

Survey on Private Security Officers in Singapore

Wave 2 (Sep – Nov 2020)

Union of Security Employees

Singapore University of Social Sciences

25 March 2021



1. Introduction and Methodology

Tracking study of workplace experience

- SOs who renew their licenses every 5 years and obtain their new security ID card at the USE Customer Service Centre at Jalan Sultan, i.e., random sampling frame
- SOs are approached to fill in survey while waiting for their ID cards
- SUSS students trained to conduct survey at the site
- Fieldwork Sep – Nov 2020
- Total of 1002 respondents
- 15 minutes online survey, \$10 FairPrice voucher as a token of appreciation



2. Demographics


Demographics of Sample (n=1002)	n	%	Education	n	%
All respondents	1002	100.0	Primary education	54	5.4
Gender			Secondary education	558	55.7
Male	774	77.2	ITE / Vocational Training	119	11.9
Female	228	22.8	A Level / Diploma	209	20.9
Ethnicity			Degree	56	5.6
Chinese	318	31.7	DNK / Don't wish to say	6	0.6
Malay	177	17.7	Nationality		
Indian & others	507	50.6	Singaporean	624	62.3
Age			Singapore PR	56	5.6
Up to 29	140	14.0	Malaysian	322	32.1
30-39	191	19.1			
40-49	205	20.5			
50-59	225	22.5			
60-69	182	18.2			
70 and over	59	5.9			

2. Demographics

Housing Type	n	%	No. of People Living Together	n	%
HDB 1-2 room	164	16.4	1 (including respondent)	262	26.1
HDB 3 room	275	27.4	2	189	18.9
HDB 4 room	283	28.2	3	164	16.4
HDB 5 room & Bigger	124	12.4	4	181	18.1
Condo / Private Apt / Landed houses / Others	156	15.6	5	102	10.2
			6	59	5.9
			7 and above	45	4.5
Home Ownership			No. of People Working		
Own Flat	565	56.4	1 (including respondent)	449	44.8
			2	293	29.2
Rented	437	43.6	3	154	15.4
			4 or more	106	10.6

3. Summary of Survey Findings

- **Satisfied with Work Prospects and Compensation**

- Majority (8 in 10) are satisfied with their job
- Usage of technology remained high (above 85%)
- 66% are confident they will not lose their jobs 

- **PWM Wages complied and expected to grow**

- Wages above PWM at all levels
- SOs expected median wage increases of \$120 for the 2021 

- **Welfare: Security officers need more protection and respect**

- 4 in 10 SOs reported facing abuse at their workplace, up from 3 in 10 for the last survey in January 2020
- SOs continue to be given non-security duties about 30% of the time

Survey Findings on

a. Work Prospects

- Job Satisfaction
- Usage of Technology
- Job Security

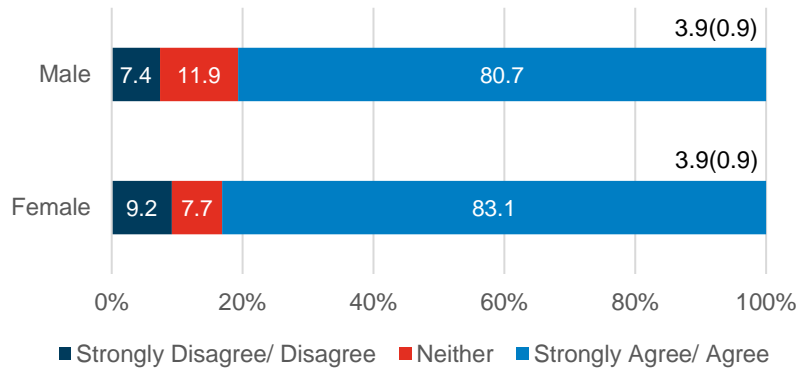


a. Work Prospects: Job Satisfaction

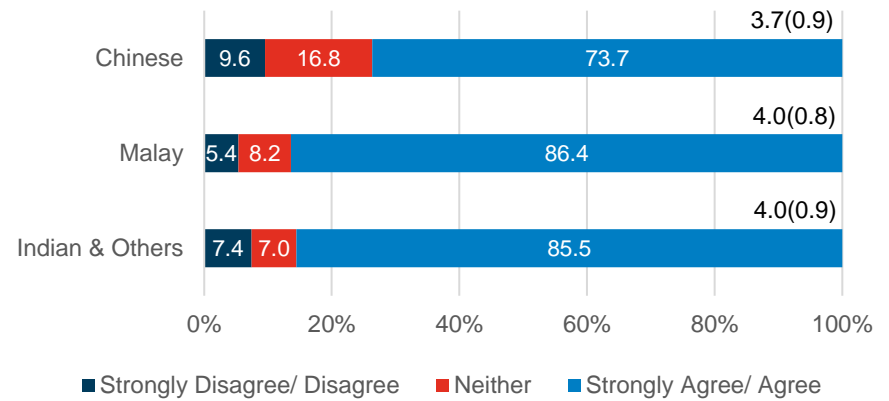
8 in 10 security officers said they were satisfied with the profession.

I feel satisfied with my current job

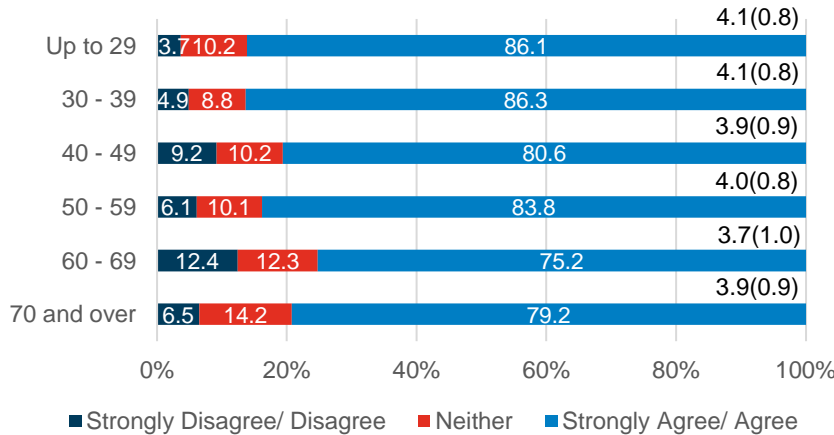
Gender



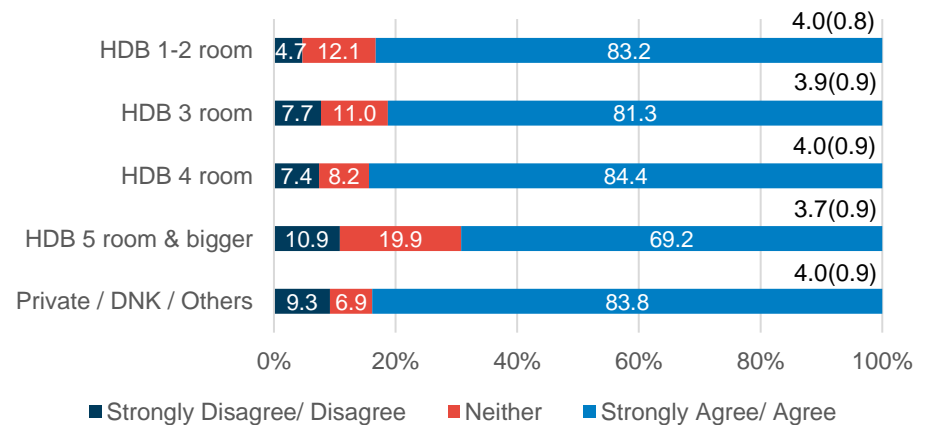
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Age



Housing Type

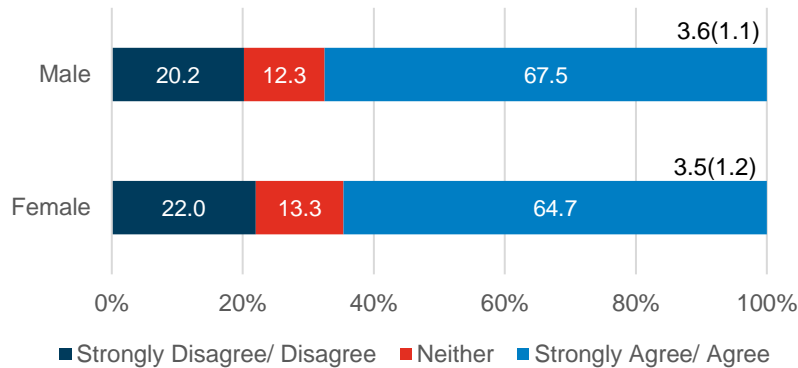


a. Work Prospects: Job Satisfaction

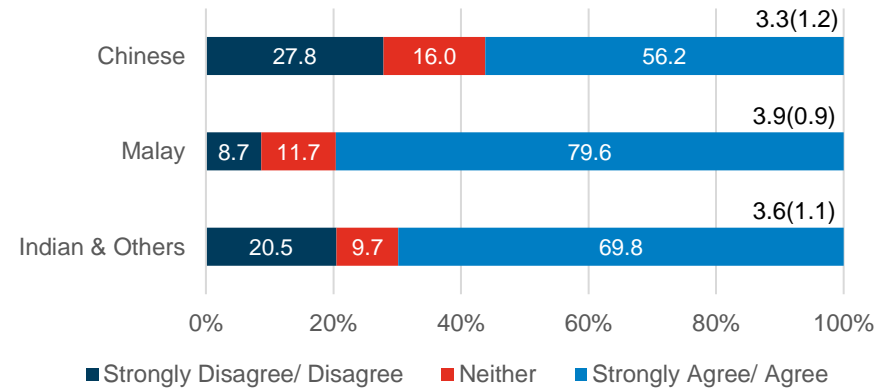
6 in 10 security officers feel that the salary they receive is fair for what they are doing. These security officers are primarily male, Malay, in their 30's, and those living in HDB 1-2 room.

