

# Survey on Private Security Officers in Singapore

Wave 4 (April-July 2022)

Union of Security Employees

Singapore University of Social Sciences

22<sup>nd</sup> December 2022



## Past Waves of Research

Wave 1 –January to February 2020

Wave 2 –September to November 2020

Wave 3 –July to September 2021

# Introduction-Methodology

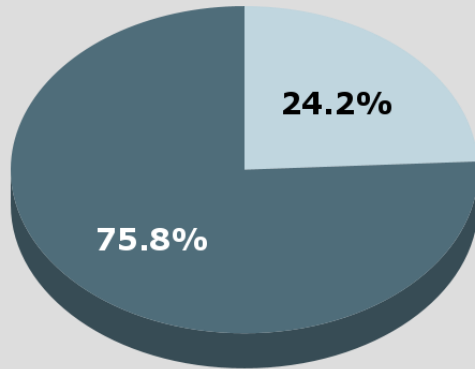
- Security sector plays a crucial role in the safety and security of public and private spaces
- Current study is the 4th wave of a longitudinal assessment of the *wages, welfare and work prospects* of security officers in Singapore.

- SOs are approached to fill in survey while waiting for their ID cards
- SUSS students were trained to conduct survey at the site. 1002 respondents participated
- 15 minutes online survey, \$20 and \$10 FairPrice vouchers as a token of appreciation for union and non union members respectively



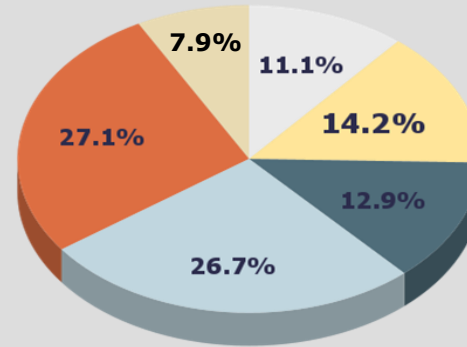
# Demographic Information

## Gender



Female Male

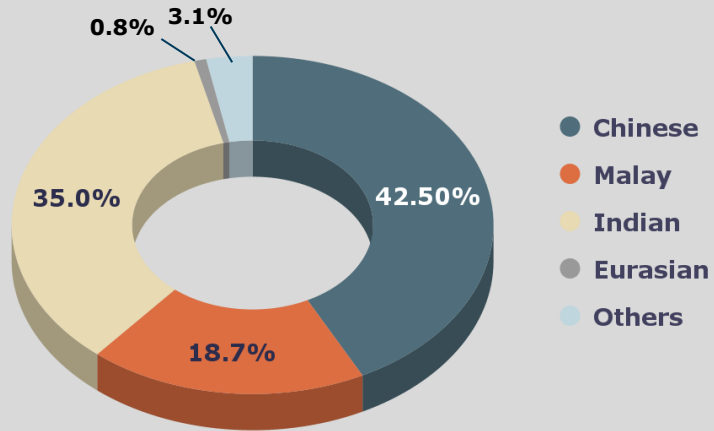
## Age



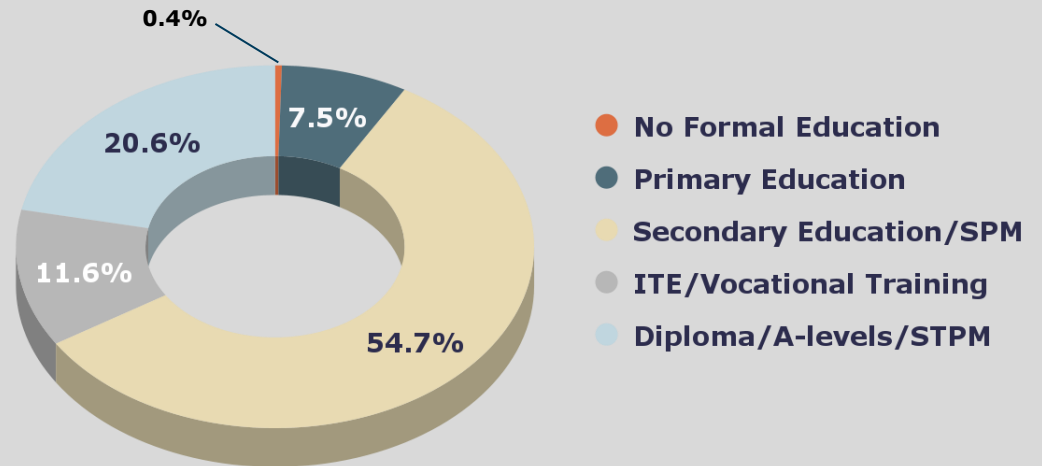
21 - 30 31 - 40 41 - 50 51 - 60 61 - 70  
71 and above

# Demographic Information

## Ethnicity

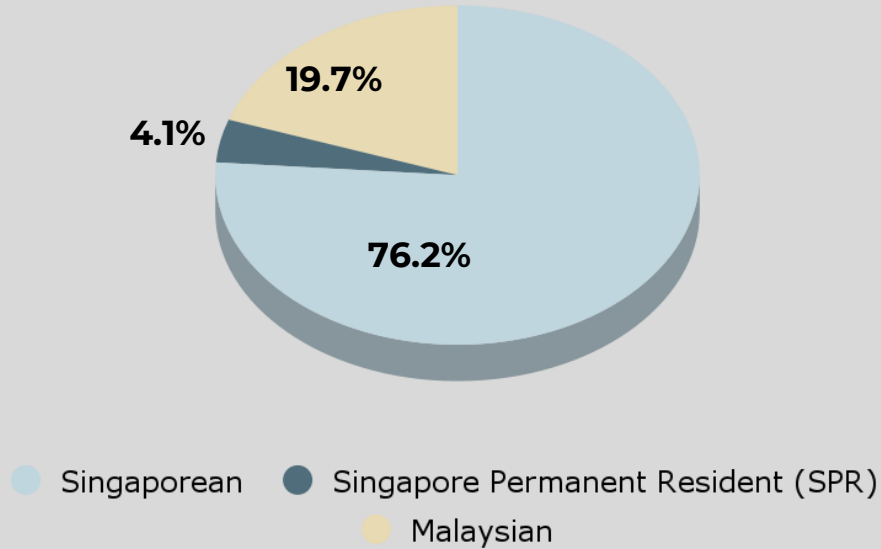


## Educational Qualifications



# Demographic Information

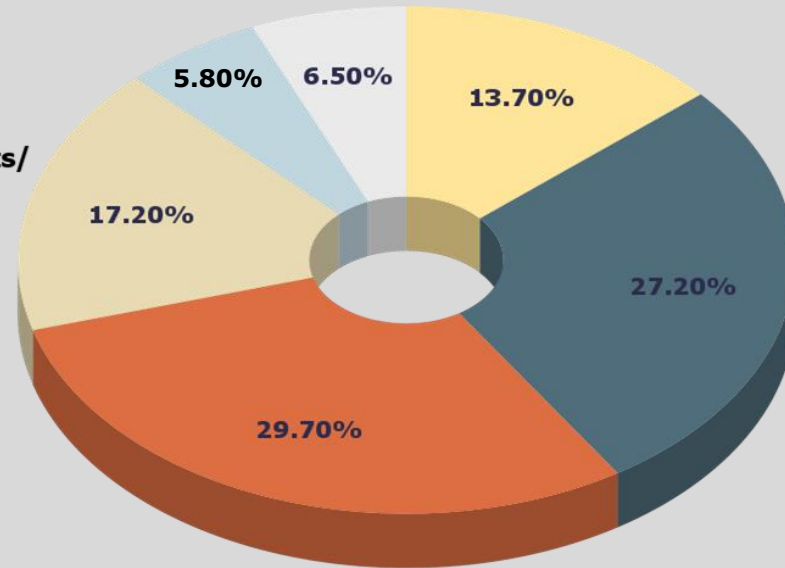
## Nationality



# Demographic Information

## Housing Type

- HDB 1-2 room
- HDB 3 rooms
- HDB 4 rooms
- HDB 5 rooms or bigger
- Condominium/ Private apartments/ Landed houses/others
- Not living in Singapore



