Traffic	Security guards are responsible for taking special care to ensure that there is no damage during the time of service where there are many vehicles entering and exiting.	120 (80%)
8	Protection of People, Property and information	It is crucial for security guards to protect information while on duty, including people and materials.	150 (100%)
9	Finding and Reporting Safety Hazards	It is the responsibility of security guards to study in advance and plan to ensure safety for natural disaster-related security operations.	135 (90%)

Source: Survey data, 2024

As shown in Table (4.4), most of the security guards are understand on their duties and responsibilities. They are understanding of their responsibilities before they taking on their duties and during their working hours. But some are not clearly understood on procedures of traffic control and security activities. And also, some of the security guards are not understanding on public relations on their duties. They are confused customer service, public relations and security activities on taking their duties.

### **4.3.3 Code of Ethics for Security Guard**

Security guards who are not affiliated with a formal organization still have the important duty of safeguarding their clients and the general public. While the code of conduct for security guards may differ slightly depending on the security company, there are fundamental guidelines that all security guards must adhere to. As the security guards are often the initial point of contact for the public, it is crucial for security guards to uphold a high standard of professionalism and behavior. This includes their attire, actions while on duty, and responses to rule violations. Security guards should refrain from using profanity, insulting others, or engaging in any behavior deemed inappropriate in a professional setting.

**Table (4.5) Understanding of Security Guards on Code of Ethics**

<b>Sr No.</b>	<b>Description</b>	<b>Mean</b>	<b>S.D</b>
1	Security guard is responsible for ensuring the safety and protection of people and property from any potential harm or danger.	4.93	0.262
2	Security guard to behave honestly and righteously.	4.86	0.348
3	Security guard to follow the duties and obligations assigned by their superiors.	4.94	0.238
4	Security guard to serve the interests of their employer, client and guests in that order.	4.96	0.197
5	Security guard uphold the law, policies and procedures that protect the rights of other people at all times.	4.39	0.694
6	Security guard adhere the rules and regulations set by their employer to the best of their ability.	4.65	0.478
7	Security guard observe that they do not disclose personal and confidential information related to their duties to outsiders.	4.97	0.162
8	Security guard perform their duties faithfully and ethically.	4.80	0.401
9	Security guard perform their duties with integrity and professionalism and perform commendable acts of conduct.	4.71	0.454
10	Security guard duty to exercise interrogation rights properly in the course of his duties and to cooperate with all other government-recognized law enforcement agencies, if necessary.	4.5	0.502
11	Security guard observe the precepts of truth, accuracy, and prudence without allowing personal feelings, prejudices, animosities, or friendships to influence their judgment.	4.33	0.64
12	Security guard to act correctly and accurately when a problem arises, maintaining good ethics and not favoring biased solutions.	4.69	0.615
13	Security guard to honestly and truthfully report to his superiors if he discovers that clients or guests are violating his security rules.	4.64	0.482
14	Security guard to protect the secrets of clients or guests personal and confidential information in an ethical manner.	4.83	0.374
<b>Overall Mean</b>		<b>4.73</b>	

Source: Survey data, 2024

As shown in Table (4.5), the majority of respondents emphasized that security guard is responsible for ensuring the safety and protection of people and property from any potential harm or danger. Security guards diligently carry out their assigned responsibilities, prioritizing the interests of their employer, clients, and visitors. Additionally, security guards play a vital role in upholding laws, policies, and procedures that safeguard the rights of others. They adhere to principles of honesty, accuracy, and discretion, making impartial judgments free from personal biases or emotions.

Furthermore, the security guards diligently adhere to the rules and regulations established by their employer to the best of their abilities. They ensure that personal and confidential information related to their duties is not disclosed to unauthorized individuals. The security guards carry out their responsibilities with honesty, integrity, and professionalism, responding appropriately and accurately to any issues that may arise. They maintain impartiality and do not show bias in their decision-making. If security guards become aware of clients or guests violating security protocols, they report the situation truthfully to their superiors. They handle clients' or guests' personal and confidential information with the utmost care and respect for privacy.

#### **4.3.4 Customer Satisfaction on Security Service Organization**

Under the following Table (4.6) is find out from customers point of view on security guards which survey was separately made. In security service industry, there were different quality of security guards and the customers are generally concerning the quality of security guards.