I feel that I am receiving a fair salary for what I am doing

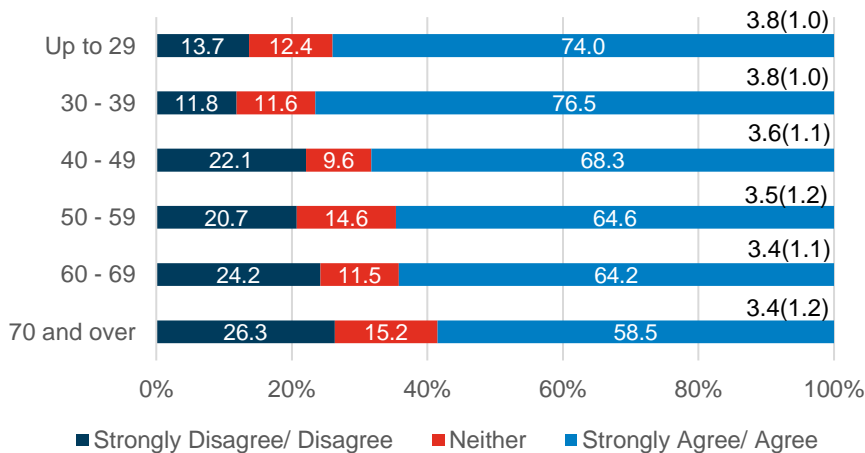
Gender



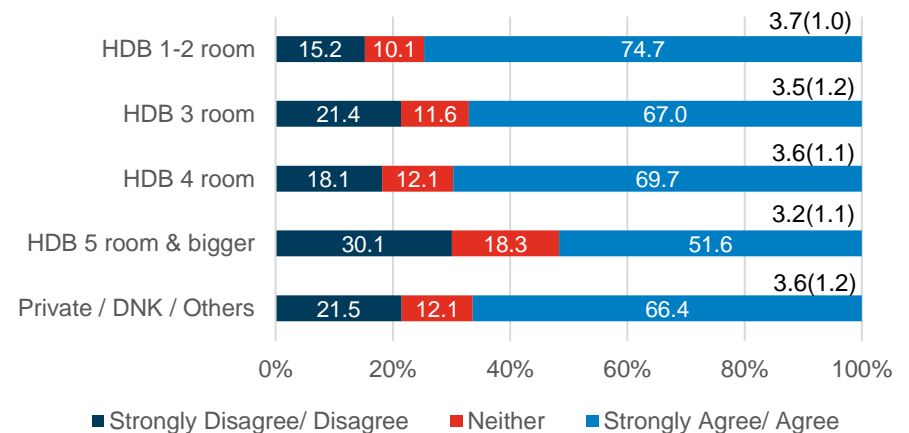
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Age



Housing Type

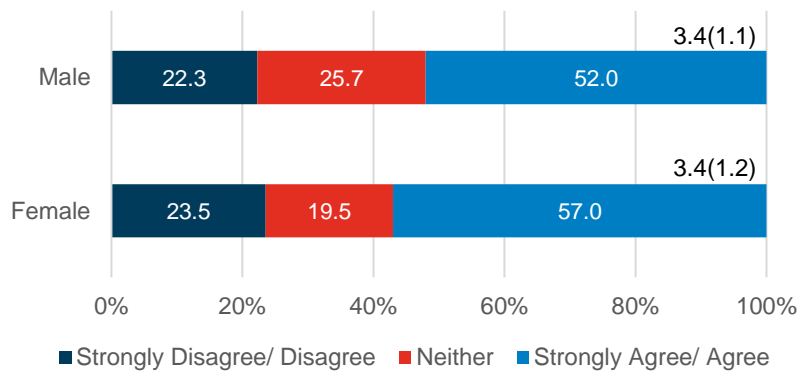


a. Work Prospects: Job Satisfaction

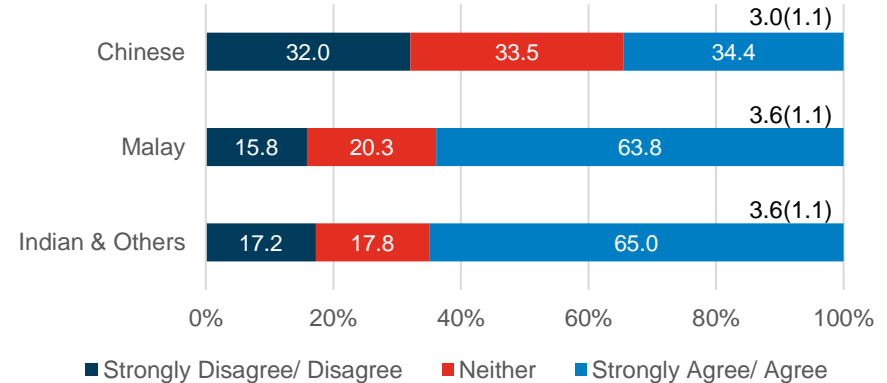
More than 5 in 10 security officers are satisfied with their chances for promotion. These security officers are primarily female, Indian/Others, under 30, and those living in HDB 1-2 room.

I am satisfied with my chances for promotion

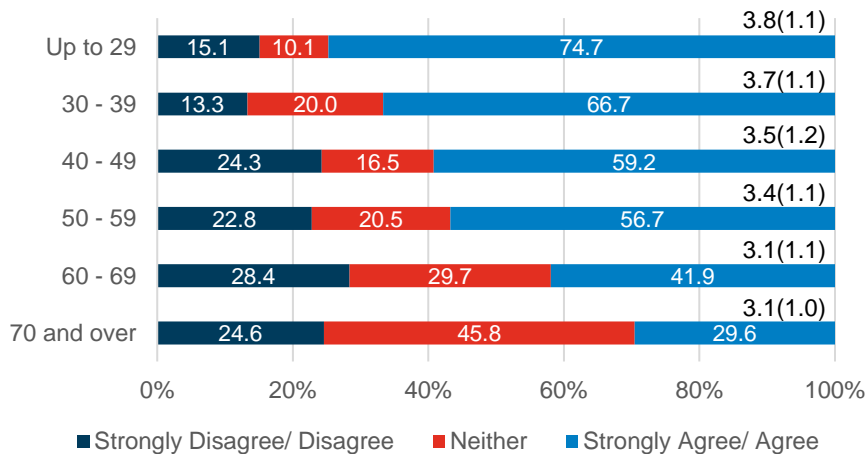
Gender



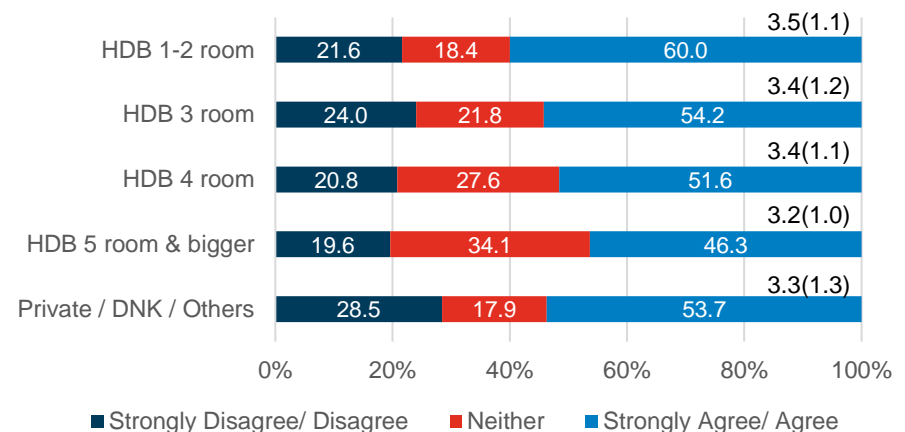
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Age



Housing Type

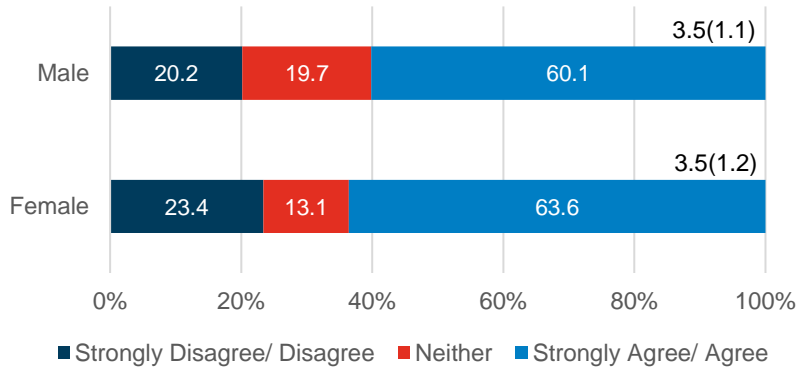


a. Work Prospects: Job Satisfaction

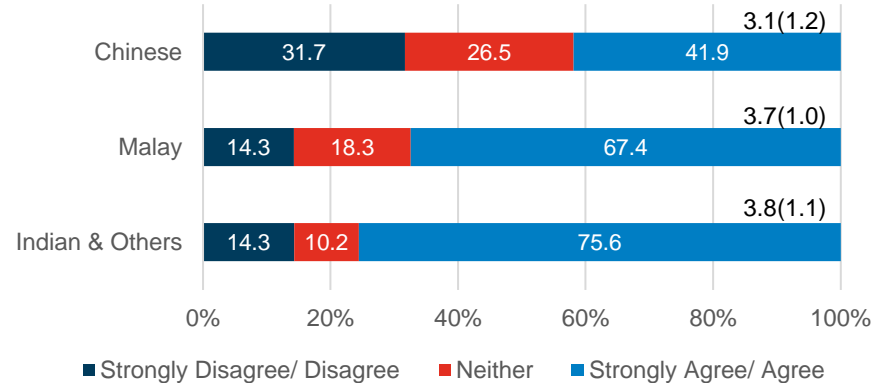
6 in 10 security officers are satisfied with their chances for salary increase. These security officers are primarily female, Indian/Others, under 40, and those living in HDB 1-2 room.

