

Measures to Enhance Emergency Management Capacity of Private Security Industry

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ABSTRACT

The private security will overcome the limit of public police system and implement a small and efficient government concept. Especially in recent years, this security system has naturally been expanded in its functions from crime prevention to prevention of disasters. To manage the emergency by the private security industry, the private security services to involve some peculiarity and specialty. The policy agenda of private security industry for crisis management are suggested. First of all, to provide quality services for emergency management, the guards from private organizations should receive professional education and training to secure the specialty. Second, we need to improve the quality of security instructors with intensive education system for them. Security instructors should be able to effectively handle lots of different matters in the fields of security, but examination of the current curriculum of education for security instructor indicates that there is not much chance of it. Third, must be natural in light that the private organizations have some limitations in their operational capabilities and scopes. Private security duties are well established in cooperation with related institutions such as the police. Lastly, development of high quality crisis management commodities in the private security becomes even more significant. The government should be determined to make an effort to grow the private industry and foster a political environment for the same purpose.

Keywords: *Emergency Management, Private Security Industry, Private Guards, Security Instructor, and Disaster.*

1. INTRODUCTION

With people directly exposed to the recent frequent big disasters of various types in terror and anxiety, the concerns over the risk are rapidly gaining the people's attention.

To keep our living areas safe from repetitive mass disasters, this is the most desperate social and economic policy agenda that the nation is gaining a broad consensus from its decades of recent experience. Even recently our society is seeing disasters breaking out one after another, so there are voices asking for self-reflection on the state-level measures for crisis management.

As the cities in modern society are getting more expanded, densely populated, and multi-functionalized, they have become more versatile to a variety of disasters, which eventually needs the ability of emergency management more desperately. Besides, with the 5-day workweek adopted into the country to be widely accepted among job places, the country has many

families and enterprises emptied for a long time, which in turn will increase people's concerns over such accidents as thefts and fires. Reports about abduction of children and kidnapping of wives and women are also raising anxiety of citizens. As if speaking for this sentiment of worries, lots of shopping mall companies have developed various security commodities to be well received while safety products such as fingerprint or number combination locks are appealing to people.

However, many citizens still believe that the function of private guard companies is merely the prevention of crimes where their system raises the alarm upon the intrusion of a thief before they dispatch their staff to the scene; actually, there are many services offered by these companies including diverse anti-disaster commodities in case of a fire or gas explosion[5].

In this context, the private security companies should eventually position themselves as a holistic safeguarding industry in the areas of crime prevention, prevention of disasters and fires. This is because in nature the private security organizations aim at living up to the society's needs for safety insurance, i.e. the 『public interest』, at the same time seeking the profit from their commercial activities, the 『corporate

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Manuscript received Jan. 13, 2009 ; accepted Mar. 10, 2009

interest. In spite of these necessary and crucial roles of private safety players, we don't have enough studies previously conducted on the countermeasures for emergency management of those organizations.

Based on these recognitions, this study will observe the functions of private guard companies and their importance in protecting the citizens from diverse crimes, disasters and fires that threaten the safety of the citizens, as well as find ways to solve the policy agenda for emergency management of those organizations.

This study, to reach its goal efficiently, utilized the technical approaches (descriptive approaches) based on primarily the secondary data including the political information from private security and risk management institutions, prior studies of different researchers and newspaper articles.

2. THE IMPORTANCE ABOUT EMERGENCY MANAGEMENT OF PRIVATE SECURITY INDUSTRY

Modern society can be defined as a 'society in danger' involving new risks different from customary natural disasters that are reproduced systematically by the advance of science, globalization, personalization, gender revolution, low employment rate, environmental pollution, etc. In this kind of society, the risk expands to evolve into a new type of risk smearing into the social system in a organized manner to be reproduced.

Beck argued that the highly industrialized society have been accompanied by its side-effects such as the collapse of ecosystem, so serious that we need to give serious attention to the issue, 'risks and safety'.

In other words, he meant to say we need the 'reflective modernization' which is creative and citizen-oriented. This kind of modernization takes on the tendency of 'modernized criticism' this term means the western industrialized civilization is 'destructive creation' translated into success and failure, an irony found in itself[1].

Perrow showed an outstanding study result based on not only experience but also theory involving an organization that there is no absolute safety in the area of cutting-edge technology. He concluded that in terms of a complex technology, the thoughts are not returned to the faults of human rather the advent thoughts relating the structure of high-end technology; the modern high-end technology world, the safety inevitably co-exists with the risk[2], [9].

