NAVIGATING OCCUPATIONAL STRESSORS IN SECURITY PERSONNEL

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ABSTRACT - This study explored occupational stressor levels among security personnel in Laoag City, Ilocos Norte, focusing on physical, emotional, and mental stress. A total of 84 participants from various establishments provided data through surveys and semi-structured interviews. The results were analyzed using frequency counts, percentages, mean scores, and thematic analysis.

Findings revealed that long working hours were the primary physical stressor, contributing to moderate stress, while emotional stressors like dealing with unruly customers and mental stressors like irregular breaks were minimal. Occupational stressors affected job performance and well-being, categorized into five themes: physical fatigue, role strain, restricted emotions, occupational stereotyping, and fasting-induced cognitive disruption.

Despite these challenges, security personnel demonstrated resilience through three coping strategies: Personal Retreat, Self-Composure, and Positive Mindset, which helped them manage stress and maintain professionalism.

The study recommends implementing structured scheduling systems, a proper shift rotation system, and specialized training in stress recognition and management to improve job satisfaction and reduce stress. The proposed "Rotational Shift Scheduling System with Standardized Break Policies" aims to foster a balanced work environment, enhancing well-being and efficiency.

Keywords: *Occupational Stress, Security Personnel, Stressors, Coping Mechanisms, Job Performance.*

I. INTRODUCTION

Occupational stress is a growing concern in today's workforce, affecting employees across various industries and profes-sions. It arises from the demands and pressures of the job that exceed an individual's ability to cope, leading to physical, emo-tional, and mental strain. This type of stress can lead to a range of negative effects, including burnout, anxiety, depression, physical health problems, and reduced job performance.

When the demands and pressures of work align with their knowledge and abilities, employees can exercise control over their work and its execution, receive support from supervisors and colleagues, and participate in job-related decisions, they are less likely to experience work-related stress. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work pro-cesses. Stress can be characterized as a condition of worry or mental tension brought on by a challenging situation. It is a natu-ral human response that drives us to deal with difficulties and threats in our lives. Everyone experiences stress to some extent because of their existence on this planet (World Health Organization, 2023).

Occupational stress within the field of criminal justice can have significant implications on the well-being and performance of professionals working in this sector. The nature of work in criminal justice, which often involves dealing with high-pressure situations, exposure to trauma, long hours, and the need to make critical deci-sions, can contribute to elevated stress levels among indi-viduals in these roles (Bhugra et al., 2017).

Thus, the researchers sought to assess the level of occupational stress among security personnel in Laoag City, Ilocos Norte, with the growing emphasis on their health and the impact of work-related stress on their overall health. This study provides valuable insights into the specific stressors faced by security personnel and to draw data for the development of targeted inter-ventions to support their mental and emotional well-being.

A. Background of the Study

Security personnel are individuals responsible in ensuring security and safety of properties and people. It does not only cover security guards but also includes security managers, supervisors, and specialized security officers.

A security guard is a specific classification of security personnel whose main duty is to patrol and protect premises to pre-vent theft, vandalism, and other criminal activities. They usually have more direct and visible roles compared to other security personnel.

Meanwhile, occupational stress continues to be a significant concern in organizations and workplace particularly in the field of security. It negatively impacts the personnel's physical and mental health, disrupts their work-life balance, and is closely linked to reduced job satisfaction, weakened organizational commitment, increased turnover rates, and lower produc-tivity. Additionally, their high levels of stress contribute to their dissatisfaction, job mobility, burnout, diminished work per-formance, and strained interpersonal relationships in the workplace.

While some argue that security personnel face greater occupational hazards than other professions, their primary responsi-bilities remain consistent such as observing, deterring threats, recording incidents, and reporting them. However, the level of risk varies significantly depending on the location and work environment. For instance, security personnel stationed at night-clubs or bars may frequently encounter intoxicated individuals and physical altercations, requiring heightened vigilance and conflict resolution skills. In contrast, those assigned to offices and residential buildings primarily interact with tenants and guests, focusing more on access control and customer service (Ontario Security Hub, 2023). These varying workplace condi-tions highlight the diverse challenges security personnel face in their roles.

In July 2016, a security guard stationed at the Ilocos Norte Capitol building was arrested in a drug buy-bust operation, just hours after participating in a mandatory drug test alongside over a hundred provincial employees, as ordered by Governor Imee Marcos (Adriano, 2016). Similarly, in 2020, a dismissed security guard took dozens of hostages at the Greenhills Shopping Center in San Juan City, underscoring the severe occupational stress experienced by security personnel (AP News, 2020). Another alarming incident occurred when a security guard was fatally shot by a colleague in Caloocan (NET25, 2023).

These in-cidents have raised concerns about the mental and emotional well-being of security personnel, prompting the Senate of the Philippines to conduct a hearing in February 2024 to investigate the underlying factors contributing to security guards' in-volvement in violent and criminal activities (GMA Integrated News, 2024). These incidents involving security guards in crimi-nal activities, violence, and substance abuse suggest that occupational stress plays a significant role in their psychological well-being and behavior.

In February 2024, eight security guards from Ur-duja Security Agency in Laoag City sought assistance from Bombo Radyo Laoag, citing inadequate benefits and delayed salaries despite the mandated minimum wage increase in the private sector. One guard reported receiving only P 1,000 per fortnight since early 2024, with uncertainty about their contributions to essential social services such as the Social Security System, PhilHealth, and Pag-IBIG. Despite working long hours, his salary amounted to only P 12,000, with the last payment being a mere P 1,900. Their complaints to the agency were ignored until the Bombo Radyo Laoag team referred them to the Department of Labor and Employment, which pledged assistance (Quimoyog, 2024). These financial and workplace challenges contribute significantly to occupational stress, as security personnel not only face high-risk and demanding work environments but also struggle with job insecurity and unfair compensation. While extensive research on occupational stress exists in professions such as nursing and teaching in the Philippines (Connor et al., 2019), lim-ited studies have focused on the lived experiences of security personnel, particularly in Laoag City, Ilocos Norte.

This study sought to fill that gap by providing a comprehensive understanding of the sources, levels, and impacts of occupa-tional stress among security personnel, utilizing both quantitative and qualitative approaches. This study provides insights for the security industry, labor organizations, and policymakers to address challenges, improve working conditions, and enhance security personnel's well-being.

B. Statement of the Problem

The study aimed to determine the level of occupational stress of security personnel in Laoag City, Ilocos Norte. Specifically, it sought to answer the following questions:

1. What are the occupational stressors of security personnel in terms of:
   1.1 physical;
   1.2 mental; and
   1. 3 and emotional?
2. What is the level of occupational stressors of the security personnel?
3. What is the impact of occupational stressor to the security personnel?
4. What are the strategic approaches utilized by security personnel in managing their occupational stress?

C. *Significance of the Study*

The findings of the study benefit the following;

➢ **Security Personnel.** This study highlighted the importance of work-life balance, career development opportunities, and job performance enhancement. By identifying stress factors, security guards can be equipped with effective coping strategies and stress management techniques, ultimately leading to a healthier work environment.

➢ **Family Members.** Gain an insight into the struggles of security personnel fosters empathy and stronger familial support. Understanding the demands and pressures of the job can help families provide emotional and psychological support, contributing to a more stable and harmonious home life.

➢ **Students.** This research promotes respect and appreciation for security personnel. Recognizing the challenges, they endure can lead to more positive interactions and a greater sense of empathy, fostering a culture of acknowledgment and support for security staff within academic institutions.

➢ **Businesses.** Understanding the impact of occupational stress on security personnel emphasized the need for appropriate task delegation. Recognizing that security guards should primarily handle security-related matters, rather than miscellaneous tasks, can lead to a more efficient and productive workplace, reducing unnecessary stress and enhancing overall organizational well-being.

➢ **Security Agencies.** The results of the study serve as an eye-opener, highlighting the intense stress that security personnel experience. This could encourage agencies to implement stricter qualifications, provide additional training programs, and es-tablish better working conditions to improve employee welfare. Enhancing support systems for security personnel not only ensures their well-being but also strengthens the agency's credibility and reputation in the industry.

➢ **Future Researchers.** The results of the study contribute to the growing body of knowledge on occupational stress management. It offers a foundation for further exploration into stress-related issues within the security sector and encourages future studies to develop more comprehensive interventions that improve the quality of life for security personnel.

D. *Scope and Delimitation of the Study*

This study aimed to identify the various occupational stressors affecting security personnel, assess their stress levels, exam-ine the impact of occupational stress, and explore the strategies they employed to manage stress effectively. The study was de-limited to security personnel with at least five years of experience and currently in active service in known and prominent es-tablishments within Laoag City, Ilocos Norte. The research was conducted from February to November during the academic year 2023-2024.

E. *Theoretical Framework*

This study was guided by the following theories:

Job Demand-Control Model

The Job Demand-Control (JDC) Model, developed by Robert Karasek in 1979, states that high job demands contribute to stress, but having control over one's work can mitigate its effects. According to this model, security personnel who face excessive demands with little autonomy are more likely to experience fatigue, depression, and anxiety, whereas those with greater control over their tasks experience lower stress levels (Mulder, 2022).

In the context of this study, the JDC Model advises that increasing security personnel's autonomy such as allowing them more decision-making power could help reduce occupational stress and improve their well-being. These insights highlight the need for job redesign strategies that enhance control while maintaining necessary job demands.

Transactional Model of Stress and Coping Theory

Additionally, the Transactional Model of Stress and Coping, developed by Richard Lazarus and Susan Folkman in 1984, states that stress arises when job demands exceed an individual's ability to cope. Effective stress management, according to this model, requires an objective assessment of threats and available resources. Security personnel working in high-risk envi-ronments must constantly evaluate potential dangers, assess their coping resources, and adopt strategies to manage stress whether by directly addressing threats or seeking support from supervisors (MindTools, n.d.).

This study applies the model to emphasize the importance of proper training, sufficient resources, and a supportive work environment in helping security per-son-nel manage stress, reduce anxiety, and maintain job performance.

Person-Environment Fit Theory

Further, the Person-Environment Fit Theory, introduced by Kurt Lewin in 1951, asserts that job performance and satisfac-tion are highest when there is alignment between an individual's skills, experience, and job demands. When security personnel are placed in roles that do not match their competencies, they are more likely to experience stress and lower job satisfaction (Administra-tor, 2016).

In this study, it highlights the significance of ensuring that security personnel receive appropriate training, clear job expectations, and adequate support to enhance their work experience. By improving this alignment, organizations can reduce stress levels, increase job satisfaction, and optimize performance.

Effort-Reward Imbalance (ERI) Theory

Finally, the Effort-Reward Imbalance (ERI) Theory, developed by Johannes Siegrist, explains that stress occurs when em-ployees perceive a mismatch between their efforts and the rewards they receive. Security person-nel often face demanding workloads, long shifts, and ad-ditional responsibilities without corresponding compen-sation or recognition, leading to frustra-tion, burnout, and job dissatisfaction (Ren et al., 2019).

In this study, it incorporates the ERI Theory to highlight the importance of fair wages, incentives, and recognition for security personnel. Addressing these im-balances can help reduce occupational stress, improve mo-tivation, and enhance overall job performance and well-being.

F.   Conceptual Framework

This study adopted the Input, Process, Output, Outcome (IPOO) Model, which serves as a conceptual framework to structure and connect key elements of the research (K. Mező & F. Mező, 2014).

In the Input phase, the study identified various factors contributing to occupational stress among security personnel, focus-ing on physical, mental, and emotional stressors. The Process phase involved the collection, anal-ysis, and interpretation of data using a semi-structured survey questionnaire and a researcher-designed interview guide. Data were examined through statisti-cal and the-matic analysis to gain a comprehensive understanding of stressors and coping mechanisms. The Output of the study was the development of an action plan titled "Rotational Shift Scheduling System with Standardized Break Poli-cies," designed to enhance work-life balance and provide a structured approach to stress management. Lastly, the Outcome demonstrated that the proposed strategic plan effectively helped security personnel manage occupa-tional stress, equipping them with strategies to navigate workplace challenges and improve overall well-being (Figure 1).

