



ADHERENCE TO THE ETHICAL STANDARDS AND CODE OF CONDUCT OF NORTHWESTERN UNIVERSITY SECURITY GUARDS

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This study assessed the adherence of the security guards to the ethical standards and code of conduct during the first semester School Year 2012-2013.

The Research and Development (R&D) method was used in this study involving 23 security guards. Data were gathered through a questionnaire supplemented with interview and document analysis.

Results of the study showed that most of the respondents are males, young, and married. All are qualified in terms of educational attainment, however, majority of the security guards are quite new in the security work. The study found out that majority receives monthly income below Php 6,000.00. Not all of them are covered with mandatory benefits and equipped with trainings.

It was further found out that the respondents oftentimes adhered to ethical standards for security guards. However, there is a need to strengthen their adherence to attain quality service as regards honesty, secrecy, discipline, decorum, handling and prevention of criminal elements, performance of duties, allegiance, and familiarization of rules and regulations courtesy.

Result also revealed that the respondents oftentimes adhere to their code of conduct. On the other hand, the security guards have potentials for improvement on the use of license and privileges, unnecessary conversations, knowing the location of the alarm and sounding the alarm, operating the fire extinguishers, knowing emergency numbers, immediately notifying the police, participating and integrating violations of the law, and reading newspapers, books and magazines. The continued obedience to the code of conduct needs focus to ensure that the security guards respond to customer's satisfaction which is the primary goal of Northwestern University being ISO certified.

Based on the findings and conclusions, a security management primer was developed to instil deeper sense of moral responsibility in the security guards and to improve their job performance.

