

**CHALLENGES ENCOUNTERED AND COPING MECHANISMS OF THE
MALL SECURITY PERSONNEL HANDLING RESISTANCE**

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ABSTRACT

Mall security staff are vital for ensuring safety and order by protecting people and property, handling emergencies, enforcing rules, assisting shoppers, and supporting the mall's public image. This study entitled challenges encountered and coping mechanisms of the mall security personnel handling resistance. Explore the challenges encountered by mall security personnel in handling resistance from individuals within the mall setting. Identify the coping strategies and conflict management techniques employed by security personnel during encounters of resistance. Using a qualitative phenomenological research design, the study involved 10 mall security personnel and employed semi-structured interviews analyzed through Moustakas thematic approach. Findings revealed four major themes: (1) stress, fatigue, and emotional strain (2) lack of training and institutional support (3) developing personal resilience and positive mindset (4) seeking support and relying on teamwork. The study conclude that personal resilience, teamwork, and a positive mindset strengthened through adequate training and institutional support are essential soft skills that enable mall security personnel to manage customer resistance, regulate emotional and psychological strain, maintain professionalism, and effectively balance rule enforcement with public and workplace safety. The study may recommend that organizations provide comprehensive training, sustained institutional support, and wellness initiatives to strengthen security guards' skills, resilience, and overall well-being, thereby enhancing conflict management and fostering a healthier organizational environment.

Keywords: *mall security, resistance, safety, security personnel, shop-lifting*

DEDICATION

We humbly dedicate this thesis to our loving family and dear loved ones, whose continued support and encouragement have been the driving force of our academic pursuits.

Their constant guidance, patience, and tolerance have given us the fortitude to hold on and the inspiration to see this through to fruition.

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INTRODUCTION

Background of the Study

Security staff at malls were crucial for keeping calm, safety, and organization in shopping centers (Mugo & Odhiambo, 2023). As the initial protection in busy spots, they ensured that both customers and staff had a safe and secure atmosphere (Berry et al., 2020). Their responsibilities extended beyond just watching doors they monitored security cameras, responded to urgent situations, managed theft or disruptions, assisted lost children or older shoppers, and upheld mall guidelines. In this role, they acted as both guardians of the mall's assets and vital supporters of the mall's customer care and public image. Mall security personnel were trained to calm conflicts and respond with professionalism and poise (Horan, 2024). This required physical readiness, mental alertness, and strong communication skills (Cocca et al., 2020).

In the Philippines, there were about 500,000 licensed security guards. This number was higher than the Armed Forces and the personnel in the Philippine National Police (Abarca, 2021). Shopping malls were a key area for these guards. Urban malls in Metro Manila, Cebu, and Davao relied heavily on security staff for crime prevention, controlling access, and responding to emergencies (Sicuan et al., 2025). According to one estimate, there were at least 881 security guard services operating throughout Metro Manila. This showed a strong presence of security operations in the region. In the Davao Region, there were around 71 registered security guard services, demonstrating that the retail sector employed a large number of personnel to safeguard buildings and ensure smooth operations (Baluca et al., 2021). Since malls and other businesses usually hired multiple guards for

each location, these numbers suggested that thousands of security staff were working in shopping malls across the country.

The security personnel in the mall faced many challenges when dealing with individuals who exhibited resistance, aggression, and disruptive behavior (Gotham, 2021). These situations placed security personnel in dangerous conditions that required them to make quick decisions, remain calm, and maintain situational awareness despite limited authority and resources (Bolman et al., 2021). Resistance displayed by individuals not only endangered the safety of security personnel but also disrupted the smooth operation of the mall and posed potential threats to customers, employees, and property. To address these situations, mall security personnel used various coping mechanisms such as de-escalation strategies, teamwork, and adherence to established security procedures. However, the effectiveness of these methods depended largely on proper training, which was essential in enabling security personnel to manage resistance efficiently and effectively within the mall setting (Blanchard & Thacker, 2023).

There was limited research that specifically examined the challenges faced by mall security personnel in dealing with resistance from individuals such as shoplifters, unruly customers, and rule violators, particularly in how these situations affected their safety, decision-making, and ability to maintain order (Horan, 2024). This underscored the urgent need for institutional measures that prioritized both operational efficiency and the well-being of personnel (Søvold et al., 2021). Mall security guards regularly operated in high-pressure situations, requiring them to de-escalate conflicts swiftly while ensuring a safe and welcoming atmosphere for shoppers. Without sufficient organizational support, training, and clear protocols, these situations resulted in elevated stress levels, safety

hazards, and reduced job performance (Agarwal et al., 2020). Implementing targeted interventions improved guard welfare and strengthened overall mall security operations, while further research on mall security resistance provided evidence-based strategies for better incident management and public safety.

