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### Security Guards' Employee Engagement in the Private Sector-An Empirical Study

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#### Abstract

A worker who is emotionally invested in their work is said to be engaged. It is based on a person's physical, cognitive, and emotional well-being, with physical engagement referring to how much an employee puts forth to fulfil their duties and emotional engagement referring to how they feel about their employer. Employers must provide employees a sense of belonging and motivate them to share the company's vision and values in order to develop a positive working environment. Organisations need engaged employees because it generates a better working environment, lowers staff turnover, increases productivity, fosters better working relationships with clients, and benefits the bottom line. Using primary data gathered from security guards working in various types of organisations, this research explores the levels of employee engagement among security guards employed in private security firms.

The findings demonstrate that highly engaged workers are motivated and more productive because they are satisfied with their efforts and achievements. Age, gender, and marital status were taken into account, as well as demographic factors like age and gender. Other factors included salary satisfaction, promotion potential, successful appreciation, job enjoyment, superior relationship, initiatives, uniform value, adequate tools, suggestions, permissions, colleague and employee interactions, and insurance premiums. The names of the security guards were strictly kept anonymous and data gathering was done utilising a google form.

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#### Introduction

The phrase "employee engagement" describes how emotionally invested employees are in their work, i.e., how passionate they are about it and how motivated they are to do it effectively. In 1990, Dr. William Kahn made the inaugural suggestion for employee engagement. He maintained that levels of involvement in one's work at the physical, cognitive, and emotional levels all happen simultaneously. Jim McCoy, chief revenue officer and general manager of Scout Exchange, an AI-powered marketplace for hiring, described some of the behavioural traits that highly driven workers exhibit. According to him, "Highly engaged workers are frequently high-energy people who have close ties with their co-workers, especially their immediate manager or supervisor. Their commitment to their business is clear. The three main pillars of employee engagement are physical, cognitive, and

emotional well-being. Employees' physical and mental effort in performing their duties is referred to as physical engagement. Employees who participate at this level are aware of the objectives and plans of their employer as well as the standard of performance needed to contribute as much as possible to those objectives. The emotional bond employees have with their employer is the foundation of emotional engagement. An organisation must learn how to make employees feel at home there in order to encourage them to support the mission and core values of the company.

People are interested in employee engagement because engaged workers are more willing to sacrifice for the success of the company. When they are actively involved in their work, employees feel a connection to the organisation. They work harder because they believe the work they are doing is important. Higher employee engagement benefits both the

team and the individual employees. This is as a result of motivated workers delivering better work. Additionally, when a team is made up of driven individuals, it automatically performs at its best. Members of a team are more driven to work together and feel more invested when they are pursuing the same objectives. Managing some work stress is frequently much simpler for motivated people, and it can even be inspiring. Employees that are actively engaged are more likely to be self-aware and able to notice when they are burnt out. They are also more inclined to ask their coworkers and superiors for help when they need it.

Strong employee engagement programmes are essential for all businesses because they enhance the working environment, lower staff turnover, increase productivity, develop stronger customer relationships, and have a positive impact on the bottom line. Focusing on employee engagement helps organisations last longer, improve employee retention, and cut costs associated with turnover. Unexpected and frequent job terminations are possible for disengaged and uninterested employees. Additionally, even if they aren't actively hunting for job elsewhere, your employees might nonetheless take a superior offer. They will be more invested and determined to stay if they care about their work, the other employees, and the firm. To keep an employee engaged, the task must pique their interest and passion. Highly engaged workers are satisfied with their contributions and results. They are connected to their work, organisation, and output. This makes people happier overall, which raises morale and increases output.

### Literature review

Employee involvement promotes growth, according to research by Sorenson (2013). They must gauge employee engagement levels before making considerable efforts to increase it. If the correct things aren't assessed in the right ways, these activities won't matter and won't significantly alter company outcomes or the bottom line. Assessments of employee engagement are meant to pinpoint the variables that are essential to both employee satisfaction and business performance. It is associated with nine critical performance outcomes according to rigid science. Metrics like EPS, profitability, productivity, and customer reviews are important indicators for evaluating a company's health and potential for growth.

We learned about the link between employees' psychological well-being and job engagement from Robertson and Cooper (2009). Complete engagement is a notion that blends psychological wellness with employee engagement and can be a useful tool for increasing organisational success. Since both characteristics have been associated with positive organizational-level outcomes in research, it stands to reason that their combined influence will be stronger than the sum of their individual effects. Even while the measurement of subjective well-being at work is still in its infancy, it has gotten a little clearer and more consistent. Conducting empirical study on the statistical links between the items and scales developed to evaluate both engagement and well-being at work would also be advantageous and helpful in building the foundation for conceptual and practical advancement.

According to Mehta and Mehta (2013), highly dedicated and inspired personnel boosted company productivity, sustained higher standards of dedication, and increased customer satisfaction. Any company may gain a lot from keeping employee morale high since engaged employees are more productive and loyal to their employers. Workplaces that are

more effective and productive are those with higher levels of employee involvement. Employee engagement is a long-term process that is connected to the fundamental tenets of the company, such as its values, culture, and managerial ethos. Employees must cultivate the behaviours that employers want to see in them at work if they are to display them. With each business decision they make, a firm must encourage the elements that boost engagement.

The implementation of employee engagement practises during the shutdown was examined by Chanana and Sangeetha (2020). Human resource managers are always developing fresh, original, and successful approaches to motivate staff members during these trying times. Employee engagement is a way of looking at the workplace that inspires everyone to consistently put out their best effort in support of the mission and core values of the company. Businesses never lose sight of the reality that productive workers increase workplace productivity, which raises customer satisfaction and boosts the company's sales and profits.