**Table (4.6) Customer Satisfaction on Security Service Organization**

<b>Sr No.</b>	<b>Description</b>	<b>Mean</b>	<b>S.D</b>
1	Security guards from private security service organization are generally helpful and honest.	4.63	0.485
2	Security guards from private security service organization are well trained.	4.68	0.617
3	Security guards from private security service organization are able to handle complex situation.	4.49	0.673
4	Security guards from private security service organization handle calls for assistance with politeness.	4.75	0.504
5	Security guards from private security service organization are sensitive to the public.	4.29	0.606
6	Feel safe when I see security guards from around in the organization.	4.65	0.543
7	Generally, trust security guards to protect lives and properties.	4.58	0.495
8	Satisfied on service of security guards from private security service organization.	4.69	0.615
<b>Overall Mean</b>		<b>4.60</b>	

Source: Survey data, 2024

As shown in Table (4.6), most of the respondents revealed that they have satisfied on security guards from private security service organization which are generally helpful and honest, well trained, able to handle complex situation, handle calls for assistance with politeness, sensitive to the public, feel safe when they see security guards from around in the organization and they trust security guards to protect lives and properties.

#### **4.4 Performance of Security Officer and Security Guards**

This section is analyzed to the perspective of management team on security guards and security officers. Management team's perspective is important on different quality of security employee that can see the performance of security guards which affect the challenges of security service.



A security officer or security guard are person hired to safeguard property, assets, or individuals. Generally, security guards are civilians who wear uniforms and work to prevent unlawful activities by being visibly present. They monitor for any signs of criminal activity, fire, or disorder either through direct observation, patrols, or alarm systems or close circuit television (CCTV) cameras, in case of any signs of harm, danger, or disorientation, it is important to promptly respond by alerting the appropriate authorities and emergency services.

Table (4.7) is analysis of management team on performance of security officers and security guards.

**Table (4.7) Perception on Performance of Security Officer and Security Guards**

<b>Sr No.</b>	<b>Description</b>	<b>Mean</b>	<b>S.D</b>
1	Personal appearance	2.60	0.843
2	Administration	2.90	0.738
3	Knowledge of work	3.30	0.675
4	Follow the rules	3.60	0.516
5	Communication	3.00	1.054
6	Teamwork	3.10	0.994
7	Decision making/Problem solving	3.30	0.483
8	Customer responsiveness	3.80	1.033
<b>Overall Mean</b>		<b>3.20</b>	

Source: Survey data, 2024

According to result of the management team of security service companies (Table 4.7), the security officer and guards are poor performance expectation on personal appearance meaning they have neatness and personal hygiene appropriate to position. The security officer and guards are low performance expectation on administration meaning they have effectiveness in planning, organization and efficiently handling activities and eliminating unnecessary activities. The security officer and guards are moderate performance expectation on knowledge of work meaning they have knowledge and understanding of all phases of the job and those requiring improved skill and/or experience. The security officer and guards are high performance expectation to follow the rules and individual security practices.

The security officer and guards are low performance expectation on communication meaning they have effectiveness in listening to others, expressing ideas, both orally and in writing and providing relevant and timely information to management, co-workers, subordinates and customers. The security officer and guards are moderate performance expectation teamwork and decision making/problem solving. The security officer and guards are high performance expectation on customer responsiveness meaning they have responsiveness and courtesy in dealing with internal staff, external customers and vendors.

The working condition and responsibilities of private security person were high but their salaries and benefits were low, that why they were not always focused on their duties and it is the challenges of private security sectors. The performance of the private security organizations was generally accepted but not reach the high performance in that sector. Therefore, performance of the private security organizations was faced the challenge of provide the qualified security service to their clients because of the maintain the qualified security personnel in their organizations.

#### **4.5 Customer Satisfaction on Security Service Company**

There were many private security service companies in Myanmar and they need to classified the customer satisfaction on security service companies. In the downtown area of Yangon Region, many companies used the private security service and the level of customer satisfaction were different according to the different level of performance, management system, technical support, training and good practice of the security service companies. The following Table (4.8) shows the satisfaction of different who use the private security service companies.