This study aimed to explore and document the challenges encountered by mall security personnel in handling resistance from individuals within the mall environment. Security officers frequently faced demanding situations that involved managing aggressive, confrontational, or noncompliant behavior, which required constant vigilance, emotional control, and sound judgment (Folger et al., 2024). Despite the complexity of these challenges, the perspectives and lived experiences of mall security personnel remained underrepresented in academic literature. By focusing on their firsthand accounts, the study sought to understand the coping mechanisms they employed in managing resistance, as well as the emotional, psychological, and physical impacts of such encounters on their daily duties (Rosales & Langhout, 2020). Specifically, it aimed to identify the most common sources of resistance faced by mall security personnel, including violations of mall policies, public disturbances, and customer dissatisfaction (Durão et al., 2021).

The study explored the challenges encountered by mall security personnel in managing resistance in selected malls within the province of Misamis Occidental (Baluca et al., 2021). It examined the difficulties they faced during confrontational situations, the coping mechanisms and strategies they employed to manage resistance, and the effects of these encounters on their job performance and overall well-being (Bondarchuk et al., 2024). The scope of the study was limited to security personnel assigned to mall settings and did not include those working in other environments such as airports, schools, or

government institutions. Participants were selected through purposive sampling, which may have limited the generalizability of the findings to other security personnel in different locations or operational contexts. Moreover, the focus on a specific geographic area suggested that unique cultural, organizational, and operational factors may have influenced the results, required caution when applying the findings beyond the study's setting (Lam et al., 2021).

The study addressed a significant gap in the literature by focusing on the challenges encountered by mall security personnel in handling resistance, particularly within the Philippine context. While earlier studies largely emphasized the general roles, duties, and functions of private security guards, limited attention was given to how they confronted and managed resistant or confrontational situations (Larkins, 2023). Existing research often concentrated on technical procedures and crime prevention strategies, overlooking the emotional, psychological, and social challenges associated with resistance (Black, 2024). Moreover, much of the available literature relied on quantitative methods, resulting in a lack of qualitative insights that captured the lived experiences, perspectives, and coping mechanisms of mall security personnel (Rahman et al., 2021). By examining their day-to-day encounters with resistance, this study contributed to a deeper understanding of how such challenges affected their well-being and professional practices.

Theoretical Framework

This study was anchored on Social Learning Theory by Albert Bandura (1977) and the Theory of Planned Behavior by Icek Ajzen (1991).

Albert Bandura's Social Learning Theory, proposed in 1977, suggested that people learned behaviors by observing, imitating, and modeling within a social context (Bandura,

2021). Unlike theories that stressed learning through direct experience only, Bandura pointed out that individuals could pick up new behaviors by watching others and understanding the outcomes of those actions. This theory was relevant to security work, especially in malls, as guards frequently witnessed real-life reactions to stressful or resistant situations (Croll, 2023). Such exposure was crucial in how security personnel developed their methods for handling these encounters (Moreira et al., 2024).

Social Learning Theory provided a strong framework for examining the challenges encountered by mall security personnel in handling resistance and the coping mechanisms they developed in response to these situations (Baluca et al., 2021). The theory explained how security personnel acquired and applied skills during real-life confrontations through both formal training and everyday exposure to challenging incidents (Folger et al., 2024). It emphasized that coping strategies were shaped not only by instruction but also by observing colleagues, modeling effective behaviors, and adapting based on shared experiences in the field. Through the lens of Social Learning Theory, the study highlighted how peer influence, social reinforcement, and workplace environment guided security personnel's actions, decisions, and coping responses during resistance incidents (Bandura, 2024). This approach helped clarify the social and environmental factors that influenced how mall security personnel managed resistance and sustained their professional conduct under pressure.