# Survey Findings on

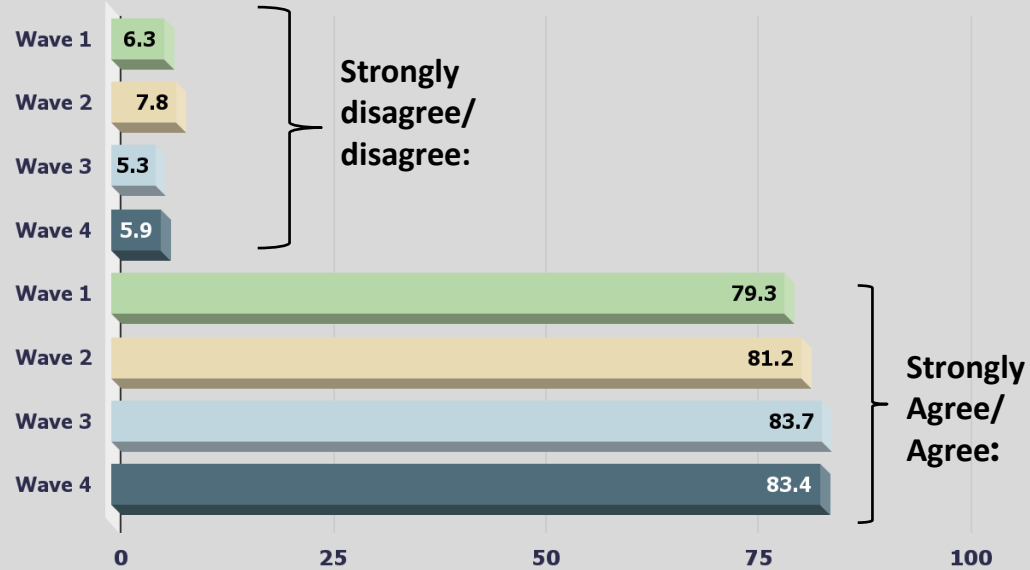
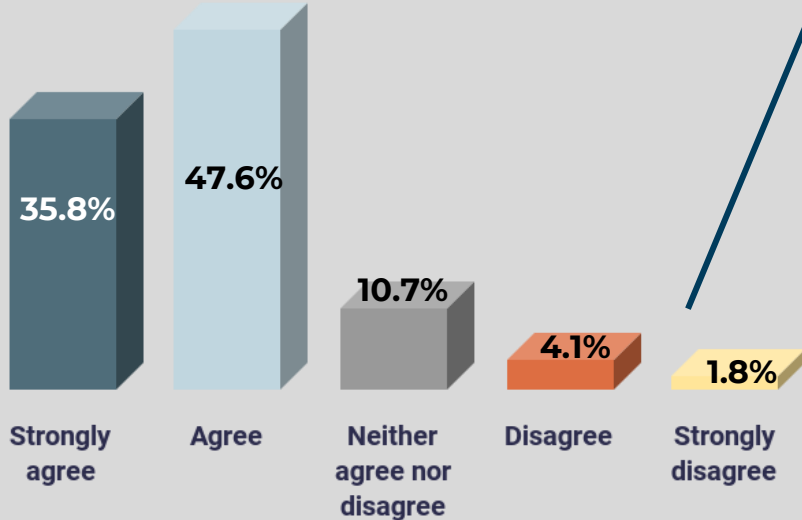
## a. Work Prospects

- Job Satisfaction
- Job Security and Intention to Quit (ITQ)
- Usage of Technology
- New skills (Barriers, intentions)

# Work Prospects: Overall Job Satisfaction

*"I feel satisfied with my current job"*

Overall Mean: 4.11  
Std. Dev: .88



Female officers were more satisfied than male officers.