**Table (4.8) Customer Satisfaction on Security Service Company**

<b>Sr No.</b>	<b>Description</b>	<b>Mean</b>	<b>S.D</b>
1	The performance of the security employee is sufficient.	3.80	1.033
2	Resources to adequately train security personnel are scarce.	3.30	0.949
3	Lack of support from the company's management.	2.50	0.972
4	In general, the objectives were not well understood by the employees.	3.50	1.179
5	Most security employees have technical difficulties.	3.90	0.876
6	Lack of employee understanding of organizational structure and operational aspects.	3.50	1.080
7	Involvement of key decision makers in the process is weak.	2.40	0.843
8	There is a need to consider the decision on the appointment of staff practice, duty arrangement, training and development to ensure that all applicants receive equal consideration and are aware of potential discrimination.	3.60	0.845
<b>Overall Mean</b>		<b>3.31</b>	

Source: Survey data, 2024

As shown in Table (4.8), most of the customers feedback the positive answer because they do not want to mention and highlight the level of customer satisfaction on private security companies. Moreover, the performance of the security employee is sufficient. Although, they have need resources to adequately train security personnel. The objectives were not well understood by the employees and most security employees have technical difficulties. And also, lack of employee understanding of organizational structure and operational aspects. But they have not disagreed the question of involvement of key decision makers in the process is weak. They have agreed to consider the decision on the appointment of staff practice, duty arrangement, training and development to ensure that all applicants receive equal consideration and are aware of potential discrimination.

Myanmar's private security service companies seen a surge in growth and attention, with both local and foreign-owned companies playing pivotal roles in safeguarding businesses, individuals, and properties. However, amidst these opportunities lie various challenges that need adept navigation for sustainable success.

The challenges and performance of private security service companies were directly affected on how much they can provide the salaries and benefits to their security personnel. This study is highly recommended that the companies and clients should increase salaries, benefits and allowances to the security personnel that will improve the qualifies private security services in Myanmar.

Moreover, despite their local expertise, local private security service companies often encounter challenges such as limited resources for training and technology upgrades. They may also face competition from larger foreign-owned security service companies that have greater financial prowess and access to advanced security technologies. Navigating the complex regulatory environment, cultural nuances, and building trust with local stakeholders pose significant challenges for foreign-owned security companies in Myanmar. Establishing a solid reputation and overcoming language barriers are crucial for long-term success in the market.

## **CHAPTER V**

### **CONCLUSION**

#### **5.1 Findings**

The purpose analyzed on the challenges and performance of the private security industry in Myanmar. As Myanmar's economy opened up after 2011, the number of Myanmar-owned private security companies increased and Foreign-owned private security companies also entered Myanmar. The development of local private security companies in Myanmar can be attributed to the growing requirement for specialized security services. With the expanding economy and flourishing businesses, there is a rising necessity for dependable security measures to protect assets, staff, and activities. Foreign-owned security companies are frequently preferred due to their proficiency in fields like risk evaluation, crisis handling, and instructional courses.

The study mainly focuses on the employees who are currently working in the private security service organizations in Myanmar. The sample of 150 employees are collected from 50 employees of My Homeland Security Company which owned by local investment, 50 employees from Exera Myanmar Security Company which owned by foreign investment, and 50 employees from Arr Man Shin Security Company which owned by local investment. My Homeland Security Company is a local private security service company established in April 2018 with approximately 7 years of experience in the security services industry, the company strive to ensure complete customer satisfaction. Exera Myanmar Security Company, established in 2012 as Myanmar's first internationally managed security company, has become widely recognized as the key player in the market. Arr Man Shin Security Company, founded in March 2000, is a pioneer in security services in Myanmar, boasting over 20 years of experience. These company clients acknowledge us as the foremost security company, providing high-quality, skilled, and professional services.

The majority of security guards are aged between 21 years and 30 years, indicating a preference for younger people in the security service company. It means that the security service is best suited for younger people who are active, physically fit,

and project a positive image for clients. Most security guards receive lower salaries ranging from Kyat 100,000 to Kyat 200,000, highlighting that their wages are lower compared to other company staff, possibly due to their education level. However, some security guards with higher education, extensive work experience, and skills command higher salaries and are deployed to international companies' compounds, embassy areas, and NGO/UN agency offices. Additionally, the majority of security guards have less than 1 year of work experience, which correlates with their lower salaries.

Security guards are essential in various workplaces, from offices to industrial areas. They are responsible for protecting people, buildings, and property by adhering to safety protocols. Many security companies assign guards to different locations through contracts with their companies. Majority of respondents emphasized the critical role of security guards in fulfilling their duties. Being alert and taking immediate action during emergencies is crucial for security guards. They also play a key role in upholding workplace regulations, security protocols, and emergency procedures. Additionally, security guards must be familiar with the location of the warning bell and be prepared to sound the appropriate alarm in case of an emergency. Engaging in illegal activities or activities unrelated to the business is strictly prohibited. Therefore, security guards must consistently work towards earning the trust of their respective security companies and clients.

