



SECURITY SKILLS DESIRED OF OFFICE MANAGERS BY STAKEHOLDERS: THE PARTICIPATORY DIMENSION

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Introduction

Although security has always been man's anxiety from conception, often times, the idea of it being the responsibility of first parents, next other adults, followed by institutional backgrounds surrounding man and then lately the government, especially in the present democracy. Security is seen by Wikipedia (2011) as the degree of resistance to or protection from harm or hazards of any type. This idea signifies or portends an element of vulnerability on the part of the entity involved such as persons, properties, documents, communities, nations, environment, etc. (en.wikipedia.org/wiki/security). In the air, sea, bush, home, on land, etc; there is need for people to be and feel secured from harm of any type. Security has been typified into; job, global, internet, IT(computer), national, physical, finance and documentation (Information); en.wikipedia.org/wiki/job-security.

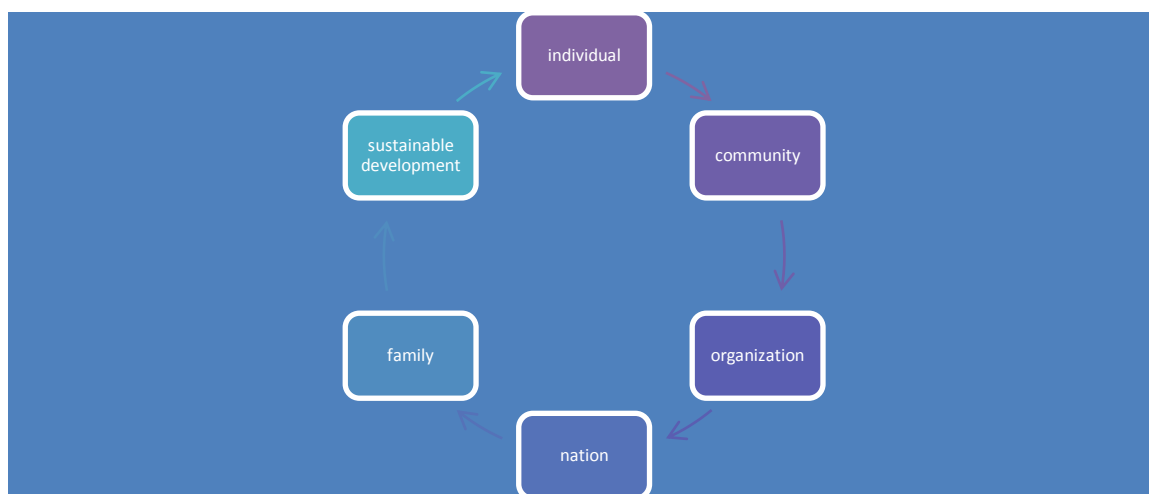
While Job security has to do with the type of job that has the probability that someone will keep his job because it guarantees good pay, good healthcare, good care after retirement; IT security has some essentials outlined for guiding the Computer against viruses, spywares and other malicious softwares. Courses abound that teaches on the right things to be done to keep organizations secure (www.sans.org/course/security-essentials-bootcamp-style).

In recent times, however, security issues have taken dramatic and huge dimensions. The advanced countries saw it a long time from now and made attempts to curb, in the intent of eradicating the vice. The under-developed and developing countries are only beginning to experience the magnitude because governance has now been left in their hands in addition to tackling the menace of insecurity alongside with other vices.