Mean: 4.05



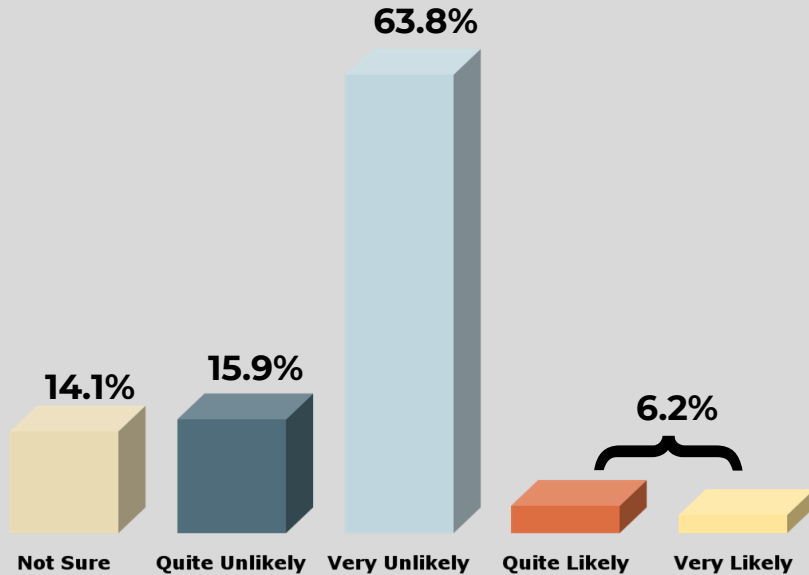
Mean: 4.31



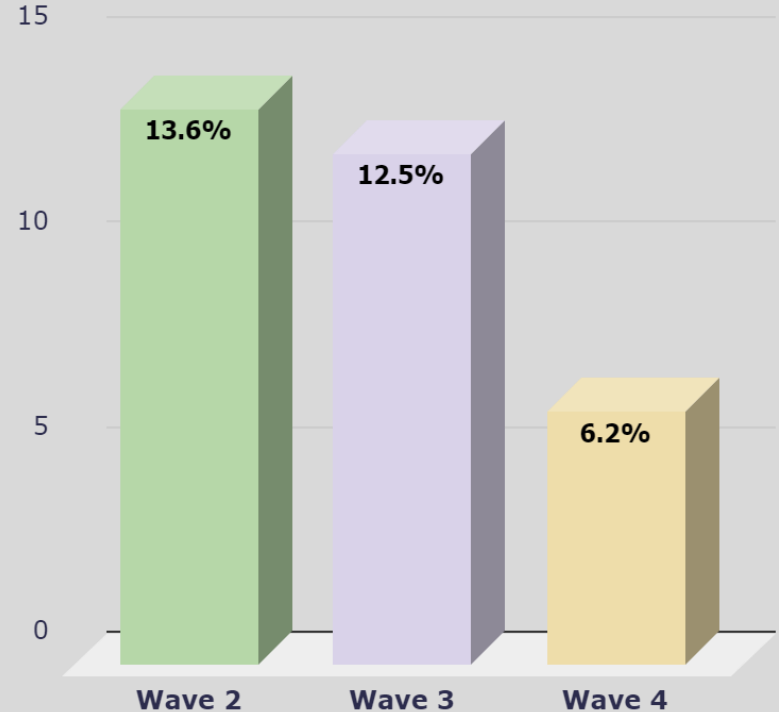


# Work Prospects: Job Security

*“How likely do you think you will lose this job?”*

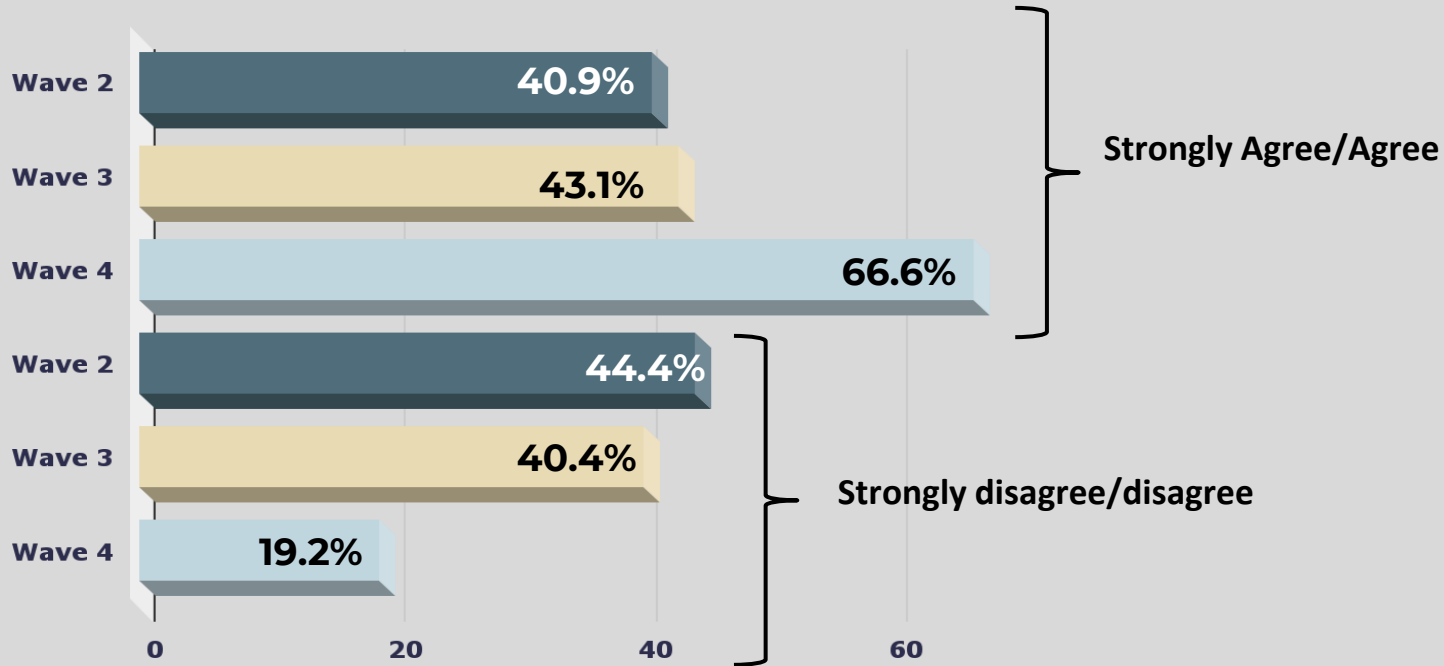


*There is a decline in perceptions of job insecurity.*



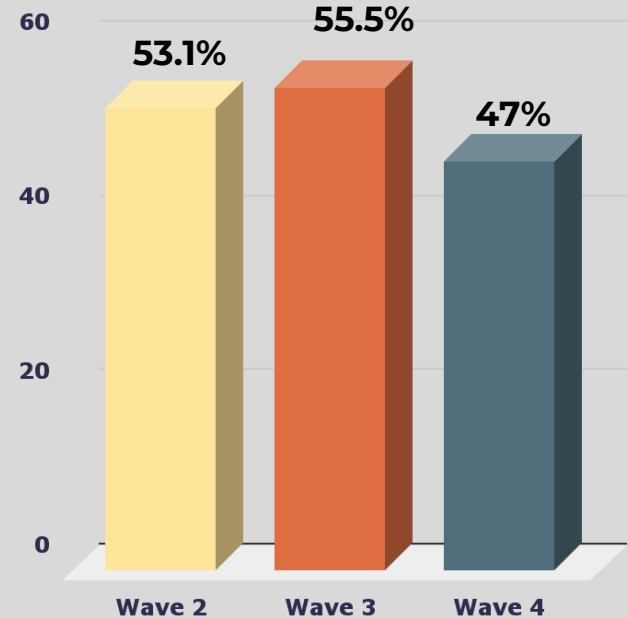
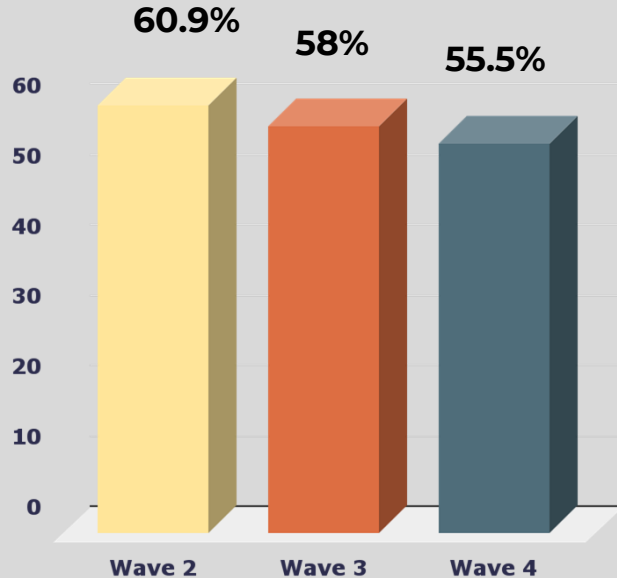
# Work Prospects: Job Security

*"I would probably look for a new job in the near future."*



# Work Prospects: Job Security

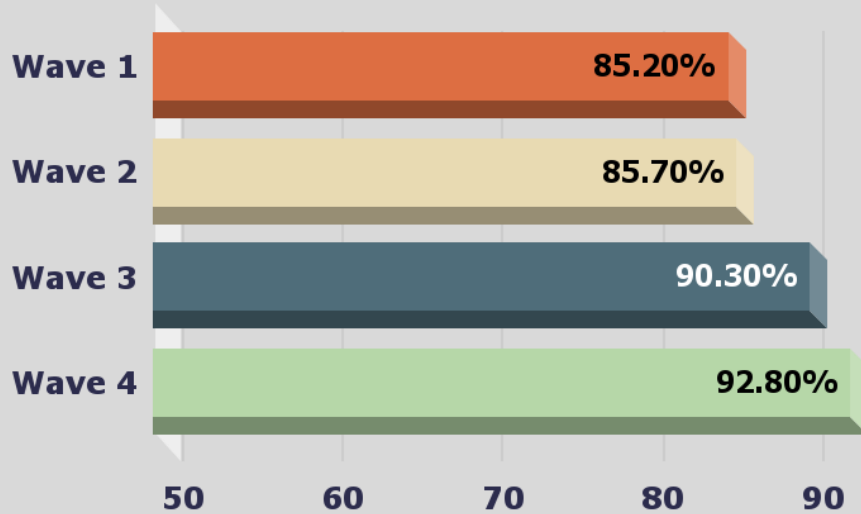
*"I am satisfied with my chances for salary increase. (Strongly agree/agree) "*



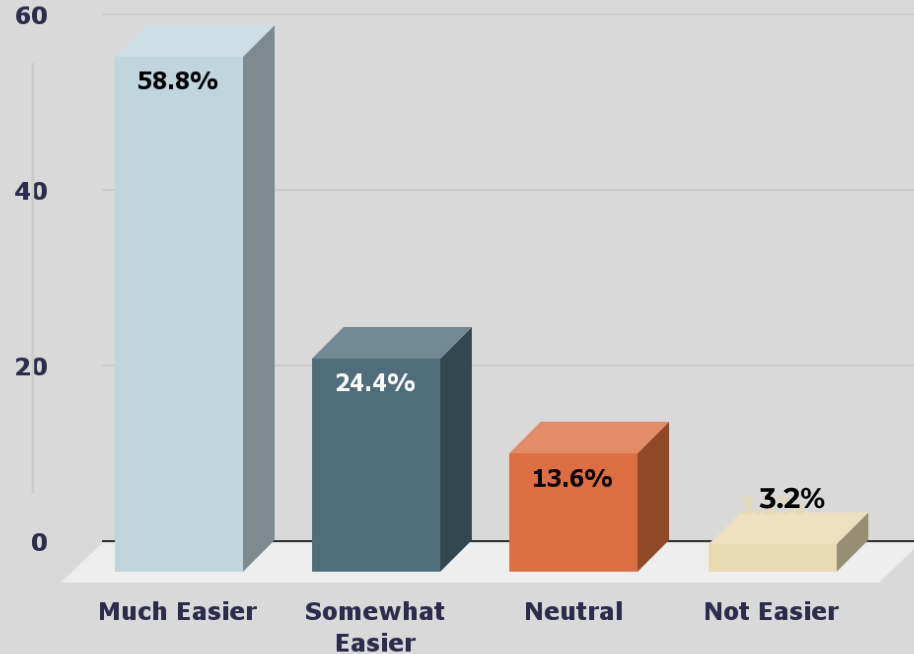
*"I am satisfied with my chances for promotion. (Strongly agree/agree)"*