In the theory of 'society of risk', the civilization of scientific technology itself facilitating the human's convenience is the major factor that imposes the risk to the society. Taking the unique history of industrialization of our own society into consideration, the nation's policy related with risk management should focus more on the importance of emergency management.

As our society has experienced those small and big types of different disasters such as the collapse of Sungsu Bridge and Sampoong Department Store, and the fire at a Subway line in Daegu, we recognized the need for activation of various academic studies dealing with the topics of risk and safety.

Emergency can be defined as "the state that imposes a risk and loss to a system in a particular time and space and makes the system hard to function right in reaching its goal". Like this, the system existing in a negative state can hardly survive only to be ruined over time[3]. If we fail to deal with this hazardous risk as a crucial factor threatening the national system, we will have trouble keeping the system going on. Although the risk may fall into various categories according to the criteria of categorization, the study focuses on the risk defined as "a disaster of all types including the man-made and natural disaster", a conceptual definition.

2.1 Concept and importance of emergency management

Emergency management means to "systematically manage diverse accidents of disaster to minimize the damages; the process of developing and enforcing a policy for mitigation of the disaster, response to and recovery from it, and planning"[6]. A disaster involves a rapid change to the living environment inducing abrupt and immense damages to people and substance as well as the psychics of people. Therefore, we have to make an effort to prevent a disaster, and minimize the impact once it has broken out.

Further observations about the need and importance of emergency management are as follows[10]. A scientific and effective process of preventing · responding · recovering the disaster may reduce the human and physical damages.

Second, from the aspect of economy, especially the restoring management of emergency takes on some distributive nature. Hence, the aspect by which criteria, where, and to whom the resources mobilized into the management of restoration has its importance more in the context of authoritarian distribution than a mere technical method.

Third, the emergency management is significant in its function of improving the well-being of people in light that people could enjoy more safe and pleasant living spaces in addition to improved standards of life when the management goes beyond a passive response to an emergency, instead acting as a project in association with land development and river improvement tasks.

2.2 Limitations of emergency management

Despite the significance of emergency management, there exist several factors that limit an effective management; the problems with the properties of emergency found only in the disaster, financial and political limitations.

2.2.1 Limitations with the substantial properties of emergency phase

Although we continually experience various kinds of disasters, we still don't have fundamental and systemic countermeasures, which is due to the substantial properties of risky situation translated into the following limitations.

First, it is 'limitation of time' found in the situation of emergency. Right after discovering an emergency, the level of recognition and preparedness of people for the emergency management is very high, then the importance of which fading

away as time passes by and resulting in poor preparedness to cause a vicious circle of emergency occurrence. This fact is attributed to the characteristics of emergency situation where the potential risks are always there but the existing types are not visible, latent and unpredictable.

Second, limitation is the one refrained from the locality of damaged regions. The locality, here, means "the state where the damaged area is limited to a particular spot." When the damaged area takes on this locality, state-level agreements are difficult to reach, which, in turn, causes the policy on this disaster issue to be overtaken by other rival policies.

Third, we have a limitation induced by uncertainty in predicting the occurrence of disaster. It is difficult to foretell exactly when, where and how the disaster will take place. Therefore, this uncertainly weakens the recognition for emergency management of the disaster itself, making it hard for the management to work effectively[7].

2.2.2 Financial limitations

The financial limitations in emergency management are what originate from a constricted financial capability. We need enormous resources to manage the emergencies in the state level. With relatively low financial support, local self-government bodies have trouble securing enough resources to handle this emergency matter. Besides, in terms of economic efficacy, it is difficult to measure the economic efficiencies by estimating the expenses and convenience-wise benefits of the money input to the management of emergency. The various costs invested in the management will not work in a short time, instead planned and designed in a long-term view. As a result of this, there are many arguments for pros and cons raised, in many cases the emergency management pushed to behind in the priority list.

2.2.3 Political limitations

For an effective management of emergency, higher political priority should be given to emergency management, and political interest and support is absolutely needed. For the previously mentioned reasons, the community failed to provide an agreed strong demand and support in dealing with disasters, enough to motivate the relevant authorities to create effective legal and systemic instruments to conduct the management of emergency[5].