I am satisfied with my chances for salary increase

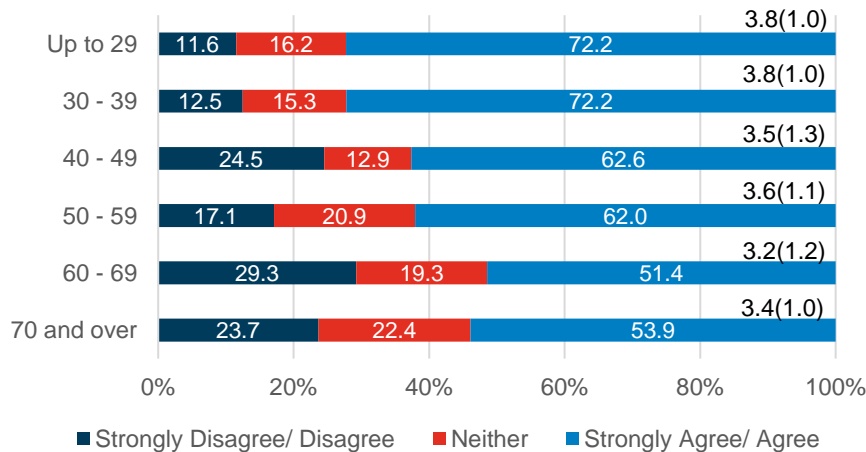
Gender



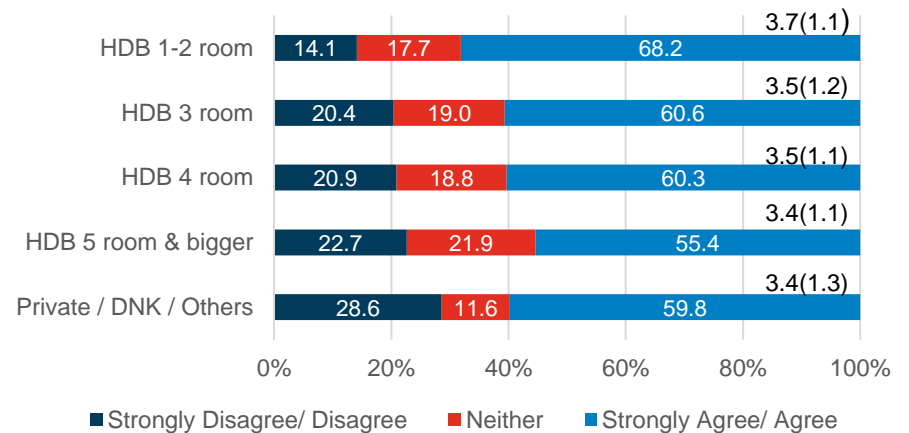
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Age



Housing Type

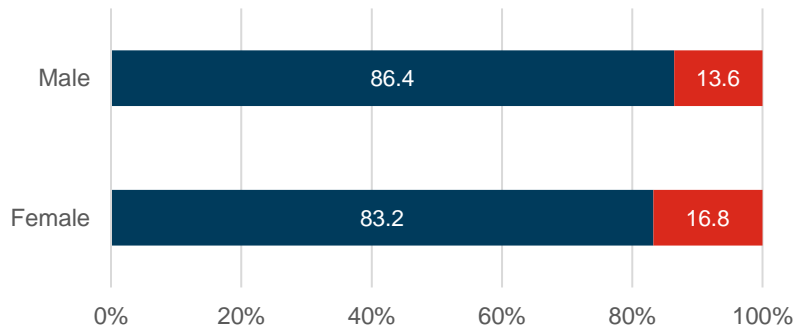


a. Work Prospects: Usage of Technology

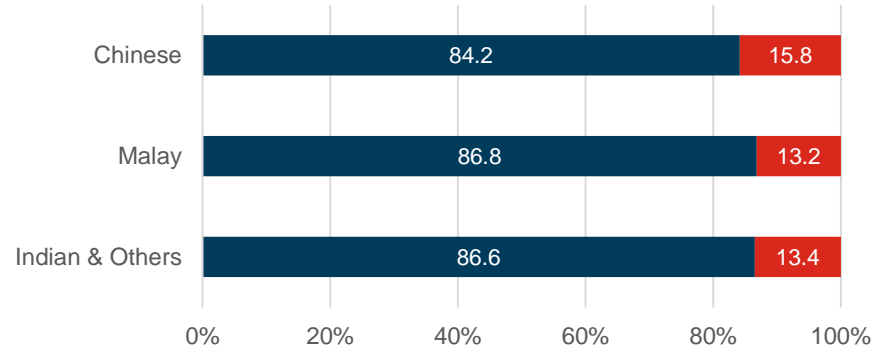
Most Security Officers use technology at their workplaces. However, older Security Officers in their 50's and above use technology lesser than younger Security Officers.

Do you use technology/security systems at your workplace?

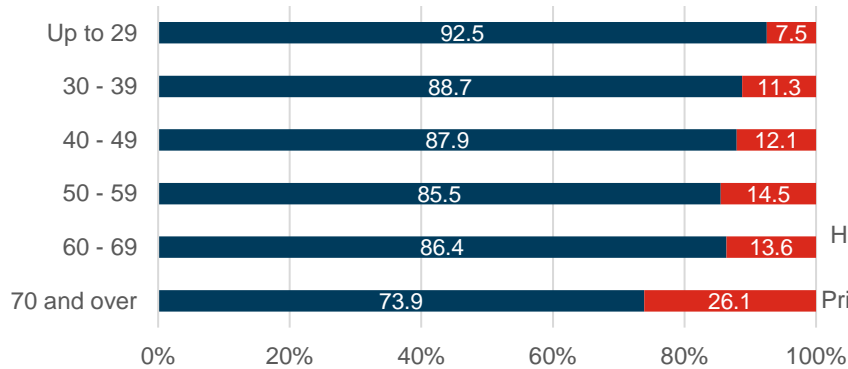
Gender



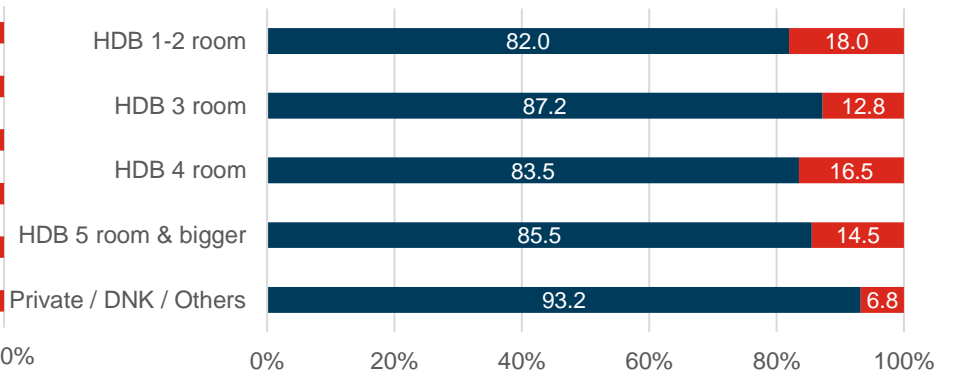
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Age



Housing Type

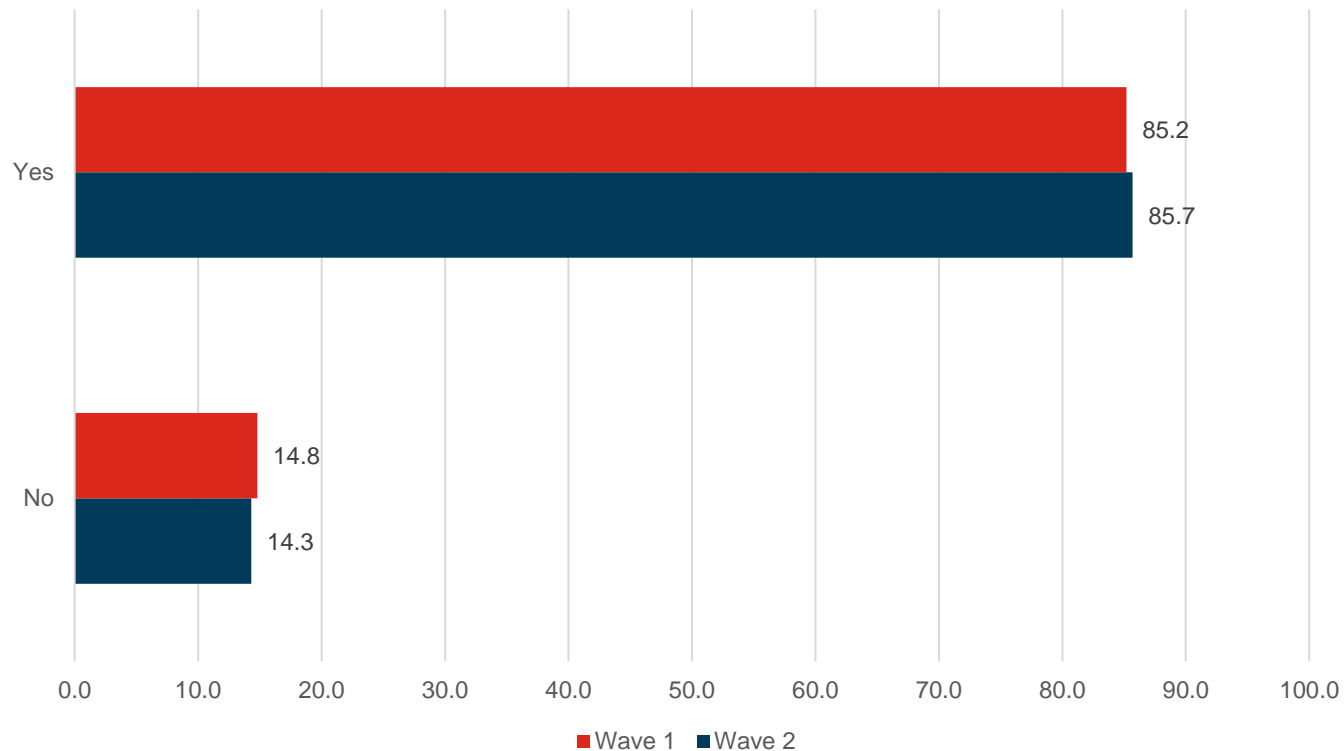


■ Yes ■ No

a. Work Prospects: Usage of Technology

Security officers' usage of technology remains generally the same from Wave 1 to Wave 2.