# Work Prospects: Usage of Technology

*“Do you use technology security systems at your workplace?” (YES)*

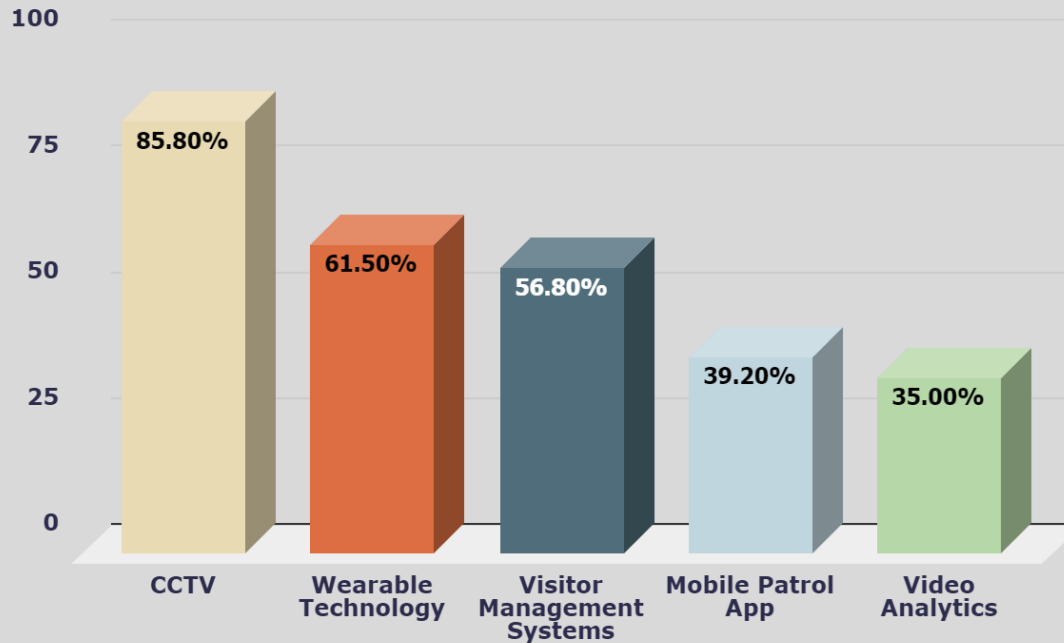


*“To what extent has the use of technology made your work easier?”*



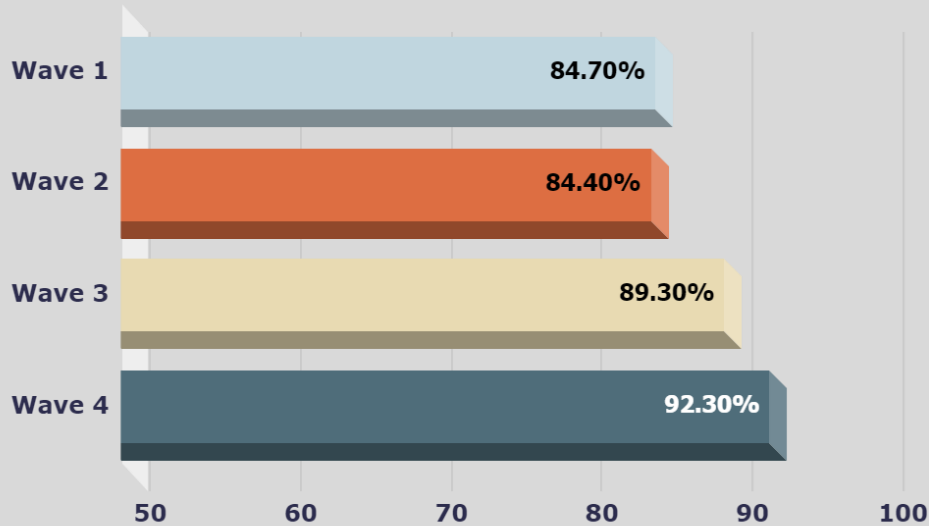
# Work Prospects: Top 5 Common Technologies

*“Which kind of technology do you use at your workplace?”  
(TOP 5)*

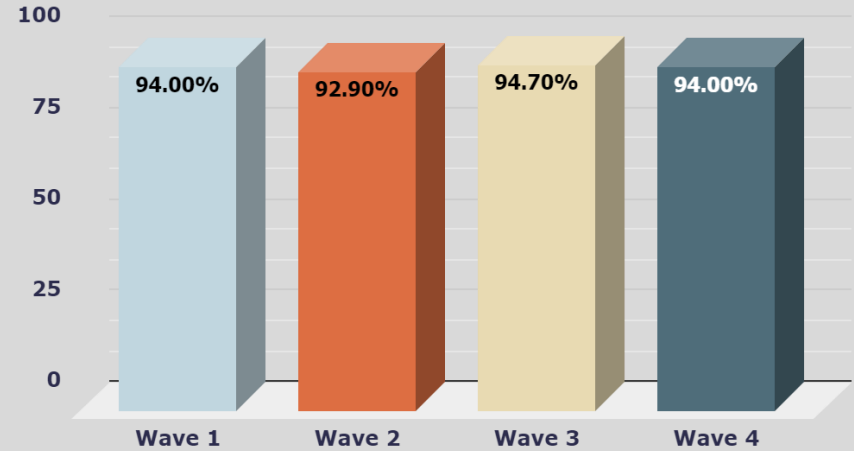


# Work Prospects: Expectation To Use Technology

*“Are you expected to use technology/security system at your workplace?”  
(YES)*



*“Are you comfortable with using technology/security systems at your workplace?”  
(YES)*



# Work Prospects: Reasons why respondents find technology uncomfortable

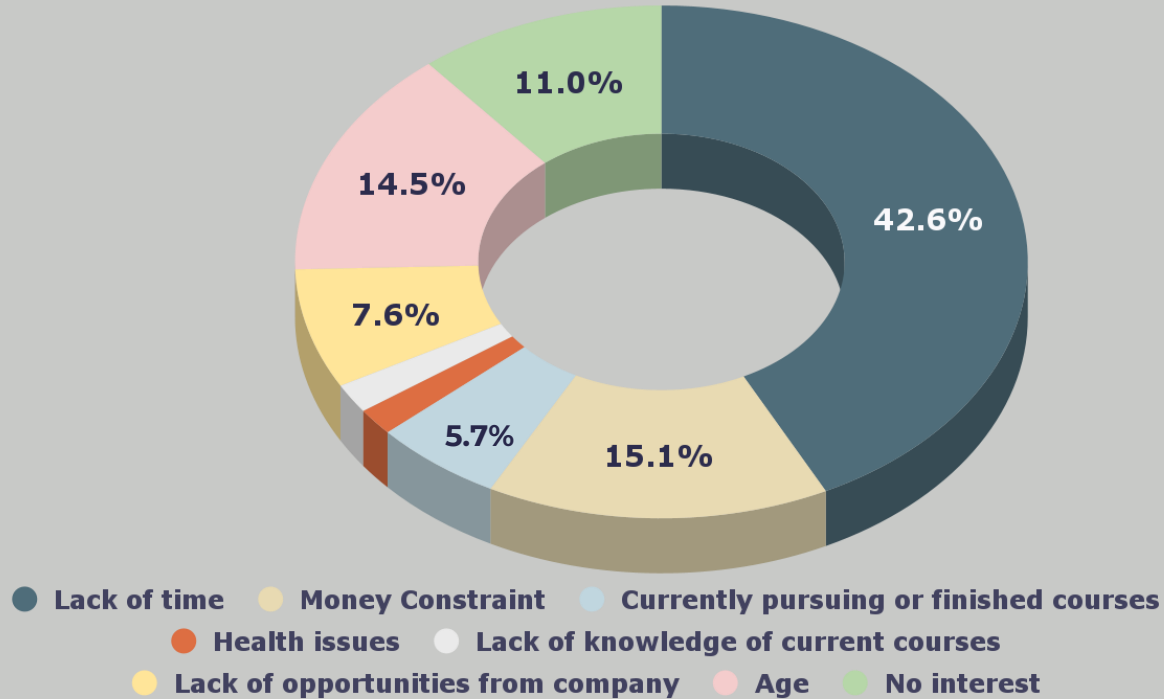


# Work Prospects: “What other job-related skills you would like to learn in the next 6 months?”





# Work Prospects: New Skills (Barriers)



# Key Findings

## Work Prospects

- ✓ 93% of officers use technology solutions currently.
- ✓ 59% find tech makes their work easier.
- ✓ More than half of SOs see use of visitor management systems at work, and more than one-third use video analytics.

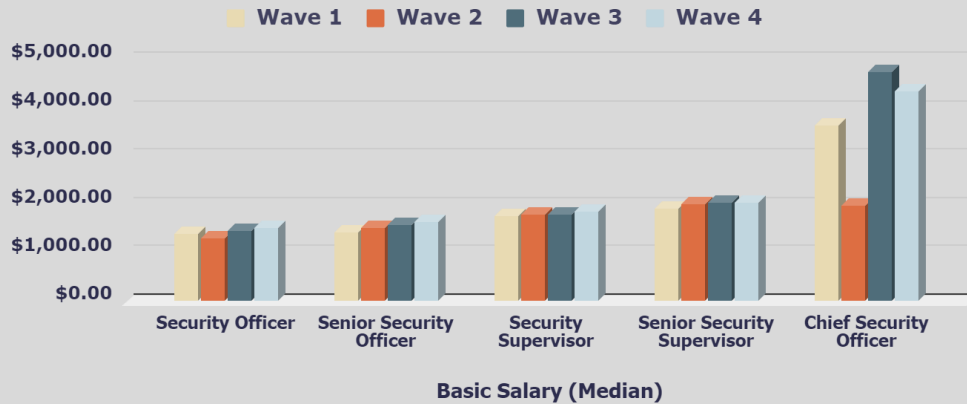
=> Good opportunities for job transformation at sites.

# Survey Findings on

## b. Wages

- Wages
- Fair Compensation
- Expected Wage Increase

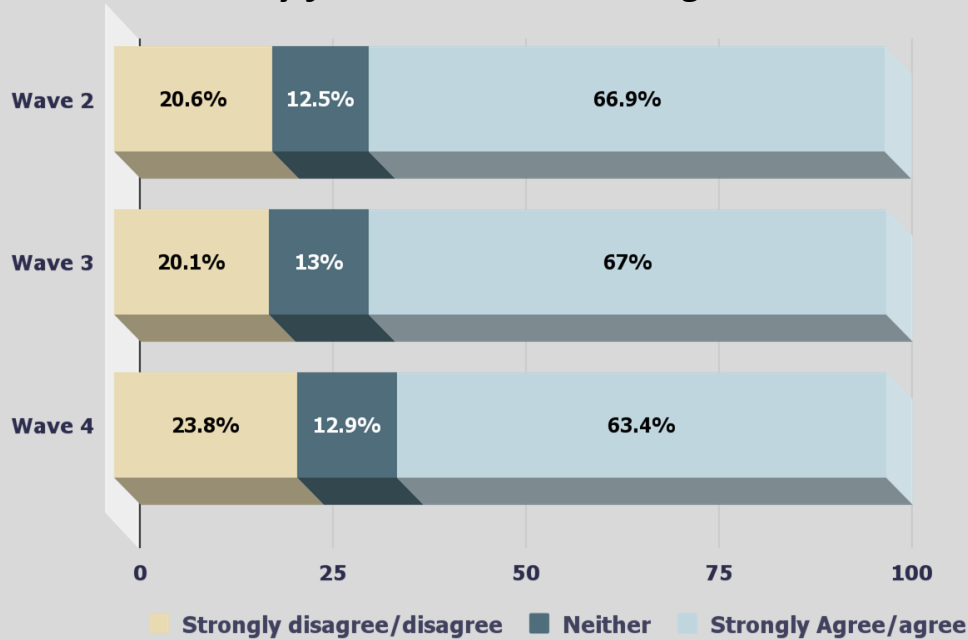
# Wages: Median Basic Salary (SC/PR) based on PWM Job Rank