Figure 1. The Research Paradigm

G.   Definition of Terms

The following concepts are operationally defined for better understanding of the study:

Occupational stressors. In this study, it refers to the physical, mental, and emotional strain experienced by security personnel due to job-related factors. It is meas-ured through a survey questionnaire supported by inter-views.

Physical stressors. It refers to the bodily strain
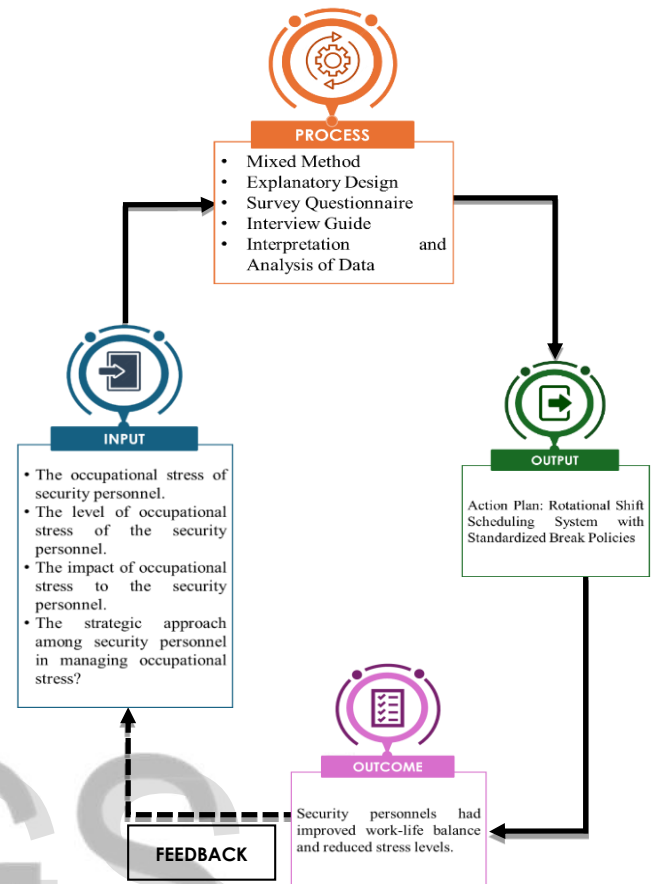
and fatigue security personnel experience due to extended work hours, lack of rest, physically demanding tasks, ex-posure to extreme weather conditions, and inadequate nu-trition or hydration during shifts.

Mental stressors. It refers to the cognitive strain and psychological burden experienced by security person-nel due to high job demands, decision-making under pres-sure, unpredictable work environments, and lack of con-trol over work condi-tions.

Emotional stressors. It is defined as the psycho-logical distress and mood disturbances security personnel experience due to workplace conflicts, exposure to threats, lack of appreciation, job dissatisfaction, and personal struggles related to work-life balance.

Security personnel. These are the individuals em-ployed to protect people, property, and assets by enforcing security measures, monitoring premises, and responding to potential threats. In this study, it includes security per-sonnel with at least five years of experience and who are actively serving in known and prominent establishments within Laoag City, Ilocos Norte.

Strategic approach. This refers to the methods and coping mechanisms employed by the security person-nel to manage and mitigate occupational stress caused by unusual job demands, high-risk situations, excessive workload, and workplace challenges. It includes problem-

solving techniques, stress management strategies, adaptive behaviors, and decision-making processes used to maintain job performance and well-being.

II. REVIEW OF RELATED LITERATURE AND STUDIES

A. Republic Act No. 11058: An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof

Republic Act No. 11058, or the Occupational Safety and Health Standards Compliance Act, focuses on ensuring safe and healthy working conditions across various industries, including security services. The Act mandates that employers maintain workplaces free from conditions that may contribute to mental and physical stress, such as excessive workloads and unsafe environments (Sec. 5). It also emphasizes workers' rights to a safe workplace and informed awareness of risks (Sec. 6), requiring the implementation of occupational safety programs (Sec. 13), mental health support, and the establishment of health and safety committees (Sec. 17). Furthermore, it mandates providing welfare facilities, like rest areas (Sec. 20), to promote resilience and mitigate stress in high-stress occupations like security services.

Republic Act No. 11058 directly correlates with the objectives of this study, which investigates the occupational stress levels and coping strategies of security personnel. The Act's emphasis on reducing mental stress and providing safe working conditions resonates with our findings, which identify the physical, emotional, and mental stressors that security personnel face. The provisions for occupational safety programs and welfare facilities, such as rest areas, align with our study's recommendation for structured scheduling systems and stress management programs to reduce stress and improve the overall well-being of security personnel. This highlights how the implementation of such standards can foster a supportive environment, promoting mental health and resilience in the workplace. Republic Act No. 11058, An Act Strengthening Compliance with Occupational Safety and Health Standards, (2018).

B. Republic Act No. 11917: An Act Strengthening the Regulation of the Private Security Services Industry, repealing for the Purpose, Republic Act No. 5487, Entitled "An Act to Regulate the Organization and Operation of Private Detective Watchmen or Security Guard Agencies", as amended

Republic Act No. 11917, also known as the Private Security Services Industry Act, strengthens the regulation of the private security services industry. This Act establishes critical standards aimed at improving the welfare and working conditions of security personnel. It addresses mental and physical fitness requirements for security guards (Sec. 6), mandates fair treatment through timely compensation and benefits (Sec. 8), and ensures safe working conditions (Sec. 10). The Act also promotes continuous training (Sec. 12) and obligates employers to create supportive work environments (Sec. 15). These provisions are designed to mitigate stress factors and improve the overall well-being of security personnel, thereby contributing to a more resilient workforce.

The focus of Republic Act No. 11917 aligns with the aims of this study, which examines the occupational stress levels among security personnel in Laoag City. The Act's emphasis on physical fitness, mental well-being, and fair compensation directly relates to the findings of this research, which identifies key physical, emotional, and mental stressors faced by security personnel. Moreover, the Act's focus on training and creating supportive work environments resonates with the study's recommendation for better scheduling systems and stress management training. This study highlights how effective implementation of such policies can help alleviate the stress experienced by security personnel, supporting a healthier work environment as envisioned by the Act. Republic Act No. 11917, Private Security Services Industry Act, (2022).

C. Security Guards

Based on Sokanu Interactive Inc. (2024), security guards often conduct routine patrols of the premises, monitor surveillance systems, and enforce rules and regulations to ensure the safety of people and property. They may also respond to alarms, disturbances, and emergencies, taking appropriate actions to address the situation and alerting law enforcement or relevant authorities if necessary.

Stress among security guards are largely caused by the nature of the security industry itself. Security guards feel and handle stress depending on a variety of individual circumstances, including work-life balance, personal resilience, and coping strategies. Security guards can effectively manage stress and avoid burnout by implementing coping methods like seeking out social support, practicing relaxation techniques, and keeping a healthy work-life balance.

D. Causes of Workplace Stress

According to American Institute of Stress (2024), common causes of workplace stress include long working hours, feelings of being treated unfairly, insufficient acknowledgement or reward for a job well done, lack of job security, office politics, and most importantly, increased demands to accomplish assignments without sufficient authority and/or resources. Therefore, many organizations want to reduce employee stress because they observe that it is a major drain on corporate productivity.

This literature on the causes of workplace stress directly relates to our study, which examines occupational stress among security personnel. Long working hours and the demand for high performance with insufficient resources, as identified by the American Institute of Stress, are particularly relevant to our findings, where long shifts and insufficient break times were noted as significant stressors. The lack of recognition and feelings of unfair

treatment also align with the emotional stressors observed in our study, such as dealing with unruly customers. By understanding these common stress causes, our research emphasizes the need for structured scheduling systems and support mechanisms to reduce stress and improve job satisfaction among security personnel.

E. PNP: Guards are Not Parking Attendants

The Philippine National Police (PNP) recently issued a memorandum highlighting that security guards should not be tasked with additional duties, such as serving as parking attendants, checkers, or verifiers, as these responsibilities detract from their core function of safeguarding lives and property. The directive, issued by the Supervisory Office for Security and Investigation Agencies (SOSIA), emphasized that assigning non-security roles can degrade guards' dignity and hinder their primary responsibilities. Brig. Gen. Gregory Bongnalbal stressed that security guards' primary focus should be to protect premises and maintain order, as outlined in Republic Act 11917, which mandates professionalism and adherence to human rights within the security services industry. The memorandum also urged security agencies to educate clients on respecting guards' duties and avoiding practices that compromise their professional focus (Tupas, 2023).

This PNP directive is highly relevant to the study on "Occupational Stress Among Security Personnel in Laoag City, Ilocos Norte," as the imposition of additional, unrelated tasks on security guards can significantly increase their stress levels. When security guards are forced to undertake roles outside their primary responsibilities, it can create role conflict and lead to job dissatisfaction, impacting their mental and physical well-being. Additionally, this increased workload without adequate support or training may lead to higher occupational stress, affecting guards' performance and overall job morale. Therefore, the PNP's emphasis on preserving the professional focus of security personnel aligns with the need to mitigate occupational stress factors identified in the study, highlighting the importance of a supportive and well-defined work environment for security guards.

F. Impact of Employees' Workplace Environment on Employees' Performance: A Multi-Mediation Model

The study explores how occupational stress affects job satisfaction, performance, and well-being among employees, with a particular focus on security personnel. Using surveys and interviews, the study identifies key stressors, such as job demands, control, and workplace resources, while assessing their impact on physical, mental, and emotional health. The findings reveal that high stress levels, particularly from physical stressors like long working hours, lead to reduced job satisfaction and poor performance. However, workplace support and available resources are found to alleviate stress, enhancing job satisfaction and employee resilience (Suta, 2024).

This gives us a hypothesis of the results of our study which would focus on the negative effects of occupational stress which examines stress levels among security personnel in Laoag City. Similar to the findings of Suta (2024), our study highlights how long working hours and irregular break times act as significant stressors, impacting both job performance and well-being. Additionally, the emphasis on workplace support and resources mirrors our recommendation for implementing structured scheduling systems and stress management programs to mitigate these stressors. Both studies underscore the importance of addressing occupational stress to improve job satisfaction, performance, and overall well-being among security personnel.

G. 12-Hour Duty Affecting Minds, Bodies of Security Guards

This news article discusses the impact of long 12-hour shifts and heavy workloads on security guards' physical and mental well-being. The article highlights concerns raised by Senator Raffy Tulfo regarding overwork, low pay, and insufficient training, which contribute to occupational stress. Prolonged shifts and added responsibilities lead to physical exhaustion and mental fatigue, increasing vulnerability to stress-related disorders. Additionally, the article references legislative efforts aimed at improving labor conditions, including proposals for neuropsychological exams and stricter enforcement of labor standards to protect security guards (GMA Integrated News, 2024).

This article's findings resonate strongly with the focus of our study, which identifies long working hours and heavy workloads as key stressors affecting security personnel. Like the article, our research highlights the negative effects of these stressors on job satisfaction, mental health, and performance. The legislative proposals mentioned in the article align with our recommendations for structured scheduling systems, proper shift rotations, and stress management training. Both the article and our study emphasize the critical need for improved labor practices and support systems to reduce occupational stress, thereby promoting the well-being and effectiveness of security personnel.

H. Occupational Stress Among Security Guard

The mentioned study above explores the impact of occupational stress on security guards, focusing on the physical and emotional responses that occur when job demands exceed the capabilities, resources, or needs of the worker. The research, conducted in Lucknow, assessed 180 male and female security guards from banks, academic institutions, and residential areas. Using a modified version of the occupational stress scale developed by Srivastava A.K. (1976), the study found that long working hours, job dissatisfaction, and inadequate salary were key contributors to high stress levels among security guards. The study also noted that female security guards experienced higher levels of occupational stress than their male counterparts (Kiran & Yadav, 2015).