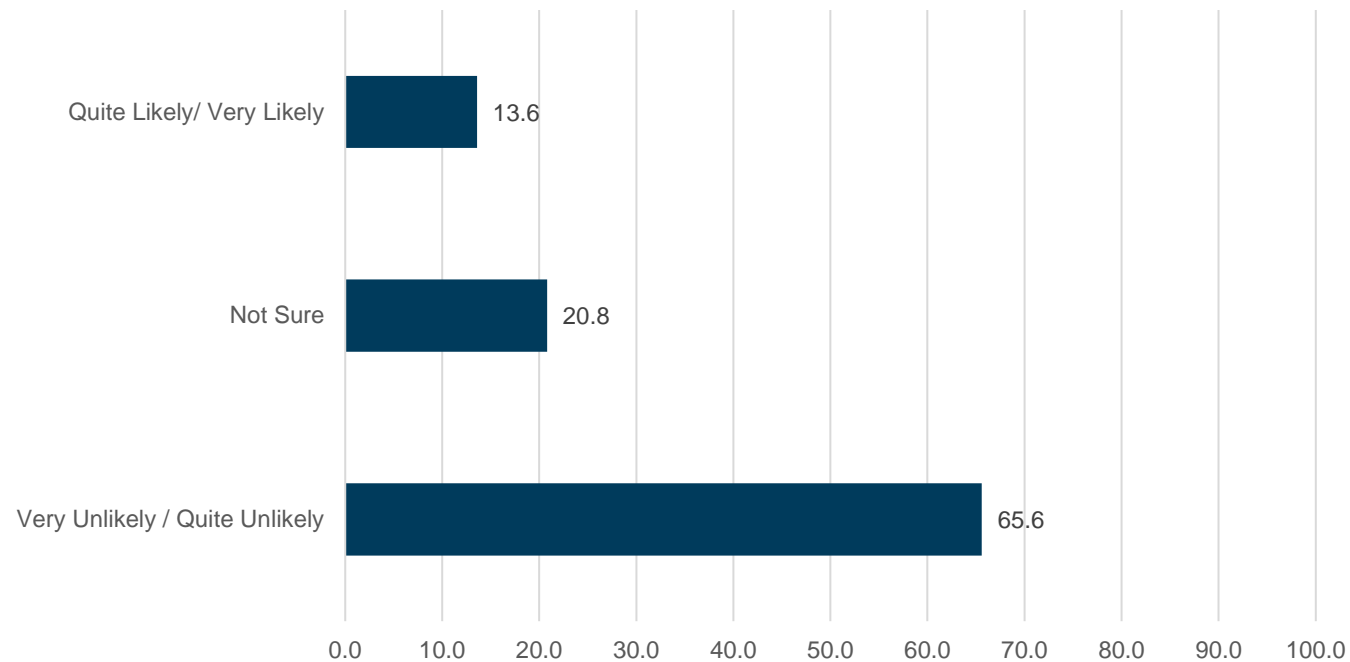
Do you use technology/security systems at your workplace?



a. Work Prospects: Job Security

66% are confident they will not lose their job.

How likely do you think you will lose this job ?
(OVERALL)



NB: No Wave 1 comparison as Job Security is a new section asked in Wave 2.

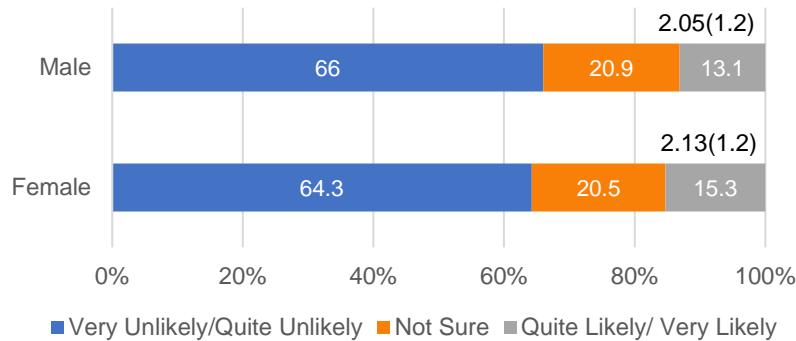
a. Work Prospects: Job Security

Older security officers are more likely to think that they will lose their job as compared to younger security officers.

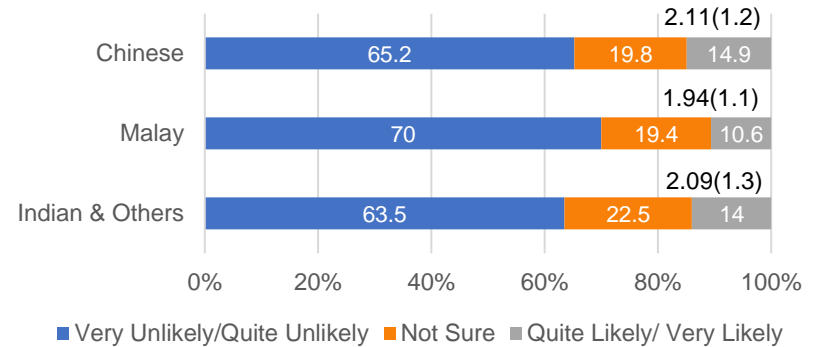
How likely do you think you will lose this job?

BREAKDOWN

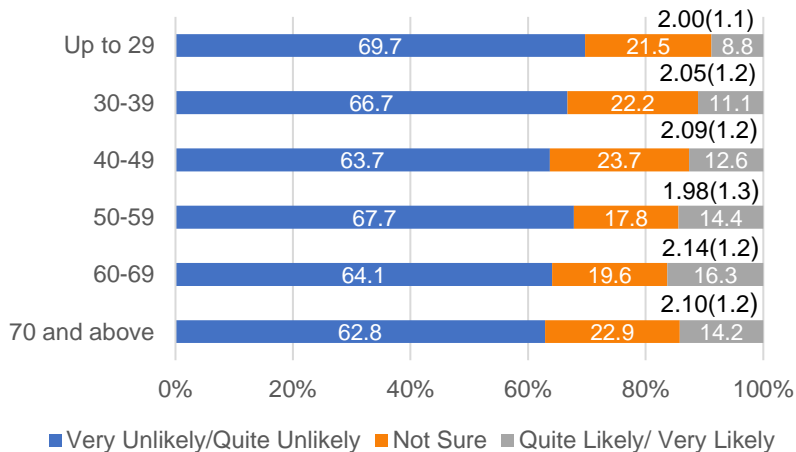
Gender



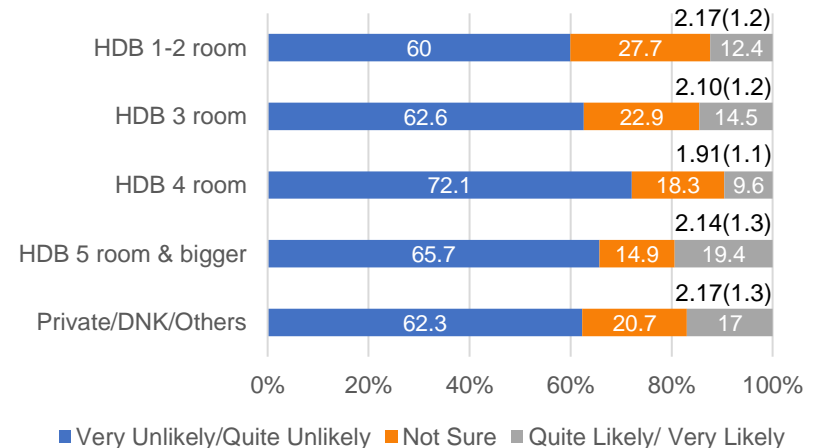
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Age



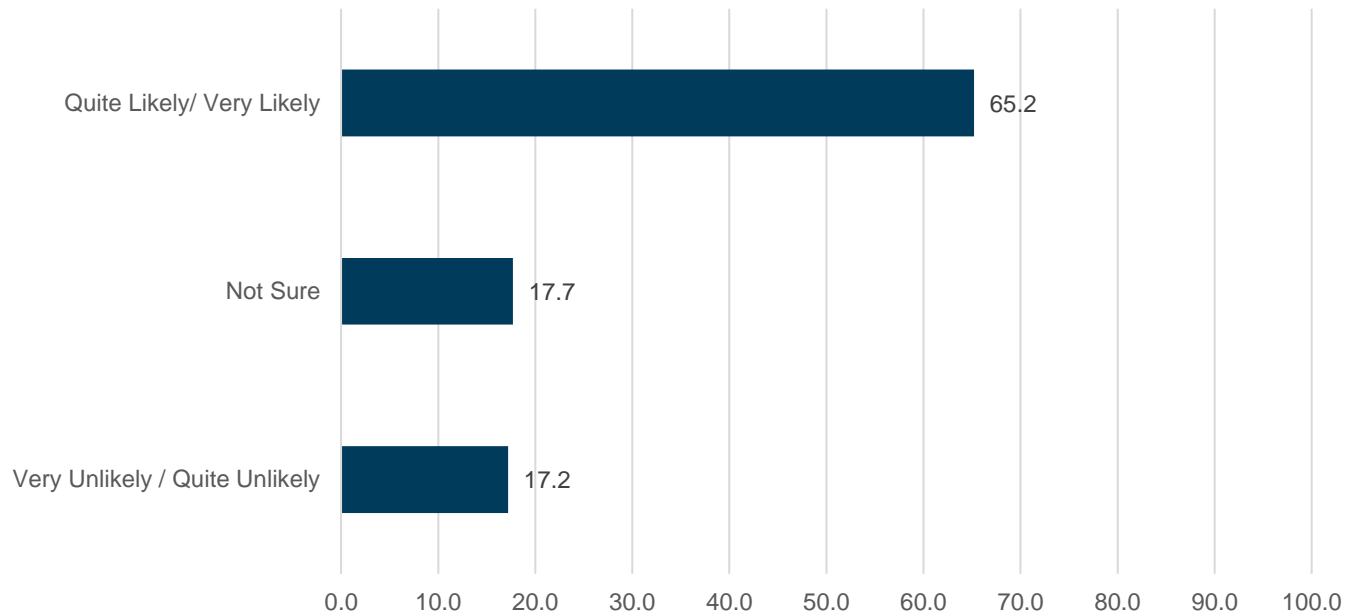
Housing Type



a. Work Prospects: Job Security

65.2% of security officers expect to take on greater level of responsibilities in the next 12 months.

