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**The Level of Compliance to DOLE No. 150 Series 2016:  
Basis for Welfare Enhancement Program For Security Personnel**

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**Abstract** - The private security industry in the Philippines is subject to regulation and oversight. Assigned government agencies oversee licensing, training standards, and compliance with regulatory laws is a crucial aspect for private security agencies (PSA) to ensure their operations are legal, ethical, and effective. Therefore, PSAs must dedicate resources to staying up to date with relevant laws and ensure their operations align with these regulations. The Department Order (DO) No. 150 series 2016 of the Department of Labor and Employment (DOLE) known as “Revised Guidelines Governing the Employment and Working Conditions of Security Guards and other Private Security Personnel in the Private Security Industry” is one regulatory law for PSA to abide to. Ensuring the welfare of security personnel is not only a moral responsibility but also essential for the overall effectiveness of private security operations. The DO ensures compliance with mandated employment benefits and working conditions for security guards and other private security personnel, hence, the purpose for the conduct of this study. The results underline that both agencies offer comprehensive work benefits. Adherence to the DO ensures good working conditions for security personnel. Both agencies exhibit a strong commitment to adhering to standard employment practices in terms of employment status. It was also determined that security personnel face challenges in their immediate work environments, including inadequate breaks and potential environmental hazards, with staffing levels directly influencing their workload and stress levels. A holistic Welfare Enhancement Program was formulated to tackle the various challenges encountered by security personnel.

**Keywords** - private security agencies, security personnel, welfare

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### **Introduction**

Private security agencies (PSA) have risen from being mere ancillary players to becoming pivotal contributors to global security landscapes. No place can operate without security services these days. Be it schools, offices, malls, banks, and even religious places (Durgan 2023). Their ability to offer specialized services, integrate advanced technology, and provide adaptable solutions has positioned them as valuable partners for businesses, individuals, and governments. As these agencies continue to evolve and innovate, their global success is likely to persist, shaping the future of security in an increasingly complex world. The phenomenon of PSA global success is not limited to developed nations alone; it is also making waves in emerging economies like the Philippines. In recent years, the Philippines has witnessed a remarkable growth in the private security industry, which has become an integral part of the country’s security landscape. Several factors contribute to the burgeoning success of private security agencies in the Philippines.

To maintain high standards and uphold professionalism, the private security industry in the Philippines is subject to regulation and oversight. Government agencies oversee licensing, training standards, and compliance with regulatory laws is a crucial aspect for private security agencies to ensure their operations are legal, ethical, and effective. As in many other countries, private security agencies must adhere to various regulatory laws to maintain their licenses and provide security services responsibly. Failure to comply with this law can result in fines, penalties, or the suspension of licenses. Therefore, private security agencies must dedicate resources to staying up to date with relevant laws and ensuring their operations align with these regulations.

Republic Act (RA) 11917 known as “An Act Strengthening the Regulation Of The Private Security Services Industry, Repealing For The Purpose, Republic Act No. 5487, entitled “Ac Act To Regulate The Organization And Operation Of Private Detective Watchmen Or Security Guard Agencies”, As Amended” lapsed into law last July 30, 2022. RA 11917 strengthens the regulation among security agencies wherein owners will now be required to be one of the

licensees. It also provides a "progression" among security personnel who can now be promoted to investigators and to trainers. There is a ladderized professional development for the security guard and it also includes treatment of their salary that should also progress as they go up in the ladder of professional development. Under the law, the minimum administrative fees the security agency can charge its clients is 20 percent of what is stated in the contract to make sure that the salaries and benefits of its security personnel will be up to date. The law also simplified the qualifications of security personnel applicants who should be of legal age, Filipino citizens, physically and mentally fit, of good moral character, and were not convicted of crimes relating to moral turpitude.

Another legal foundation of security Services is the Republic Act (RA) 5487 known as "An Act To Regulate The Organization And Operation Of Private Detective, Watchmen Or Security Guard Agencies" or "The Private Security Agency Law. This law regulates the operation of private security agencies in the Philippines. It outlines the requirements for the registration and licensing of security agencies, as well as the qualifications and training for security personnel. It also provides the legal framework for the oversight and supervision of the industry. However, RA 5487 was issued more than half a century ago (1969). As per Senator Ronald Dela Rosa, this law is not attuned to the prevailing conditions of current private security agencies, hence the issuance of RA 1197 (Barcelona 2022).

The security guard welfare remains an area that requires attention and improvement. Despite their essential contributions, security personnel often face a range of challenges that impact their well-being and job satisfaction. Addressing the current problems impacting security guard welfare requires collaboration between private security agencies, industry stakeholders, and regulatory bodies. By tackling issues related to compensation, benefits, training, safety, recognition, mental health support, and advocacy, the security industry can enhance the well-being of security personnel. Ultimately, prioritizing guard welfare not only benefits the personnel themselves but also contributes to the overall effectiveness and professionalism of the private security sector.

