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# OCCUPATIONAL STRESSORS AMONG SECURITY PERSONNEL IN LAOAG CITY, ILOCOS NORTE

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**ABSTRACT** - This descriptive study examined the occupational stress levels among security personnel in Laoag City, Ilocos Norte, focusing on physical, emotional, and mental stress. A total of 84 security personnel from various establishments participated in the study. Data were collected through survey questionnaires and semi-structured interviews to assess stress levels and coping strategies. The survey results were analyzed using frequency counts, percentages, and mean scores, while thematic analysis was used to interpret qualitative data.

Findings revealed that long working hours were the most significant physical stressor, contributing to moderate stress (1.77). Emotional stressors, such as handling unruly customers, and mental stressors, such as irregular break hours, were both rated as minimal stress (1.51 and 1.43, respectively). Additionally, occupational stress impacted security personnel's job performance and personal well-being, categorized into five themes: physical fatigue, role strain, restricted emotions, occupational stereotyping, and fasting-induced cognitive disruption.

Despite these challenges, security personnel exhibited resilience through three main coping strategies: Personal Retreat (engaging in recreational activities), Self-Composure (emotional regulation and patience), and Positive Mindset (self-affirmation and humor). These strategies enabled them to mitigate stress and maintain professionalism in their roles.

Based on these findings, the study recommends

structured scheduling systems, standardized break policies, and stress management programs to reduce occupational stress and improve job satisfaction. The proposed "Rotational Shift Scheduling System with Standardized Break Policies" aims to create a more balanced work environment, ensuring better well-being and efficiency for security personnel.

**Keywords:** *Occupational Stress, Security Personnel, and Coping Strategies.*

## I. INTRODUCTION

Occupational stress is a growing concern in today's workforce, affecting employees across various industries and professions. It arises from the demands and pressures of the job that exceed an individual's ability to cope, leading to physical, emotional, 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 processes. Stress can be characterized as a condition of worry or mental tension brought on by a challenging situation. It is a natural 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 decisions, can contribute to elevated stress levels among individuals 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 interventions 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 prevent 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 productivity. Additionally, their high levels of stress contribute to their dissatisfaction, job mobility, burnout, diminished work performance, and strained interpersonal relationships in the workplace.

While some argue that security personnel face greater occupational hazards than other professions, their primary responsibilities 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 conditions 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 incidents 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' involvement in violent and criminal activities (GMA Integrated News, 2024). These incidents involving security guards in criminal 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 Urduja 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), limited studies have focused on the lived experiences of security personnel, particularly in Laoag City, Ilocos Norte.

This study seeks to fill that gap by providing a comprehensive understanding of the sources, levels, and impacts of occupational 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 stressor of the security personnel?
3. What is the impact of occupational stressors 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 this study benefit various stakeholders by fostering awareness and providing actionable solutions to mitigate occupational stress in the security sector.

- Security Personnel. This study highlights 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. Gaining 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 emphasizes 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 establish 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, examine the impact of occupational stress, and explore the strategies they employed to manage stress effectively. The study was delimited to security personnel with at least five years of experience and currently in active service in known and prominent establishments within Laoag City, Ilocos Norte. The research was conducted from February to November during the academic year 2024-2025.

#### E. Theoretical Framework

This study was guided by the following theories, which provide a foundation for understanding occupational stress among security personnel in Laoag City, Ilocos Norte.

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.

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 environments 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 personnel manage stress, reduce anxiety, and maintain job performance.

Further, the Person-Environment Fit Theory, introduced by Kurt Lewin in 1951, asserts that job performance and satisfaction 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 (Administrator, 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.

Finally, the Effort-Reward Imbalance (ERI) Theory, developed by Johannes Siegrist, explains that stress occurs when employees perceive a mismatch between their efforts and the rewards they receive. Security personnel often face demanding workloads, long shifts, and additional responsibilities without corresponding compensation or recognition, leading to frustration, 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 imbalances can help reduce occupational stress, improve motivation, 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. Mezó & F. Mezó, 2014).

In the Input phase, the study identified various factors contributing to occupational stress among security personnel, focusing on physical, mental, and emotional stressors. The Process phase involved the collection, analysis, and interpretation of data using a semi-structured survey questionnaire and a researcher-designed interview guide. Data were examined through statistical and thematic 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 Policies," designed to enhance work-life balance and provide a structured approach to stress management. Lastly, the Outcome demonstrated that the proposed action plan effectively helped security personnel manage occupational stress, equipping them with strategies to navigate workplace challenges and improve overall well-being (Figure 1).

