Competences of security personnel: Detection of Deviant Behavior in a Museum Context

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Deviant behavior in a museum context
Competences: Easy?

- Which competences are necessary for performing tasks adequately (detection, reaction)

- How can we assess these competences?
Which competences are possibly relevant?

› Interviews

› Document analysis

› Literature review
  › Lying and lie detection
  › Physiological reactions to stress
  › Biases in observation
  › Reacting
Hypothetical Model
Hoe kunnen we deze groepsverschillen verklaren?
Testing our hypothetical model

Experiment:

100 Participants

1. Expert group 1
2. Expert group 2
3. Regular Security officers
4. College Students Security
5. Catering personnel
6. Control Group
Difference between groups in the recognition task

Differences between groups are not very significant

- Expert 1
- Expert 2
- Security Company
- Catering personnel
- Students
- Control group
Differences between groups on reaction task
What expectations did not come true?

- Intelligence
- Communication
- Perspective Taking
- Motivation
Which competences are relevant?

- Experience
- Team Functioning
- Neuroticism (Negative)
- Extrovert
- Confidence
- Self Reflection (Negative)
- Flexibility
Conclusion

› There are competences that can be linked to people that are “good” at detecting and reacting to deviant behavior in a museum context.

› What’s next?
› The Rijksmuseum (possibly later on, the Van Gogh) will use this knowledge to select new security personnel.
› Art Secure will use this knowledge to help museums select and train their security personnel.
› TNO will apply the knowledge resulting from this project in other domains.
Questions?

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