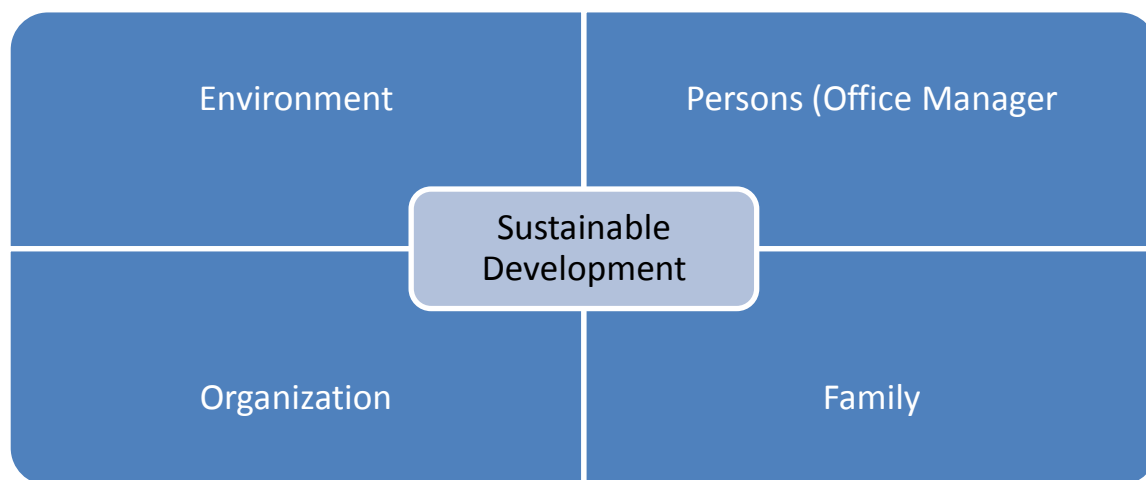
It was not until the September 11, 2001 bombings saga that the world realized that insecurity could also engulf the strong, hence the rich also cry. When we recall that America was really not at war and is also not Islamic, it was indeed a rude shock to the world, especially those who regarded America as the big brother that will protect them when invaded.

The American case is that of physical with mental and economic undertone. The importance of taking a holistic look at security has now become issues of global importance. Individuals, organizations, information, environment, military and economy have taken the center stage and thus sharpened the emphasis, thus laying benchmark for security issues.

Terrorism (as was tagged the September 11, 2001 saga), arson, kidnapping and abductions, environmental degradation leading to climate change, human and drug trafficking, robbery, corruption, hacking and accidents of various types have all triggered up the need for security skills and consciousness heightened by advances in technology as a result of globalization. It is therefore, obvious that without relative peace and harmonious environment, no sustainable development can be achieved. With the number of natural and man-made disasters happening daily, we cannot ignore the debilitating consequences of hunger, poverty, death, sickness, unemployment, under-development arising there from and demanding intensified security measures. This unusual times demanding unusual solutions to the daunting challenges should make room for waste free skills that can abate, if not eradicate the situation.



Participatory dimension aimed at social, economic, environmental and global protection



As a result of this need, change mechanism put in place must reflect the involvement of these multi-faceted entities in order achieve positive results (World Bank, 2004 in Adesola (2012). The Office Manager, who constitutes one of the people in the organization is seen as the human resource whose actions, reactions and counter-actions reflect the happenings in a work system. Here it must be

noted that his activities cannot be divorced from his personal, work and neighborhood environment, hence these environments if not properly considered would improve or hinder his progress. The activities of the Office Manager in the present security challenges are not shielded from harm or contributions for a better society. Unfortunately, the importance of people as vital assets in this dispensation is largely overlooked at this time and period and so this is reflected in the often huge losses recorded.

Documentation has in this present era been regarded as the highest innovation of our time that has engendered series of sporadic technological inventions mostly aimed at protecting nations, peoples, organizations, environments, etc. In spite of technology, the human person (who plans, designs, implements, sustains and makes relevant but correct changes) must be allowed to take an upper hand in developmental strides, especially in securities. Our robots, sophisticated machines and other processes require the intelliential potentials of the human person to meet desired global and local expectations.

Skills are seen as learned or developed abilities/capabilities to carry out pre-determined tasks with a view to achieving results. Survival of the individual or organizations, hinge therefore, on available skills and competencies. It is obvious in this definition that there must be a willing individual, determined to acquire the necessary abilities through repeated actions/reactions to the extent that practice makes for proficiency (en.wikipedia.org/wiki/skill).

The need for security skills hence is of no less importance in a society massively ridden with disaster tendencies. So many skill acquisition techniques have been initiated recently, especially in connection with our current amnesties. The 2003 skill acquisition model of Dreyfus and Dreyfus supported by Cheetham and Chivers (2005), Dekeyser (2009) among others has identified “novice, competence, proficiency, expertise and mastery” as the stages through which one has to go to achieve good results. In the model, one moves from taking instructions/orders to thinking and organizing laid down principles as gathered during the initial stage; then active decision-making concerning the tasks to developing intuition to guide decisions and finally utilizing tacit knowledge to improve, master, innovate on the tasks. According to Madumere (2012), there is relative low awareness of students and subsequently the Nigerian public to the necessary ingredients of the environment and what constitutes changes to it and the human being around. This has impacted negatively to the demanding security measures needed for sustainable development. Computer security: This implies information security as applied to the processes and mechanisms of computers and other networks. It has always been broken by hackers, thus the need to protect them. Examples include the 2010 Wikileaks saga as well as the recent (2013) Edward Snowden information leakages on US security strategies.