The specific code of conduct for security guards can vary depending on the security company. A significant number of respondents highlighted the importance of security guards in ensuring the safety and security of individuals and assets from potential threats. Security guards diligently fulfill their assigned tasks, giving priority to the interests of their employers, clients, and visitors. Moreover, security guards play a critical role in upholding laws, policies, and procedures that protect the rights of others. Additionally, security guards conscientiously follow the guidelines and regulations set by their employers to the best of their abilities. They are committed to keeping personal and confidential information pertaining to their responsibilities and not sharing it with unauthorized individuals. Security guards carry out their duties with honesty, integrity, and professionalism, responding appropriately and effectively to any challenges that may arise.

Most of the customers indicates that the positive answer because they do not want to mention and highlight the level of customer satisfaction on private security companies. Moreover, the performance of the security employee is sufficient.

Although, they have need resources to adequately train security personnel. The objectives were not well understood by the employees and most security employees have technical difficulties. And also, lack of employee understanding of organizational structure and operational aspects. But they have not disagreed the question of involvement of key decision makers in the process is weak. They have agreed to consider the decision on the appointment of staff practice, duty arrangement, training and development to ensure that all applicants receive equal consideration and are aware of potential discrimination.

## **5.2 Suggestions**

The private security service sector in Myanmar has witnessed a notable rise in growth and prominence, with local and foreign-owned companies playing essential roles in safeguarding businesses, individuals, and properties. Despite the opportunities presented, there are various challenges that necessitate adept handling for sustainable success. The performance and capabilities of private security service companies are closely linked to their ability to provide competitive salaries and benefits to their security personnel. The study highlights that companies and clients consider increasing salaries, benefits, and allowances for security guard to enhance the quality of private security services in Myanmar.

According to the study, in order to increase job performance and overall company profitability, security service providers should monitor the performance of their current service team and work to improve it by offering necessary training, exposure, and workspace. This research strongly suggests that the business prioritize on the performance of their service team to boost customer satisfaction and enhance the company's reputation in the security services industry.

The study indicates that the majority of security guards got lower salaries, but they steadily deliver high performance within private security service organizations. Moreover, they want to receive salaries comparable to those of employees in other companies due to their extended working hours and responsibilities. Therefore, security companies and clients need to consider their salaries and benefits which is the challenges of the current situation of security services in Myanmar.

The private security service industry in Myanmar offers a myriad of opportunities for both local and foreign-owned companies. By leveraging their respective strengths and addressing key challenges head-on, these security service

providers can contribute to enhancing safety and security across the nation. Collaboration between local and foreign entities, regulatory support, and continuous investment in training and technology will be key drivers for the sustainable growth of the private security industry in Myanmar.



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## **SURVEY QUESTIONNAIRE**

This survey questionnaire is intended to facilitate the study on '**ANALYSIS ON CHALLENGES AND PERFORMANCE OF THE PRIVATE SECURITY INDUSTRY IN MYANMAR (Case Study in Yangon Region)**'. I seek your genuine, timely participation and response in filling this survey questionnaire to aid in the success of this study. Your response shall be rendered confidentiality it warrants and will be used solely for Master Degree purposes. I expect your kind cooperation and thanks for your time. Please make (X) a box for each question.

### **Part (A) Characteristics of the Respondent**

- 1) Gender (a) Male  (b) Female
- 2) Age (Years)
  - (a) 21 to 30  (b) 31 to 40  (c) 41 to 50  (d) 51 to 60
- 3) Marital Status
  - (a) Single  (b) Married  (c) Widow/Widower  (d) Divorce
- 4) Level of Education
  - (a) Primary school  (b) Middle school  (c) High school
  - (d) Graduate  (f) Postgraduate
- 5) Position
  - (a) Security Manager  (b) Security Officer  (c) Security Supervisor
  - (d) Security Gard
- 6) Monthly Salary
  - (a) 100,000 – 200,000 Kyat  (b) 200,001 – 300,000 Kyat
  - (c) 300,001 – 400,000 Kyat  (d) 400,001 – 500,000 Kyat
  - (e) Above 500,000 Kyat
- 7) Working Experience
  - (a) Less than 1 Year  (b) 1 Year to 3 Years  (c) 3 Years to 5 Years
  - (d) More than 5 Years