The local research by Sarmiento & Jose (2025) offered significant information about the singular experiences of women security guards in the Philippines. It explored how women managed their lives as a part of a predominately male occupation, coping with issues of gender bias, social expectations, and occupational stress. Using Social Learning

Theory, the research demonstrated that female guards frequently acquired positive approaches by observing and copying the actions of their more senior colleagues, both female and male. Through mentoring, personal experience, and everyday social interactions, they acquired conflict management strategies, coping mechanisms, and professional behaviors that enabled them to execute their duties effectively (Sarmiento & Jose, 2025). This recognized the role of observational learning and social interaction in developing the competencies and resilience of women security guards within business environments.

The study by Baluca et al. (2021) investigated how security officers performed their tasks based on predetermined rules and instructions. It identified that their efficiency depended heavily on role models and the acquisition of skills through observation and guidance from peers. This mirrored the principle of Social Learning Theory, whereby security guards learned efficient behaviors from veteran colleagues and conformed to organizational expectations (Baluca et al., 2021). Consequently, the research demonstrated that both practice standardization and social interaction were crucial in influencing the performance of mall security guards.

A study by Barte et al. (2022) examined how security officers acquired preparedness and competence in their work. The study emphasized that preparedness was closely related to self-efficacy, demonstrating that guards became confident in performing security duties through observational learning, peer influence, and mentorship. Through the application of Social Learning Theory, it affirmed that skills and professionalization were not only learned through formal training but also influenced by collective experiences and role modeling in the workplace (Barte et al., 2022). This highlighted the significance

of peer support and collective learning in enhancing security personnel's capabilities in meeting institutional safety.

The Theory of Planned Behavior (TPB) proposed by Icek Ajzen in 1991 provided a useful framework for understanding the challenges encountered and coping mechanisms of mall security personnel when handling resistance. The theory explained that their responses to resistant or confrontational situations were guided by behavioral intentions, which were shaped by their attitudes toward managing resistance, the social expectations of supervisors, coworkers, and mall management, and their perceived level of control in such situations. Attitudes reflected how security personnel evaluated the outcomes of confronting or de-escalating resistance, while subjective norms represented the pressure to act in ways considered acceptable or appropriate within the organization. Perceived behavioral control referred to their confidence in their skills, authority, and available resources to manage resistance effectively. According to TPB, when mall security personnel held positive attitudes toward proper intervention, experienced supportive social norms, and felt capable of handling resistance, they were more likely to adopt effective coping strategies and respond appropriately during confrontational encounters (Lloren-Alcantara & Capistrano, 2025).

The Theory of Planned Behavior was effectively used in this study to understand how mall security personnel made decisions when they faced resistance from individuals during their duties (Nickell & Hinsz, 2023). This theory highlighted that behavior was not random; rather, it was influenced by the individual's intention, which was shaped by their attitudes, perceived social expectations (subjective norms), and perceived behavioral control (Centeno, 2023). For example, a security guard's choice to calmly confront an

aggressive customer depended on their belief that this approach worked (attitude), the expectation from supervisors to act professionally (subjective norm), and their confidence in handling the situation (perceived control) (Abarca, 2021). By applying this theory, the study looked into the internal thought processes and external pressures that guided the actions of security personnel during conflicts.

Hussien (2024) carried out a case study at the University of Potsdam that researched the awareness and behavioral determinants of cybersecurity compliance. The study made use of the Theory of Planned Behavior to describe how attitudes, subjective norms, and perceived behavioral control determined cybersecurity policy compliance. The findings identified that individual awareness and organizational perceptions exerted a major impact on whether individuals complied with security measures (Hussien, 2024). This research illustrated the usefulness of TPB for explaining the role of internal beliefs and external pressures in influencing compliance-related behavior.

Tan et al. (2020) studied the application of the Theory of Planned Behavior in students' involvement in campus security readiness exercises. The study captured that perceived risk played an important role in influencing students' attitudes, affecting their disposition to partake in safety exercises. The results further indicated that subjective norms, including peer and authority support, raised participation intentions (Tan et al., 2020). In addition, perceived behavioral control established whether or not students believed they could actively participate in preparedness activities, thus solidifying the need for training and awareness.

Ali et al. (2021) undertook a systematic literature review of information security behavior and security policy compliance to explore how people developed secure behaviors

over time. Their study highlighted the process of transformation through which attitudes, organizational culture, and perceived control played a role in influencing compliant behavior. The research emphasized that compliance with policies was not only motivated by formal regulations but also by social pressures and individual intentions (Ali et al., 2021).