Gruman and Saks (2014) Employee engagement research has grown tremendously during the last ten years. However, it seems that the investigation into employee involvement has outgrown its bounds. Although there is a frenzy of scientific activity, theory, measurement, and meaning are not given enough attention. As a result, we are unable to pinpoint the factors that affect employee engagement or the effects it has on both personal and organisational outcomes. Employee involvement is still a relatively new concept that is the subject of ongoing research. We think that the current state of affairs has been impacted by the lack of agreement on its definition, a valid and acceptable measurement, and a well-developed theory.

Chandani and others (2016) this study looked at how managers could change procedures and rules based on the available data. This article will be useful to anyone trying to improve organisational performance through comprehending employee engagement. The study's findings can be used by any firm to create a strong employee engagement policy, regardless of the type of business. Employee engagement boosts innovative work-related behaviour and lowers turnover, according to University of Michigan studies. By encouraging opportunity thinking, organisations can enhance employee commitment and engagement as well as staff decision-making. Prioritising employee suggestions and providing venues for their consideration are important. The open and engaging organisational culture will also be improved by senior leaders' transparency.

### Objectives

1. To assess the levels of worker engagement among security officers working for private security firms.
2. To examine the elements influencing employee engagement among security officers working for private security firms

### Methodology

The primary data used to create this study was gathered from security officers employed by various kinds of businesses. It uses a straightforward random sampling method. A large sample ( $n > 30$ ) is represented by the sample size of 35. Age, gender, and marital status were taken into account, as well as other demographic factors like salary satisfaction, promotion potential, successful appreciation, job enjoyment, superior relationship, initiatives, uniform value, adequate tools, suggestions, permissions, colleague and employee

interactions, and insurance premiums. Using a Google form, we gathered the data. In our forms, we included both open-ended and closed-ended inquiries. We answered our queries to those who couldn't grasp them so we could get their feedback.

The names of the security guards were kept strictly confidential while data collecting took place. Under whatever circumstances, the security guards for the government sector withheld all information. Using a Likert scale, a questionnaire was developed with consideration for every component that influences employee engagement. After thoroughly describing the goal of our study, we personally approached security guards from several firms to solicit their comments. Using the SPSS application, the analysis phase was completed. Analyses of quantitative and qualitative data were both done.

**Table 1:** Dependency of gender on job satisfaction.

Gender				
Valid	Frequency	Percent	Valid Percent	Cumulative percent
Male	29	80.6%	82.9%	82.9%
Female	6	16.7%	17.1%	100.0%
Missing	6	2.8%		
total	36	100.0%		

It is evident from Table No. 1 that men dominate this industry. More than 80% of those employed in this field are men, making it a good area for men to work.

**Table 2:** Dependency of marital status on job satisfaction.

Maritalstatus				
Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Single	17	47.2%	48.6%	48.6%
Married	9	25.0%	25.7%	74.3%
Widow	9	25.0%	25.7%	100.0%
Missing	1	2.8%		
Total	36	100.0%		

It is evident from table number 2 that the proportion of married men and women in this industry is in no way encouraging. Therefore, it becomes a healthy workplace for single people to emerge in this industry.

**Table 3:** Dependency of initiatives on job satisfaction.

Initiatives				
Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	16.7%	17.1%	17.1%
Disagree	7	19.4%	20.0%	37.1%
Neutral	9	25.0%	25.7%	62.9%
Agree	6	16.7%	17.1%	80.0%
Strongly Agree	7	19.4%	20.0%	100.0%
Missing	1	2.8%		
Total	36	100.0%		

From the table no. 3 it is clear that the necessary initiative are neutral in this kind of job.

**Table 4:** Contribution of all the factors towards employee engagement.

Initial Eigenvalues			
S. No.	Total	%of Variance	Cumulative%
1	6.50	50.0%	50.0%
2	1.70	13.1%	63.1%
3	1.22	9.4%	72.4%
4	1.02	7.8%	80.3%
5	.68	5.2%	85.5%
6	.60	4.6%	90.2%
7	.35	2.7%	92.9%
8	.31	2.4%	95.2%
9	.26	2.0%	97.2%
10	.16	1.2%	98.5%
11	.11	.9%	99.3%
12	.06	.5%	99.8%
13	.02	.2%	100.0%

In contrast to all other criteria taken together, the table above clearly demonstrates that employee compensation satisfaction affects their level of involvement. Interactions between coworkers, employee-employee interactions, and insurance premiums don't matter much in this kind of industry.

## Conclusion

It is apparent that the type of company a security guard works for affects their level of engagement. Their capacity to carry out their responsibilities efficiently is also influenced by the nature of the institution. Their suggestions are not put to use to improve the organisation. They accomplish their obligations more effectively when they have more time to do so. No matter how hard they labour, their efforts go unappreciated. The remuneration of those who work for private security firms are unsatisfactory. The duties of the security guards do not include substantial employment. It is critical that the contributions of these workers be acknowledged. Despite the fact that men predominate in this field, female employees are typically more involved or engaged. Women are more satisfied with their salaries than men are, on average.

In the regression analysis we carried out using the SPSS programme based on the questionnaire we prepared and the data we gathered, job satisfaction was considered an independent variable and all other aspects were considered dependent variables. Then, using PSPP software, separate analyses of each demographic as well as other factors affecting employee involvement were conducted. Female employees in this predominately male-dominated sector are much more engaged and satisfied with their compensation than male counterparts. As employees spend more time inside the business and grow more familiar with its benefits and drawbacks, they become more invested in their profession. Women who take on the role of security guards after losing husbands who had previously worked there are far more invested in their jobs. We'd want to come to the conclusion that, in light of our research, salary satisfaction has the greatest impact on employee engagement among security guards employed in the private sector.

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