**Part (B) Security Guard Duties and Responsibilities**

**(1 = Strongly Unimportant, 2 = Unimportant, 3 = Normal, 4 = Important, 5 = Strongly Important)**

Description	1	2	3	4	5
How important is security guard feel about matters related to their duties and responsibilities?					
How important is security guard must be alert at all times while on duty?					
How important is security guard need to carry out their duties quickly if there is an emergency?					
How important is security guard responsible for maintaining workplace rules?					
How important is security guard to be aware of safety policies and emergency measures?					
How important is security guard to comply with their employer's policies and preferences?					
How important is security guard to be able to monitor and report all incidents?					
How important is security guard required to carry their employee identification card at all times while on duty in the workplace?					
How important is security guard to avoid unnecessary conversation with other employees or guests while on duty?					
How important is security guard to refrain from recreational reading or mobile phone use while on duty?					
How important is security guard should never drink alcohol or consume other intoxicating drugs before their shift or during work?					
How important is security guard required to wear the exact uniform specified by the employer or company while on the job?					
How important is security guard know the location of the warning bell and are responsible for sounding the appropriate alarm when something goes wrong?					
How important is security guard should never engage in illegal activities unrelated to the business?					

How important is security guard always strive to earn the trust of their respective security companies and clients?					
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**Part (C) Code of Ethics for Security Guard**

**(1 = Strongly Unimportant, 2 = Unimportant, 3 = Normal, 4 = Important, 5 = Strongly Important)**

<b>Description</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
How important is security guard to protect persons or property from those who intend to cause harm?					
How important is security guard to behave honestly and righteously?					
How important is security guard to follow the duties and obligations assigned by their superiors?					
How important is security guard to serve the interests of their employer, client and guests in that order?					
How important is security guard uphold the law, policies and procedures that protect the rights of other people at all times.					
How important is security guard adhere to the rules and regulations set by their employer to the best of their ability?					
How important is security guard to be able to observe that they do not disclose personal and confidential information related to their duties to outsiders?					
How important is security guard to perform their duties faithfully and ethically?					
How important is security guard perform their duties with integrity and professionalism and perform commendable acts of conduct?					
How important is security guard duty to exercise interrogation rights properly in the course of his duties and to cooperate with all other government-recognized law enforcement agencies, if necessary?					

How important is security guard observe the precepts of truth, accuracy, and prudence without allowing personal feelings, prejudices, animosities, or friendships to influence their judgment?					
How important is security guard to act correctly and accurately when a problem arises, maintaining good ethics and not favoring biased solutions?					
How important is security guard to honestly and truthfully report to his superiors if he discovers that clients or guests are violating his security rules?					
How important is security guard to protect the secrets of clients or guests personal and confidential information in an ethical manner?					

**Part (D) Customer Satisfaction on Security Service Organization**

(1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree)

Description	1	2	3	4	5
Security guards from private security service organization are generally helpful and honest.					
Security guards from private security service organization are well trained.					
Security guards from private security service organization are able to handle complex situation.					
Security guards from private security service organization handle calls for assistance with politeness.					
Security guards from private security service organization are sensitive to the public.					
I feel safe when I see security guards from around in my organization.					
I have generally trust security guards to protect lives and properties.					
I have satisfied on service of security guards from private security service organization.					

**Thank you.**

## KEY INFORMANT INTERVIEW

### Part (A) Performance of Security Officer and Security Guards

(1 = Unsatisfactory, 2 = Below Expectation, 3 = Meet Expectation, 4 = Exceed Expectation, 5 = Outstanding)

Description	1	2	3	4	5
<b>Personal appearance:</b> Measures neatness and personal hygiene appropriate to position.					
<b>Administration:</b> Measures effectiveness in planning, organization and efficiently handling activities and eliminating unnecessary activities.					
<b>Knowledge of work:</b> Consider employee's skill level, knowledge and understanding of all phases of the job and those requiring improved skill and/or experience.					
<b>Follow the rules:</b> Measures to follow the rules and individual security practices.					
<b>Communication:</b> Measures effectiveness in listening to others, expressing ideas, both orally and in writing and providing relevant and timely information to management, co-workers, subordinates and customers.					
<b>Teamwork:</b> Measures how well this individual gets along with fellow employees, respects the rights of other employee and shows a cooperative spirit.					
<b>Decision making/Problem solving:</b> Measures effectiveness in understanding problems and making timely, practical decisions.					
<b>Customer responsiveness:</b> Measures responsiveness and courtesy in dealing with internal staff, external customers and vendors.					