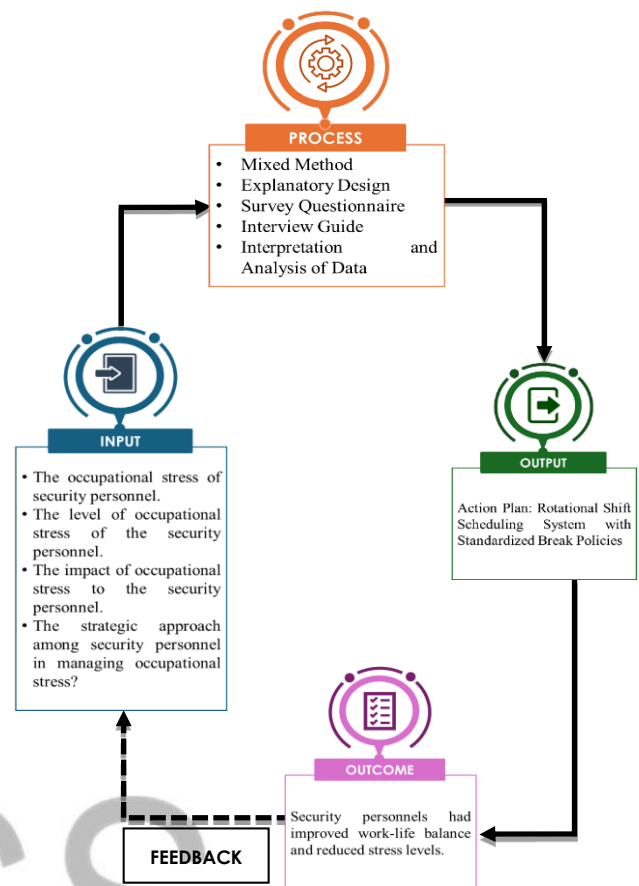


Figure 1. The Research Paradigm

#### 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 measured through a survey questionnaire supported by interviews.

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

**Mental stressors.** 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.

**Emotional stressors.** It is defined as the psychological 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 employed to protect people, property, and assets by enforcing security measures, monitoring premises, and responding to potential threats. In this study, it includes security personnel 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 personnel 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. *Occupational Stressors and Their Impact on Security Personnel*

Occupational stress is a significant concern for security personnel due to the physically demanding nature of their job, extended work hours, and exposure to high-risk situations. Research indicates that workplace stress can have detrimental effects on both physical and mental health, leading to burnout, decreased job satisfaction, and reduced performance (Bhui et al., 2016; Vallasamy et al., 2023). These studies highlight that prolonged exposure to job-related stress increases vulnerability to psychological distress, negatively affecting employee motivation and productivity.

The American Institute of Stress (2024) identified key workplace stressors that significantly impact employees across various professions, including excessive work hours, lack of job security, inadequate recognition, and the expectation to fulfill tasks without sufficient authority or resources. These factors are especially relevant in the security industry, where personnel often experience role overload, physical exhaustion, and emotional strain due to the high demands of their jobs. The lack of job control and limited workplace support further exacerbate stress levels, potentially leading to anxiety and dissatisfaction among security guards.

According to Suta (2024), he applied a multi-mediation model to analyze the relationship between occupational stress and its effects on job satisfaction and performance. The findings demonstrated that long working hours and demanding job responsibilities were significant contributors to emotional and physical fatigue. Security personnel experiencing persistent stress exhibited higher tendencies of mental exhaustion, reduced engagement at work, and lower overall productivity. Similarly, the GMA Integrated News (2024) report examined the effects of 12-hour shifts and additional responsibilities on security personnel, revealing that excessive workload and limited rest periods substantially impacted their physical

and mental well-being. The report highlighted concerns raised by policymakers, including the need for improved labor protections and shift policies to mitigate the adverse effects of prolonged work hours.

Extending this perspective, Jovanović et al. (2020) explored the long-term health implications of occupational stress, linking it to burnout and post-traumatic stress disorder (PTSD) among security guards. Due to their frequent exposure to verbal and physical aggression, security personnel often experience heightened psychological distress, leading to emotional instability and poor job performance. The study emphasized that without proper stress management strategies, guards are at risk of long-term health deterioration, making workplace interventions essential. Additionally, Cannizzaro et al. (2020) investigated the physiological effects of occupational stress, particularly in relation to night shift work. Their findings revealed that irregular work schedules disrupted cortisol levels and blood pressure regulation, leading to increased stress-related health issues such as fatigue, hypertension, and sleep disturbances. These physiological responses to stress further demonstrate the significant impact of long and unpredictable work hours on the overall health of security personnel.