Overall, Social Learning Theory and the Theory of Planned Behavior were crucial in the understanding of the challenges faced and the coping strategies of the resistance-handling experience of mall security personnel. Social Learning Theory explained how the guards developed practical skills and adaptive responses to deal with resistant or aggressive persons through observation, influence of peers, and sharing of experiences, proving that the work environment and social contacts are quite instrumental in shaping good coping behavior (Baluca et al., 2021). The Theory of Planned Behavior explained how decisions made by guards in confrontational situations were informed by their attitudes towards the handling of resistance, the expectations of superiors and colleagues, and the perceived control over the conflict resolution (Nickell & Hinsz, 2023). These two theories together offered a comprehensive framework through which both the external social influences and internal decision-making processes guided the mall security personnel in managing resistance, maintaining professionalism, and protecting well-being while carrying out the responsibilities of their duties.

Conceptual Framework

This part of the study presents the concepts derived from the results of the research. These concepts were discussed in details in this section.

Stress, Fatigue, and Emotional Strain refer to the physical and psychological pressures experienced by mall security guards while handling resistance from individuals within the mall (Hussain 2024). It includes symptoms such as tiredness, headaches, mental pressure, frustration, and emotional exhaustion resulting from prolonged standing, constant vigilance, and repeated encounters with uncooperative or disrespectful customers. This concept also reflects the emotional burden of enforcing mall rules while maintaining professionalism and self-control. It is operationally identified through the guards' reported experiences of feeling physically drained, mentally stressed, and emotionally affected during or after incidents of resistance. These conditions influence their ability to concentrate, perform duties effectively, and maintain overall well-being at work.

This emerged quite prominently within the study as one of the most significant problems faced by security guards in managing resistance. The conditions of their work involve prolonged periods of standing, vigilance, and continual contact with people, which tend to be very physically demanding (Bailey, 2022). The guards explained that frequent dealings with obstinate customers frequently produce stress which presents itself in the form of headaches, tiredness, and mental pressure. These interactions interfere with their concentration and lower their effectiveness in maintaining other tasks, so that resistance is not only a situational challenge but also a major factor in general work exhaustion (Maslach & Leiter, 2022).

The research further uncovered the psychological burden that resistance imposes upon security officers. Guards acknowledged that coping with continuous disobedience, complaints, and disrespect could be demotivating and psychologically taxing, producing feelings of frustration and disappointment (Black, 2024). This psychological pressure is

further compounded when customers blame or become hostile towards them without any justification, even though the guards are just enforcing rules laid down by management (Fennell et al., 2023). These experiences illustrate the vulnerable status of security guards, who are required to balance authority and equanimity, sometimes without receiving recognition for the emotional burden in these interactions. The psychological toll of such interactions demonstrates that resistance is not a singular occurrence but a chronic stressor significantly influencing their everyday work life (Thanem & Elraz, 2022).

The study, stress, fatigue, and emotional wear reflect the behind-the-scenes pressures of the job of security guards, in addition to the evident enforcement of regulations (Alkudhayr & Aljabr, 2024). Their own accounts emphasize the need to recognize their work as being physically and emotionally exhausting, calling for resilience and coping mechanisms to maintain performance. The additive impact of these stresses can erode not just the guards' effectiveness, but also their well-being if unresolved (Ricciardelli & Carleton, 2022). This emphasizes the necessity for institutions to have improved support systems, rest breaks, and training programs in order to better equip guards with coping tools to better manage stress. By addressing these concerns, organizations can reduce strain, enhance guards' performance, and foster a healthier work environment.

Lack of Training and Institutional Support refers to the insufficient preparation and limited organizational assistance experienced by mall security guards when handling resistance from individuals (Fathima et al., 2024). It includes the absence of formal training in conflict resolution, negotiation, communication, and stress management needed to manage difficult situations effectively. This concept also involves limited access to resources, clear protocols, and immediate support from supervisors or management during

incidents. It is identified through the guards' reported experiences of relying mainly on personal judgment or assistance from fellow guards due to inadequate guidance and support systems. These conditions affect their confidence, decision-making, and overall effectiveness in managing resistance in the workplace.

The key challenges faced by security guards in dealing with resistance, as identified in the study. Guards asserted that although they are tasked to deal with conflicts and uphold regulations, they are not always equipped with adequate training to accomplish this efficiently (Edu-Afful, 2022). Encounters with hostile or obstructive people demand skills in conflict management, negotiation, and emotional regulation domains in which guards feel inadequately equipped (NAAGYIE, 2025). Without formal training programs, their reaction is extremely dependent on personal experience and judgment, which cannot always be enough in stressful situations (Zou et al., 2020). This absence of formal preparation helps add to the stress level and dampens their confidence in responding to resistance.

