

## **Working Conditions Of Security Guards And The Delivery Of Security Services: A Case Of Hash Security Company Limited, Kampala Central Division**

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**Keywords:** *Service Delivery, working conditions, security guards*

### **Introduction**

The study was about examining the working conditions of security guards and the delivery of security services focusing on Hash Security Company Limited in Kampala Central Division.

### **Objectives**

The study was guided by specific objectives which included;

1. to analyze the nature of working conditions of security guards,
2. to establish the influence of working conditions on the delivery of security services, and
3. to identify the strategies for enhancing the working conditions of security guards in Kampala Central Division.

### **Methodology**

A descriptive and correlation research design was used. A sample of 218 respondents was selected for this study. The questionnaire and interview guide were the data collection methods while self-administered questionnaires and an

interview guide were used to collect data. Quantitative data were analyzed using frequency counts, means, and percentages while qualitative data were analyzed by tallying the numbers of similar responses.

### **Key findings**

The study found that guards and managers were allowed ample time to rest after duty, which enhanced their physical and mental vitality for the subsequent deployment. It further found that guards were availed free transport to duty stations every morning and evening, and at anytime duty called. The study found that the working conditions played a vital role in ensuring better delivery of security services by Hash Security Company Limited in Kampala Central Division. The majority of the clients cited salary improvement, employing guards on a full-time contractual basis, as strategies for improving the work environment.

### **Key recommendations**

The study recommended that there should be an enhancement of training, deployment, and equipping of guards. The working hours of the private security guards need to be reduced.

### **Key references**

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