The PNP directive (Tupas, 2023) further reinforces the impact of occupational stress by addressing role conflict and excessive workload as contributing factors. The memorandum issued by the Supervisory Office for Security and Investigation Agencies (SOSIA) under the Philippine National Police (PNP) emphasized that security guards should not be tasked with non-security duties, such as acting as parking attendants, errand runners, or checkers. Assigning additional responsibilities outside their primary function can increase stress levels, diminish job performance, and compromise the safety of the establishments they are assigned to protect. The directive aligns with the broader concerns raised in research, highlighting the importance of maintaining clearly defined job roles to reduce occupational stress and enhance the overall efficiency of security personnel.

Moreover, Catalbas & Lactuan (2024) explored the experiences of security guards working in diocesan schools during the COVID-19 pandemic. The findings highlighted that heightened responsibilities, enforcement of safety protocols, and increased interaction with the public under stressful conditions contributed to higher occupational stress levels. Security personnel faced resistance from individuals refusing to comply with health measures, adding to their psychological burden.

A study on workplace stress in organizations (Bhui et al., 2016) found that increased workloads, job insecurity, and high-pressure tasks contribute to physical illness and mental distress. The research emphasized that security guards, like other high-stress professionals, are vulnerable to conditions such as anxiety, depression, and



burnout due to the demanding nature of their responsibilities.

Jovanović et al. (2020) further established that security guards are highly susceptible to occupational stress because their work involves exposure to aggressive individuals, the potential for violence, and prolonged periods of heightened vigilance. The study emphasized that long-term exposure to these conditions increases the likelihood of mental exhaustion, chronic stress disorders, and decreased job satisfaction.

In their study on job stressors and burnout, Valasamy et al. (2023) found that job-related stress contributes to a range of psychological symptoms, including emotional exhaustion, cynicism, and decreased professional effectiveness. The research showed that factors such as job ambiguity, low autonomy, and high job demands significantly increased stress levels among security personnel.

A study on workplace stress and coping strategies among security personnel (Saleem et al., 2019) found that stressors such as excessive working hours, low wages, and lack of professional recognition negatively impacted security guards' job performance. The study further noted that prolonged exposure to occupational stress can lead to decreased motivation, increased absenteeism, and high employee turnover.

#### *B. Coping Mechanisms and Stress Management Strategies*

Given the high levels of occupational stress experienced by security personnel, developing effective coping mechanisms is essential to maintaining their well-being and job performance. Studies indicate that work-life balance, resilience, and structured stress management strategies play a significant role in reducing the negative effects of stress on security personnel. Several theoretical models and empirical studies provide valuable insights into how security personnel can effectively manage stress in high-pressure environments.

The Transactional Model of Stress and Coping developed by Lazarus and Folkman (1984) serves as a foundational framework for understanding how individuals respond to stress. This model emphasizes that stress management depends on a person's ability to assess stressors and utilize available resources. In the context of security personnel, stressors such as long working hours, high-risk situations, and lack of workplace support require effective coping mechanisms to mitigate their impact. The model highlights two primary ways of coping: problem-focused coping, which involves directly addressing the source of stress (e.g., requesting better working conditions or seeking additional training), and emotion-focused coping, which focuses on managing emotional responses (e.g., relaxation techniques or social support). This theory underpins various studies on stress management strategies for security personnel.

A study conducted by Kiran & Yadav (2015) found

that work-life balance, personal resilience, and social support are crucial in mitigating stress among security personnel. Security guards who maintained a balance between their professional and personal lives exhibited lower stress levels and greater job satisfaction. The study also emphasized that individuals with strong personal resilience—defined as the ability to adapt to adversity and recover from stress—were better equipped to handle workplace pressures. Additionally, seeking social support from colleagues, friends, and family members was found to be an effective way for security personnel to manage stress, as it provided emotional reassurance and alternative perspectives on workplace challenges.