In addition to a lack of proper training, the research also identifies limited institutional backing as another obstacle to properly dealing with resistance. Guards reported that there are instances in which management is not providing the equipment, resources, or prompt help in resolving issues (Dement, 2025). As an example, in the case of extremely resistant subjects, guards must often resort to their fellow guards instead of relying on institutional procedures or the support of supervisors (Larkins, 2023). This void of organizational support positions them at risk, prompting them to bear the load of rule enforcement independently while being aware that the supporting system designed is not strong. Such conditions breed frustration, as they are underappreciated and left without

support, even though they are the frontline implementers of institutional policies (Khan, 2024).

The absence of training and institutional backing is a systemic fault that has an impact on the performance and well-being of the security guards (Fathima et al., 2024). The guards' experiences highlight the need to institute ongoing training programs in conflict resolution, stress management, and professional communication. In addition, institutions must enhance structural support through ensuring security staff receive adequate resources, refined protocols, and management support during critical moments (Radvanovsky & McDougall, 2023). In the absence of such measures, guards find themselves handling resistance on an ad-hoc basis instead of anticipatively, and this undermines both security operations and workplace morale. Bridging these gaps is essential to creating a safer and more supportive environment for both guards and the communities they serve.

Developing Personal Resilience and Positive Mindset refers to the ability of mall security guards to maintain emotional stability, optimism, and self-control when dealing with resistance and stressful situations at work (Gist et al., 2023). It includes their efforts to stay calm, patient, and motivated despite experiencing fatigue, frustration, or negative interactions with customers. This concept also involves their capacity to manage personal emotions, separate feelings from professional responsibilities, and remain focused on maintaining order and safety. It is identified through the guards' reported strategies of encouraging themselves, maintaining a positive outlook, and adapting to challenges as part of their daily duties. These behaviors help them sustain their performance and protect their mental and emotional well-being while performing their roles.

Developing Personal Resilience and Positive Mindset is important in how security guards manage the day-to-day challenges of dealing with resistance. The research found that even with experiencing stress, fatigue, and encounters with resistant subjects, guards deliberately opt to keep a positive attitude as a means of safeguarding their well-being and maintaining their performance (Fathima et al., 2024). They accepted that dwelling on negativity or letting emotions like frustration or anger be in control would only make things worse when it came to effective conflict management (Davis, 2024). By recalling that opposition is a function of their work, they divert their attention and engage situations with composure and patience, emphasizing the need for resilience in their profession (Karayaman, 2023).

The guards also defined resilience as a process of self-motivation that enables them to withstand long working hours, stress, and emotionally draining interactions (Cummins, 2022). Rather than allowing these problems to discourage them, they build their resolve by concentrating on their duties and by reminding themselves of the importance of their work in helping to create order and safety. This attitude allows them to distinguish private emotion from public responsibility so that they can be objective and unbiased in upholding rules. Thus, resilience becomes not only a method of adaptation but also a working tactic to improve their capacity to remain consistent and dependable in performing their roles (Karman, 2020).

The research demonstrates that the adoption of individual resilience and positive thinking is not just a personal preference but an essential survival response to the challenging security work environment (Baker et al., 2021). Guards use their mental toughness and positivity to insulate themselves from the impact of stress and to avoid

burnout when confronted by opposition. This would place special emphasis on psychological preparedness as well as technical competence in their line of work (Said & Chiang, 2020). Helping guards build resilience through institutional interventions, for instance, stress management workshops and wellness programs, would assist in reinforcing their innate coping strategies (Norton-Gardner et al., 2025). Finally, resilience and optimism enable guards to do their work efficiently while protecting their own mental and emotional stability.

Seeking Support and Relying on Teamwork refers to the practice of mall security guards coordinating with fellow guards or supervisors when managing resistance from individuals (Riley, 2025). It involves requesting assistance, sharing responsibilities, and working collaboratively to control or de-escalate difficult situations. This concept also includes the guards' reliance on group decision-making and collective authority to ensure safety and proper enforcement of mall rules. It is identified through their reported actions of calling for backup, communicating with colleagues, and cooperating during incidents of resistance. Through teamwork, guards are able to reduce individual stress, improve confidence, and manage conflicts more effectively (Schlosser, 2023).