This study's findings are closely aligned with the focus of our research on occupational stressors among secu-

rity personnel. This opens up possible outcome of the result of our study which will later build on the findings by exploring coping strategies employed by security personnel to manage their stress, emphasizing the importance of improving working conditions, support systems, and job satisfaction to reduce occupational stress and enhance job performance.

I. Workplace Stress and Productivity: A Cross-Sectional Study

This study investigated occupational stress levels among 80 security guards in a security services firm in Shimoga, Karnataka, highlighting that 74% of guards experienced moderate stress, while 26% reported severe stress. Factors such as confrontational encounters and traumatic incidents contributed to elevated stress levels. Additionally, the study examined the effectiveness of a planned teaching program designed to enhance guards' knowledge of occupational stress management techniques. Research findings from countries like Poland, Japan, and China were incorporated, underscoring the importance of training and educational interventions to reduce psychosocial risks in high-stress occupations like security (Ravinda & Siddesh, 2020).

This research emphasizes the high levels of occupational stress security personnel endure and the critical need for effective stress management strategies. In both cases, security guards face substantial mental and physical challenges that can lead to job dissatisfaction, emotional exhaustion, and poor health outcomes. The Shimoga study's focus on educational interventions highlights a possible approach for our study to explore or recommend in terms of providing stress management training for security personnel in Laoag City. This alignment reinforces the potential benefit of implementing structured support programs to mitigate occupational stress and improve security guards' overall well-being and job performance.

J. Underlying Factors that Contributed to Job Stress in an Organization

Following, this study explored the causes, effects, and potential interventions for job stress in organizational settings. Causes of job stress include workload, role conflict, poor working conditions, lack of control, and poor relationships with colleagues or supervisors. Job stress can lead to physical, psychological, and behavioral symptoms, negatively affecting both employees' well-being and organizational performance. The study suggests interventions at both individual and organizational levels to address these stressors and improve employee productivity and job satisfaction. Future research is needed to provide a more detailed understanding of job stress and its impacts on workers and organizations (Vallasamy et al., 2023).

This study provides a relevant framework for understanding the stressors security personnel might face in their workplace. The identified causes of stress—such as workload, role conflict, and lack of control—are highly applicable to security guards, who often experience similar challenges. This study underscores the importance of examining both individual and organizational interventions to alleviate stress, which aligns with our goal of identifying effective coping strategies and recommendations for reducing stress among security personnel.

K. A Study on Challenges Faced by Security Guards Working for Different Establishments in Teynampet Chennai

The study "Challenges Faced by Security Guards" investigates the difficulties security personnel encounter in their profession, particularly focusing on wages, working hours, health issues, and job requirements. Through semi-structured interviews with security guards in Teynampet, Chennai, the research uncovers key stressors such as financial inadequacy, poor working conditions, and the neglect of their job description. The study also examines socioeconomic factors influencing their choice of occupation and stresses the need for better legal protections and support from employers and policymakers to safeguard their rights (Sasitha et al., 2023).

The research provided valuable insight into the challenges that security personnel face, particularly in terms of working conditions and financial stress. These findings align with our focus on identifying occupational stressors faced by security guards, particularly related to work environment and job demands. The need for improved working conditions and support systems identified in this study is directly relevant to our research, which aims to explore similar stress factors and propose strategies to mitigate them for better employee well-being.

L. The Influence of Specific Aspects of Occupational Stress on Security Guards' Health and Work Ability: Detailed Extension of a Previous Study

This study examines the relationship between occupational stressors and health impairments, including metabolic syndrome, hypertension, and cardiovascular diseases, as well as work disability among 399 male security guards in Serbia. The research used ridge linear regression analysis to identify professional stressors such as high demands, strictness, conflict, threat avoidance, and underload as significant predictors of poor health outcomes, including elevated fasting glucose, triglycerides, cholesterol, blood pressure, heart rate, and work disability. The study highlights the need for further research to establish health risk predictors in the security profession, which is rapidly expanding worldwide (Jovanović et al., 2020).

The findings of this research are directly relevant to our investigation into occupational stress among security guards. It highlights specific stressors that may contribute to health issues and work disability, such as high demands and conflict, which we plan to explore in our study. Understanding the link between stress and health impairments in security personnel will inform our research and help identify effective strategies to reduce stress and improve health outcomes for security guards

M. Occupational Stress, Mental Health and Coping Among Information Technology Professionals

The study conducted by the Employee Coping Health, WHO Headquarters (2020), explores the detrimental effects of occupational stress, particularly in jobs with excessive demands and limited control, leading to physical and psychological health issues. According to the findings, the most stressful work environments are those where demands exceed workers' abilities, opportunities for control are minimal, and support is lacking. This conflict between job demands and an employee's ability to meet them contributes significantly to occupational stress and its associated health consequences (Kotta & Rao, 2012; WHO Headquarters, 2020).

In connection to our study, this academe highlights key stressors such as excessive demands, lack of control, and limited support, that may also apply to security personnel. By examining these stress factors in the context of security work, our research can explore how similar issues affect the well-being and performance of security guards. The findings can guide our investigation into the impact of occupational stress on security guards and help identify appropriate coping strategies to mitigate stress in this profession.

N. The Moderation Analysis of Coping Strategies in the Relationship between Anxiety and Aggression among Security Personnel

This study examined the relationship between anxiety, coping strategies, and aggression among security personnel, revealing significant correlations among these psychological factors. Using a quantitative approach, data were gathered through surveys across various settings, showing that younger individuals and male security guards displayed higher levels of aggression. Anxiety and coping mechanisms varied across demographics, with regression analysis confirming that these factors were predictive of aggression in security personnel. The study underscores the importance of demographic and psychological considerations in managing aggression, suggesting that interventions should be tailored to address specific coping strategies and anxiety levels to promote a safer work environment (Baldovino, 2024).

This study's findings on the interplay between anxiety, coping mechanisms, and aggression among security personnel are highly relevant to understanding occupational stress in security guards. Both studies highlight the role of psychological stressors in impacting the behavior and well-being of security staff, particularly in high-stress environments. By examining coping strategies and their impact on aggression, this research provides valuable insights that can inform our investigation into stress management practices among security personnel in Laoag City. Tailoring interventions to reduce stress and improve coping could help alleviate aggression-related incidents, contributing to a safer and more supportive work environment.

O. Experiences of Security Guards Serving in Diocesan Schools During the Covid-19 Pandemic: A Case Study

This qualitative case study explored the experiences of school security guards in Catholic schools during the COVID-19 pandemic, focusing on their roles, challenges, and coping mechanisms. Conducted in five diocesan schools in Dipolog City, Philippines, the research used semi-structured interviews and document analysis of health protocols and school policies. Findings highlighted that security guards took on heightened responsibilities, adapting to enforce safety measures despite facing resistance and resource constraints. Their coping strategies included support networks and regular communication with family, with derived values emphasizing resilience, adaptability, and collaboration. The study calls for policy development, stronger support systems, and recognition of security guards as essential workers in maintaining a safe educational environment during crises. (Catalbas & Lactuan, 2024).

This study's insights on the adaptive challenges and stress experienced by security guards during the pandemic are highly relevant to the investigation of occupational stress among security personnel. Both studies underscore the unique pressures faced by guards in high-stakes environments and highlight the importance of support systems and recognition in managing stress. Findings from the COVID-19 context inform strategies that may be applied to everyday security roles, reinforcing the need for training, mental health support, and acknowledgment of the critical role of security personnel in community safety, aligning closely with the aims of our research in Laoag City.

P. Competency and Resiliency of Security Guards in Cabanatuan City, Philippines

The study examined the competency and resilience of security guards in Cabanatuan City, focusing on how they adapt to challenging work conditions, such as low pay, long hours, and high expectations. Through purposive sampling, the study involved security guards with at least three years of experience and excluded those working solely overtime. Data collection methods included structured survey questionnaires and formal interviews, with validation from academic experts. The findings showed that guards rated themselves highly in competency and resilience, using strategies such as positive mindset, self-assessment, rule adherence, confidence, work commitment, and social support. Statistical analyses, including ANOVA and Pearson correlation, were applied to assess competency and resilience, revealing consistent resilience across different demographics. These results align with similar studies on private security personnel, underscoring the critical role of competence and effective coping strategies in fostering resilience among guards (Ayeo-Eo, 2024).

This study's insights into resilience and competency are directly relevant to understanding occupational stress

among security personnel, as examined in the Laoag City study. Both studies highlight the importance of effective coping strategies and resilience in managing the demands of security work. The guards' resilience strategies, including self-confidence and valuing work, offer practical approaches that could help Laoag City guards address stress and enhance job performance. The use of structured assessments and statistical analysis further provides a framework that our study could adopt to measure stress management and resilience in security personnel, emphasizing the need for support systems to bolster resilience and well-being.

Q. Police Officers Perceived Levels of Organizational Stress, Operational Stress, and Coping Strategies in San Jose, Antique, Philippines.

The study sought out the sources of operational and organizational stress faced by police officers and the coping strategies they employ. Using a descriptive-correlational approach, the study assessed officers from the Municipal Police Station of San Jose de Buenavista in Antique, Philippines. It found that police officers manage stress from their operational duties and organizational pressures with moderate coping abilities, indicating that they can effectively handle stress. The research highlights the importance of understanding stressors within the policing environment and suggests that tailored interventions and programs to reduce stress could improve officers' well-being and performance (Espartero, 2023).

This study is relevant to our research as it examines the impact of operational and organizational stress on personnel in a high-pressure occupation, similar to the security personnel in our study. Just as the study identifies effective coping strategies as essential for managing stress, our research aims to explore how security guards cope with stress and what interventions might improve their well-being. The study's findings reinforce the importance of developing strategies and support systems to help personnel manage stress, a key focus of our research. It also highlights the role of targeted interventions, which aligns with our goal of recommending solutions for reducing occupational stress among security personnel.

R. Estimating the Training Effect through the Levels of Trait Anger, Anger Expression, and Coping with the Stress of Private Security Guards

In this study, it examined the effectiveness of anger and stress management training for private security guards. Using the Trait Anger, Anger Expression Scale, and Coping with Stress Scale, the study assessed the pre- and post-training levels of anger and stress-coping behaviors among 690 guards. The research revealed that prior to training, many security guards struggled with stress and had high levels of trait anger. After receiving training, significant improvements were observed, with a decrease in anger levels and enhanced coping strategies. These findings emphasize the importance of ongoing anger and stress management training for security guards to improve their effectiveness and well-being (Erçetin, 2021).

This is relevant to our research as it highlights the critical role of training in managing occupational stress among security personnel. The significant reduction in anger levels and improved stress-coping behaviors post-training provide insight into effective interventions for managing stress. This supports our study's aim to explore the stress levels of security guards and identify coping mechanisms. Just as the study advocates for regular training, our research will explore how structured programs and stress management strategies can mitigate occupational stress and improve both the well-being and performance of security personnel. The emphasis on training and coping mechanisms in this study informs our approach to examining how security personnel handle stress and the potential benefits of such training.

S. Night-Time Shift Work and Related Stress Responses: A Study on Security Guards

This study investigated the effects of night shifts on the physiological stress responses of security guards, focusing on cortisol levels and blood pressure. Conducted with 168 male security guards in Sicily, the study explored how night shifts disrupted circadian cortisol rhythms, which typically peak in the morning. Medical exams and salivary cortisol samples were used to monitor the guards' cortisol levels and blood pressure before and after shifts. The study found that night-shift workers had disrupted cortisol rhythms, elevated stress before and after shifts, and altered blood pressure patterns, suggesting significant physiological changes due to night-time work. These disruptions point to potential long-term health implications and emphasize the need for stress management strategies and policies that account for circadian health (Cannizzaro et al., 2020).