Re-Ordered Questionnaire

Research Question 1: Mean responses on the importance of Security skills for protecting oneself as required by Office Managers on the job.

S/n	Variables	VN	N	UD	UN	VUN	Weight					f \bar{x}	\bar{x}	Decision	Ranking
							5	4	3	2	1				
1	Ability to respond to emergency	148	26	2	00	00	740	104	6	00	00	850	4.83	Accepted	1st
2	Ability to sense trouble	94	76	6	00	00	470	304	18	00	00	792	4.50	A	5th
3	Ability to exhibit caution and tact	88	86	2	00	00	370	344	6	00	00	720	4.09	A	11th
4	Ability to withhold from being nosy	46	106	18	6	00	230	424	54	12	00	720	4.09	A	11th
5	Ability to hold confidentiality from others, especially strangers	134	38	4	00	00	670	152	12	00	00	834	4.74	A	2nd

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6	Ability to protect oneself from avoidable dangers	98	78	00	00	00	490	312	00	00	00	802	4.56	A	3rd
7	Ability to arrange ones office as to avoid accident	96	72	8	00	00	480	288	24	00	00	792	4.50	A	5th
8.	Ability to exhibit honesty	120	42	2	10	2	600	168	6	20	2	796	4.52	A	4 th
9	Ability to command trust from those around	96	72	00	8	2	470	288	00	16	2	776	4.41	A	6th
10	Ability to undergo rigorous exercise	34	84	32	24	2	170	336	96	48	2	652	3.71	A	14 th
11	Ability to rebuff compromise moves without hurting or incurring danger to self	78	82	10	6	00	390	328	30	12	00	760	4.32	A	7th
12	Ability to train the ears, eyes and brain to sense danger	64	88	16	8	00	320	352	48	8	00	736	4.18	A	10 th
13	Ability to change strategies on movement	44	100	28	4	00	220	400	84	4	00	702	3.99	A	12 th
14	Adaptability skills	62	96	14	2	00	310	384	42	4	00	740	4.21	A	9th
15	Ability to work with past scenes and experiences	56	108	10	2	00	280	432	10	2	00	746	4.24	A	8th
16	Use of bullet proof vests/caps	46	68	34	22	6	230	272	102	44	00	654	3.72	A	13 th
	GRAND TOTAL/MEAN											12072	4.29	A	

Research Question 2: Mean responses of Stakeholders on the Security skills for protecting documents in the office

S/n		VN	N	UD	NN	VUN	weight					f \bar{x}	\bar{x}	Decision	Ranking
							5	4	3	2	1				
17	Ability to secure official documents from others	68	80	16	4	00	340	352	48	8	00	748	4.25	Accept	3rd
18	Ability to refrain from leaking information	116	56	4	00	00	580	224	12	00	00	806	4.58	A	1st
19	Ability to protect websites from hacking	60	82	20	14	00	300	328	60	14	00	716	4.07	A	6th
20	Ability to digest the news and utilize them in cases of security	74	96	2	4	00	370	384	6	8	00	768	4.36	A	2nd
21	Ability to utilize search engines to acquire knowledge	64	88	16	8	00	320	352	48	16	00	736	4.18	A	4th
22	Ability to use given information	60	104	8	4	00	300	416	24	8	00	748	4.25	A	3rd
23	Knowledge management	54	96	20	6	00	270	384	60	12	00	726	4.13	A	5th
	GRAND TOTAL/MEAN											4522	4.26	A	

Research Question 4: Mean responses on the importance of Security skills for protecting the environments of the Office Manager