Expanding on these findings, Ravinda & Siddesh (2020) examined the effectiveness of stress management programs within a security services firm. The study revealed that educational interventions and structured training programs significantly reduced occupational stress levels among security personnel. Training sessions focused on conflict resolution, situational awareness, stress-relief techniques, and workplace communication helped guards feel more prepared to handle high-pressure situations, leading to a reduction in anxiety and job-related distress. This study aligns with the Job Demand-Control Model (Karasek, 1979), which suggests that increasing an employee's control over their work environment can lead to lower stress levels.

The relationship between stress, anxiety, and aggression was further explored by Baldovino (2024) in a study examining security personnel's behavioral responses to occupational stressors. The findings revealed that security guards experiencing high levels of stress and anxiety were more likely to exhibit aggressive tendencies, which could pose risks to workplace safety and escalate conflicts. The study emphasized the need for targeted stress interventions, such as mindfulness training, emotional regulation techniques, and access to psychological support services, to help security personnel manage stress in a way that prevents aggressive behavior.

Similarly, Ayeo-Eo (2024) examined the role of competency and resilience in stress management among security personnel. The study found that security guards with strong coping skills, self-confidence, and positive work attitudes demonstrated greater resilience and were better able to handle workplace stress. Security personnel who actively engaged in structured coping strategies, such as self-assessment, goal-setting, and maintaining a positive outlook, exhibited higher levels of job satisfaction and lower levels of burnout. These findings suggest that fostering psychological resilience through training and professional development can be a key strategy in helping security guards cope with stress.

Further reinforcing the importance of structured coping strategies, Erçetin (2021) investigated the impact of stress and anger management training programs on security personnel. The study found that regular participation

in anger management workshops, relaxation exercises, and cognitive behavioral therapy (CBT)-based coping techniques led to significant reductions in stress-related aggression and workplace conflicts. Security guards who participated in these programs demonstrated improved emotional control, higher job performance, and better workplace relationships. These findings suggest that security agencies and employers should implement regular training sessions to equip security personnel with practical tools to manage stress effectively.

Another study by Saleem et al. (2019) on coping mechanisms among university security guards in Pakistan found that many security personnel relied on religious practices, personal acceptance of job demands, and community support as stress management techniques. The study emphasized that personal beliefs and cultural factors play a role in shaping how security personnel perceive and handle stress. Additionally, it suggested that organizations should acknowledge and support employees' preferred coping strategies while also providing institutional interventions, such as access to mental health services and workplace wellness programs.

A study by Cannizzaro et al. (2020) on the effects of night shifts and stress regulation found that disruptions to sleep cycles and circadian rhythms due to irregular shifts contributed to higher stress levels among security guards. The research recommended structured shift rotations, adequate rest breaks, and fatigue management programs to mitigate the negative impact of shift work on stress and overall health.

Finally, the study by Catalbas & Lactuan (2024) explored how security guards working in diocesan schools during the COVID-19 pandemic adapted to heightened stressors, including increased responsibilities, enforcement of safety measures, and dealing with resistance from the public. The research found that regular communication with colleagues and family, engagement in stress-relief activities, and maintaining a sense of purpose helped security guards cope with occupational stress during the crisis. This study highlights the importance of fostering supportive work environments, clear job expectations, and open communication channels to enhance security personnel's ability to manage.

### *C. Workplace Policies and Organizational Interventions for Stress Reduction*

Government policies and organizational support play a vital role in mitigating occupational stress among security personnel by ensuring fair labor practices, establishing workplace protections, and promoting mental well-being. Given the high-risk nature of security work, regulations addressing job security, fair compensation, and structured working conditions are essential in minimizing work-related stress and its long-term consequences on health and performance.

One of the most significant legislative measures addressing occupational stress is Republic Act No. 11058

(2018), also known as the Occupational Safety and Health Standards Act. This law mandates employers to create safe work environments by preventing excessive workloads and ensuring compliance with health and safety protocols. The act highlights the need for stress management programs in industries where workers are exposed to high-risk and high-stress environments, such as private security. Employers are also required to establish safety programs that address both physical hazards and psychosocial risks, including workplace stress and mental health concerns. The enforcement of mental health support and stress reduction programs under this law is vital in maintaining the well-being, productivity, and retention of security personnel.

Similarly, Republic Act No. 11917 (2022), known as the Private Security Services Industry Act, was enacted to strengthen the regulation of private security services by improving industry standards related to training, compensation, and working conditions. The law requires that security personnel receive timely wages and benefits, a critical factor in reducing financial stress and increasing job satisfaction. Studies have shown that financial instability is a major stressor among security personnel, contributing to low morale, decreased focus, and high turnover rates (Sasitha et al., 2023). By enforcing fair labor practices, RA 11917 seeks to reduce workplace stressors, ensuring that security personnel are provided with decent wages, proper training, and safe job placements.