This study provides crucial insights for our research by highlighting the physiological impacts of shift work, particularly night shifts, on security personnel. The findings of disrupted cortisol rhythms and altered blood pressure in night-shift workers are highly relevant as they illustrate the potential health consequences of shift-based work, which we aim to explore in relation to occupational stress among security guards. The study's emphasis on the need for stress management strategies aligns with our research focus on identifying and mitigating stressors among security personnel. This literature supports the importance of considering the health effects of work schedules, which will guide our recommendations for improving work conditions and reducing stress through better scheduling and support systems.

T. Workplace Stress and Coping Strategies of Security Guards Working in Universities

The study examines the stress factors and coping mechanisms among security guards in Lahore universities. With rising terrorist incidents and increased workloads, security guards face heightened stress levels. Key stressors identified in the study include long duty hours, salary issues, and administrative concerns, with physical

strain and dissatisfaction with weaponry and payment further exacerbating stress. Interestingly, terrorism was ranked lower as a stress factor. Coping strategies among guards primarily included religious practices and acceptance of job demands due to socioeconomic pressures. The study highlights the importance of improved working conditions and support mechanisms to reduce stress, as these factors significantly affect job performance and health (Saleem et al., 2019).

The findings from this study are directly relevant to our upcoming research, as they identify stressors such as long working hours, salary issues, and administrative concerns. Similar to the issues we anticipate exploring among security personnel in Laoag City. The coping strategies discussed, including religious practices and acceptance of job demands, provide insight into how security personnel might handle stress, which will inform our investigation into coping mechanisms. This literature reinforces the need for improved working conditions and support systems, aligning with our research goals to explore how structured schedules and stress management programs can alleviate stress and improve job satisfaction and performance among security guards.

III.   METHODOLOGY

A.   Research Method and Design

The study adopted a mixed-method approach, which combined elements of quantitative research and qualitative research to answer the research questions. This gained a more complete picture than a standalone quantitative or qualitative study, as it integrated the benefits of both methods (George, 2023). Mixed methods were often used in the behavioral, health, and social sciences, especially in multidisciplinary settings and complex situational, or societal research.

An explanatory research design was utilized to explore why something occurred when limited information was available (George, 2023). It could help a person increase their understanding of a given topic, ascertain how or why a particular phenomenon was occurring, and predict future occurrences. Explanatory research explained the "cause and effect" model, investigating patterns and trends in existing data that hadn't been previously investigated. By employing this method, the study undoubtedly provided a deeper understanding of occupational stressors among security personnel.

B.   Population and Locale of the Study

The study comprised of 84 security personnel in Laoag City, Ilocos Norte, each with a minimum of five years of experience. These participants were drawn from reputable establishments such as Mang Inasal, Chowking, Road Worthy, Good Year Auto Supply, Divine Word College of Laoag, AMWSLAI, Cebu Pacific, Philippine Airlines, Fort Ilocandia Resort and Hotel, Puregold, Provincial Capitol, Wilcon Depot, ME Shopping Center, SaveMore Market, Bismonte Building, NOVO, Insular Life, Unitop, JTC Superstore Laoag City, Saint Joseph Drugstore, Marcos Stadium, Centennial Arena, Provincial Agriculture Office, Provincial Engineering, Provincial Health Office, and Provincial Hospital.

For the qualitative component, 14 participants were purposively selected based from the high level of stress they experienced. Purposeful sampling is a technique widely used in qualitative research for the identification and selection of information-rich cases for the most effective use of limited resources. This involves identifying and selecting individuals or groups of individuals that are especially knowledgeable about or experienced with a phenomenon of interest (Palinkas et al., 2015).

This selection within the purposive sample ensured that the interviewees provided diverse perspectives while maintaining the depth and relevance required to explore occupational stress among experienced security personnel.

C.   Data Gathering Tool

The researchers utilized a survey questionnaire and a semi-structured interview guide to ensure accurate and comprehensive data gathering.

The survey questionnaire consisted of two sections. The first section was a checklist format to identify the occupational stressors experienced by security personnel. The second section incorporated a Likert scale, which measured the levels of occupational stress among participants, allowing for a structured assessment of the intensity of stress experienced.

To gain deeper insights, the researchers developed a researcher-made interview guide for the qualitative component of the study. The semi-structured interview aimed to explore the strategic approaches employed by security personnel in managing occupational stress. This interview guide was carefully designed to elicit detailed responses while allowing flexibility for participants to share personal experiences and coping mechanisms.

To ensure validity and reliability, the survey questionnaire and interview guide were reviewed and validated by the experts including the head of security in the selected establishments and professors in the college. A pilot test was conducted prior to the main study to fine-tune the research instruments and ensure their accuracy.

D.   Data Gathering Procedure

The researchers formally initiated the data collection process by drafting an official request letter addressed to the head of security at various establishments. This letter served as a formal request for permission to enlist security personnel as participants in the study. Data collection only commenced upon approval from the head of security, ensuring compliance with ethical protocols. Before participation, all respondents were notified and briefed about the purpose and procedures of the study.

For the quantitative survey, the researchers personally distributed floating survey questionnaires to security personnel present in the establishment. These were then collected, collated, and prepared for statistical analysis to measure occupational stress levels. Only those with 5 years' experience in the security sector became the respondents of the study. Followed by a short interview to supplement the understanding behind the context of their stressors.

For the qualitative approach, sessions were arranged in a secure and confidential setting, accommodating the availability and comfort of the participants. During these interviews, recording devices were used to accurately document responses, complemented by note-taking for additional observations. Upon completion, the recorded responses were transcribed for further thematic analysis.

Once all data were collected, they were organized, tallied, and subjected to statistical analysis, utilizing appropriate tools to ensure validity and reliability in the interpretation of results.

E. Treatment of Data

The quantitative data collected in this study was analyzed using statistical methods, specifically frequency ranking and weighted mean. Frequency ranking was applied to determine the most common and reported source of occupational stressors among security personnel, Meanwhile, the weighted mean was used to assess the level of occupational stress experienced by security personnel.

For the qualitative component, the researchers employed thematic analysis to interpret responses from the semi-structured interviews. This method allowed for an in-depth exploration of security personnel's lived experiences, reasoning out why certain stressors caused distress, analyzing their impact on job performance and family responsibilities, and identifying coping mechanisms used to manage stress. By categorizing themes and patterns, this analysis provided a more nuanced understanding of occupational stress.

Table 1. *Legend*

F. Ethical Consideration

The researchers ensured that ethical guidelines were strictly followed throughout the data collection process to protect the rights, privacy, and confidentiality of all participants.

At the beginning of the study, the objective, significance, and role of the researchers were clearly explained to the par-ticipants, along with how they would benefit from the study. Participants were informed of their rights, including the assurance that their names, affiliated security agencies, and assigned locations would not be disclosed at any stage of data collection, analysis, or presentation. It was explicitly stated that all gathered data would be securely stored and protected to maintain con-fidentiality.

Participation in the study was voluntary, and the security personnel had the right to withdraw at any point without penalties. In cases where a participant chose to withdraw, a replacement was arranged with the assistance of the head of securi-ty, ensuring the integrity of the research sample while respecting the voluntary nature of participation. Data collection only commenced upon receiving formal approval from the head of security, and all participants were notified in advance before the actual data-gathering process.

To document informed consent, participants were provided with a consent form, which they signed as proof of their willingness to participate in the study.

For the qualitative interviews, all responses were kept strictly confidential and used solely for academic and research purposes. The interview instrument and recorded responses were securely stored, ensuring no personal identities were re-vealed. At the end of the study, all data containing personal information was destroyed to further protect respondent privacy.

Finally, the researchers upheld honesty, integrity, and objectivity in data interpretation, ensuring that all findings were presented accurately and without bias, maintaining the credibility and ethical integrity of the study.

IV. PRESENTATION, INTERPRETATION, AND ANALYSIS OF DATA

A. Occupational Stressors of the Security Personnel

Occupational stressors refer to work-related factors such as high workload, time pressures, role ambiguity, interper-sonal conflicts, and organizational change that trigger psychological and physiological reactions (Cooper, 2001). In this study, it refers to the physical, mental, and emotional strain experienced by the security personnel.

Range Value	Descriptive Interpretation	Verbal Interpretation
4.00 – 3.26	Very High Stress	Personnel are stressed and struggling to cope.
3.25 – 2.51	High Stress	Personnel are stressed and need some support
2.50 – 1.76	Moderate Stress	Personnel are stressed but still able to cope
1.75 -1.00	Minimal Stress	Personnel are slightly affected by the stress.

Table 2.1. *Physical Stressors.*

Physical Stress	Frequency	Percentages (%)	Rank
1. Required to work for longer hours than necessary.	63	75.00	1
2. Monitoring and surveillance of other's area of responsibility	47	55.95	3
3. Feeling tired and low on energy	54	64.29	2
4. Doing physical labor outside job description	39	46.43	4
N = 84			

*Multiple Responses

Table 2.1 shows the frequency, percentage, and rank of stressors along physical stress. In this study, physical stressors encompass the range of factors that contribute to bodily strain and fatigue among the security personnel (Smith & Johnson, 2018).

Based from the table, it shows that the primary physical stressors experienced by the security personnel is required to work for longer hours than necessary, reported by 63 (75%) security personnel. This finding highlights a systemic issue in the security industry, where staffing shortages, demanding schedules, and insufficient support systems contribute to excessive working hours. Studies have shown that prolonged work hours lead to chronic fatigue, reduced cognitive function, and higher risks of occupational burnout (Caruso et al., 2016). Republic Act No. 11058 (2018) also emphasizes that workplaces must implement measures to prevent overwork and ensure the health and safety of employees, yet many security personnel still experience ex-tended shifts without sufficient breaks.

Further, ranked second is feeling tired and low on energy, with 54 (64.29%) responses. This directly relates with long working hours, where insufficient rest and re-covery periods result in physical exhaustion. According to Selye's General Adap-tation Syndrome (1956), prolonged exposure to stressors, such as continuous physical strain, leads to the exhaustion stage, where the body's ability to cope declines, increasing the likelihood of chronic stress-related illnesses.

The third-ranking stressor, monitoring and surveillance of another's area of responsibility, was reported by 47 (55.95%) security personnel. The security personnel often cover multiple zones, increasing physical strain due to extended standing, patrolling, and maintaining heightened alertness for prolonged periods. Research by Sharma and Gupta (2020) found that security personnel who frequently rotate between high-surveillance areas exhibit higher stress levels and faster physical fatigue, emphasizing the need for structured shift rotations and break periods to reduce excessive workload.

Finally, doing labor outside job description was ranked last, with 39 responses. This suggests that a consid-erable num-ber of security personnel are required to perform tasks beyond their official duties, contributing to increased physical strain and job dissatisfaction. The PNP Supervisory Office for Security and Investigation Agencies (SOSIA) issued a directive (Tupas, 2023) explicitly stating that security guards should not be assigned non-security tasks, as it detracts from their core responsi-bilities and increases occupational stress.

The verbatim responses from the security personnel provide a clear and compelling narrative on why working longer hours is the leading source of physical stress in their profession. The lack of relievers and work-force shortages force many se-curity guards to extend their shifts beyond regular working hours, significantly affecting their health, job satisfaction, and overall well-being.