S/n	Variables	VN	N	UD	UN	VUN	Weight					f \bar{x}	\bar{x}	Decision	Ranking
							5	4	3	2	1				
40	Ability to identify a stranger (sensitivity to the environment)	102	70	2	2	00	510	280	6	4	00	720	4.09	Accepted	13th
41	Ability to call for repairs when there is damage in the office	68	96	4	6	2	340	384	12	12	02	750	4.26	A	10th
42	Ability to ensure a clean and orderly environment	104	58	12	2	00	520	232	36	4	00	792	4.50	A	1st
43	Ability to gather knowledge on climate in order to protect the environment	36	106	14	16	2	180	424	42	32	2	682	3.88	A	16th
44	Ability to advise appropriately on security issues	72	96	4	4	00	360	384	12	8	00	764	4.34	A	5th
45	Ability to sense terrorist presence	80	70	16	10	00	400	280	48	20	00	748	4.25	A	11th
46	Fencing of environment	66	94	8	4	4	330	376	24	8	4	742	4.22	A	12th
47	Emergency exits	86	80	2	8	00	430	320	6	16	00	772	4.39	A	3rd
48	Training security personnel	82	80	10	4	00	410	320	30	8	00	768	4.36	A	4th
49	Security and other lighting services	68	94	14	2	00	340	376	42	4	00	762	4.27	A	9th
50	Processing phone data	48	92	26	10	00	240	368	78	20	00	706	4.01	A	15th
51	Processing experience and recall for action	36	120	14	6	00	180	480	42	6	00	714	4.06	A	14th
52	Protecting fiber optics	32	78	40	22	4	160	312	120	44	4	640	3.64	A	19th
53	Provision of security cameras/CCTV scanners	88	62	18	6	2	440	248	54	12	2	756	4.30	A	8th
54	Need for fire extinguishers	104	64	2	4	2	520	256	6	8	2	792	4.50	A	1st
55	Need for fire service	84	72	8	10	00	420	296	24	20	00	760	4.32	A	6th
56	Ensure better farming techniques around	24	84	26	38	4	120	336	78	76	4	614	3.49	Reject	20th
57	Maintaining peaceful and harmonious environment	68	92	6	6	00	340	368	18	12	00	758	4.31	A	7th
58	Good incentives to workers	90	72	10	4	00	450	288	30	8	00	776	4.41	A	2nd
59	Give merit awards to selected persons	40	84	30	14	8	200	336	90	28	8	662	3.76	A	17th
60	Providing water hydrant	38	76	42	16	00	190	304	126	32	00	652	3.71	A	18th
	GRAND TOTAL/MEAN											7206 24	4.15	A	

Comparisms Between Male And Female Ratings Of Respondents On The Need For Security