How likely would you expect to take on greater level of responsibility in the next 12 months ?
(OVERALL)



NB: No Wave 1 comparison as Job Security is a new section asked in Wave 2.

Survey Findings on b. Wages

- Wages
- Expected Salary Increments

b. Wages: Basic Wage breakdown by rank

Wages above PWM recommendations at all levels.

Wave 1	Basic wage by employed PWM rank	Singaporean / PR			PWM 2020 (SG/PR)
		Rank	Mean	Median	Std. Dev.
	Security Officer	1,544.6	1,400.0	736.1	1,250
	Senior Security Officer	1,584.7	1,420.0	600.8	1,420
	Security Supervisor	2,042.3	1,753.6	932.6	1,620
	Senior Security Supervisor	2,302.8	1,900.0	1,118.6	1,820
	Chief Security Officer	3,601.1	3,650.0	2,635.9	-

Wave 2	Basic wage by employed PWM rank	Singaporean / PR			PWM 2020 (SG/PR)
		Rank	Mean	Median	Std. Dev.
	Security Officer	1,475.7	1,300.0	721.1	1,250
	Senior Security Officer	1,719.7	1,500.0	733.4	1,420
	Security Supervisor	2,017.0	1,800.0	757.5	1,620
	Senior Security Supervisor	2,281.0	2,000.0	716.6	1,820
	Chief Security Officer	2,537.8	1,966.5*	1,189.9	NA

b. Wages: Basic and Take-home Wages in General (Singaporeans/PR/Malaysians) Based on Job Rank

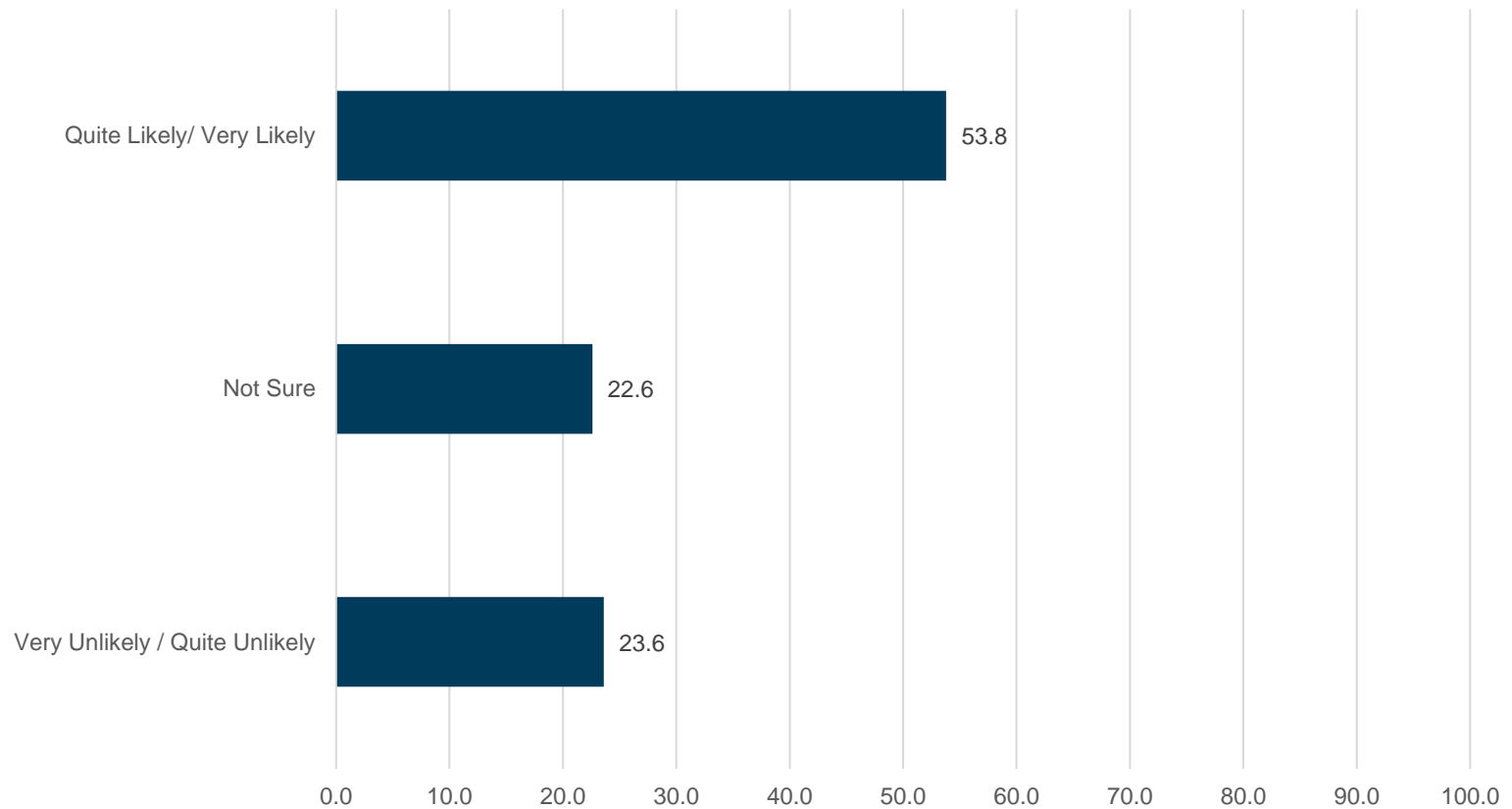
Basic wage based on employed PWM rank (SGD\$):			
	Mean	Median	Std. Dev
Security Officer	1,400.5	1,250.0	678.3
Senior Security Officer	1,624.0	1,420.0	695.5
Security Supervisor	1,918.4	1,691.0	742.2
Senior Security Supervisor	2,270.4	2,000.0	706.1
Chief Security Officer	2,537.8	1,966.5	1190.0

Take-Home pay based on employed PWM rank (SGD\$):			
	Mean	Median	Std. Dev
Security Officer	1,695.7	1,800.0	686.9
Senior Security Officer	2,039.0	2,000.0	658.1
Security Supervisor	2,362.6	2,396.0	702.3
Senior Security Supervisor	2,773.7	2,700.0	613.0
Chief Security Officer	2,959.7	2,976.9	730.2

b. Wages: Salary Increments

1 in 2 security officers expect an increase in salary in the next 12 months.

How likely would you expect an increase in salary in the next 12 months? (in %)
(OVERALL)



b. Wages: Salary Increments

Security officers generally expect a median salary increment amount of **\$120** for 2021.

How much of salary increment will you expect (in SGD) (Overall)

Min	Max	Median	Standard Dev.
1	2,800	120.0	210.62

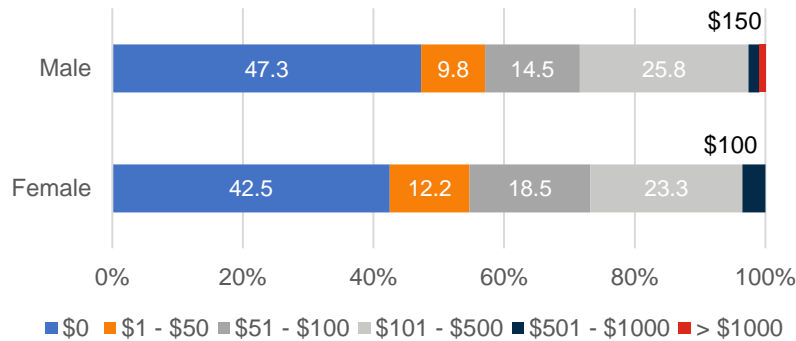
NB: No Wave 1 comparison as “Expected Salary Increments” is a new field.

b. Wages: Salary Increments

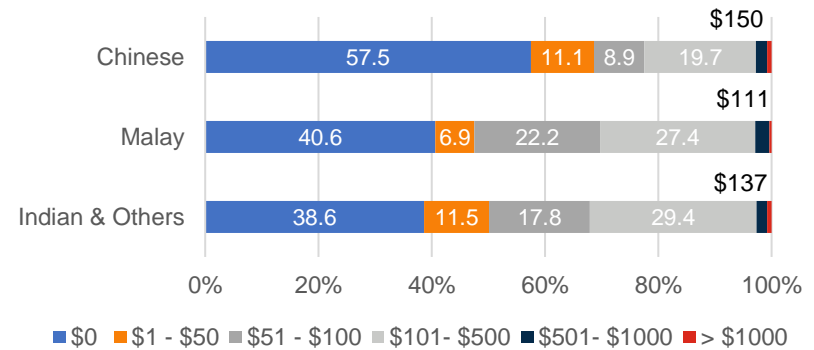
Younger security officers expect higher salary increment compared to older officers.

How much of salary increment will you expect (in SGD)?