The Department Order No. 150 series 2016 of the Department of Labor And Employment (DOLE) known as "Revised Guidelines Governing the Employment and Working Conditions of Security Guards and other Private Security Personnel in the Private Security Industry" is one regulatory law for PSA to abide to. As essential members of private security agencies, their well-being and welfare are paramount to the success of these agencies and the security industry as a whole. Ensuring the welfare of security personnel is not only a moral responsibility but also essential for the overall effectiveness of private security operations.

The DOLE issued DO No. 150 series 2016 to ensure compliance with mandated employment benefits and working conditions for security personnel and other private security personnel in the private security industry, hence, the purpose for the conduct of this study.

## Materials and Methods

Descriptive research design was utilized in determining the level of compliance of PSAs to DO No. 150. The setting of the study was at the National Capital Region (NCR), in two (2) selected security agencies. Agency Alpha has its office at 123 Maligaya St., Ermita, Manila. It was established since 2020. For 13 years now, its clientele are mostly malls, groceries, and offices. At present, Agency Alpha has a total of ninety-eight (98) security personnel. On the other hand, Agency Beta holds its business at 346 Malungkot St., Tondo, Manila. It started operating since 2015. It serves mostly cinemas, office buildings and real estate properties. Agency Beta has one hundred thirty-two (132) security personnel.

Drawing sample from the two agencies, there were eighty-two (82) security personnel from Agency Alpha (n=82), while one hundred twenty-two (122) security personnel from Agency Beta (who participated in the study giving a total of two hundred four (204) participants).

The following data gathering instrument were utilized: To determine the welfare status of the security personnel in terms of wage compensation, benefits, and work condition – a profile checklist was prepared to be answered by the security personnel/respondents. To determine the level of compliance of the security agencies to the Department Order No. 150 series 2016 of the Department of Labor And Employment – a researcher-made questionnaire was used. The items of the questionnaire were taken directly from the Department Order No. 150 series 2016.

It took almost two (2) weeks for the researcher to retrieve the distributed questionnaire. However, only 204 of the 230 were retrieved. Some of the security guards declined to participate as they are newly hired to the agency and felt that

they are not knowledgeable as to the level of compliance to DO 150 of the agencies. The other security guards simply did not return the questionnaire. The retrieval rate of the questionnaire is 87%. The gathered information was collated, tallied and computed using the applicable statistical treatment.

The interview responses were analyzed and coded for categories, each category was given meaning for themes, finally each common themes were grouped and were given the applicable interpretation.

To describe the welfare status of the security guards, frequency count and percentage was used. To describe the level of compliance of the security agencies to DO No. 150 series 2016 by DOLE, weighted mean was used. To compare for significant difference in the perception of the two groups of respondents, T-test was used.

## Results and Discussion

### 1. Welfare Status of The Security Guards

#### 1.1. Wage Compensation

Both agencies predominantly have security guards earning between 10,000 and 15,000 PHP, with Agency Alpha having a slightly higher percentage in this bracket. Agency Beta has a relatively higher percentage of guards in the 16,000 to 20,000 PHP range compared to Agency Alpha. The data provides insights into the salary distribution for security personnel employed by these agencies, which may be influenced by various factors such as experience, qualifications, and specific job responsibilities.

#### 1.2. Work Benefits

In summary, both Agency Alpha and Agency Beta showcase a robust and inclusive benefits package that not only addresses financial aspects but also considers the overall well-being and rights of their security guards. This comprehensive approach contributes to a positive work environment and employee satisfaction within both organizations.

#### 1.3. Work Condition

Department Order No. 150 series of 2016, issued by the Department of Labor and Employment (DOLE) in the Philippines, outlines the Guidelines on Occupational Safety and Health (OSH) in the Private Security Industry. The order aims to ensure the health, safety, and well-being of security guards.

### 2. Level of Compliance of The Security Agencies To The Department Order No. 150 series 2016 of the Department Of Labor And Employment (DOLE)

#### 2.1. Employment Status

Both agencies exhibit a strong commitment to adhering to standard employment practices, particularly in terms of probationary and regular employment. The high agreement scores suggest that the agencies are aware of and comply with the specified probationary period and conditions for termination during this period. The acknowledgment that employees working beyond the probationary period are considered regular reflects a commitment to providing job security and stability. The agreement on the definition of a regular employee, considering repeated short-term engagements, suggests a recognition of the importance of fair and stable employment practices.