The study conducted by Sasitha et al. (2023) in Chennai, India, revealed that inadequate wages, extended work hours, and the failure of agencies to adhere to job descriptions were primary contributors to occupational stress among security guards. The study found that many security guards were required to perform tasks beyond their official job roles, leading to role ambiguity, increased workload, and burnout. Furthermore, the lack of legal protections and oversight left security personnel vulnerable to exploitation, financial instability, and job dissatisfaction. The study recommended stronger legal interventions and social protections to prevent the excessive exploitation of security personnel by private agencies, ensuring that their job descriptions, compensation, and working hours align with contractual agreements and legal standards.

Similarly, a study on workplace stress in universities (Saleem et al., 2019) examined stress levels among security guards working in educational institutions. The findings indicated that low salaries, excessive duty hours, and administrative conflicts were among the most significant workplace stressors. Security guards were often required to work long hours without proper rest periods, resulting in mental and physical exhaustion. The study further emphasized that better working conditions, training, and institutional support could alleviate workplace stress, enhance job performance, and improve the mental well-being of security personnel. The research also suggested

that higher job satisfaction and improved stress management strategies lead to better security outcomes in educational institutions, reducing turnover rates and increasing overall workplace stability.

Beyond legislative measures, structured organizational interventions are also key to reducing workplace stress. A study by Espartero (2023) on police officers in the Philippines found that structured interventions tailored to reducing occupational stress improved officers' well-being and job performance. These findings are highly relevant to security personnel, as they face similar operational challenges, including high-risk environments, long shifts, and exposure to potential violence. The study emphasized that stress management training, regular psychological evaluations, and structured shift schedules were effective in reducing anxiety, preventing burnout, and improving overall job efficiency.

Additionally, research on Effort-Reward Imbalance Theory (Siegrist, 1996) supports these findings, indicating that work-related stress increases when employees perceive a significant gap between the effort they invest in their work and the rewards they receive. Security personnel, who often work long shifts under stressful conditions without adequate financial incentives or career growth opportunities, are at a higher risk of burnout and job dissatisfaction. Organizational efforts such as increasing compensation, providing career development opportunities, and ensuring work-life balance can mitigate stress and increase job retention among security guards.

To address the challenges posed by occupational stress, the proposed action plan, "Rotational Shift Scheduling System with Standardized Break Policies," aligns with the recommendations from existing research. This structured intervention aims to balance workloads, prevent overworking, and provide security guards with scheduled rest periods. By implementing clearer scheduling policies, security personnel can achieve a better work-life balance, leading to improved well-being, reduced stress levels, and increased job satisfaction.

### III. METHODOLOGY

#### A. Research Method and Design

This study employed a mixed-method approach, integrating quantitative and qualitative research to provide a comprehensive analysis of occupational stress among security personnel in Laoag City, Ilocos Norte. This approach combined numerical assessment and in-depth exploration, offering a more complete understanding of stress levels, causes, and coping mechanisms (George, 2023).

For the quantitative component, a descriptive research design was used to measure and categorize stress levels through the survey, identifying trends based on numerical analysis.

For the qualitative component, an explanatory research design was applied to explore the reasons behind occupational stress, providing deeper insight into its causes and effects (George, 2023). It was done through in-depth interviews to uncover patterns and causal relationships that statistical data could not explain.

#### B. Population and Locale of the Study

This study employed purposive sampling technique to select participants, ensuring that all individuals had substantial experience and were affiliated with well-known establishments. Specifically, the sample comprised 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, AM-WSLAI, Cebu Pacific, Philippine Airlines, Fort Ilocandia Resort and Hotel, Puregold, Provincial Capitol, Wilcon Depot, ME Shopping Center, Save More, Bismonte Building, NOVO, Insular Life, Unitop, Magic Appliance Center, 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 randomly selected from within this purposively chosen group. This random 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. Gathering Tool

Data collection for this study was conducted using 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 utilized 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 in Laoag City, Ilocos Norte. 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 the survey questionnaires to the security personnel. These were then collected, collated, and prepared for statistical analysis to measure occupational stress levels.