Participant 2, a security guard with 10 years of service expressed:

Table 2.2. *Mental stressors.*

Mental Stress	Frequency	Percentages (%)	Rank
1. Decreased focus or decision-making ability at work.	38	45.24	2
2. Unable to handle responsibilities at work.	27	32.14	4
3. Irregular break hours.	43	51.19	1
4. Lack of recognition for efforts at work.	30	35.71	3
5. Having trouble sleeping due to work-related concerns.	23	27.38	6
6. Unable to be updated on significant rule and regulation changes.	25	29.76	5
N = 84			

"Dayta longer ti work hours, dayta ngamin ket actually awan ngamin re-lievermi, mostly, awan re-lievermi talaga iso a mapil-itkami latta nga agubra ta hankam mabalin a tumalaw wenn agday-off nga awan ti relievermi."

(Actually, we don't have any reliever. Mostly, we don't have anyone to swapshifts with, which is why we are forced to work. We can't leave or take a day off if we don't have a reliever.)

Similarly, Participant 44, a security guard for five years, agreed:

"Wen, nu dadduma ngamin, adda tay time a dagitay kakadwami nukwa haan nga umay ti eksakto nga oras, so ag-extendkami nukwa."

(Yes, because sometimes, our co-workers (relievers) do not arrive on time, so we have to extend our working hours.)

The security personnel statements highlight excessive work hours as a structural problem in the security industry, where the inability to take breaks or days off leads to physical exhaustion and decreased job satisfaction.

Mariam Sohail (2015) found that occupational stress can manifest as fatigue, sleep disturbances, chest pain, high blood pressure, and muscle tension, all of which are direct consequences of prolonged work shifts. Likewise, Ekong (2024) emphasized that work-related stress contributes to burnout, reduced employee well-being, and decreased workplace productiv-ity, reinforcing the urgent need to address excessive working hours among security personnel.

Moreover, research by Afonso et al. (2017) established a strong link between long working hours and deteriorating mental health, with increased cases of anxiety, depression, and emotional instability observed among workers facing prolonged exposure to workplace stress.

* Multiple Responses

Table 2.2 highlights the key mental stressors affecting security personnel, ranking them based on frequency and per-centage. It refers to the cognitive strain and psychological burden experienced by security personnel due to high job demands, decision-making under pressure, unpredictable work environments, and lack of control over work conditions (Smith & John-son, 2018).

The data indicates that the primary mental stressor is irregular break hours, with 43 (51.19%) security peronnel citing it as a major concern. This stressor disrupts concentration, decision-making, and overall cognitive function, as security per-sonnel struggle to maintain focus due to fatigue and hunger. Research by Bazana et al. (2017) found that irregular or insuffi-cient breaks contribute to mental exhaustion, decreased alertness, and reduced job efficiency. Security personnel require con-sistent and structured break schedules to ensure they remain mentally sharp and physically prepared for their duties.

The second-highest mental stressor, reported by 38 (45.24%) participants, is decreased focus or decision-making abil-ity at work. This finding suggests that prolonged work-related stress, irregular schedules, and high job demands impair the ability of security personnel to process information quickly and respond effectively. According to James and James (2022), employees in high-stakes security roles often experience decision fatigue, where repeated exposure to high-pressure situa-tions diminishes cognitive function and leads to slower reaction times and poor judgment. In a profession where quick deci-sion-making is critical, addressing this issue is essential to maintaining workplace safety and operational efficiency.

On the other hand, the two lowest-ranked mental stressors were having trouble sleeping due to work-re-lated concerns (27.38%) and being unable to stay updated on significant rule and regulation changes (29.76%). While these factors still con-tribute to mental stress, they appear to have less impact compared to irregular break hours and decision-making difficulties. The relatively lower ranking of work-related sleep disturbances suggests that while sleep issues exist among security person-nel, they are not as pressing as the direct, on-duty challenges posed by unpredictable break schedules and job-related deci-sion fatigue. Similarly, the stress caused by lack of updates on policy changes indicates that while some security person-nel struggle to stay informed about workplace regulations, it does not significantly impair their daily operational performance.

The lack of structured break times often results in fatigue, hunger, and reduced cognitive function, affecting security personnel's ability to respond effectively to situa-tions and interact with people on duty. Consistent expo-sure to this type of stress may lead to mental exhaustion, slower reaction times, and compromised decision-making. Research shows that inade-quate rest breaks contribute to lowered work efficiency and heightened workplace errors, especially in high-attention-demanding jobs like security services (James & James, 2022).

Security personnel themselves confirmed these findings through their responses during a quick interview while an-swering the survey questionnaire.

Participant 8, a security guard with 15 years of ex-perience in a government office expressed:

"Gapu ta haankami met unay makabr-break'n, bisin iti gapuna nu apay diak unay makapanunut iti na-sayaat, sir. Kasla nu ag-damagda, haanko masung-batan a nasayaat ta diak

*makafocus ti ubrak, sir ta
panpanunutek toy bisinko"*

(Due to irregular breaks, hunger prevents me from thinking clearly, sir. If someone asks me something, I can't give a good answer because I can't focus on my work. I keep thinking about my hunger.)

Similarly, Participant 14, a security guard in a pawnshop with seven years of experience, shared:

"Nu dadduma, haanka makafocus iti trabahon kasi haanka pay nangan. Awan ti mapanpanunutmo nu diket makan ken medyo ag-cause iti distraction iti pa-nagubra."

(Sometimes I cannot focus on my work because I did not eat. I cannot think consist-ently, and it causes dis-tractions when I am hungry.)

These responses emphasize how irregular meal times and fatigue impair cognitive performance, making it difficult for security personnel to stay alert and responsive during their shifts. Bazana et al. (2017) investigated the health and well-being of security guards and identified five critical stress factors: disrupted family and social lives, stress from limited job control, poor working conditions, and disturbed sleep patterns. Their findings indicate that such conditions negatively impact job per-formance and organizational effectiveness, reinforcing the importance of proper break schedules for maintaining mental well-being.

* Multiple Responses

Table 2.3 presents the emotional stressors affecting security personnel, ranking them based on frequency and percent-age. It is defined as the psychological distress and mood disturbances security personnel experience due to workplace con-flicts, exposure to threats, lack of apprecia-tion, job dissatisfaction, and personal struggles related to work-life balance (Smith and Johnson, 2018).

The data reveals that the primary emotional stressor among the security personnel is unable to handle negative feel-ings towards unruly customers, with 49 (58.33%) participants citing it as a major challenge. The se-curity personnel often en-counter difficult, aggressive, or non-compliant individuals, which lead to frustration, anx-iety, and emotional exhaustion. Man-aging such situations requires self-control, patience, and professionalism, but repeated exposure to hostile interactions can take a toll on their mental well-being. Studies by Ekong (2024) suggest that customer aggression and public hostility signifi-cantly contribute to emotional burnout among frontline workers, leading to stress-related health issues and re-duced job satis-faction. This finding emphasizes the need for conflict resolution training and emotional support pro-grams to help security per-sonnel cope with demanding social interactions.

The second-highest emotional stressor, reported by 51.19% of the participants, is unable to handle emotions after a traumatic event. The security personnel witness or experience violent incidents, threats, or emergencies, which leaves lasting psychological effects. Post-traumatic stress symptoms, including anxiety, hypervigilance, and emotional detachment, can im-pair their ability to perform effectively. Research by Bazana et al. (2017) highlights that security personnel working in high-risk environments of-ten suffer from emotional distress and trauma, leading to long-term psychological consequences if not properly ad-dressed. Implementing mental health counseling and trauma debriefing sessions can help mitigate the emo-tional burden associated with work-related traumatic events.

Meanwhile, the two lowest-ranked emotional stressors indicate challenges that, while still relevant, are comparatively less concerning for security personnel. Un-able to handle emotions when in conflict with colleagues, ranked the lowest, with 35.71% of participants identifying it as a stressor. While workplace conflicts can cause frus-tration and tension, they appear to be less impactful com-pared to external stressors such as dealing with unruly customers and traumatic experiences. This sug-gests that the security personnel are either accustomed to handling workplace disagreements or that internal conflicts occur less frequently than interactions with difficult clients.

Similarly, unable to handle pressure from job re-sponsibilities, ranked second-lowest, with 39.29% of the participants citing it as an issue. Although job-related pressure is a common workplace stressor, the security per-

Table 2.3. *Emotional Stressor*

Emotional Stress	Frequency	Percentages (%)	Rank
1. Unable to handle negative feelings towards unruly cus-tomers.	49	58.33	1
2. Unable to handle emotions when discriminated, hated or abused at work.	34	40.48	3
3. Unable to handle pressure from job responsibilities.	33	39.29	4
4. Unable to handle emotion when in conflict with col-leagues.	30	35.71	5
5. Unable to handle emotions af-ter traumatic event.	43	51.19	2
N = 84			

sonnel have developed cop-ing mechanisms to manage their responsibilities over time. The relatively lower per-centage suggests that while job pressure exists, it is not as emotionally overwhelming as negative customer interac-tions or trauma-related stress.

To gain deeper insights into the challenges secu-rity personnel face, the researchers conducted interviews to further explore the psychological and emotional toll caused by interactions with unruly customers. Many re-spondents expressed frus-tration, stress, and the need for

self-restraint when handling difficult or aggressive individuals in their workplace.

Participant 12, a security personnel member with six years of experience shared:

> *"Dayta kasta a customer met a ket talaga nga aduda, sir, haan a maiwasan. Adda pay tay kayatmo a diswan kuman ngem agtimtimpika latta ta baka pakaikikkatan pay iti trabaho."*

(Customers like that are unavoidable, sir. There are times when you want to retaliate, but you hold yourself back because it could cost you your job.)

This sentiment was reinforced by Participant 18, who has been in the security industry for seven years:

> *"Adu ngamin iti pangas a customer. Napadasak payen iti adda nangkarka-rit kanyak idtoy ngem binebeanmi, haanmidi pinatulan ata narigat met nu maik-katka iti trabaho gapu iti kakasta a banbanag."*

(There are many boastful customers. I have even encountered someone try-ing to start a fight with me, but we ignored it because we knew responding could get us fired.)

These responses indicate that dealing with aggressive customers leads to frustration, emotional strain, and suppressed anger, which can negatively impact both the quality of customer service provided by security personnel and the reputation of the establishments they protect. Security guards often exercise restraint under high-pressure situations, which, if not properly managed, may result in emotional exhaustion and job dissatisfaction.

The study by Chen and Li (2021) on employee-customer interactions supports these findings, emphasizing how nega-tive interactions influence customer complaints and hostility. The study concluded that poor-quality interactions increase the likelihood of customer aggression, requiring security personnel to engage in constant emotional regulation to de-escalate con-flicts. Additionally, Baldovino (2024) found that aggression among security personnel is significantly linked to anxiety and ineffective coping strategies, highlighting the need for psychological support and conflict resolution training.

According to the Job Demand-Control (JDC) Model, high job demands cause increased stress, but having control over one's emotions and work environment can mitigate its effects. Security personnel who develop strong self-control and emo-tional regulation skills can better manage workplace pressures, make rational decisions, and maintain a professional balance in their roles.

B. *Level of Occupational Stress of the Security Personnel*

Table 3.1. *Security personnel's level of occupational stressor along physical stress.*

Indicators	Mean	DI
1. Required to work for longer hours than necessary.	2.04	Moderate Stress
2. Monitoring and surveillance of other's area of responsibility	1.66	Minimal Stress
3. Feeling tired and low on energy	1.86	Moderate Stress
4. Doing physical labor outside job description	1.5	Minimal Stress
Overall Mean	**1.77**	**Moderate Stress**

Legend:

Range Value	Descriptive Interpretation	Verbal Interpretation
4.00 – 3.26	Very High Stress	Personnel are stressed and struggling to cope.
3.25 – 2.51	High Stress	Personnel are stressed and need some support
2.50 – 1.76	Moderate Stress	Personnel are stressed but still able to cope
1.75 – 1.00	Minimal Stress	Personnel are slightly affected by the stress.

It can be gleaned from the table that the level of physical stress experienced by the security personnel is moderate with an overall mean of 1.77. This indicates that

the security personnel are stressed but able to cope with the physical demands of their job while carrying out their duties and responsibilities. Although physical stress is present, it does not appear to be over-whelming for most of the participants.