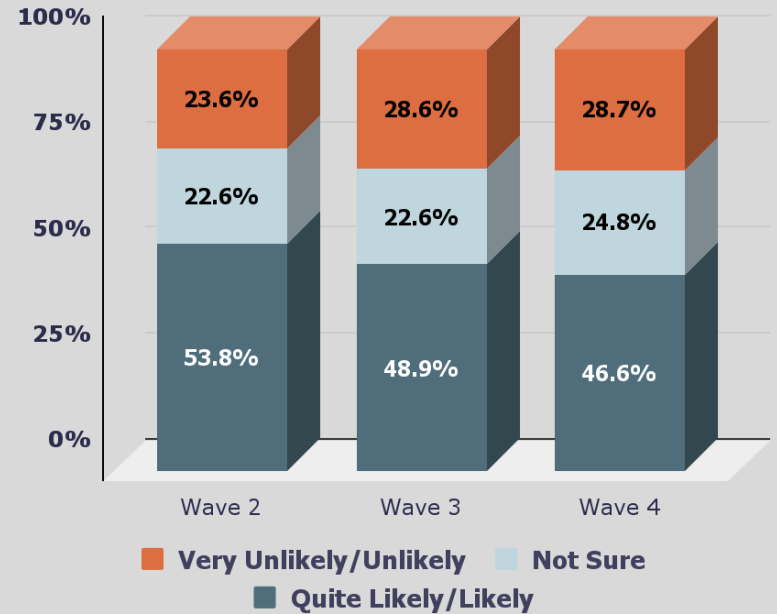
Basic Salary (Median)	Wave 1	Wave 2	Wave 3	Wave 4	PWM wage level 2022	Median Gross
Security Officer	\$ 1,400	\$1,300	\$1,450	\$1,500	\$ 1,442	\$2,100
Senior Security Officer	\$ 1,420	\$1,500	\$ 1,585	\$ 1,633	\$ 1,633	\$2,500
Security Supervisor	\$ 1,754	\$ 1,800	\$ 1,785	\$ 1,839	\$ 1,839	\$3,000
Senior Security Supervisor	\$ 1,900	\$ 2,000	\$ 2,050	\$ 2,045	\$ 2,045	\$3,200
Chief Security Officer	\$ 3,650	\$ 1,967	\$ 4,749	\$ 4,356	-	\$5,000

# Wages: Fair wages

*“I feel that I’m receiving a fair salary for the work I’m doing”*

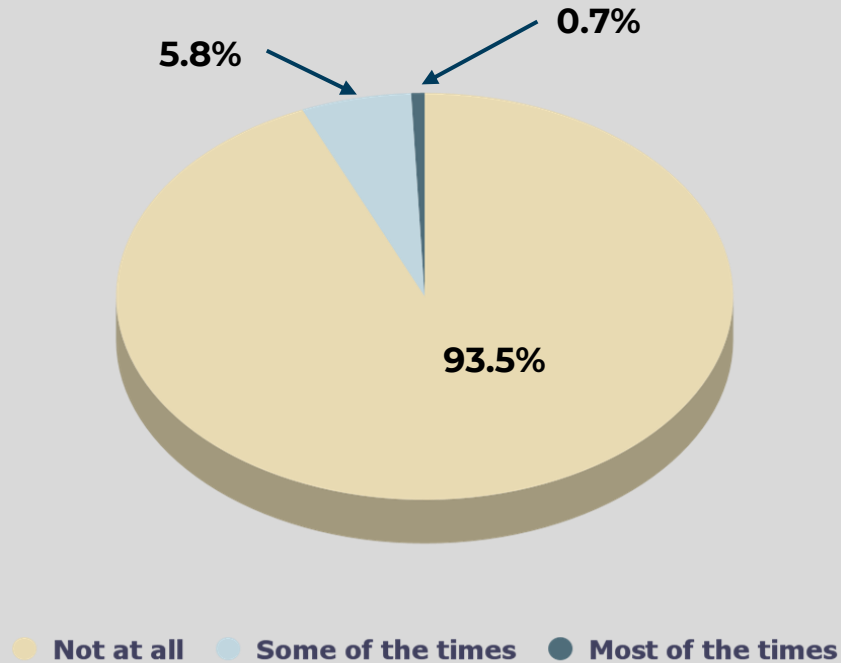


*“How likely would you expect an increase in salary in the next 12 months?”*



# Wages: Late Pay

*“How often do your employers pay you late?”*



# Key Findings

## Wages

- ✓ Wages close to PWM requirements.
  - ✓ OT still makes up about 1/3 of overall gross wages.
  - ✓ 94% are paid on time.
- => More needs to be done to lower OT hours further.



# Survey Findings on

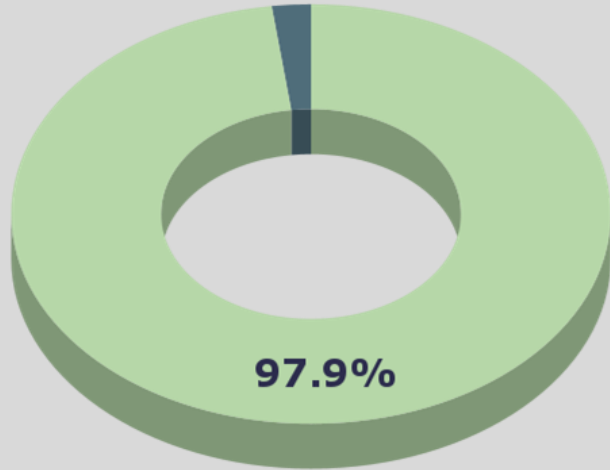
## c. Welfare

- Knowledge of Labour Laws
- Ease of taking leave
- Abuse faced at the workplace
- Working conditions
- Performing non-security duties
- Mental & Physical Well being



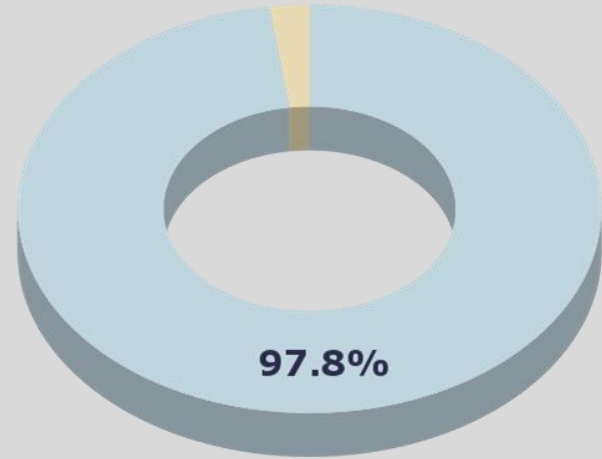
# Understanding of Labour Laws

*“You are entitled to at least 1 rest day a week.”*



● Yes ● No

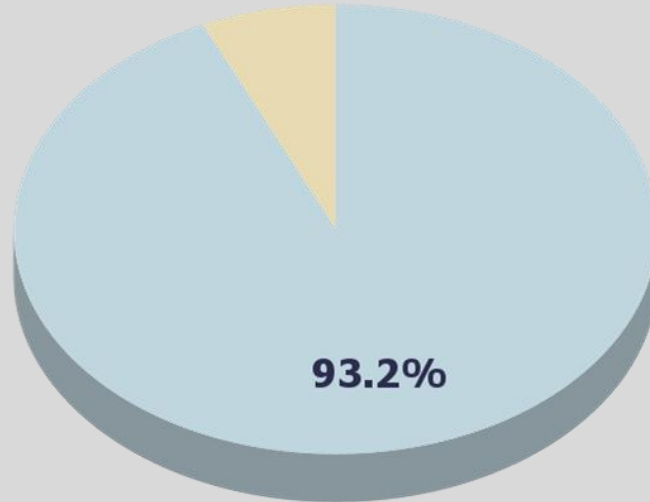
*“Are you given any rest days off each week?”*