For the qualitative interviews, 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 occupational stressors among security personnel, identifying the most frequently reported sources of stress. Meanwhile, the weighted mean was used to assess the level of occupational stress experienced by security personnel, providing a numerical representation of their stress intensity. The level of stress were rated (1) Minimal Stress; (2) Moderate Stress; (3) High Stress; and (4) Very High Stress.

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.

#### 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 participants, 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 confidentiality.

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 security, 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 revealed. 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, interpersonal 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.

\*Multiple Responses

Table 1.1 shows the frequency, percentage, and rank of stressors along physical stress. In this study, physical stressors encompass the range of factors that contrib-

Table 1.1. *Physical Stress*

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
<b>N = 84</b>			

ute 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 extended 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 recovery periods result in physical exhaustion. According to Selye's General Adaptation 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 number 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 responsibilities 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 workforce shortages force many security 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:

*"Dayta longer ti work hours, dayta ngamin ket actually awan ngamin relievermi, mostly, awan relievermi talaga iso a mapilitkami 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 productivity, 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.

Table 1.2. *Mental stress.*

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
			<b>N = 84</b>

\* Multiple Responses

Table 1.2 highlights the key mental stressors affecting security personnel, ranking them based on frequency and percentage. 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 & Johnson, 2018).

The data indicates that the primary mental stressor is irregular break hours, with 43 (51.19%) security personnel citing it as a major concern. This stressor disrupts concentration, decision-making, and overall cognitive function, as security personnel struggle to maintain focus due to fatigue and hunger. Research by Bazana et al. (2017) found that irregular or insufficient breaks contribute to mental exhaustion, decreased alertness, and reduced job efficiency. Security personnel require consistent 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 ability 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 situations diminishes cognitive function and leads to slower reaction times and poor judgment. In a profession where quick decision-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-related concerns (27.38%) and being unable to stay updated on significant rule and regulation changes (29.76%). While these factors still contribute 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 personnel, they are not as pressing as the direct, on-duty challenges posed by unpredictable break schedules and job-related decision fatigue. Similarly, the stress caused by lack of updates on policy changes indicates that while some security personnel 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 situations and interact with people on duty. Consistent exposure to this type of stress may lead to mental exhaustion, slower reaction times, and compromised decision-making. Research shows that inadequate 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 answering the survey questionnaire.

Participant 8, a security guard with 15 years of experience in a government office expressed:

*"Gapu ta haankami met unay makabr-break'n, bisin iti gapuna nu apay diak unay makapanunut iti nasayaat, sir. Kasla nu ag-damagda, haanko masungbatan 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 agcause iti distraction iti panagubra."*

(Sometimes I cannot focus on my work because I did not eat. I cannot think consist-ently, and it causes distractions 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.

Table 1.3. *Emotional Stress*

Emotional Stress	Frequency	Percentages (%)	Rank
1. Unable to handle negative feelings towards unruly customers.	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 colleagues.	30	35.71	5
5. Unable to handle emotions after traumatic event.	43	51.19	2
			<b>N = 84</b>

\* Multiple Responses

Table 1. 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 appreciation, 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 security personnel often en-counter difficult, aggressive, or non-compliant individuals, which lead to frustration, anxiety, 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 significantly contribute to emotional burnout among frontline workers, leading to stress-related health issues and reduced job satis-faction. This finding emphasizes the need for conflict resolution training and emotional support programs 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 often suffer from emotional distress and trauma, leading to long-term psychological consequences if not properly addressed. Implementing mental health counseling and trauma debriefing sessions can help mitigate the emotional 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. Unable 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 frustration and tension, they appear to be less impactful compared 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 responsibilities, 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 personnel have developed cop-ing mechanisms to manage their responsibilities over time. The relatively lower percentage suggests that while job pressure exists, it is not as emotionally overwhelming as negative customer interactions or trauma-related stress.

To gain deeper insights into the challenges security personnel face, the researchers conducted interviews to further explore the psychological and emotional toll caused by interactions with unruly customers. Many respondents 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 mai-wasan. Adda pay tay kayatmo a diswan kuman ngem agtimpika latta ta baka pakaikkatan 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 trying 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 negative 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 conflicts. 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 emotional 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

It can be gleaned from the table that the level of phys-

Table 2.1. Security personnel’s level of occupational stress 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

Legend:	Overall Mean	Verbal Interpretation	Moderate Stress
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.	

ical 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 overwhelming 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 exhaustion 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 demands 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 uncover 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 pinagdutyami nukwa. Dayta kaatiddog ti oras nukwa a panagdutyami 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, ammukon a controllen ken ammuk a templaenen isu a diak unay mabannog ken mastress."*

(I've been through it already, that is why it is easy for me. When I was new, I experienced 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, security personnel must develop adaptability and endurance to meet the demands of their job. However, workplace conditions must also be optimized 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.