This emerged as an important coping mechanism among security guards in the study, as many acknowledged that managing resistance cannot always be handled alone (Renner et al., 2025). Security work often involves unpredictable confrontations, some of which escalate beyond the capacity of one guard to resolve. In such situations, guards emphasized the importance of coordinating with their colleagues or seeking assistance from supervisors to de-escalate conflicts (Skiba, 2020). This dependence on collaboration allows for situations to be better managed since, in the presence of several guards,

responsibilities are not only shared but also such a scenario displays authority, deterring additional resistance from the involved parties.

The research also points out that collaboration enhances confidence in guards and minimizes the emotional burden associated with having to manage resistance alone (Riley, 2025). By understanding that they have access to assistance when it is required, guards feel secure and better able to perform their job without feeling overwhelmed. Asking for assistance is not a sign of weakness but an indication of professionalism because guards value the safety of everyone as a whole and strict implementation of regulations over self-pride (Sennewald & Baillie, 2020). This cooperative method is also conducive to fairness and uniformity, since decisions are made and implemented with the authority of a group, eliminating personal biases or misinterpretations that can happen when the actions are taken individually (Tiwari, 2025).

Calling for help and depending on others emphasizes the necessity for security institutions to cultivate an environment of cooperation and mutual accountability. (Gustafsson et al., 2023) The guards' experience shows that through teamwork and managerial backing, conflicts are resolved more easily, and stress levels decrease. This also means that without strong cooperation and effective communication systems, guards can become isolated and less effective in their roles (Suomalainen et al., 2021). Improving teamwork through continuous coordination, training in collective strategies, and supervising critical incidents can improve guards' capacity to handle resistance (Renner et al., 2025). Teamwork, in turn, not only makes the guards powerful in their solitary operations but also enables the overall effectiveness and strength of the security system to be improved.



Figure 1. Schematic Diagram of the Study

Objectives of the Study

This study explored the challenges encountered and coping mechanisms of the security personnel handling resistance. Specifically, it sought to answer the following.

1. To explore the challenges encountered by mall security personnel in handling resistance from individuals within the mall setting.
2. To identify the coping strategies and conflict management techniques employed by security personnel during encounters of resistance.

Significance of the Study

This study explored the challenges encountered and coping mechanisms employed by mall security personnel in handling resistance within commercial establishments. Security personnel play a vital role in maintaining peace, order, and safety in malls, yet their contributions are often overlooked and insufficiently addressed in research (Baluca et al., 2021). Despite frequently encountering confrontational customers, enforcing mall policies, and managing potentially volatile situations, few studies have examined the challenges they face, their emotional well-being, and the strategies they use to cope with high-pressure situations (Lattas et al., 2025). By highlighting the challenges and coping mechanisms of mall security personnel, this study provides a deeper understanding of the skills and approaches required to maintain professionalism amid resistance (Mugo & Odhiambo, 2023).

The findings offer practical insights for mall administrators and private security agencies in developing effective policies, training programs, and support systems that enhance employee safety, welfare, and operational efficiency (Diaz et al., 2025). Moreover, this study contributes to the body of knowledge on private security in the Philippines, serving as a reference for researchers, educators, and policymakers seeking to improve the professionalization and well-being of security personnel.

RESEARCH METHODOLOGY

Design

This study employed a qualitative phenomenological research design. Moustakas' transcendental phenomenology was considered highly suitable for investigating the challenges encountered and coping mechanisms employed by mall security personnel in handling resistance within retail settings. This design emphasized the collection of participants' personal accounts, allowing the researcher to identify the psychological, emotional, and practical issues security guards face in their day-to-day duties. By examining how they managed confrontations, handled stress, and applied mall policies under difficult circumstances, the study revealed the key challenges inherent in their roles and the strategies used to overcome them.

The phenomenological approach was appropriate for this study because it focuses on understanding human experiences from the perspective of those directly involved, aligning with the study's goal of exploring how security personnel confront challenges and implement coping mechanisms. This design recognized security personnel as active agents in navigating and resolving workplace difficulties rather than as passive subjects. Consequently, the research identified recurring patterns in the challenges they faced and the coping strategies they utilized, providing practical insights for mall management, training programs, and policy development to better support security personnel.