● Yes ● No

# Understanding of Labour Laws

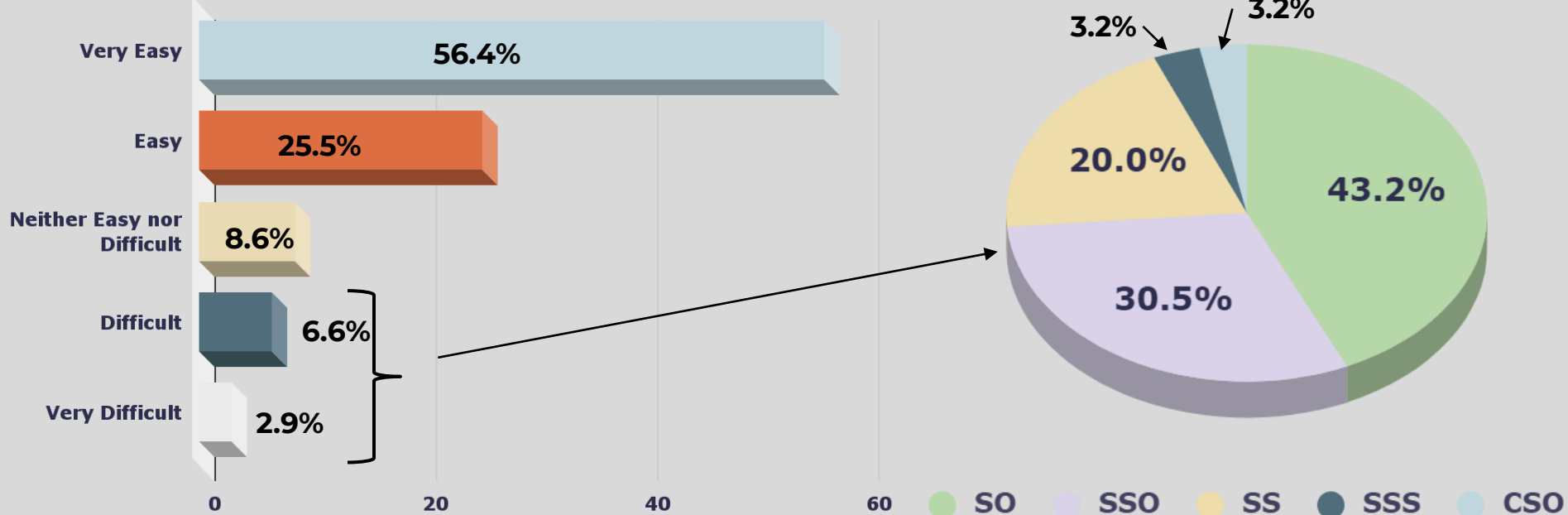
*“You should be paid 1.5 times your hourly basic rate of pay for the hours of overtime beyond normal hours of work”.*



● TRUE ● FALSE

# Welfare: Ease of Taking Leave

*“How easy is it for you to take a day off without any problems?”*

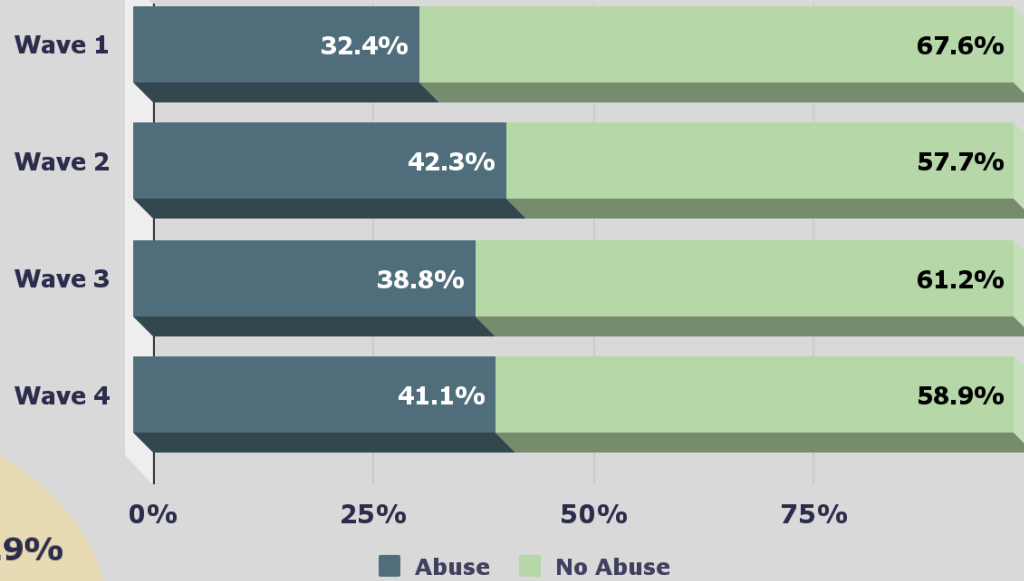
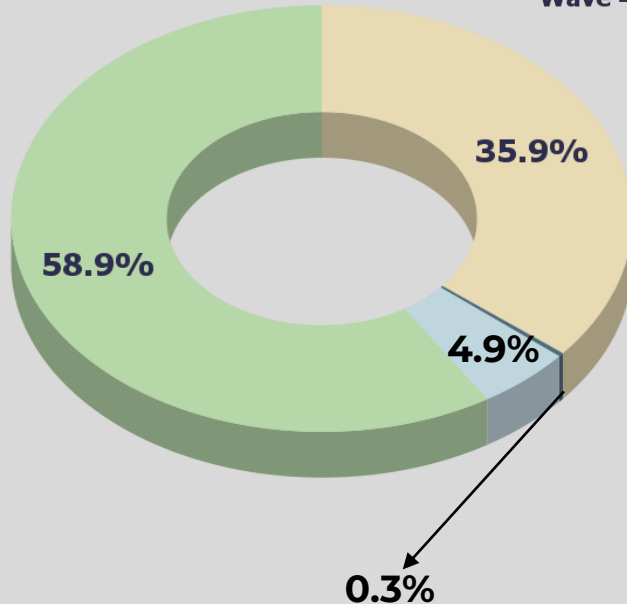


*57% of those who found it difficult to take leave were from higher job ranks.*

# Abuse at Work

*Have you experienced any abuse at your workplace before?*

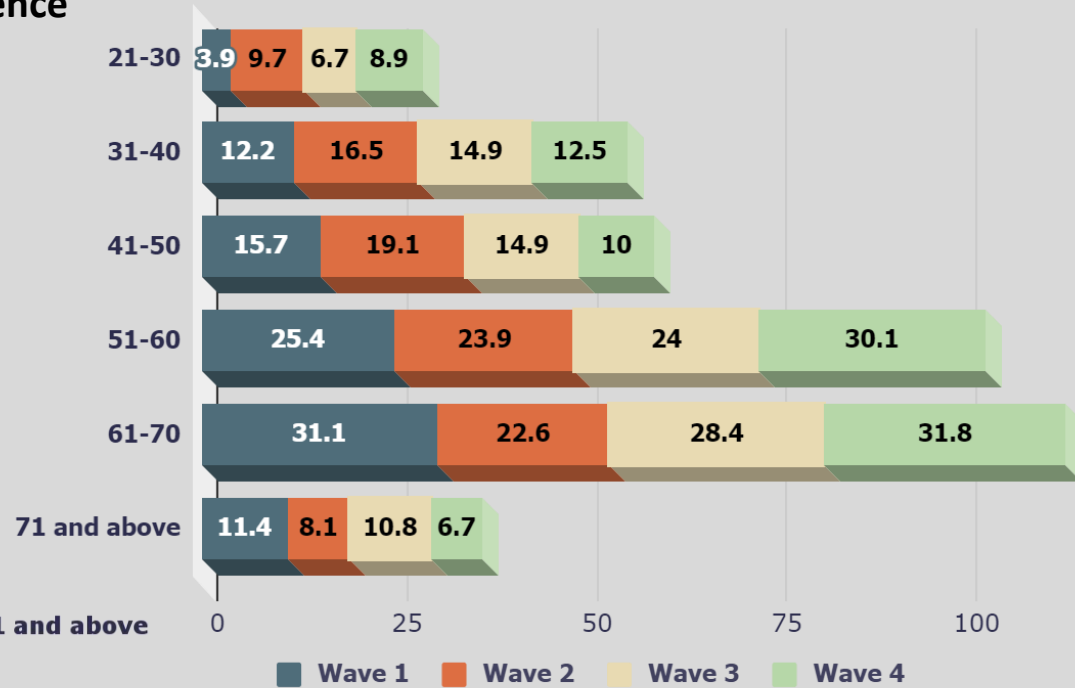
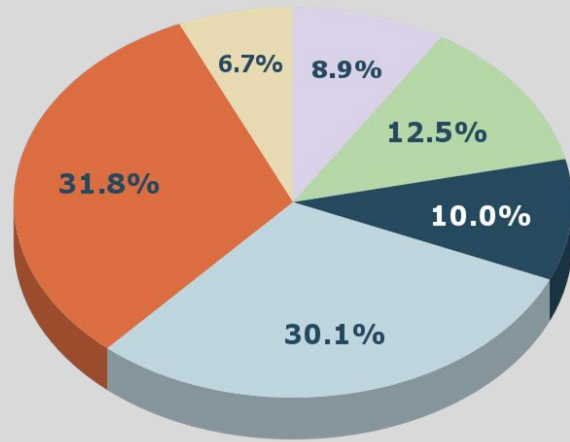
- Yes, Verbal Abuse
- Yes, Physical Abuse
- Yes, Both Verbal and Physical Abuse
- No



*There is a marginal increase in the abuse levels from Wave 3 to Wave 4.*

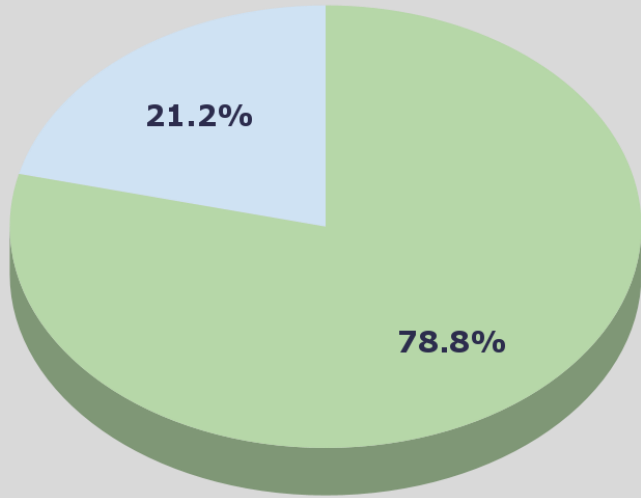
# Abuse: Age

Older officers were more likely to experience abuse.