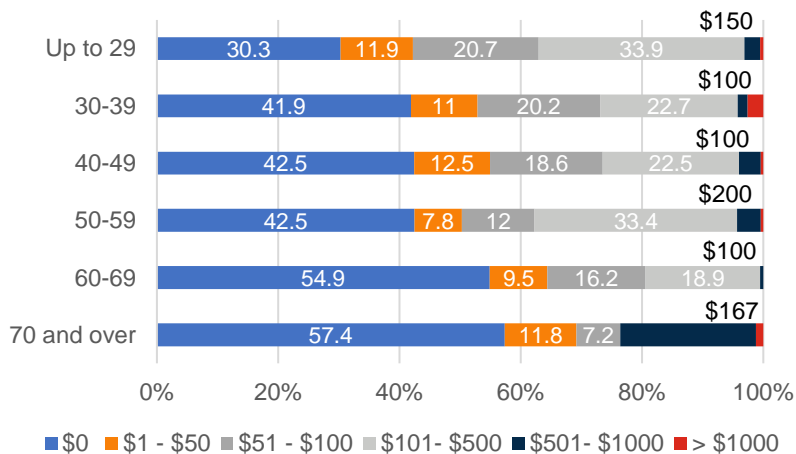
Gender



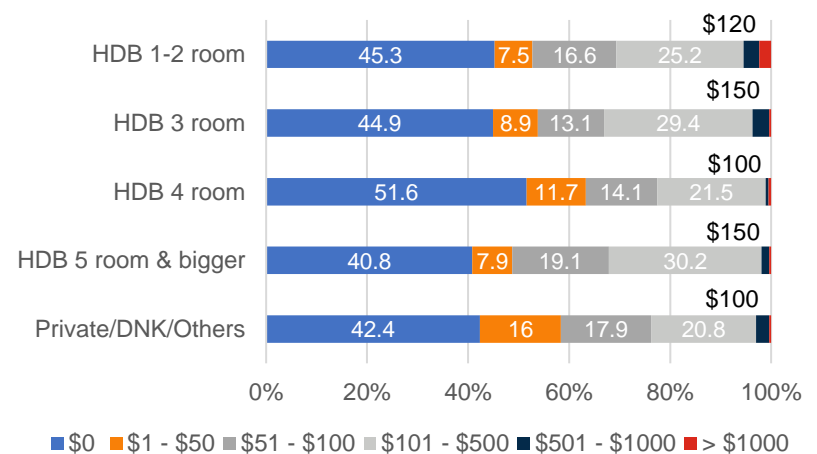
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Age



Housing Type



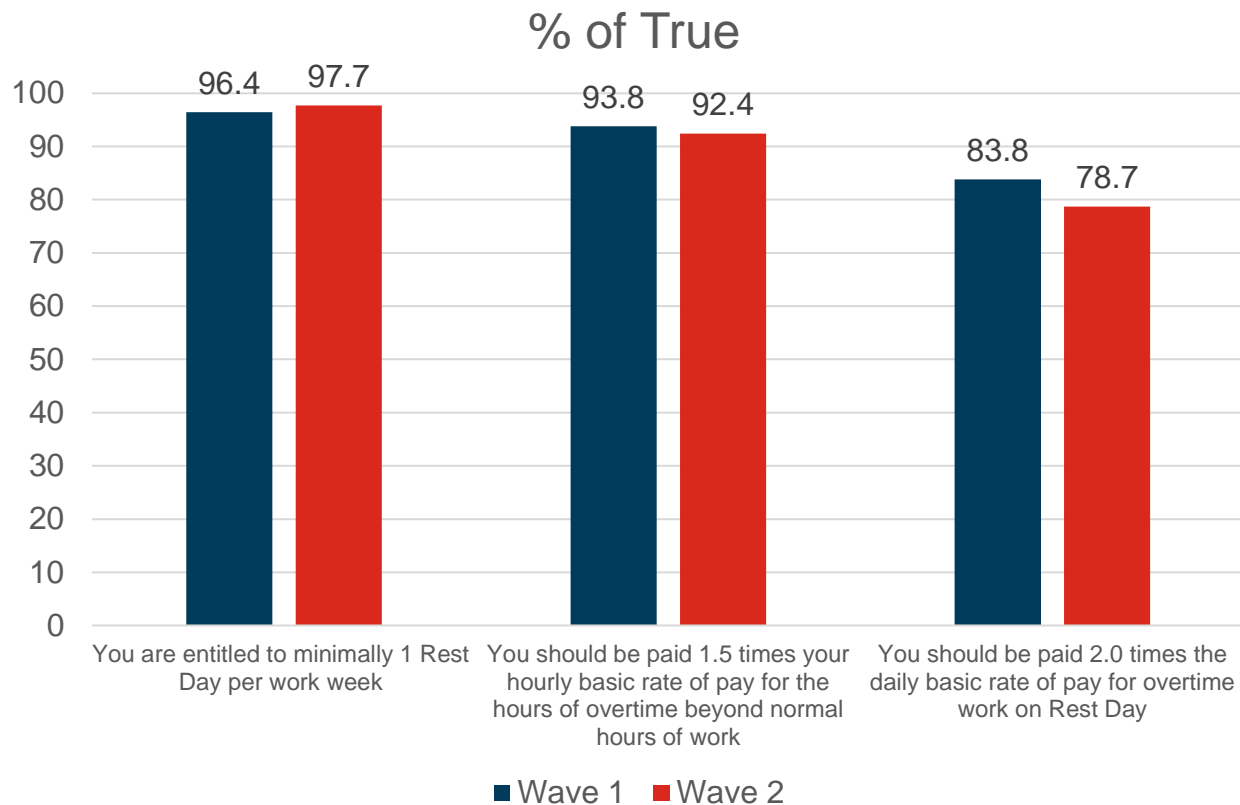
Survey Findings on c. Welfare

- Knowledge of Labour Laws
- Abuse faced at workplace
- Working conditions – Performing non-security duties

c. Welfare: Knowledge of Labour Laws

Security officers generally aware they are entitled to minimally 1 Rest Day per work week (97.7%) and should be paid 1.5 times their hourly basic rate of pay for the hours of overtime beyond normal hours of work (92.4%).

A considerably lower % of security officers (78.7%) are aware that they should be paid 2.0 times the daily basic rate of pay for overtime work on Rest day.

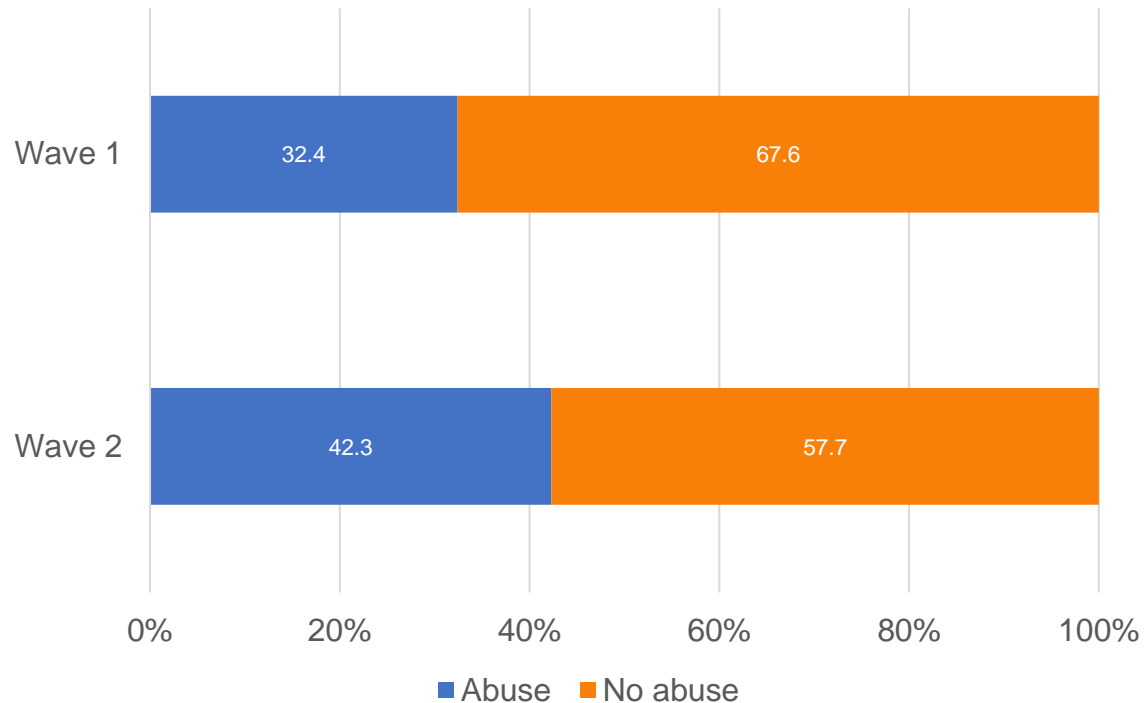


c. Welfare: Abuse faced at workplace

There is a considerable increase in abused cases from Wave 1 (10%).

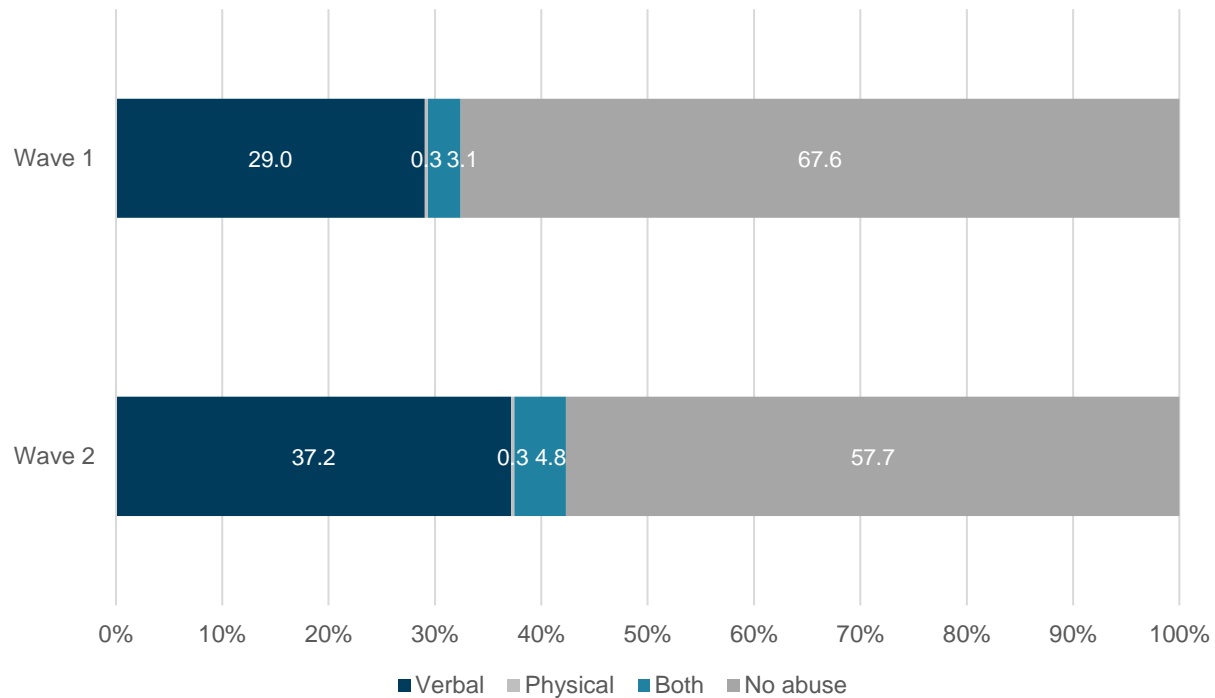
This could be due to the enforcement of safe distancing measures imposed under the COVID-19 outbreak.