Setting

This study was conducted in selected malls within Misamis Occidental, specifically focusing on the security personnel stationed in these retail environments. Misamis

Occidental, a province with diverse commercial establishments, provided a pertinent setting for examining the unique challenges faced by mall security guards in managing resistance from individuals, enforcing policies, and maintaining safety and order. The research explored their challenges, including handling confrontational situations, managing emotional and psychological stress, and implementing strategies such as communication and de-escalation techniques. By focusing on this particular locale, the study gained insights into how security personnel navigated their responsibilities within the mall setting, adhered to institutional policies, and responded to community dynamics involving resistant or disruptive patrons.

Participants

The study included security personnel selected through purposive sampling, following the inclusion criteria: (1) currently employed as a security guard in a mall setting within Misamis Occidental, (2) with experience in dealing with resistance from individuals such as shoplifters, unruly customers, or rule-breakers, and (3) willingness to participate.

Instrument

The study employed an interview guide as the primary data-gathering instrument. This research tool consisted of three distinct sections. The first part included introductory questions aimed at collecting demographic information such as age, years of experience as a security guard, and employment background. The second part focused on exploring the experiences of mall security guards, particularly the challenges they encountered when dealing with resistant individuals. Lastly, the third part consisted of inquiries centered on the coping strategies and techniques security guards used to manage resistance while

maintaining order and security in the mall. To ensure comprehensive data collection, face-to-face, in-depth interviews were conducted, allowing for the acquisition of rich, detailed insights into the participants' lived experiences. The interview guide underwent a thorough review by the College Research Committee to ensure compliance with ethical standards and to safeguard the rights and well-being of the participants.

Data-Gathering Procedure

Before conducting the actual interviews, the researcher secured permission from the Dean of the College of Criminology to carry out the study in selected malls within Misamis Occidental, Philippines. A formal request letter was submitted to mall management and security agencies to obtain approval for data collection. The researcher identified potential participants among mall security personnel and provided them with detailed information regarding the purpose of the study and the interview process. Informed consent was obtained from each participant, ensuring their voluntary participation and understanding of the study's objectives. Ethical considerations were thoroughly addressed, and the College Research Committee reviewed the research protocol to ensure adherence to ethical standards.

During the interviews, the researcher used voice recorders and took detailed notes to ensure the accuracy and completeness of participants' responses. These methods helped maintain the integrity of the gathered data. Participants were assured of the confidentiality of their responses, with measures in place to protect their privacy and anonymity throughout the study. In line with ethical principles and the guidelines established by Republic Act No. 10173, or the Data Privacy Act of 2012, the researcher safeguarded the privacy and security of participants' personal information and data.

Ethical Considerations

Throughout the research process, strict adherence to ethical guidelines was maintained. Prior to data collection, the College of Criminology's Research Committee reviewed and approved the study protocol to ensure compliance with ethical research standards and to safeguard the rights and welfare of the mall security personnel participants.

During the data collection phase, the researcher provided each participant with an Informed Consent Form, ensuring their voluntary involvement and clear understanding of the study's purpose and procedures. The importance of confidentiality and anonymity was emphasized, assuring participants that their identities would be protected throughout the research.

Interviews were conducted face-to-face in a private setting chosen by the participants to ensure their comfort and privacy. To protect their confidentiality, all recorded data were transcribed and securely stored, with recordings deleted after verification. The researcher strictly followed the provisions of Republic Act No. 10173, the Data Privacy Act of 2012, to ensure the security and confidentiality of all collected information and personal data.

Data Analysis

The study employed Moustakas' (1994) transcendental phenomenological reduction to understand the lived experiences of mall security personnel in managing resistance from individuals in the mall setting. The data analysis involved six major steps:

Bracketing was used to set aside the researcher's preconceptions and biases, ensuring a non-judgmental examination of the participants' experiences with resistance.

During the selection of interview topics and recruitment of participants, the researcher intentionally avoided imposing preconceived notions onto the data. The interviews, which included open-ended questions, encouraged security personnel to openly share their personal experiences, perceptions, and strategies in handling resistant individuals, giving their voices and perspectives prominence in the analysis.

Horizontalization, the researcher approached all statements made by the mall security personnel during interviews with equal importance, recording verbatim remarks without assigning priority or bias. Responses that were repetitive, irrelevant, or outside the scope of managing resistance were excluded, while the remaining significant statements, referred to as "horizons," were identified as the core elements of the security guards' experiences. These horizons encompassed various aspects such as the challenges in enforcing mall policies, de-escalation and conflict-resolution strategies, and the emotional impact of confrontations on the security personnel.