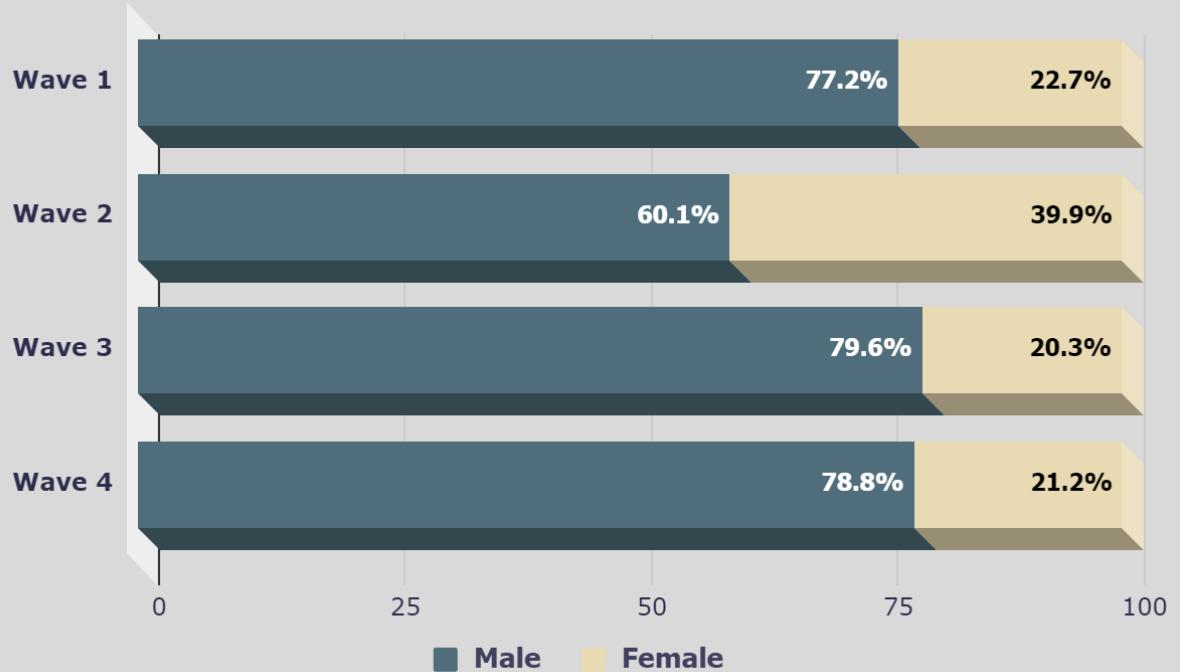


# Abuse: Gender

Male SOs faced more abuse than female SOs

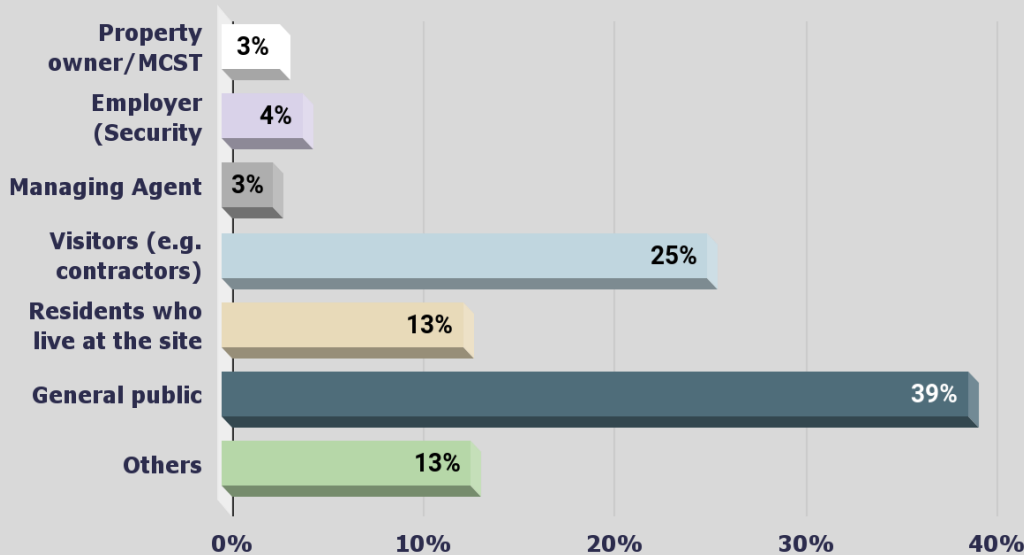


● Male ● Female

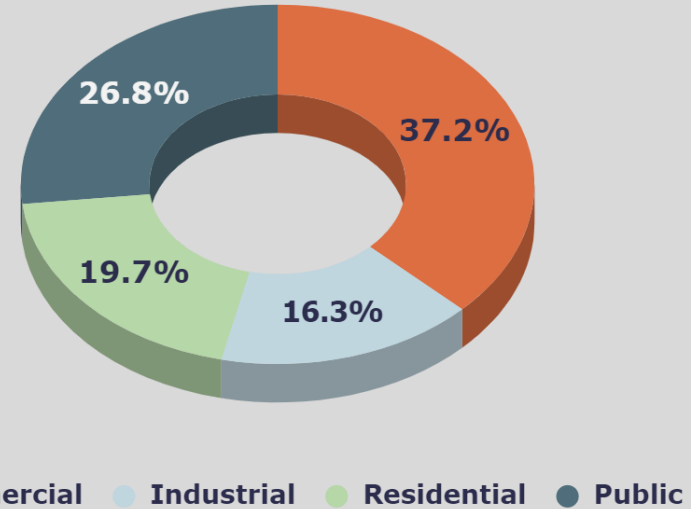


# Abuse at Work: Perpetrators and Work Sites

## Abuser

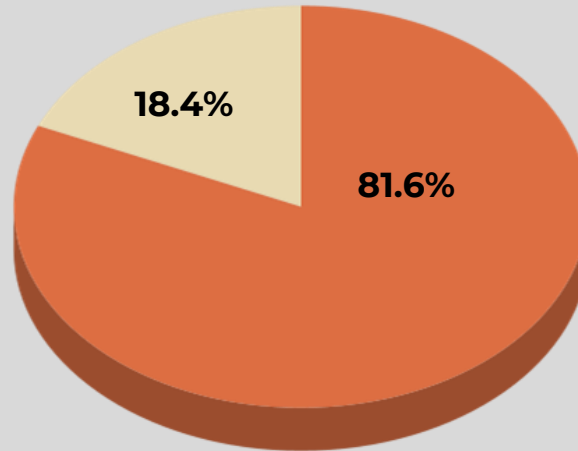


## Work Sites



# Contract for Service vs Contract of Service

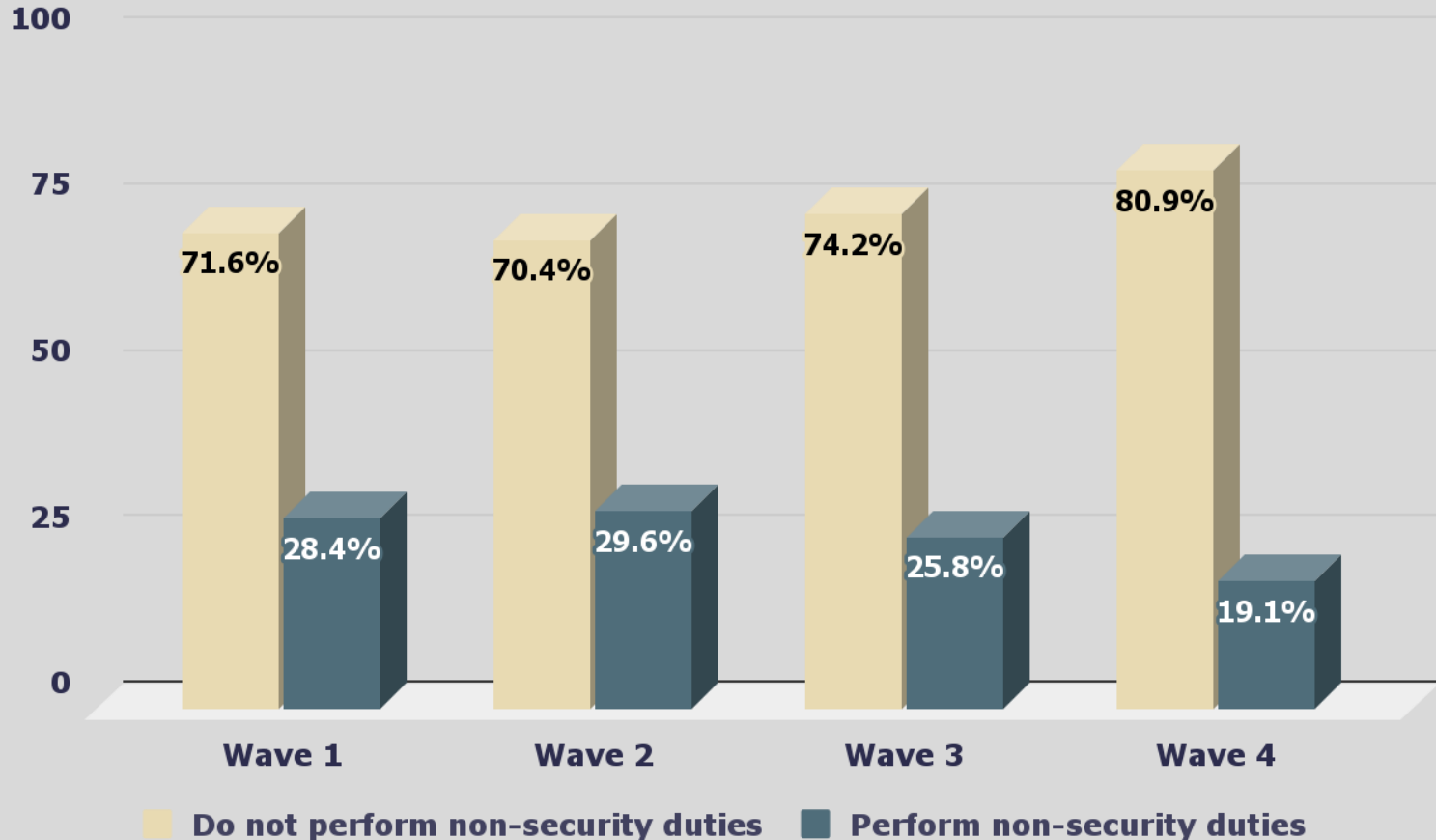
Type of Contract



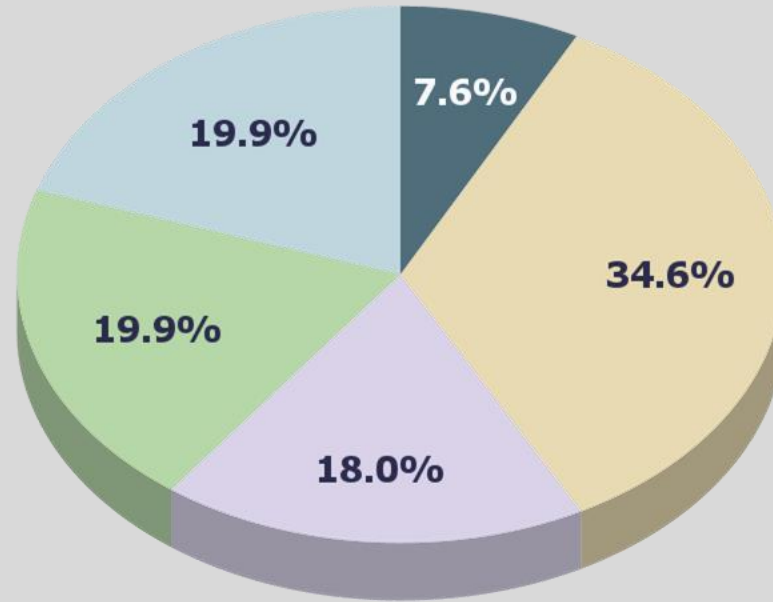
● Contract of Service    ● Contract for Service



# Working Conditions: Performing non-security duties



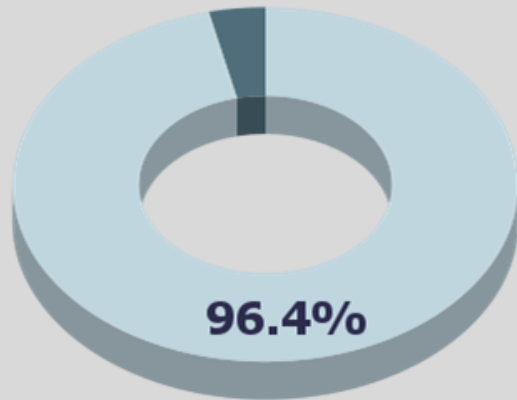
# Working Conditions: Examples of non-security duties



- Customer Service
- Cleaning/Housekeeping
- Carrying/Delivering Items
- Building Maintenance
- Miscellaneous

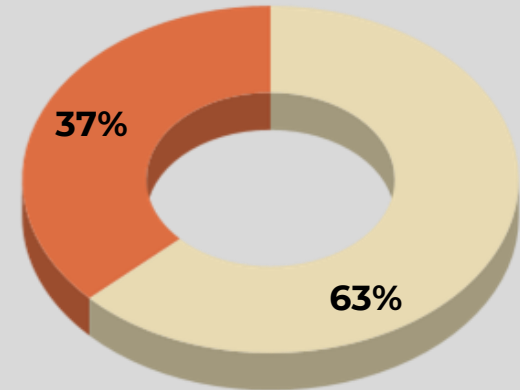
# Working Conditions: Rest Area/Break hours

*“Are you given any official break hours during work?”*



● Yes ● No

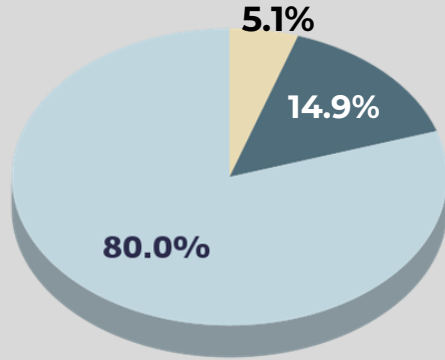
*“Are you provided a separate resting area for your official breaks?”*



● Yes ● No

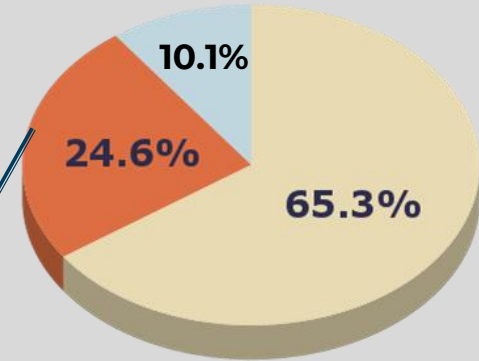
# Mental Well-Being: Life Satisfaction/Perceived Stress

*“In general, how satisfied are you with your life?”*



● Very Dissatisfied/dissatisfied  