Have you experienced any verbal abuse or physical abuse at your site?



c. Welfare: Abuse faced at workplace

Have you experienced any verbal abuse or physical abuse at your site?
BREAKDOWN BY TYPE OF ABUSE

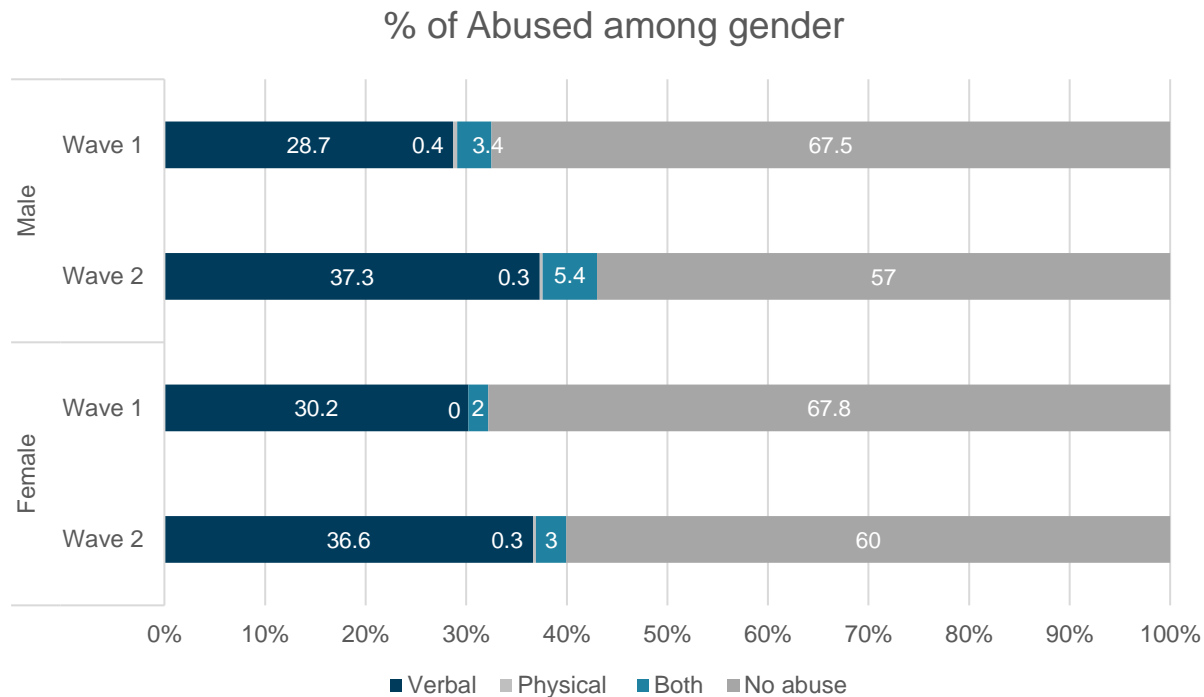


c. Welfare: Abuse faced at workplace

Increased abuse is similarly experienced by both male and female security officers.

Have you experienced any verbal abuse or physical abuse at your site?

BREAKDOWN BY TYPE OF ABUSE



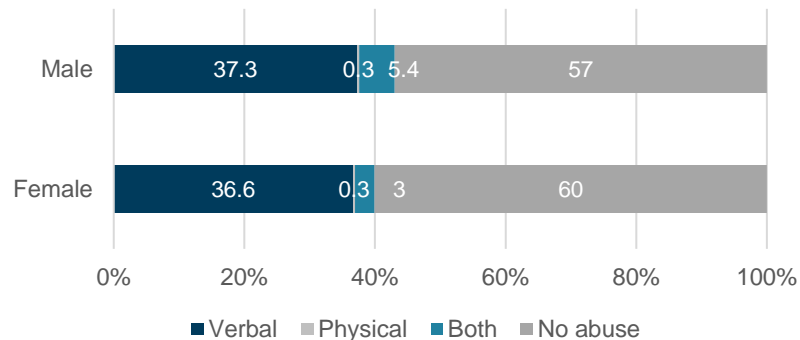
c. Welfare: Abuse faced at workplace

Older officers are more likely to be abused.

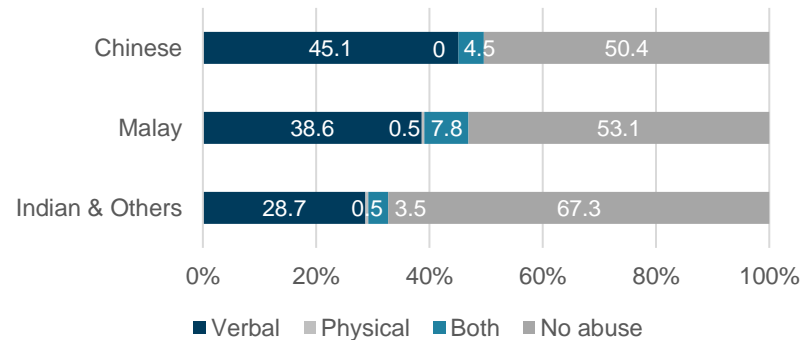
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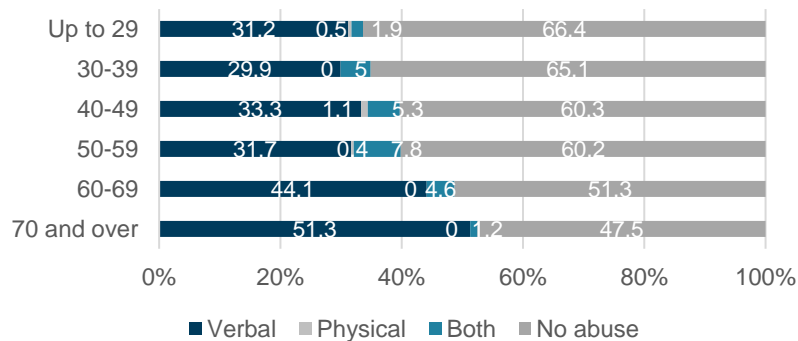
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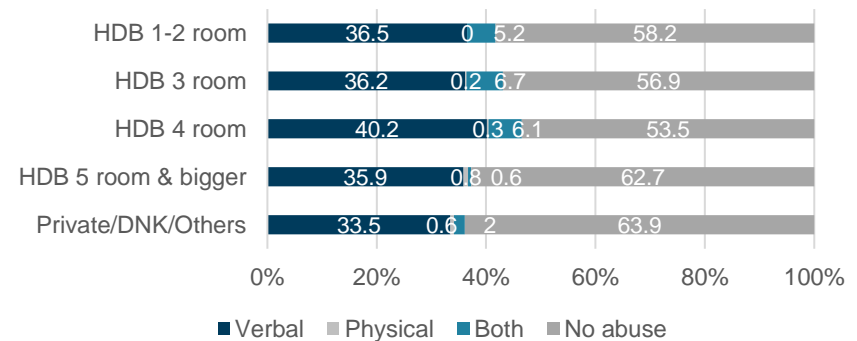
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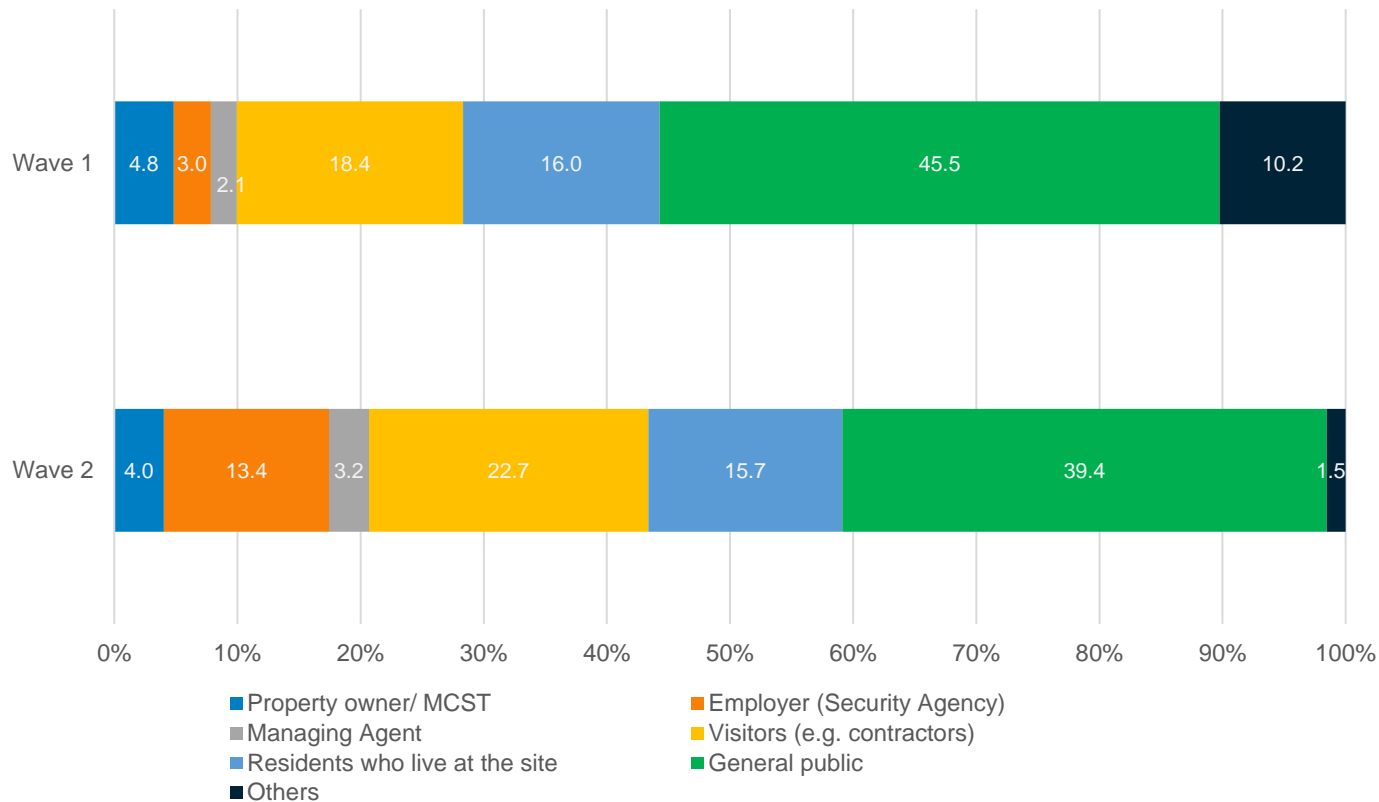
Housing Type