The highest-rated stressor is required to work for longer hours than necessary, which has a mean of 2.04, interpreted as moderate stress. This suggests that while long work hours are a common concern, security personnel may have adapted to their schedules but still experience some level of fatigue and strain. Prolonged working hours have been linked to chronic exhaus-tion and decreased efficiency, reinforcing the need for structured work schedules and sufficient break periods to prevent long-term health issues (Caruso et al., 2016).

Conversely, the lowest-rated stressor falls within the minimal stress category, reinforcing those certain physical de-mands do not significantly affect most respondents. The relatively lower stress level suggests that the security personnel have developed coping mechanisms to handle the physical aspects of their work effectively.

To further explore the experiences of security personnel, the researchers conducted supplementary interviews to un-cover the reasons behind their perceptions of physical stress, particularly regarding extended working hours.

Participant 32, who has been working in a commercial building for five years, described overtime as a common occurrence in their profession but acknowledged

the physical toll it takes:

> *"Normal ngamin dayta sir nga adda overtimemi nukwa a sobsobraam tay oras pinagdutymi nukwa. Dayta kaatiddog ti oras nukwa a panagdu-tymi ket talaga a medyo makabannog met nukwa sir."*

(It is normal to have overtime and extend our hours of duty. But long hours of duty can really be exhausting sometimes.)

In contrast, Participant 44, a security guard in a provincial office for 15 years, shared a different perspective, high-lighting the role of experience and adaptation in coping with long work hours:

> *"Narwamnak ngaminen isu a mala-kaannak, idi rugrugik ket very high stress ngem ita ta nabayagako, am-mukon a controllen ken ammuk a templaenen isu a diak unay maban-nog ken mastress."*

(I've been through it already, that is why it is easy for me. When I was new, I experi-enced very high stress, but over time, I learned how to control and manage it. That is why I don't get too tired or stressed anymore.)

The contrasting perspectives suggest that while newer security personnel may struggle with high stress and exhaustion, those with more experience tend to develop coping mechanisms that help them manage long working hours more effectively. However, this does not negate the need for organizational strategies to reduce excessive work hours and promote a sustainable work-life balance.

A news report by Dano (2024) emphasized that occupational stress among security guards is a widespread issue that requires comprehensive solutions, including adequate staffing, fair shift distribution, and structured break schedules. Ensuring that security personnel have relievers and manageable workloads can help mitigate the physical strain associated with long shifts and overtime demands.

The findings align with the Person-Environment Fit Model, which suggests that when an individual's skills and abilities do not align with their job requirements, they experience higher levels of stress and lower job satisfaction. In this context, se-curity personnel must develop adaptability and endurance to meet the demands of their job. However, workplace conditions must also be opti-

mized to ensure that stress does not become overwhelming, as long-term exposure to high-stress environments can lead to burnout, decreased performance, and health complications.

Table 3.2. *Security personnel's level of occupational stressor along mental stress.*

Indicators	Mean	DI
1. Decreased focus or decision-making ability at work.	1.47	Minimal Stress
2. Unable to handle responsibilities at work.	1.30	Minimal Stress
3. Irregular break hours.	1.57	Minimal Stress
4. Lack of recognition for efforts at work.	1.38	Minimal Stress
5. Having trouble sleeping due to work-related concerns.	1.52	Minimal Stress
6. Unable to be updated on significant rule and regulation changes.	1.35	Minimal Stress
Overall Mean	**1.43**	**Minimal Stress**

Based on the Table 3.2, it can be drawn that the

Legend:

Range Value	Descriptive Interpretation	Verbal Interpretation
4.00 – 3.26	Very High Stress	Personnel are stressed and struggling to cope.
3.25 – 2.51	High Stress	Personnel are stressed and need some support
2.50 – 1.76	Moderate Stress	Personnel are stressed but still able to cope
1.75 – 1.00	Minimal Stress	Personnel are slightly affected by the stress.

level of mental stress experienced by the security personnel is minimal stress with an overall mean of 1.43. This indicates that while the security personnel encounter mental stressors in their daily duties, these challenges do not significantly affect their overall well-being or job performance.

Among the various stress indicators, irregular break hours got the highest score with a mean of 1.57 (minimal stress). While irregular breaks can cause mental strain, fatigue, and hunger-related distractions, the results suggest that security personnel are generally able to adapt to inconsistent schedules without experiencing significant distress. Research by Bazana et al. (2017) emphasizes that irregular work schedules can contribute to cognitive fatigue, but when personnel develop routine strategies for managing breaks, its impact is lessened.

Having trouble sleeping due to work-related concerns got also high score with a mean of 1.52, which indicates that the security personnel do not frequently experience sleep-related issues that severely affect their mental well-being. Studies by Afonso et al. (2017) highlight that long working hours and high job demands can negatively impact sleep, but the results here suggest that security personnel have adapted well to their work schedules.

The lowest-ranked stressor is unable to handle responsibilities at work with a mean of 1.30 (minimal stress). This sug-gests that the security personnel feel confident in managing their job responsibilities and do not experience significant stress or anxiety regarding their duties. Their

ability to fulfill their responsibilities with ease may be attributed to experience, training, and familiarity with their roles.

Unable to be updated on significant rule and regulation changes got also a low score with a mean of 1.35, also catego-rized under Minimal Stress. While staying informed about policy updates is important, this finding suggests that security per-sonnel do not find this aspect of their job particularly stressful. It is likely that organizational communication and training ef-forts are sufficient in keeping personnel updated without overwhelming them.

The following verbatims were gathered while the researchers conducted the survey, offering deeper insights into the mental stressors experienced by security personnel due to irregular break hours and demanding work schedules.

Participant 2, a security officer stationed at a commercial building, expressed concern about the inconsistency of break sched-ules and its potential impact on health:

> *"Mapaspasamak dayta irregular break hours, ken tila pagdanagak sir, nu kanayun a haan a masurot tay break timemi baka agsakitnak ket awan namnamaen ti pamilyak nukwa, sir."*

(This issue with irregular break hours happens frequently, sir. I worry that if we con-stantly miss our scheduled breaks, I might get sick, and my family will have nothing if some-thing happens to me.)

Similarly, Participant 13, a security personnel member working in a mall for eight years, reinforced this concern, high-lighting the physical and mental strain caused by an unpredictable work schedule:

> *"Adda latta met iti kawa, dayta tay pannakastressmo idiay trabaho kasi daduma, haanka makapangan nu umadu ti tao wenno awan kasukat mo. Single postnak metla ngarud. Innak latta, kayak dayta haan a to-tally a isu ti panpanuutem."*

(This happens to us as well, sir. The stress comes from the nature of our job, where we some-times miss meals because of too many customers or the lack of reliev-ers. Since I am assigned to a single post, I have no choice but to endure it, though it's not something you can just ig-nore.)

Although quantitative data suggests minimal

stress, qualitative findings reveal a hidden mental strain among security personnel. Many underreport stress due to normalized workplace challenges or reluctance to discuss mental health. In-depth accounts show that irregular breaks, long shifts, and constant vigilance have significant psychological effects. Quinn (2024) notes that irregular night shifts disrupt sleep and hormonal balance, further straining social relationships and leading to isolation.

According to the table, the level of emotional stress experienced by security personnel is minimal stress with an over-all mean of 1.51. This suggests that while the security personnel encounter emotional challenges in their daily duties, they gen-erally manage to cope well and are not significantly affected by emotional stressors.

Table 3.3. *Security personnel's level of occupational stress along emotional stress.*

Indicators	Mean	DI
1. Unable to handle negative feelings to-wards unruly customers.	1.66	Minimal Stress
2. Unable to handle emotions when dis-criminated, hated or abused at work.	1.61	Minimal Stress
3. Unable to handle pressure from job re-sponsibilities.	1.39	Minimal Stress
4. Unable to handle emotion when in con-flict with colleagues.	1.39	Minimal Stress
5. Unable to handle emotions after trau-matic event.	1.52	Minimal Stress
Overall Mean	**1.51**	**Minimal Stress**

Among the listed emotional stress indicators, the highest-ranked stressor is unable to handle negative feel-ings towards unruly customers, with a mean of 1.66 (min-

Legend:

Range Value	Descriptive Interpretation	Verbal Interpretation
4.00 – 3.26	Very High Stress	Personnel are stressed and struggling to cope.
3.25 – 2.51	High Stress	Personnel are stressed and need some support
2.50 – 1.76	Moderate Stress	Personnel are stressed but still able to cope
1.75 – 1.00	Minimal Stress	Personnel are slightly affected by the stress.

imal stress). The security personnel frequently interact with difficult and sometimes aggressive individuals, re-quiring them to maintain self-control and professionalism. While this stressor does not reach a con-cerning level, the constant exposure to rude or uncooperative customers can contribute to mild frustration and emotional fa-tigue over time. Research by Chen and Li (2021) suggests that nega-tive customer interactions can cause stress and anxiety among frontline workers, potentially affecting their job satisfaction and mental well-being.

The second-highest stressor is unable to handle emotions after a traumatic event, with a mean of 1.52 also categorized under minimal stress. The security personnel may be exposed to high-risk situations, emergencies, or in-cidents of violence, which can have lasting emotional ef-fects. While the findings suggest that most security per-sonnel can manage these experienc-es, it is crucial to pro-vide psychological support and debriefing sessions to pre-vent long-term emotional distress. Studies by Bazana et al.

(2017) highlight that exposure to traumatic events, if left unaddressed, may lead to post-traumatic stress symp-toms in high-risk professions.

The lowest-ranked emotional stressors are unable to handle pressure from job responsibilities and unable to handle emotions when in conflict with colleagues, both with a mean of 1.39 (minimal stress). These findings indi-cate that security per-sonnel generally feel confident in managing their job responsibilities and do not perceive work-related pressures as over-whelming. Additionally, conflicts with colleagues appear to be rare or well-han-dled, suggesting that interpersonal relationships among security personnel are generally stable.

The narratives shared by security personnel re-flect a shared understanding of their roles and the chal-lenges they face in maintaining order while dealing with difficult customers. Their responses highlight their com-mitment to professionalism, effective communication, and emotional control in managing potentially volatile interac-tions.

Participant 27, a security officer with five years of service at an airport, described the importance of remain-ing calm and composed when dealing with difficult cus-tomers:

> "*Siempre sir, uray man natangken tay ulo tay customer, tay naungetda kenkan, ka-saritam latta isuda ti na-sayaat. Addanto latta met tay panakarealiz da, agbaban tu metla tay bara ti uloda kase adda tay policy a sursurutenmi.*"

(Somehow, even though customers can be hard-headed and angry, you still need to talk to them politely. Eventually, they will realize and cool down because we follow the com-pany's policies and regulations.)

He further explained how security personnel are trained to handle hostile interactions without resorting to aggression:

*"Adda pay tay timena a tay cus-
tomer, itudotudonaka ngem haan a
gapu nga adda paltogmon a ket iyu-
sarmon. Kasaritam latta iti nasayaat
ta addanto time na nga isuda pay iti
umasideg."*

(There are times when customers even point at
you aggressively. But just because you have a firearm does
not mean you should use it. Talk to them nicely, and even-
tually, they will ap-proach you with a different attitude.)

The responses emphasize the importance of emo-
tional intelligence and self-control in security work. Secu-
rity person-nel must often de-escalate tense situations
while adhering to company policies and ethical standards.
The ability to stay com-posed under pressure and manage
confrontational encounters without retaliation is a critical
skill that ensures both workplace safety and customer ser-
vice quality.

The need for structured training programs in con-
flict resolution, emotional resilience, and stress manage-
ment is further underscored by legislative proposals
aimed at improving working conditions for security per-
sonnel. A news article by Dano (2024) highlights proposed
mandates for neuropsychological examinations and
stricter enforcement of labor standards to en-sure that se-
curity personnel are well-equipped to handle high-pres-
sure situations responsibly.