Based on the Table 2.2, it can be drawn that the Table 2.2. *Security personnel's level of occupational stress 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
<b>Overall Mean</b>	<b>1.43</b>	<b>Minimal Stress</b>

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

**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.

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 suggests 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 categorized under Minimal Stress. While staying informed about policy updates is important, this finding suggests that security personnel do not find this aspect of their job particularly stressful. It is likely that organizational communication and training efforts 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 schedules 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 nannamaen ti pamilyak nukwa, sir.”*

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

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

*“Adda latta met iti kawa, dayta tay pannakastressmo idia y trabaho kasi daduma, haanka makapangan nu umadu ti tao wenno awan kasukat mo. Single postnak metla ngarud. Innak latta, kayak dayta haan a totaly a isu ti panpanuutem.”*

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

no.)

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.

Table 2.3. Security personnel's level of occupational stress along emotional stress.

Indicators	Mean	DI
1. Unable to handle negative feelings towards unruly customers.	1.66	Minimal Stress
2. Unable to handle emotions when discriminated, hated or abused at work.	1.61	Minimal Stress
3. Unable to handle pressure from job responsibilities.	1.39	Minimal Stress
4. Unable to handle emotion when in conflict with colleagues.	1.39	Minimal Stress
5. Unable to handle emotions after traumatic event.	1.52	Minimal Stress
<b>Overall Mean</b>	<b>1.51</b>	<b>Minimal Stress</b>

**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.

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

Among the listed emotional stress indicators, the highest-ranked stressor is unable to handle negative feelings towards unruly customers, with a mean of 1.66 (minimal stress). The security personnel frequently interact with difficult and sometimes aggressive individuals, requiring them to maintain self-control and professionalism. While this stressor does not reach a concerning level, the constant exposure to rude or uncooperative customers can contribute to mild frustration and emotional fatigue over time. Research by Chen and Li (2021) suggests that negative 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 incidents of violence, which can have lasting emotional effects. While the findings suggest that most security personnel can manage these experiences, it is crucial to provide psychological support and debriefing sessions to prevent 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 symptoms 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 indicate that security personnel generally feel confident in managing their job responsibilities and do not perceive work-related pressures as overwhelming. Additionally, conflicts with colleagues appear to be rare or well-handled, suggesting that interpersonal relationships among security personnel are generally stable.

The narratives shared by security personnel reflect a shared understanding of their roles and the challenges they face in maintaining order while dealing with difficult customers. Their responses highlight their commitment to professionalism, effective communication, and emotional control in managing potentially volatile interactions.

Participant 27, a security officer with five years of service at an airport, described the importance of remaining calm and composed when dealing with difficult customers:

*"Siempre sir, uray man natangken tay ulo tay customer, tay naungetda kenkan, ka-saritam latta isuda ti nasayaat. 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 company'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 customer, itudotudonaka ngem haan a gapu nga adda paltogmon a ket iyusarmon. 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 eventually, they will approach you with a different attitude.)

The responses emphasize the importance of emotional intelligence and self-control in security work. Security personnel must often de-escalate tense situations while adhering to company policies and ethical standards. The ability to stay composed under pressure and manage confrontational encounters without retaliation is a critical skill that ensures both workplace safety and customer service quality.

The need for structured training programs in conflict resolution, emotional resilience, and stress management is further underscored by legislative proposals aimed at improving working conditions for security personnel. A news article by Dano (2024) highlights proposed mandates for neuropsychological examinations and stricter enforcement of labor standards to ensure that security personnel are well-equipped to handle high-pressure situations responsibly.

### C. Impact of Occupational Stressor to the Security Personnel

Security personnel, often regarded as the silent guardians 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 prolonged work, insufficient rest, or physical overexertion, making it difficult 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 panagbiag ko, diak maubra dagiti dadduma nga ubrak nukwan ta nabanognak."*

(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 exhausted.)