**Part (B) Level of Satisfaction on Security Service Company**

**(1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree)**

<b>Description</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
The performance of the security employee is not sufficient.					
Resources to adequately train security personnel are scarce.					
Lack of support from the company's management.					
In general, the objectives were not well understood by the employees.					
Most security employees have technical difficulties.					
Lack of employee understanding of organizational structure and operational aspects.					
Involvement of key decision makers in the process is weak.					
There is a need to consider the decision on the appointment of staff practice, duty arrangement, training and development to ensure that all applicants receive equal consideration and are aware of potential discrimination.					

### Myanmar Private Security Service Companies

No.	Company Name	Established Date
1	My Homeland Company Ltd.,	11/4/2018
2	Coastline Eagle Company Ltd.,	10/12/2022
3	Excellence Shield Company Ltd.,	3/7/2019
4	Guardian Security Service (GSS) Company Ltd.,	13/3/2019
5	Myanmar Great Guardian Eagles (MGGE) Company Ltd.,	12/5/2021
6	Best Aung Pyae Security Service Company Ltd.,	21/2/2024
7	Arr-Man-Shin Security Company Ltd.,	21/9/2005
8	BEST Security Company Ltd.,	15/6/2015
9	Innwa Security Company Ltd.,	30/3/2005
10	Peace Rays Security Company (PRSS) Ltd.,	8/2/2013
11	Htaik Htar Oo Security Company Ltd.,	10/3/2014
12	EXCEL Security Service Company Ltd.,	8/11/2009
13	25 Security Service Company Ltd.,	25/2/2017
14	Moe Yan Force Security Service Company Ltd.,	9/12/2021
15	DSG Security Company Ltd.,	10/2/2008
16	Reality Safety & Security Service Company Ltd.,	23/4/2020
17	Diamond Shield Security & General Service Co.Ltd.,	20/5/2024
18	Executive Guard Security Services Group Company Ltd.,	9/6/2014
19	Mother Ayar Security Services Company Ltd.,	8/7/2016
20	RVSS Security Company Ltd.,	25/4/2018
21	King Man Security Service Company Ltd.,	12/5/2023
22	Generd Multiservice Management Company Ltd.,	10/5/2022
23	MO Nweton Security Service Company Ltd.,	28/10/2016
24	Great Save Security Service Company Ltd.,	3/2/2016
25	Paladin Security Service Company Ltd.,	15/12/2014
26	89 Myanmar Security Service Company Ltd.,	2/6/2022
27	Guardian of Top Service Company Ltd.,	6/11/2020
28	New Light Energy Security Services Company Ltd.,	28/11/2021

<b>No.</b>	<b>Company Name</b>	<b>Established Date</b>
29	Matrix Stream Facility Management Company Ltd.,	21/1/2019
30	Nyein Hsu Latt Security Service Company Ltd.,	16/2/2017
31	Myanmar Tiger Security Company Ltd.,	3/10/2017
32	Safety Life Myanmar Security Company Ltd.,	24/5/2019
33	Steel Eye Security Company Ltd.,	31/5/2017
34	Sagaing Thar Guard & Security Service Company Ltd.,	6/7/2023
35	See First Security Company Ltd.,	27/10/2021
36	Golden Fight Security Service Company Ltd.,	13/2/2023
37	Golden Hexagon Security Company Ltd.,	9/9/2008
38	Myanma Shield Security Services Company Ltd.,	3/12/2021
39	PTTM Security Services Company Ltd.,	10/10/2019
40	Patron Myanmar Security Services Company Ltd.,	28/10/2013
41	Seven Four Security Services Company Ltd.,	25/2/2020
42	Ta Gaung Bwar Company Ltd.,	4/8/1997
43	Proguard MM Security Services Company Ltd.,	21/8/2022
44	Kone Baung Guard Security Company Ltd.,	22/8/2007
45	Five Brother International Security Service Company Ltd.,	17/2/2020
46	Three Diamonds Security Service Company Ltd.,	20/8/2020
47	HES Security Service Company Ltd.,	27/1/2016
48	Royal Myanmar Power Security Services Company Ltd.,	28/12/2015
49	THEME Security Company Ltd.,	26/4/2017
50	Arr Thit Zwe Mann Company Ltd.,	7/3/2024
51	Great Escort Brothers Security Services Company Ltd.,	8/6/2019
52	Diamond Special Guard Security Services Company Ltd.,	2/2/2021
53	Glaxy One Security Company Ltd.,	7/10/2020
54	Falcon Guard Company Ltd.,	4/8/2022
55	Lucky Pencil Security and solutionServices Company Ltd.,	10/3/2017