C. *Impact of Occupational Stressor to the Security Personnel*
Security personnel, often regarded as the silent guardi-
ans of public and private spaces, face a unique set of stressors
that profoundly impact their mental, emotional, and physical
well-being. Through interviews and thematic analysis, this study
explores the lived experiences of security personnel in handling
occupational stress. Five key themes emerged from the findings:
Physical Fatigue, Role Strain, Restricted Emotion, Occupational
Stereotyping, and Fasting-Induced Cognitive Disruption.

➢ *Physical Fatigue*
This refers to extreme exhaustion caused by pro-
longed work, insufficient rest, or physical overexertion,
making it dif-ficult to sustain daily tasks (Kotta and Rao,
2012). In the context of security personnel, fatigue stems
from long working hours, extended shifts, and insufficient
recovery time, as expressed by Participant 9:

*"Marigatannak a makaala ti turogko
ata naladaw tay panagawidko. Tun*

*agubraak, diak maited ti 100 por-
siyento nga energyk. Sa iti panag-
biag ko, diak maubra dagiti daddu-
ma nga ubrak nukwan ta naban-
nognak."*

(I struggle to sleep because I get home late. At
work, I cannot give my 100% energy, and in my personal
life, I can no longer do other tasks because I am ex-
hausted.)

Similarly, Participant 10 likened severe exhaus-
tion to a depleted battery:

*"Gapu ngamin sir ta nu agtataros
iti duty, permi a mabannog unay iti
bagi sa haannak makaturog a na-
sayaat. Kumbaga, madrainnak
kasla baterya koma met a mau-
tuyannak, sir."*

(When my duty extends, my body feels extremely
exhausted, and I struggle to sleep properly. I feel drained,
just like a battery running out of power.)

These findings underscore the critical need for or-
ganizations to acknowledge the physical and mental en-
ergy demands placed on security personnel. Implement-
ing structured policies, such as regulated work hours,
mandatory rest periods, and wellness programs, is essen-
tial in mitigating fatigue-related risks and ensuring both
employee well-being and workplace effi-ciency.

According to CCOHS (2024), fatigue is a condition
of extreme tiredness that results from insufficient sleep,
prolonged physical effort, and ongoing stress. This aligns
with the findings of Grandner (2017), who emphasized
that sleep is a fundamen-tal necessity, and disruptions
caused by work schedules can negatively affect cognitive
function, decision-making, and overall health.

Research on occupational fatigue further supports
these claims. For instance, Åkerstedt et al. (2018) high-
lighted that chronic sleep deprivation leads to impaired
reaction times, reduced situational awareness, and in-
creased workplace accidents, particularly in high-risk pro-
fessions such as security services. Similarly, a study by Ra-
jaratnam et al. (2011) found that irregu-lar work hours and
night shifts contribute to long-term health risks, including
cardiovascular disease and metabolic disorders.

➢ *Role Strain*
Role strain occurs when individuals experience
conflicting pressures between work and family obligations
(Kotta and Rao, 2012). In this study, security personnel,

whose jobs often require long shifts and fixed postings, struggle to fulfill their responsibilities at home, as expressed by Participant 6:

> *"Part na amin dayta iti trabaho, ngem adda pagbaliwanna a kas mesa nga ama ken responsibilidad dijay pamilyak."*

(It is part of my job, but my responsibilities as a father are affected because I cannot always be present at home.)

Similarly, Participant 4 stated that extended work hours leave him too exhausted to participate in family matters:

> *"Nu agawidnak ton ket rabiin. Haannak tu makatulong idiay balayen."*

(By the time I get home, it is already late at night. I am too tired to help with house responsibilities.)

In high-demand professions like security services, where personnel often work extended shifts and irregular hours, the effects of work-family conflict are even more pronounced. According to Voydanoff (2005), workplace policies such as flexible scheduling, family support programs, and mental health interventions can help mitigate these challenges, improving both job performance and personal relationships.

These findings underscore the need for workplace policies that allow more flexible scheduling and support for securi-ty personnel to balance work and family responsibilities.

Fotiadis et al. (2019) found that maintaining a work-family balance has become increasingly difficult due to the rising demands of both professional and family roles. This is particularly evident in occupations requiring long hours and unpredict-able schedules, such as security services. Similarly, Liu et al. (2019) explained that excessive workloads negatively impact family life, leading to stress and emotional disconnection.

Additional studies reinforce these findings. For instance, Greenhaus and Beutell (1985) introduced the concept of work-family conflict, where competing demands between job responsibilities and home life create psychological strain. More recent research by Allen et al. (2020) highlights that job-related stress and extended working hours contribute to burnout, in-creased absentee-ism, and reduced overall well-being among employees.

> ➤ *Restricted Emotion*

Restricted emotion refers to a limited range or intensity of emotional expression (Kotta and Rao, 2012). In this study, the security personnel frequently experience disrespect, verbal abuse, and customer aggression, requiring them to exercise emotional restraint. Participant 4 explained how he suppresses his anger and frustration to maintain professionalism:

> *"Adda pay tay kayatmo a diswan kuman ngem agtimtimpi ka latta baka pakaik-ikkatan pay iti trabaho."*

(There are moments when I want to retaliate, but I hold back because I might lose my job.)

Similarly, Participant 1 revealed that work-induced stress spills over into his home life, affecting his interactions with his children:

> *"Adda met a dagidiay panag-pungtotko kadagiti annakko."*

(There are times I get angry with my children because of work stress.)

Studies by Anon (2024) highlight that anger is often a natural reaction to stress, particularly in demanding work envi-ronments. While controlled anger can be a sign of resilience and emotional regulation, prolonged suppression of emotions may have detrimental psychological and occupational consequences. Erçetin et al. (2021) found that continuous emotional sup-pression contributes to burnout, heightened anxiety, and overall job dissatisfaction.

Further supporting these findings, Gross and John (2003) emphasized in their Emotion Regulation Theory that sup-pressing emotions, including anger, leads to increased physiological stress and reduced social connected-ness. Similarly, Zapf et al. (2001) explored the concept of emotional labor, where employees in high-stress jobs, such as security personnel, are often required to regulate their emotions, leading to emotional exhaustion and decreased job performance.

Moreover, a study by Brotheridge and Grandey (2002) found that prolonged emotional suppression in the workplace correlates with heightened stress hormone levels, which over time increases the risk of cardiovascular diseases, depression, and overall occupational disengagement. In high-risk professions, such as security services, these psychological and physio-logical consequences can significantly impair decision-making, response times, and overall job effectiveness.

These findings underscore the need for organizations to implement emotional regulation training, stress management programs, and mental health support to mitigate the long-term effects of stress-induced anger suppression. Encouraging healthy coping mechanisms, such as mindfulness training, peer support, and structured debriefing sessions, can help security personnel manage stress constructively and prevent burnout.

> *Occupational Stereotyping*

Occupational stereotyping refers to the process of ascribing a fixed set of characteristics, behaviors, or roles to indi-viduals based solely on their occupation (Kotta and Rao, 2012). In this study, security personnel often experi-ence occupational stereotyping, where their work is perceived as menial or unimportant. Participant 5 expressed frustration over the lack of re-spect security guards receive:

> *"Awan respetoda ti guwardiya, haandaka panpansinen. Bal-balewalaenda tay pres-encemi a kas tagabantay dituy."*

(There is no respect for security guards. People ignore our presence as if we don't matter.)

Similarly, Participant 2 described how public perception leads to feelings of inferiority and degradation:

> *"Kasla kuma sir tay mabulbullyka. Kasla kuma tay permi a naiba-bainka."*

(I feel bullied and degraded, as if security personnel are always looked down upon.)

Winkle et al. (2013) emphasize that negative stereotypes in security work affect job satisfaction, leading to low mo-rale, stress, and emotional exhaustion. These findings align with broader research on occupational stigma and its psychological effects. For instance, Ashforth and Kreiner (2014) argue that stigmatized occupations, often characterized by perceptions of low prestige and limited career growth, contribute to diminished self-esteem and motivation among workers. Similarly, re-search by Tracy and Scott (2006) highlights that employees in undervalued professions frequently experience identity strain, as societal biases undermine their sense of professional purpose.

In the context of security personnel, such stereotypes can manifest through public misconceptions about the role, lack of professional recognition, and limited career advancement opportunities. Studies by van den

Broeck et al. (2016) further in-dicate that job resources, such as skill development programs, social support, and performance recognition, play a crucial role in mitigating occupational stress and improving job engagement.

Addressing these challenges requires a multi-faceted approach. Awareness campaigns can educate the public on the critical role of security personnel in maintaining safety and order, fostering greater respect for the profession. Professional de-velopment programs, as suggested by Sonnentag et al. (2010), enhance job competence and confidence, while workplace recognition initiatives contribute to higher morale and reduced emotional exhaustion (Bakker & Demerouti, 2007).

These findings underscore the need for institutional support and policy reforms that elevate the status of security per-sonnel, ensuring that their contributions are acknowledged and valued, ultimately improving job satisfaction and overall well-being.

> *Fasting-Induced Cognitive Disruption*

Fasting-induced cognitive disruption refers to the temporary decline in cognitive function, such as attention, memory, and decision-making, that can occur as a result of prolonged periods without food (Kotta and Rao, 2012). Hunger and irregular break hours disrupt concentration, reaction time, and decision-making, as explained by Participant 14:

> *"Ket nu madikami pay a nakainana kada nakapangpangan, haankam unay naaler-to ti aglawlaw."*

(If we are unable to take a break or eat, we become less alert to our surroundings.)

James & James (2022) found that hunger and fatigue impair security personnel's ability to monitor their environment, increasing the likelihood of security breaches. Similarly, Blair-Frasier (2024) highlights the importance of mental health awareness in security teams, emphasizing that poor nutrition and fatigue contribute to cognitive impairments, negatively af-fecting decision-making and operational efficiency.

These findings align with extensive research in occupational health and cognitive psychology. For example, Dawson and Reid (1997) found that sleep deprivation impairs cognitive function to a degree comparable to alcohol intoxication, signif-icantly reducing vigilance, reaction time, and situational awareness—all critical aspects of security work. Additionally, re-search by Dinges et al. (1997) on fatigue-related performance decline supports the claim that long hours without adequate rest lead to attention

lapses and increased human error, particularly in professions requiring sustained alertness.

Poor nutrition further exacerbates these issues. Studies by Lieberman et al. (2005) indicate that skipping meals or con-suming inadequate nutrition negatively affects glucose levels, leading to decreased focus, slower information processing, and impaired memory. In high-risk occupations like security services, where quick decision-making and sharp cognitive skills are essential, such impairments can have severe consequences.

To mitigate these risks, structured break schedules and designated meal times are essential workplace interventions. Research by Tucker et al. (2016) suggests that regular rest periods help sustain concentration and reduce occupational fatigue, while a study by Gaba and Howard (2002) on high-stress professions highlights the importance of structured breaks in main-taining optimal cognitive performance.

These findings collectively underscore the necessity for organizational policies that prioritize employee well-being by ensuring proper rest and nutrition. Implementing such measures can significantly enhance situational awareness, decision-making, and overall job effectiveness among security personnel, ultimately reducing security breaches and improving work-place safety.

D. Strategic Approach Utilized by the Security Personnel
Through qualitative interviews, security personnel shared their experiences, coping strategies, and approaches to han-dling occupational stress. Thematic analysis revealed three key coping mechanisms: Personal Retreat, Self-Composure, and Positive Mindset. These strategies highlight how security personnel navigate workplace stressors, maintain professionalism, and sustain their well-being.