1.	55(63%)	8(9.1%)	1(1.1%)	0(0%)	0(0%)	19(21.6%)	5(5.7%)	0(0%)	0(0%)	0(0%)
2.	35(39.8%)	27(30.7%)	2(2.3%)	0(0%)	0(0%)	12(13.6%)	11(12.5%)	1(1.1%)	0(0%)	0(0%)
3.	35(39.8%)	28(31.8%)	1(1.1%)	0(0%)	0(0%)	9(10.2%)	15(17.1%)	0(0%)	0(0%)	0(0%)
4.	20(22.7%)	34(38.6%)	7(8%)	3(3.4%)	0(0%)	3(3.4%)	19(21.6%)	2(2.3%)	0(0%)	0(0%)
5.	49(55.7%)	13(14.8%)	2(2.3%)	0(0%)	0(0%)	18(20.5%)	6(6.8%)	0(0%)	0(0%)	0(0%)
6.	37(42.1%)	27(30.7%)	0(0%)	0(0%)	0(0%)	12(13.6%)	12(13.6%)	0(0%)	0(0%)	0(0%)
7.	34(38.6%)	27(30.7%)	3(3.4%)	0(0%)	0(0%)	14(15.9%)	9(10.2%)	1(1.1%)	0(0%)	0(0%)
8.	44(50%)	14(15.9%)	1(1.1%)	5(5.7%)	0(0%)	16(18.2%)	7(8%)	0(0%)	0(0%)	1(1.1%)
9.	33(37.5%)	28(31.8%)	0(0%)	3(3.4%)	0(0%)	14(15.9%)	8(9.1%)	0(0%)	1(1.1%)	1(1.1%)
10	13(14.8%)	32(36.4%)	11(12.5%)	8(9.1%)	0(0%)	4(4.6%)	10(11.4%)	5(5.7%)	4(4.6%)	1(1.1%)
11	29(33%)	28(31.8%)	4(4.6%)	3(3.4%)	0(0%)	10(11.4%)	13(14.8%)	1(1.1%)	0(0%)	0(0%)
12	24(27.3%)	33(37.6%)	6(6.8%)	1(1.1%)	0(0%)	8(9.1%)	11(12.5%)	2(2.3%)	3(3.4%)	0(0%)
13	17(19.3%)	38(43.2%)	9(10.2%)	0(0%)	0(0%)	5(5.7%)	12(13.6%)	5(5.7%)	2(2.3%)	0(0%)
14	25(28.4%)	33(37.5%)	5(5.7%)	1(1.1%)	0(0%)	6(6.8%)	15(18.2%)	2(2.3%)	0(0%)	0(0%)
15	24(27.3%)	36(40.9%)	3(3.4%)	1(1.1%)	0(0%)	4(4.6%)	18(20.5%)	2(2.3%)	0(0%)	0(0%)
16	16(18.2%)	24(27.3%)	13(14.8%)	8(9.1%)	3(3.4%)	7(8%)	10(11.4%)	4(4.6%)	3(3.4%)	0(0%)
17	29(33%)	27(30.7%)	6(6.8%)	2(2.3%)	0(0%)	5(5.7%)	17(19.3%)	2(2.3%)	0(0%)	0(0%)
18	44(50%)	19(21.6%)	1(1.1%)	0(0%)	0(0%)	13(14.8%)	9(10.2%)	1(1.1%)	0(0%)	0(0%)
19	24(27.3%)	27(30.7%)	8(9.1%)	5(5.7%)	0(0%)	6(6.8%)	14(15.9%)	2(2.3%)	2(2.3%)	0(0%)
20	28(31.8%)	34(33.6%)	1(1.1%)	1(1.1%)	0(0%)	9(10.2%)	14(15.9%)	0(0%)	1(1.1%)	0(0%)
21	27(30.7%)	30(34.1%)	5(5.7%)	2(2.3%)	0(0%)	5(5.7%)	14(15.9%)	3(3.4%)	2(2.3%)	0(0%)
22	23(26.1%)	36(40.9%)	3(3.4%)	2(2.3%)	0(0%)	7(8%)	16(18.2%)	1(1.1%)	0(0%)	0(0%)
23	23(26.1%)	29(33%)	9(10.2%)	3(3.4%)	0(0%)	4(4.6%)	19(21.6%)	1(1.1%)	0(0%)	0(0%)
24	39(44.3%)	24(27.3%)	1(1.1%)	0(0%)	0(0%)	16(18.2%)	8(9.1%)	0(0%)	0(0%)	0(0%)
25	28(31.8%)	30(34.1%)	3(3.4%)	3(3.4%)	0(0%)	5(5.7%)	15(17.1%)	1(1.1%)	2(2.3%)	1(1.1%)
26	28(31.8%)	35(39.8%)	0(0%)	1(1.1%)	0(0%)	9(10.2%)	15(17.1%)	0(0%)	0(0%)	0(0%)
27	33(37.5%)	27(30.7%)	2(2.3%)	2(2.3%)	0(0%)	12(13.6%)	12(13.6%)	0(0%)	0(0%)	0(0%)
28	27(30.7%)	34(38.6%)	1(1.1%)	2(2.3%)	0(0%)	7(8%)	15(17.1%)	0(0%)	1(1.1%)	1(1.1%)
29	43(48.9%)	17(19.3%)	2(2.3%)	2(2.3%)	0(0%)	15(17.1%)	7(8%)	1(1.1%)	1(1.1%)	0(0%)
30	29(33%)	33(37.5%)	2(2.3%)	0(0%)	0(0%)	10(11.4%)	12(13.6%)	1(1.1%)	1(1.1%)	0(0%)