Similarly, Participant 10 likened severe exhaustion to a depleted battery:

*"Gapu ngamin sir ta nu agtataros iti duty, permi a mabannog unay iti bagi sa haannak makaturog a nasayaat. Kumbaga, madrinnak 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 organizations to acknowledge the physical and mental energy demands placed on security personnel. Implementing structured policies, such as regulated work hours, mandatory rest periods, and wellness programs, is essential in mitigating fatigue-related risks and ensuring both employee well-being and workplace efficiency.

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 fundamental 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) highlighted that chronic sleep deprivation leads to impaired reaction times, reduced situational awareness, and increased workplace accidents, particularly in high-risk professions such as security services. Similarly, a study by Rajaratnam et al. (2011) found that irregular work hours and night shifts contribute to long-term health risks, including cardiovascular disease and metabolic disorders.

*"Marigatannak a makaala ti turogko ata naladaw tay panagawidko. Tun agubraak, diak maited ti 100 porsiyento nga energyk. Sa iti panagbiag ko, diak maubra dagiti daddu-ma nga ubrak nukwan ta nabannognak."*

(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 exhausted.)

#### ➤ 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 idiy 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 security 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 unpredictable 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, increased absenteeism, 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 agtintimpi 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 environments. 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 suppression contributes to burnout, heightened anxiety, and overall job dissatisfaction.

Further supporting these findings, Gross and John (2003) emphasized in their Emotion Regulation Theory that suppressing emotions, including anger, leads to increased physiological stress and reduced social connectedness. 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 physiological 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 individuals based solely on their occupation (Kotta and Rao, 2012). In this study, security personnel often experience occupational stereotyping, where their work is perceived as menial or unimportant. Participant 5 expressed frustration over the lack of respect security guards receive:

*"Awan respetoda ti guwardiya, haandaka panpansinen. Balbalewalaenda 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 naibabainka."*

(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 morale, 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, research 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 indicate 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 development 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 personnel, 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 affecting 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, significantly reducing vigilance, reaction time, and situational awareness—all critical aspects of security work. Additionally, research 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 consuming 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 maintaining 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 workplace safety.

#### **D. Strategic Approach Utilized by the Security Personnel**

Through qualitative interviews, security personnel shared their experiences, coping strategies, and approaches to handling 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 panunutko, awan nukwa mange ko a sabali. Kasla tay nagyan la tay basbasaek. 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 barkad- 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 pangliwiliwak 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 reframe their experiences 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 tolerance, 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 tolerance.)

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. Tengten- gelak tay riknak nukwan sir, con- trol lang. Haanko dapat pa- dakkelen."*

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

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

To mitigate these effects, organizations should offer training in emotional regulation, mindfulness, and resilience-building techniques. Research by Hülshager 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 aramidida."*

(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 vibes."*

(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. Agsisinangokami amin, agtitinung-tongkami 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 burnout.

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 inlutwanna, santo ibagana siak laeng maururayen. Diay, lumagan ti rirnak."*

(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 reinforcement from family provides security personnel with a psychological buffer against workplace stress, reinforcing findings by Critcher and Dunning (2014), who argue that perceived social support fosters emotional resilience and enhances work performance. Similarly, research by Uchino et al. (2018) highlights that strong social tie correlate with lower cortisol levels, reduced burnout, and improved coping mechanisms in high-stress professions.

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.

## 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, security 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:

The challenges impact their job performance and personal well-being, requiring effective coping mechanisms to maintain stability in their roles.

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 performance remains consistent even in high-pressure situations.

However, while individual coping mechanisms are valuable, organizational support is essential in mitigating occupational stress. Employers should implement structured shift schedules, standardized break policies, and stress management programs to create a more sustainable and supportive work environment.

### C. Recommendations

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

- Security personnel 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.
- Security agencies may implement a structured scheduling system and enforce stricter policies on shift rotations to minimize occupational stress. Excessive working hours and irregular breaks significantly contribute to stress, and a fair, balanced schedule may help prevent exhaustion while promoting better job performance.
- Establishments may adopt a proper shift rotation system to ensure that security personnel have designated break times for meals and rest. Addressing issues like hunger and irregular breaks may improve focus, productivity, and overall well-being.
- Supervisors may benefit from specialized training in stress recognition and management techniques. By identifying early signs of stress and intervening appropriately, they may foster a supportive work environment and mitigate the negative effects of occupational stress.
- Organizations may conduct regular assessments of the work environment through surveys and feedback sessions. This proactive approach may allow for timely adjustments to workloads and scheduling, ensuring that stress management remains a dynamic and responsive part of the organizational culture.

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