➢ *Personal Retreat*
Personal Retreat refers to a self-directed break from daily stressors, where individuals engage in activities that provide relaxation, mental clarity, and temporary relief from work-related challenges. The security personnel described a variety of methods they use to detach from stress, ranging from reading and cooking to recreational activities.

Participant 6, for instance, finds solace in reading newspapers:

> *"Agbasabasaak nukwa diyaryo. Nu agbasaak ngamin, deretso tay pa-nunutko, awan nukwa mange ko a sabali. Kasla tay nagyan la tay bas-basaek. Mapan pay nga imagination,*

isu malipatak dagita stress nukwa."

(I read newspapers a lot, and when I read, my thoughts flow naturally. I don't hear anything else except what I'm reading. Even my imagination helps me relieve stress.)

Similarly, Participant 4 uses cooking and social interaction as a means to unwind:

> *"Ay, ket aglutlutoak lattan nu nasa-kit nakemkon. Awisek dagitay barka-dak nukwa ta ikam agrides."*

(When I feel stressed, I cook, and I invite my friends to go for a ride.)

Meanwhile, Participant 9 turns to physical activity and mobile gaming as stress relief:

> *"Nu adda orasko sir, innak agwalk-ing tapnu agpallailang met. Ti pangliwliwak dagita a stress ket pa-nagay-ayam mobile games ken agex-ercise."*

(If I have time, I go for a walk to relieve stress. Playing mobile games and exercising also help me clear my mind.)

These narratives suggest that engaging in leisure activities is an effective way for security personnel to cope with stress. According to Boucher et al. (2024), reading is a powerful cognitive escape that allows individuals to re-frame their expe-riences and manage stress more effectively. Similarly, physical activities and social interactions have been shown to reduce stress hormones and improve mental well-being.

➢ *Self-composure*
Self-Composure refers to the ability to remain calm and collected in stressful or confrontational situations, especially when dealing with difficult customers or workplace conflicts. Security personnel described the importance of practicing toler-ance, patience, and emotional regulation to avoid escalation.

Participant 6, for instance, emphasized the importance of humility and tolerance:

> *"Nu adda dagitay customers a nata-tangken ulona, agpakumbaba tay latta ken maximum tolerance."*

(If there are hardheaded customers, I just humble myself and practice maximum tol-erance.)

Similarly, Participant 1 shared his strategy of suppressing emotional responses:

> *"Maximum tolerance latta iti iapply. Agteppelka a ti ririknam, duray kasanu kabwisit, dapat stay calm."*

(I always apply maximum tolerance. Even if I feel annoyed, I need to stay calm.)

Participant 3 further supported this, highlighting the need for self-restraint:

> *"Kalma lang nukwa, sir. Tengtengelak tay riknak nukwan sir, control lang. Haanko dapat padakkelen."*

(I just stay calm, sir. I hold my emotions and control them because I shouldn't esca-late the situation.)

As illustrated in these responses, security personnel experience emotional labor, wherein they must suppress their nat-ural reactions to maintain professionalism. Grandey & Gabriel (2015) argue that long-term emotional suppression, if not man-aged properly, can lead to burn-out, anxiety, and job dissatisfaction.

To mitigate these effects, organizations should offer training in emotional regulation, mindfulness, and re-silience-building techniques. Research by Hülsheger et al. (2013) found that mindfulness practices significantly reduce workplace stress, allowing employees to navigate difficult interactions more effectively. Additionally, providing regular rest breaks and access to emotional support systems can further help security personnel sustain their self-composure and well-being.

➤ *Positive Mindset*

A positive mindset is an essential psychological strategy that allows individuals to approach challenges with optimism, focus on favorable outcomes, and regulate emotional responses. Security personnel emphasized the importance of self-talk, humor, and social support in maintaining mental well-being.

Participant 11 highlighted how he maintains a positive outlook despite stressful situations:

> *"Awan lang dayta – think positive latta. Dika agpapadala ti negative a thoughts dagitay madi nga aramidda."*

(Just think positively and don't let negative thoughts affect you.)

Similarly, Participant 5 shared that redirecting his thoughts helps him cope:

> *"Agisemak latta nukwan, sir, then ibaling o tay panunutko iti sabali, kasla positive vibesla."*

(I just smile and shift my focus elsewhere. It's all about positive vibes.)

Meanwhile, Participant 12 emphasized the importance of social support:

> *"Agninangawkami latta nukwan tapno umawan ti stressmi. Agsis-inangokami amin, agtitinungtongkami nga agkakad-wa."*

(We joke around and talk to each other to relieve stress.)

This finding aligns with research by Carver & Scheier (2014), which suggests that positive self-talk and cognitive re-framing help individuals manage emotional responses to stress. Similarly, Grossman et al. (2004) found that mindfulness and optimism play a critical role in enhancing job satisfaction and reducing stress-related burn-out.

Additionally, social connections whether through joking with colleagues or receiving emotional support from loved ones serve as protective factors against occupational stress. This aligns with the Social Support Theory (House, 1981), which posits that emotional, instrumental, and informational support from peers and family enhances well-being and mitigates the adverse effects of stress. As Participant 14 expressed:

> *"Nu agtext ni bake ko nga inlut-wannak, santo ibagana siak laeng maururayen. Diay, lumag-an ti riknak."*

(If my wife texts me that she cooked for me and is waiting, I feel appreciated and motivated to work.)

This statement underscores how emotional rein-forcement from family provides security personnel with a psychologi-cal buffer against workplace stress, reinforcing findings by Critcher and Dunning (2014), who argue that perceived social sup-port fosters emotional resilience and enhances work performance. Similarly, research by

Uchino et al. (2018) highlights that strong social tie corre-late with lower cortisol levels, reduced burnout, and improved coping mechanisms in high-stress profes-sions.

Within security work, where long shifts, unpredictable threats, and workplace isolation are common, peer camaraderie and family encouragement play a crucial role. Studies by Halbesleben (2006) and Bakker et al. (2014) suggest that workplaces fostering collegiality and social belonging reduce absenteeism and improve job satisfaction. Moreover, research by Hobfoll (1989) on the Conservation of Resources Theory states that individuals experiencing emotional depletion from occupational stress replenish their resilience through meaningful social interactions.

Rotational Shift Scheduling System with Standardized Break Policies

Rationale

Occupational stress has emerged as a major con-cern across various professions, with security personnel being particularly vulnerable due to the demanding nature of their work. The study "Occupational Stress Among Security Personnel in Laoag City, Ilocos Norte" revealed that security staff experience significant stress due to extended work hours, lack of adequate breaks, and the challenges of handling difficult customers. While the level of stress varies among individuals, the cumulative impact results in physical fatigue, emotional strain, and mental exhaustion, leading to reduced productivity, burnout, absenteeism, and even job dissatisfaction.

To address these concerns, this proposal introduces the "Rotational Shift Scheduling System with Standardized Break Policies", a structured approach to optimizing work schedules, ensuring consistent break times, and promoting fairness in shift distribution. By implementing this system, security personnel will experience a more balanced work-life structure, improved well-being, and increased job satisfaction, ultimately leading to better performance and efficiency in their roles.

Objectives
The following are the objectives of this proposal:
1. Evaluate and improve current scheduling practices to minimize excessive overtime and promote a balanced work-life for security personnel.

2. Reduce the physical and mental strain caused by extended working hours and irregular breaks, resulting in higher morale, reduced fatigue, and improved overall work performance.

3. Implement a standardized scheduling policy that ensures fair shift rotations, consistent break times, and

clear guidelines for managing shift conflicts to create a more supportive and equitable work environment.

4. Provide training and resources to security personnel and supervisors on the implementation and benefits of the new scheduling system, fostering awareness and compliance.

5. Regularly assess and enhance the effectiveness of the system, making necessary adjustments to better fit the needs of security personnel and their respective workplaces.

Strategies for Implementation
The following are the strategies for this proposed output:
1. Coordinate with head departments and security managers in conducting an orientation regarding shifting schedules to be imposed strictly.

2. Coordinate with building manager, security department, and religious sector in implementing a mandatory spiritual brake system either. duration per shift and ensure all personnel receive scheduled breaks to prevent fatigue.

3. Coordinate with security managers, HR departments and subject matter experts in workshops, seminars, and training sessions to ensure understanding and adherence to new policies.

4. Ensure HR Departments and Security Heads to conduct an evaluation and audit logs to further enhance the needs of the personnels.

The Rotational Shift Scheduling System with Standardized Break Policies presents a structured and proactive solution to address the occupational stress faced by security personnel. By ensuring fair shift rotation, structured break times, and continuous monitoring, this program aims to improve workplace conditions, enhance productivity, and promote the overall well-being of security staff. Organizations that implement this system will not only benefit from a healthier and more motivated workforce but also increase operational efficiency and service quality in the security sector.

A commitment to prioritizing the health and work-life balance of security personnel is a commitment to a safer, more effective workforce.

Table 4. *Rotational Shift Scheduling System with Standardized Break Policies*

V. SUMMARY, CONCLUSION, AND RECOMMENDATIONS

A. Summary of Findings

The study found that long working hours were the main source of physical stress, while unruly customers and irregular break hours caused minimal emotional and mental stress. Stress affected both job performance and personal life, leading to fatigue, role strain, restricted emotions, occupational stereotyping, and even fasting-induced cognitive disruptions. Despite these challenges, se-

Despite these stressors, security personnel demonstrate resilience and professionalism by employing coping strategies. These self-regulation techniques allow them to manage stress effectively, ensuring that their overall well-being and performance remains balance and consistent even in high-pressure situations.

C. Recommendations

In light of the findings and conclusions, the following recommendations are offered:

➢ Security agencies may implement a structured sched-

Activity/Program	Objectives	Persons Involved	Strategies	Time Frame	Budget
Strict Compliance on Shift Schedule	Ensure fair and efficient shift distribution to minimize excessive overtime and reduce fatigue.	Security Agencies, Department Heads, Security Personnels	Coordinate with head departments and security managers in conducting an orientation regarding shifting schedules to be imposed strictly.	First Quarter	10,000
Spiritual Break Policy Execution	Establish break consistency to prevent mental and physical exhaustion.	Security Agencies, HR Department, Security Personnel	Coordinate with building manager, security department, and religious sector in implementing a mandatory spiritual brake system either.	First Quarter	10,000
Training and Awareness Programs	Educate security personnel and supervisors on the benefits of fair shift rotation and break policies.	Security Agencies, Training Facilitators, Security Personnel	Coordinate with Security Managers, HR Departments and Subject Matter Experts in workshops, seminars, and training sessions to ensure understanding and adherence to new policies.	Third Quarter	30,000
Monitoring and Compliance Evaluation	Assess the effectiveness of the rotational shift system and break policies.	HR Department, Security Personnel, Management Team	Ensure HR Departments and Security Heads to conduct an evaluation and audit logs to further enhance the needs of the personnels.	Annually	10,000

curity personnel used coping strategies such as taking personal retreats, practicing self-composure, and maintaining a positive mindset. The findings suggest that improving shift rotations, standardizing break policies, and offering stress management training could greatly enhance both their work performance and overall well-being.

B. Conclusions

Based on the findings, the following conclusions are drawn:

There were common stressors reported experienced by the personnel, which impacted their physical, mental, and emotional well-being.

The stress levels experienced by security personnel to these occupational stressors were minimal only.

However, despite the stress level, the personnels were challenged due to its major impact not just to their work environment but to their well-being as well.

uling system for them to have a fair shifting rotation.

➢ Establishments may adopt a proper shift rotation system to ensure that security personnel have designated break times for meals and rest.

➢ Supervisors may seek advice from subject matter experts regarding specialized training in stress recognition and management techniques for flexibility and efficiency of security personnels in their work environment.

➢ Security personnels and agencies may adopt the proposed action plan on stress management as a guide to effectively cope with occupational stressors. This plan provides practical strategies for managing physical, emotional, and mental stress, thereby enhancing resilience and overall well-being.

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