<b>No.</b>	<b>Company Name</b>	<b>Established Date</b>
56	Tha Toe Min Pyar Security Company Ltd.,	21/10/2022
57	Royal King's Guard Company Ltd.,	20/11/2020
58	Golden Myanmar Hero Company Ltd.,	6/1/2023
59	Sarabha Business Group Company Ltd.,	21/8/2015
60	Eain Taw Oo Company Ltd.,	18/9/2020
61	Top Star Security Services Company Ltd.,	25/9/2018
62	D-One Real Estate & Security Services Company Ltd.,	21/7/2022
63	V-Guards Protection and Security Service Company Ltd.,	1/7/2019
64	Royal Together Security Services Company Ltd.,	1/2/2024
65	SEVEN FOUR Mandalay Guard Security Co., Ltd.	16/5/2023
66	ATALIAN Global Services Myanmar Ltd.,	August, 2015
67	Falcon Guard Co., Ltd	4/8/2022
68	Praetorian Guard Security Services Company Ltd.,	22/11/2023
69	Golden Tiger Security Services Co. Ltd.,	16/6/2016
70	National Safe Security Service Company Ltd.,	30/10/2021
71	Mandalay Standard Security (MS) Co., Ltd.	18/12/2023
72	Royal Vanguard Security Service Company Ltd.,	9/12/2021
73	Safe Security Services Company Ltd.,	27/2/2006
74	Lucky Bravo General Service Company Ltd.,	23/10/2008
75	Eagle Eye Security Company Ltd.,	8/3/2022
76	Black Eagle Security Company Ltd.,	25/9/2017
77	Brave Security Service (B S S) Company Ltd.,	24/8/2016
78	I,NSS Security Service Company Ltd.,	27/12/2
79	M S S Security Service Company Ltd.,	6/2/2022
80	P.S. S. C Company Ltd.,	30/6/2020
81	Great Shield Security Co. Ltd.,	27/10/2022
82	R V S S Security Company Ltd.,	10/5/2015
83	Best Man Security Company Ltd.,	10/4/2019
84	Arrow WT Security Services Co., Ltd.	15/12/2020
85	Super Yan Way Security Service Co., Ltd	25/3/2024

No.	Company Name	Established Date
86	RTSS Security Company Ltd.,	25/7/2017
87	Smart Surveillance Services Co., Ltd.	16/5/2022
88	LSS Security Company Ltd.,	10/9/2022
89	YK Stars Co., Ltd	1/2/2018
90	Bazcorp Total Facilities Management Company Ltd.,	29/8/2018
91	Yangon Security Services Company Ltd.,	7/5/2023
92	Trust and Safe Security Company Ltd.,	15/8/2022
93	Pyay Nyein Aye General Services Co., Ltd	11/5/2018
94	Aung Sit The Security Service Company Ltd.,	24/11/2017
95	Ajax Adjuster & Surveyors (Yangon) Pte. Ltd.,	31/12/2014
96	P.S.S Myanmar Company Ltd.,	8/4/2020
97	Shelter Security Service (P.S.S) Company Ltd.,	16/5/2021

Source: Private Security Services Association, 2024

#### Foreign-owned Private Security Service Companies

No.	Company Name	Established Date	Remark
1	Exera Myanmar Security Company Ltd.,	10/10/2013	Invest by UK
2	Digital Market Media (DMM) Company Ltd.,	16/2/2018	Invest by Japan
3	Bholatt Safeguards Company Ltd.,	July, 2011	Invest By Malaysia
4	ALSOK Myanmar Security Company Ltd.,	October, 2007	Invest by Japan
5	IDG Myanmar Security Company Ltd.,	27/9/2017	Invest by Nepal
6	Myanmar SEPRO Co.,Ltd	6/12/2013	Invest by Japan

Source: Private Security Services Association, 2024