In summary, the results indicate that both Agency Alpha and Agency Beta are fully compliant (WM=3.90) with the stipulated employment status standards, reflecting a commitment to fair and consistent employment practices within the private security industry.

#### 2.2. Service Agreements

The results indicate that both Agency Alpha and Agency Beta are fully compliant (WM=4.00) with the standards related to basic equipment as outlined in the survey. This suggests a strong commitment to ensuring the safety, security, and effectiveness of their security personnel through the provision of essential equipment.

### 2.3. Employment Contracts

The responses from both agencies suggest a high level of compliance with the standards outlined in Section 5 of the Department Order regarding the provision of employment contracts and duty detail orders for security personnel. The perfect scores (WM=4.00) indicate a shared commitment to transparency and adherence to employment standards.

### 2.4. Right Security Guards (SG) and Private Security Personnel (PSP)

The perfect scores across both categories indicate a strong agreement from both Agency Alpha and Agency Beta that all SG and PSP are entitled to the rights and privileges outlined in the Labor Code. Both agencies strongly agree (WM=4.00) that security personnel should receive all the rights and privileges as stipulated by the applicable labor laws. The perfect overall weighted mean of 4.00 confirms full compliance with the standards, reflecting a commitment to upholding the rights and privileges of security personnel as mandated by the Labor Code.

### 2.5. Terms and Conditions of Employment

The overall weighted mean of 4.00 for both Agency Alpha and Agency Beta, indicating full compliance with the terms and conditions of employment standards outlined in Section 7. Perfect scores across all categories reflect a strong commitment from both agencies to meet the specified terms and conditions of employment for SG and PSP. The overall weighted mean of 4.00 for both agencies confirms full compliance with the standards outlined in Section 7.

### 2.6. Deductions from Salary

The overall weighted mean of 4.00 for both Agency Alpha and Agency Beta, signifies full compliance with the standards outlined in Section 8. Both agencies exhibit a strong commitment to the specified rules regarding deductions from the salary of SG and PSP during probationary employment. The perfect scores suggest that deductions, if any, align with the guidelines outlined in Section 8 of DO No. 150 series 2016.

### 2.7. Right to Security of Tenure and Due Process

Agency A has an overall weighted mean of 3.76 (Fully Compliant), while Agency Beta has a slightly lower overall weighted mean of 3.72 (Fully Compliant). Both agencies demonstrate a commitment to providing security of tenure and due process for SG and PSP, as reflected in their scores for various aspects, including termination, reserved status, and preventive suspension. The overall weighted mean suggests that both agencies are fully compliant with the standards set in Section 10 of DO No. 150 series 2016.

## 3. Challenges Experienced By Security Personnel In The Security Agency's Level Of Compliance To Department Order No. 150 series 2016 by DOLE

Result of the interview revealed the following challenges experienced by the security personnel:

**Work Environment and Conditions.** Security guards grapple with challenges in their immediate work environment, ranging from inadequate breaks to environmental hazards. Staffing levels significantly impact their workload and stress levels, directly influencing their ability to ensure premises' security. Access to health and safety resources is pivotal for emergency response and guards' well-being. Environmental hazards pose immediate threats, necessitating effective risk management. These challenges highlight the immediate concerns tied to the physical conditions security guards navigate daily.

**Professional Development and Support.** Professional challenges for security guards extend to insufficient training on modern threats and limited career development opportunities. Insufficient training impacts their adaptability, while a lack of career growth prospects contributes to dissatisfaction and potential turnover. Inadequate mental health support and limited community engagement underscore the broader need for holistic support, affecting both immediate well-being and long-term job satisfaction.

**Organizational Infrastructure.** Issues such as poor communication systems, technological obsolescence, and inconsistent policy application reflect organizational infrastructure challenges. Communication breakdowns impact

real-time coordination, obsolete technology hampers adaptability, and inconsistent policies create internal friction. These challenges underscore the importance of robust organizational structures and streamlined procedures for effective security operations.

**Legal and Administrative Concerns.** Legal and administrative challenges include limited access to legal support, high turnover rates, and inadequate emergency response planning. Limited legal support exposes guards to potential legal risks, while high turnover rates pose organizational stability issues. Inadequate emergency response planning impacts both immediate work conditions and the overall security framework. Addressing these challenges requires a focus on administrative policies, legal frameworks, and strategic planning to ensure a supportive and secure environment for security personnel.