c. Welfare: Abuse faced at workplace

Most of the abuse perpetrators are from the **general public** which is similar to Wave 1. However, in Wave 2 security officers faced more frequent abuse from **visitors and employers**. This could be due to the increase of visitors and the increase in conflicts with visitors due to Covid-19 requirements. Abuse from employers have also increased.

By whom do you receive abuse from at the workplace?

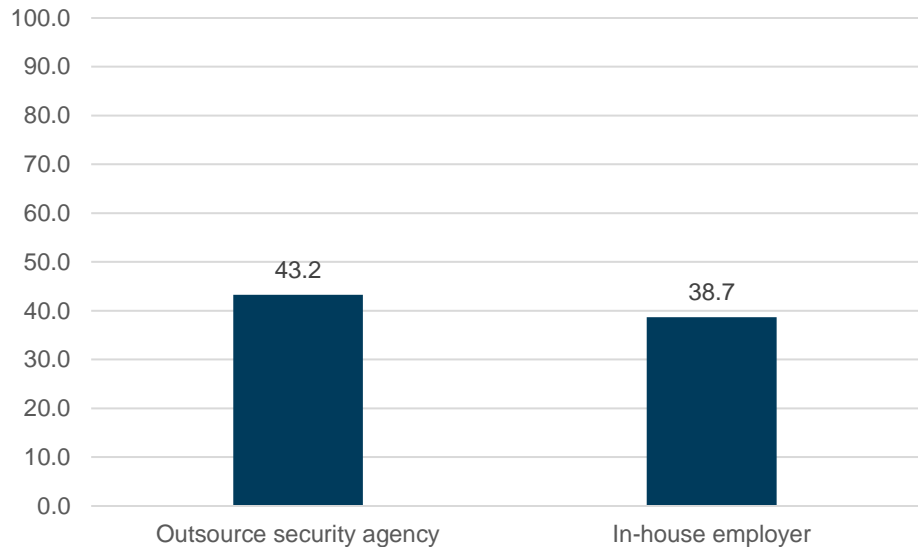
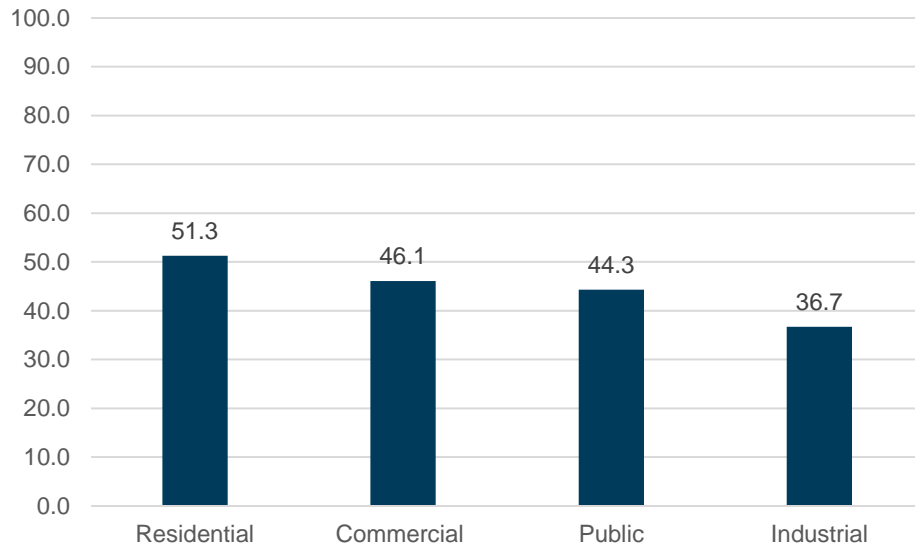


Abuse experienced at work in different workplace settings

Security officers who worked in residential areas experienced the most abuse while those who worked at industrial sites experienced the least abuse.

Security officers in outsourced security agencies experienced more abuse than those working for in-house employers.

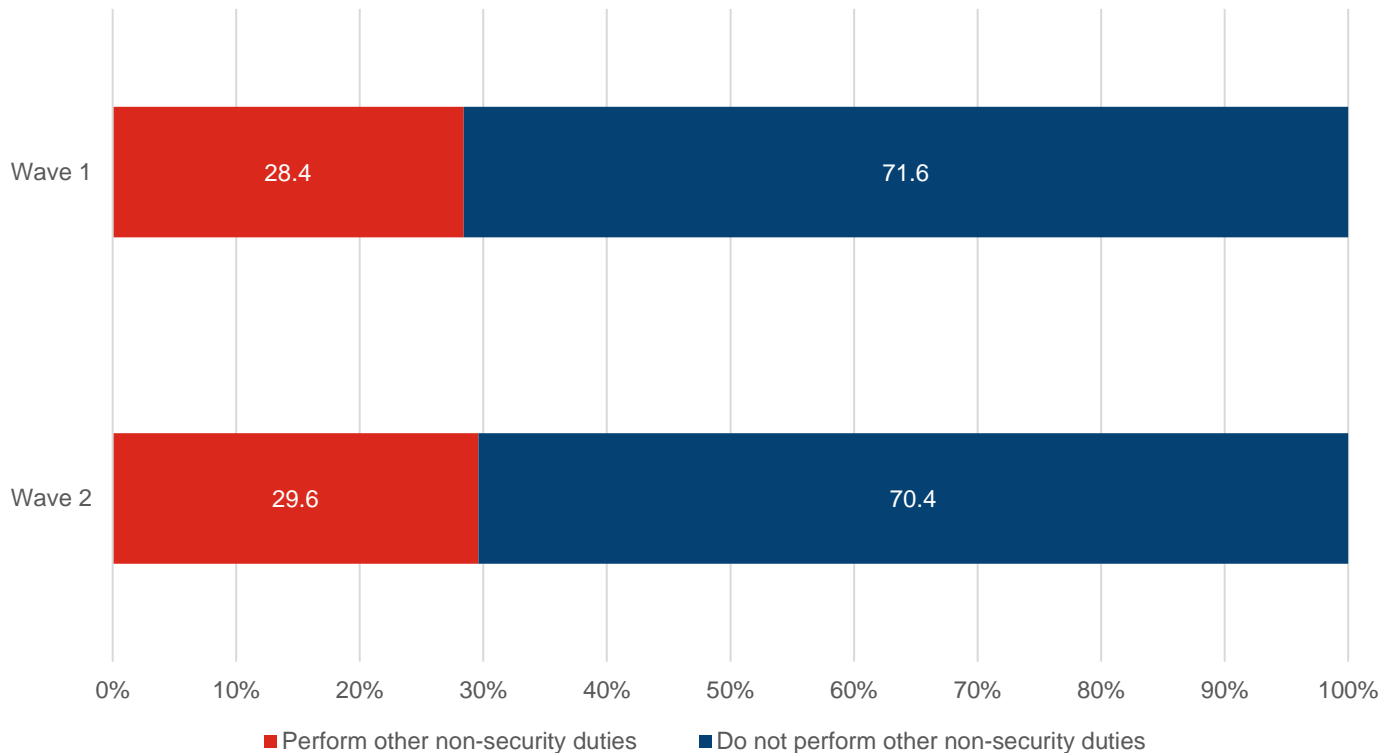
Have you experienced any abuse at your site? (Yes in %)



c. Welfare: Performing non-security duties


Similar to Wave 1, officers continued to perform non-security duties about 30% of their time

How often do you perform other non-security duties outside your PWM functions?



4. Recap – Summary of Survey Findings

- **Satisfied with Work Prospects and Compensation**

- Majority (8 in 10) are satisfied with their job
- Usage of technology remained high (above 85%)
- 66% are confident they will not lose their jobs 

- **PWM Wages complied and expected to grow**

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- **Welfare: Security officers need more protection and respect**

- 4 in 10 SOs reported facing abuse at their workplace, up from 3 in 10 for the last survey in January 2020
- SOs continue to be given non-security duties about 30% of the time

5. Background on USE-SUSS Collaboration Study

- **Collaboration**
 - A 2-year project, bi-annual surveys
 - The second longitudinal tracking survey on private security officers
 - The first survey can be found [here](#)
 - Robust fieldwork and analysis to provide an accurate benchmark on job sentiment, PWM, and working conditions
- **Union of Security Employees (USE)**
 - Results provide the basis for the union to secure better wages, welfare, and work environment for low wage workers
 - Understand how the security sector evolves overtime
- **Singapore University of Social Sciences (SUSS)**
 - SUSS students completed the fieldwork, analysis, and report preparation, guided by SUSS Principal Investigator and USE
 - Opportunity for students to learn how labour policies are practised in the private security industry
 - Experience end-to-end survey project management cycle, insights to the rigours expected in data collection, analytics, and presentation