2.3 Emergency Managing Role of Private Security

While the police protect the citizens focused on catching criminals, the private bodies' activities are property-oriented. In other words, the police put more weigh on protecting citizens from criminals while the private security organizations emphasize more protecting the citizens' properties, as part of a security serving industry.

Private security is defined as "individuals, groups, or enterprises that provide as much services related with security and guard for a particular client as they are paid, in order to protect the life and properties of an individual from a variety of hazards[4]. Scopes and client targets in private security

industry are different from country to country. The more developed a country is in terms of private security services, the more various the areas that the services reach. Taking the U.S. for example, the private security services substituting those of the police, ranging from protecting the facilities of an individual and enterprise to loss prevention, computer security, private detective, and information search for individuals; the number of personnel engaged in those services are rather getting beyond that of the police.

Driven by several factors, Korean private security industry is going through a rapid growth. Especially outstanding included among those factors are the increase of security targets, uneasy psychics and desires for security caused by economic growth, surge of crimes and general people's sentiment, respectively. As a result, the private security services are advancing to wide variety of areas from safety management for individuals and facilities to production of guard/security devices, security consultation and events.

The private security is a 21 century's promising industry that will overcome the limit of public police system and implement a small and efficient government concept. Especially in recent years, this security system has naturally been expanded in its functions from crime prevention to prevention of disasters and fires; all-in-one security role that consolidates 3 functions including prevention of crimes, disasters and fires.

Nevertheless, in Korea, the private security industry is still underestimated by the society, which has involved quality problems and poor salaries of the staff, an obstacle to revitalization and development of the same industry. Attributed to its important role for the nation to maintain the social security, we must reserve some specialty for the social security players in an attempt to protect the interests of the public. Above all, we need to build the capability to manage emergencies in private security sectors since people are increasingly concerned about disastrous situations such as a fire and gas explosion.

3. PRESENTATION AND POLICY AGENDA ABOUT EMERGENCY MANAGEMENT OF PRIVATE SECURITY INDUSTRY

The issue related with the security of citizens has always been put into the hands of national institutes which is also in charge of the national security. However, in the modern information society where the facts are specified and verified, it is actually difficult to reserve a safety network of the society by unified and stiff state-run organizations. Besides, it is no longer possible to implement an organizational management of the society in the face of diverse risk factors arising at any time and any place. Accordingly, security services by private organizations have started to meet with citizens' needs for safety, catching up with the society's growth and spreading across the society. In advanced world, life safety services by guard companies have already been widespread.

The private security services observed in this study belong to a safety seeking business that pursues both the commercial interest and public benefits focused on social security. The government should see these organizations from another angle

and provide political favors and supports for them.

The government should involve in the risky situation preemptively based on the following grounds:

First, the risk can cause potential and clear social problems which are serious and can not be ignored for its huge economic, physical, sentimental costs.

Second, the risk involves highly political matters; i.e. a disaster encourages the politicians readily to respond to the needs of citizens, the disaster itself converted to a political issue.

Third, many of the risky situations are those kinds that the private sectors alone cannot handle. So, the efforts to deal with these situations should be derived from the public and collective sector.

Fourth, almost all of those situations imply the topics that attract the attention of the public and are recognized as the matters held in the legitimate domain of the existing governmental authorities.

Finally, the various efforts to control the risk involve enormous resources and labors. The government is the only entity to have the power to mobilize those resources along with the legitimate forces, a reason they should involve in those efforts.

Hereby, the policy agenda of private security industry for emergency management are suggested.

3.1 Enhancement on capabilities of private guards for specialized emergency management

The public guard duties in the nation have not successfully transferred to private counterpart, the reason of which can be found in poor quality of private security services originated from their unprofessional system. To provide quality services for emergency management, the guards from private organizations should receive professional education and training to secure the specialty. Especially in light that their duties are about protecting the people from various hazards, eventually improving the life quality of people, the relevant education and training should be conducted by experts who have appropriate expertise and technologies on emergency management.

As of now, educations for the police, fire fighters, military men, etc. are regularly conducted according to the plan for demand and supply of personnel in order to apply specialized educational system. However, despite the repeatedly suggested needs for a institution to direct the education for private guards, we haven't yet reached any agreement; Korea Security Association and some universities provides guard and security instructor education based on the demand at each moment.

Therefore, beyond a formalized discipline, the educations should focus on building the ability to deal with a variety of emergent situations. More specifically, in the 28-hour education provided for new private guards and monthly 4-hour education on duty, the contents for emergency management must be further reinforced.