31	29(33%)	32(36.4%)	2(2.3%)	1(1.1%)	0(0%)	13(14.8%)	10(11.4%)	0(0%)	1(1.1%)	0(0%)
32	18(20.5%)	33(37.5%)	8(9.1%)	5(5.7%)	0(0%)	7(8%)	12(13.6%)	3(3.4%)	2(2.3%)	0(0%)
33	23(26.1%)	33(37.5%)	6(6.8%)	1(1.1%)	1(1.1%)	8(9.1%)	13(14.8%)	1(1.1%)	1(1.1%)	0(0%)
34	27(30.7%)	36(40.9%)	1(1.1%)	0(0%)	0(0%)	14(15.9%)	8(9.1%)	1(1.1%)	1(1.1%)	0(0%)
35	21(23.9%)	36(40.9%)	3(3.4%)	3(3.4%)	1(1.1%)	10(11.4%)	12(13.6%)	0(0%)	2(2.3%)	0(0%)
36	22(25%)	29(33%)	11(12.5%)	2(2.3%)	0(0%)	6(6.8%)	15(17.1%)	2(2.3%)	1(1.1%)	0(0%)
37	26(30%)	38(43.2%)	0(0%)	0(0%)	0(0%)	6(6.8%)	15(17.1%)	2(2.3%)	1(1.1%)	0(0%)
38	26(30%)	34(38.6%)	3(3.4%)	1(1.1%)	0(0%)	9(10.2%)	13(14.8%)	1(1.1%)	1(1.1%)	0(0%)
39	20(22.7%)	29(33%)	8(9.1%)	7(8%)	0(0%)	10(11.4%)	10(11.4%)	3(3.4%)	1(1.1%)	0(0%)
40	45(51.1%)	19(21.6%)	0(0%)	0(0%)	0(0%)	6(6.8%)	16(18.2%)	1(1.1%)	1(1.1%)	0(0%)
41	27(30.7%)	34(38.6%)	0(0%)	3(3.4%)	0(0%)	7(8%)	14(15.9%)	2(2.3%)	0(0%)	1(1.1%)
42	39(44.3%)	19(21.6%)	5(5.7%)	1(1.1%)	0(0%)	13(14.8%)	10(11.4%)	1(1.1%)	0(0%)	0(0%)
43	16(18.2%)	36(40.9%)	5(5.7%)	6(6.8%)	1(1.1%)	2(2.3%)	17(19.3%)	2(2.3%)	2(2.3%)	1(1.1%)
44	24(27.3%)	38(43.2%)	1(1.1%)	1(1.1%)	0(0%)	12(13.6%)	10(11.4%)	1(1.1%)	1(1.1%)	0(0%)
45	31(35.2%)	24(27.3%)	6(6.8%)	3(3.4%)	0(0%)	9(10.2%)	11(12.5%)	2(2.3%)	2(2.3%)	0(0%)
46	22(25%)	34(38.6%)	4(4.6%)	2(2.3%)	2(2.3%)	11(12.5%)	13(14.8%)	0(0%)	0(0%)	0(0%)
47	31(35.2%)	29(33%)	1(1.1%)	3(3.4%)	0(0%)	12(13.6%)	11(12.5%)	0(0%)	1(1.1%)	0(0%)
48	29(33%)	28(31.8%)	5(5.7%)	2(2.3%)	0(0%)	12(13.6%)	12(13.6%)	0(0%)	0(0%)	0(0%)
49	24(27.3%)	33(37.5%)	6(6.8%)	1(1.1%)	0(0%)	9(10.2%)	14(15.9%)	1(1.1%)	0(0%)	0(0%)
50	20(22.7%)	30(34.1%)	11(12.5%)	3(3.4%)	0(0%)	4(4.6%)	16(18.2%)	2(2.3%)	1(1.1%)	0(0%)
51	14(15.9%)	42(47.7%)	6(6.8%)	2(2.3%)	0(0%)	4(4.6%)	18(20.5%)	1(1.1%)	1(1.1%)	0(0%)
52	14(15.9%)	26(30%)	15(17.1%)	9(10.2%)	0(0%)	2(2.3%)	13(14.8%)	5(5.7%)	2(2.3%)	2(2.3%)
53	33(37.5%)	21(23.9%)	7(8%)	3(3.4%)	0(0%)	11(12.5%)	10(11.4%)	2(2.3%)	0(0%)	1(1.1%)
54	35(39.8%)	26(30%)	1(1.1%)	2(2.3%)	0(0%)	17(19.3%)	6(6.8%)	0(0%)	0(0%)	0(0%)
55	30(34.1%)	26(30%)	3(3.4%)	5(5.7%)	0(0%)	12(13.6%)	11(12.5%)	1(1.1%)	0(0%)	0(0%)
56	9(10.2%)	30(34.1%)	9(10.2%)	15(17.1%)	1(1.1%)	3(3.4%)	12(13.6%)	4(4.6%)	4(4.6%)	1(1.1%)
57	29(33%)	29(33%)	3(3.4%)	3(3.4%)	0(0%)	7(7.8%)	17(19.3%)	0(0%)	0(0%)	0(0%)
58	33(37.5%)	26(30%)	3(3.4%)	2(2.3%)	0(0%)	12(13.6%)	10(11.4%)	2(2.3%)	0(0%)	0(0%)
59	15(17.1%)	29(33%)	11(12.5%)	6(6.8%)	3(3.4%)	5(5.7%)	13(14.8%)	4(4.6%)	1(1.1%)	1(1.1%)
60	14(15.9%)	27(30.7%)	16(18.2%)	7(8%)	0(0%)	5(5.7%)	11(12.5%)	5(5.7%)	1(1.1%)	0(0%)