#### 4. Significant Difference In The Level Of Compliance To DO No. 150 series 2016 As Perceived By The Two (2) Groups Of Respondents

Findings show that the mean assessment of 3.95 of Anency Alpha and 3.95 of Anency Beta gave a computed p-value of 0.92. This means that the difference of 0.00 is not significant and there is no enough reason to reject the null hypothesis at 0.05 level of significance. The mean difference obtained led the researcher to accept the null hypothesis, which means that there is no significant difference between the assessed level of compliance To DO No. 150 series 2016 as perceived by the two (2) groups of respondents.

The findings of the test of significance play a crucial role in elucidating the observed differences in the perceived level of compliance with Department Order No. 150 series 2016 between the two distinct groups of respondents. Statistical analyses, such as t-tests or chi-square tests, are employed to assess whether the variations in their responses are statistically significant or merely due to chance. If the test yields a significant result, it suggests that the observed differences are unlikely to be random, emphasizing substantive distinctions in how the two groups perceive compliance. Such disparities could be attributed to various factors, including differing roles, responsibilities, or expectations within the security service industry. By connecting these statistical findings to the level of compliance, stakeholders and regulatory bodies gain insights into specific areas where perceptions diverge significantly. This information is pivotal for tailoring interventions, training programs, or policy adjustments to address the identified discrepancies and enhance overall compliance across the industry.

#### 5. Proposed Welfare Enhancement Program

This comprehensive Welfare Enhancement Program aims to address the diverse challenges faced by security guards, fostering a supportive and conducive work environment while enhancing their professional development and overall well-being.

##### *Theme #1: Work Environment and Conditions*

**Adequate Breaks Initiative (ABI).** Implement a structured break schedule, ensuring security guards receive adequate rest during their shifts. KPIs include the reduction in fatigue-related incidents, feedback on break satisfaction, and overall improvement in work conditions.

**Safety Resource Accessibility (SRA).** Enhance access to health and safety resources. Evaluate incident response times, measure the availability and utilization of safety resources, and conduct regular surveys to gauge guards' perception of workplace safety.

**Environmental Hazard Mitigation (EHM).** Establish protocols for identifying and mitigating environmental hazards. Track the number of reported hazards, response times for hazard mitigation, and assess overall environmental safety compliance.

##### *Theme #2: Professional Development and Support*

**Modern Threat Training (MTT).** Develop and implement a comprehensive training program on modern security threats. Measure the increase in guards' knowledge through regular assessments, track the application of new skills, and solicit feedback on training effectiveness.

Career Development Framework (CDF). Introduce a structured career development framework. Monitor participation in professional development programs, track promotions from within, and conduct regular surveys on career satisfaction.

Mental Health and Community Support (MHCS). Establish mental health support services and community engagement programs. Measure the utilization of mental health resources, assess community engagement initiatives' impact, and monitor indicators of guards' well-being.

#### *Theme #3: Organizational Infrastructure*

Effective Communication Protocol (ECP). Improve communication systems and protocols. Track response times to emergencies, measure the efficiency of communication tools, and gather feedback on communication effectiveness.

Technology Upgrade Program (TUP). Implement a phased technology upgrade program. Monitor the integration of new technologies, assess their impact on operational efficiency, and gather feedback on usability.

Policy Standardization (PS). Standardize and communicate policies consistently. Track policy adherence, measure internal satisfaction with policy implementation, and conduct regular audits for policy consistency.

#### *Theme #4: Legal and Administrative Concerns*

Legal Support Accessibility (LSA). Enhance access to legal support services. Measure the utilization of legal services, track legal challenges, and assess guards' satisfaction with legal support.

Turnover Reduction Initiative (TRI). Implement strategies to reduce turnover rates. Monitor turnover metrics, conduct exit interviews to identify key reasons for turnover, and track improvements over time.

Emergency Response Planning (ERP). Develop and test an emergency response plan. Assess the effectiveness of emergency drills, track response times, and conduct regular reviews to refine the emergency response plan.

### **Conclusion**

In conclusion, the findings from the study provide valuable insights into the compensation structure and work benefits offered by Agency Alpha and Agency Beta for security guards, with both exhibiting predominant wage ranges and comprehensive benefits packages contributing to employee satisfaction. Adherence to Department Order No. 150 series of 2016 ensures good working conditions and rights for security personnel, reflecting a commitment to occupational safety and health standards in the private security industry. Both agencies demonstrate full compliance with employment standards, emphasizing job security, safety measures, and rights protection for security personnel. Challenges faced by security guards in their work environments, including workload, environmental hazards, and limited training opportunities, underscore the need for comprehensive support programs addressing immediate well-being and long-term job satisfaction. The absence of significant differences in compliance levels between the two agencies suggests the need for holistic interventions, leading to the formulation of a Welfare Enhancement Program aimed at addressing the multifaceted challenges encountered by security guards, fostering a supportive and conducive work environment for their professional development and overall welfare.

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