3.2 Enhancement of emergency management in security instructor system

The test for Security Instructor, the only officially authorized certificate of the nation in the area related with private security, is too biased to crime prevention. We need to reform this part to give due weight to the ability to manage emergencies and various disasters such as a fire or gas explosion. For this purpose, the current 44-hour education and others provided for the successful candidates in the written test must be revamped appropriately.

Security Instructors, in reality, who instruct, superintend and educate the guards, should be able to effectively handle lots of different matters in the fields of security. However, examination of the current curriculum of education for Security Instructor indicates that there is not much chance of it.

There is no curriculum for emergency management such as prevention of a disaster or a fire in the current basic education program; the curriculums for security or emergency management that must be developed to be educated.

In addition, according to the current law of security business, main duties of security instructors are to establish and execute the plans for instructing, superintending and educating the guards. Therefore, from the nature of the job, securing the specialty is more important than anything else. Not only is it necessary to offer basic courses for successful candidates but also for them to continuously develop themselves and study in their later jobs. However, according to the current law of security business, it is required to provide a duty education for the guards in the fields but no such statements for the security instructors, which is assumed a loophole in the process of legislation.

For the purpose of improving the quality of security instructors in the fields and contributing to the development of security industry by allowing them to acquire new security methods and knowledge, they should be provided at least 4 hours a year of job education[8].

Those educations will get more qualified and effective if under the superintendence of Korea Security Association. Besides, it is necessary for the academic and business circles, Korea Security Association, and Korea Security Instructor Association in cooperation to create a 'model for education/training of security instructors that is suitable for the real situation of Korea by coordinate study of contents and methods the security instructors need. It will be also necessary for the National Police Agency, Korea Security Association, Korea Security Instructor Association to support the overseas training programs for the officials and members of those associations, which may be offered in emergency management developed countries such as Japan[5].

3.3 Establishment of cooperative system for private security with related Institutions

In those countries, where the private security is developed, including Britain, the U.S. and Japan, private security duties are well established in cooperation with the police. It must be natural in light that the private organizations have some limitations in their operational capabilities and scopes.

To take into consideration that the private security activities in its nature involve complex entanglement of duties from different divisions, it is inevitable that various processes of

activities should be closely connected. Before an emergency takes place, the possibility of its happening should be minimized using all sorts of measures; entire process of prompt and appropriate response and restoration must be implemented for an unavoidable disaster.

To minimize the damages to people and properties caused by an emergency through effective measures applied by emergency management of a private security organization, most of all, the government should pay more attention and support to emergency management, which in turn should be holistically and effectively reviewed and implemented. In other words, improvement of emergency management is inevitably about political support of finance, improvement of administration technology, cooperative system within the government bodies and recognitions by the local residents-victims of damage and various support groups of the needs for active participation in emergency management. Further, any one division can not deal with all these issues because of the nature of the disaster, if any, inefficient; a holistic or collaborated response is needed.

The National Emergency Management Agency (NEMA), launched in June, 2004, is up to its reputation by playing a pivotal role in the national disaster management system. And, the article 3 of Fundamental Law for Management of Disaster and Safety officially announced in March, 2004 defined the NEMA and fire stations as emergency rescue institutions while the police and military authorities as institutions supporting the emergency rescue.

In this kind of system, private security companies can take a crucial role in emergency management. That is, they can respond to a emergency thoroughly by taking a prompt action to prevent and cope with a emergency involving their customers' business places and families who they have made a contract with. In addition, they can try a combined training for an emergency with the police or fire stations to maximize the field responding capabilities in case.

3.4 Development of high-quality emergency management commodity in private security

In Korea, with the increased interest in the private security sector, a small number of private security companies were established, the sector entered into a full-fledged stage of growth as the law for security business was enacted in 1976. The early 1980s' adoption of foreign technologies and capitals as well as the mid 1980s' participation in international events has driven the rapid growth of the private security business leading to today. Beginning from 1997, the nation's private security business has started to open its market to foreign companies, which has placed the business in the same condition of competition as overseas ones. However, the reality is that the security companies in the nation are monopolized by some conglomerates centralized in the capital area. For both quality and quantity-wise growth of the private security business, it is urgently needed to develop a high quality private security commodity to raise the services to a higher level. That is, in respond to the rapidly changing social paradigms including the five-day work week system and aging society, we need to get out of management strategy focus on cheap

security services by human power. To reach this goal, it is necessary to come up with a support policy that allows to reinvigorate the private security industry as well as to take self-defense measures such as developing the mentioned high quality commodities.