● Neither Satisfied nor Dissatisfied ● Very Satisfied/satisfied

*“How often do you feel nervous and “stressed in the past month”?”*



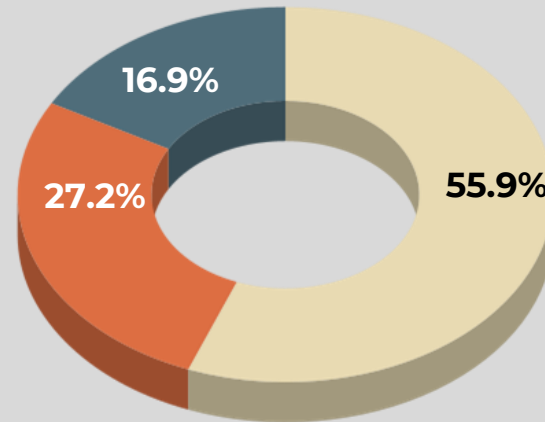
● Never/Almost never ● Sometimes  
● Fairly often/Very often

Age Group	Mean Stress score
21-40	2.24
41-60	1.99
61 and above	1.71

# Empowerment: Speaking up against unfair treatment

*“How empowered do you feel to speak up against unfair treatment?”*

- Very empowered
- Somewhat empowered
- Not empowered



# Key Findings

## Welfare

- ✓ 98% enjoy at least 1 day off per week.
  - ✓ Abuse of officers continue to be high at 41%.
  - ✓ About 1/5 of SOs work on Contract for Service, ie ad-hoc
- => Need to drive awareness of officers being abused, and that contract of service provides more protection to officers.

# Key Findings Recap

# Key Findings

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=> Good opportunities for job transformation at sites.



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# Summary of Key Findings

1. Good opportunities for job transformation at sites.
2. More needs to be done to lower OT hours further.
3. Need to drive awareness of officers being abused, and that contract of service provides more protection to officers.