For example, the heavy snow that has fallen all through the night can bring down the vinyl houses in the farm. The nature of the heavy snow falling silent may possibly be translated into the ruin of the year-long farming while you're sleeping. In this case, if you install a sensor on the plastic green houses and the sensor, in turn, alarms a private security company and the residents in the farm, some degree of prevention of disaster is possible. Not only with this kind of situation, but also with thefts of farm products and so on in the harvest season, preventive measures can be mobilized using a state-of-the-art machinery security service. What can be a problem is the expenses related with installation and operation payable to the security company, the cost of which must be cut. In this context, development of high quality and cheap commodities becomes even more significant.

For the nation's private security industry, true to its name, to settle like those of U.S. and Japan, the government should be determined to make an effort to grow the industry and foster a political environment for the same purpose. We might have to legislate for this determination of the government in order to secure the position of the private security industry as an independent safeguarding business. To the private security industry, normal citizens are indefinite prospective consumers of their services. The security business that provides their services equivalent to the amount of money they're paid should prioritize the quality of their services.

4. CONCLUSION

From a positive aspect, the seamless happening of disasters in the recent society can be a precious opportunity to dramatically improve our social learning about the risk. If we are to lead a safe life corresponding to the current economic level, it is high time to turn our attention to the margins of the society. We have learned from the recent disasters that the sincere industrialization of society equipped with a real technology requires an effective management of the risk for more sustained involvement and strong restoration ability. Without guarantee of this, our experience told us a political or social jeopardy can be incurred anytime. The security sector of a nation is about resting on wealth and technical advance, a political challenge to endlessly be explored and studied.

Even though our society has seen numerous disasters and emergencies, lack of a thorough critical mind and self-examination has led to unreduced cases of those accidents.

Recently developed disasters have the following characteristics; first, they are increasingly getting more diversified and large-scaled; second, increasingly provocative and changeable to produce increased uncertainty; third, the time allowed to cope with a disaster has been shortened to increase the importance of the needs for everyday activities for emergency management. In a dangerous society, the private security services should virtually secure its position as a

holistic safeguarding business including prevention of crimes, disasters and fires - an industry meeting with both public and commercial interests that provides a comprehensive safety services against the above threatening hazards.

Korea has quantitatively achieved its outstanding advancement in the industry of private security in its 50 years of history. However, with a rapid social changes including the separation rate increasing year-on-year in the process of development of the industry that has led to increased recruitments and diversified demands for the security services, the industry cannot help but overcome so far the simple offering of services and make efforts to reserve more specialties. In other words, the poor recognitions by the society for the private security business, as well as the debate on the quality matters with the guards engaged in the industry and poor treatment of them are acting as an obstacle to the development and revitalization of the industry. Attributed to its state-level importance in safeguarding the society, the private security industry must secure a specialty for their employees for the purpose of protecting the interests of the public. Especially in the situation that concerns are soaring over such accidents as a fire or a gas explosion in the security area, the emergency management capability of the private security industry might be more important than ever.

This study suggests following agendas to be resolved by the private security industry in its effort to manage the emergency.

First, from the point of view that the private security services involve some peculiarity and specialty, a tangible education and training should be provided for the guards. Second, there should be given some modification to the test curriculum and its education programs in terms of Security Instructor, the only nationally authorized certificate in the area of guard and watching, for the test to be focused more on maximization of emergency management capabilities of the private guards. Third, by enhancing the cooperation with related organizations such as the police and fire stations, they should establish a liaison system that enables a prompt response in case. And last, the industry should expand their services of private security getting abreast of those of advanced countries and develop high quality service products.

In order to make all these efforts successful so that the private security industry, up to its reputation, settles in the society like U.S. and Japan, political determination of the government is critical. We might have to legislate for this determination of the government in order to secure the position of the private security industry as an independent safeguarding business. The Korean private security industry has preserved its 50 years of history, playing its part in keeping local security. Now, this role should not be limited only to the security personnel, academic circles, or particular divisions. Rather, the general public as well as the public security bodies might have to cooperate with communities to make the private security industry settle into the trust of people as a holistic security business.

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