Clustering into Themes, following the identification of horizons, the researcher organized these important statements into core themes that reflected the most significant aspects of the security guards' experiences in handling resistance. These invariant horizons were grouped into major themes such as challenges faced in enforcing safety protocols, encounters with resistant individuals in the mall, conflict resolution techniques, coping mechanisms, and the level of institutional support received. The resulting thematic narrative provided a systematic description of the challenges, strategies, emotional responses, and perceptions involved in their daily work managing resistance.

Textural Descriptions ("What occurred") consisted of verbatim quotes that were used to develop an authentic and comprehensive account of the security guards' challenges

encountered and coping mechanisms in handling resistance. The meaning units derived from their personal narratives were organized within the identified themes such as challenges in enforcement, conflict management, coping strategies, and institutional support to clearly portray their daily realities and emotional responses.

Structural Descriptions ("How the experience occurred") involved analyzing external factors such as mall policies, workplace culture, peer interactions, and security procedures that influenced the security guards' responses to resistance. The researcher examined these underlying determinants along with situational elements like crowd behavior and environmental conditions to understand how they shaped the guards' actions, decisions, and emotional responses during confrontational encounters.

Textural-Structural Synthesis involved integrating the descriptions of the security guards' lived experiences with the external and internal factors that influenced their responses to resistance. This synthesis created a comprehensive narrative that highlighted their emotional and psychological challenges, coping mechanisms, and the role of institutional support, workplace culture, and social interactions. It also emphasized their resilience, professionalism, and the strategies they employed to manage confrontations and enforce policies effectively.

RESULTS AND DISCUSSION

The research consists a group of mall security officers, both male and female, although predominantly men. All of them have been in service for more than three years, gaining substantial frontline experience in the management of customer interactions as well as the application of institutional policy. Their commonality offers a firm ground on which to analyze how prolonged exposure to resistance has influenced their coping mechanisms and working practices.

This study aimed to examine the challenges mall security personnel face when dealing with customer resistance and the coping mechanisms they employ to sustain order, professionalism, and their own well-being in the workplace. Structured into four distinct themes, the results explain how to sustain stress, fatigue and emotional pressure, insufficient training and institutional support, learning to develop personal resilience and a positive attitude, and requesting support and depending on teamwork. Every theme unfolds the challenges faced by guards when they cope with the pressures of policy enforcement as well as the fatigue of continuous resistance. Interviewees explained how long shifts, lack of institutional support, and customer aggressiveness lead to stress and weariness, yet also how calmness, collaboration, and resilience are essential coping mechanisms. Their stories outline the human face of security work, demonstrating that guards are not merely rule enforcers but also professionals who must cope with emotional, psychological, and organizational tensions to maintain order and legitimacy.

Stress, Fatigue, and Emotional Strain

Stress, fatigue, and emotional strain refer to the physical and psychological pressures experienced by mall security guards when repeatedly dealing with resistant

individuals while performing their duties. In this study, it is reflected through reported experiences such as headaches, tiredness, reduced concentration, and emotional exhaustion that affect their ability to maintain effective performance at work. The research discloses that customer resistance usually results in stress, fatigue, and emotional tension between security guards (Hussain 2024). Prolonged standing for hours, being always on the watch, and frequent run-ins with difficult people are exhausting and affect their physical and emotional health. Guards complained of headaches, lack of focus, and demotivation when disagreement escalates, making it difficult for them to work effectively (Morgan, 2025). These results emphasize that the difficulties of rule enforcement are not just operational but also individual as the stress affects their concentration, well-being, and overall workplace performance in the organization.

SP2 shared that the stress experienced in their work sometimes manifests physically, often resulting in fatigue or headaches, particularly when dealing with customers who strongly resist following the rules. Likewise, SP4 revealed that frequent encounters with uncooperative individuals can lead to mental exhaustion, causing moments of mental block that hinder focus and the effective performance of their duties. In the same manner, SP5 described that the demanding nature of their role, requiring long hours of standing and constant vigilance, can be both physically and mentally exhausting. The participant added that stress from dealing with resistance and conflict further diminishes concentration and overall work performance. Collectively, their responses highlight the toll that continuous exposure to stressful interactions takes on security personnel, affecting not only their physical well-being but also their mental endurance and professional efficiency.

These are evident in the responses of the participants during the interview conducted:

“At times, the stress manifests as fatigue or even headaches, especially when I encounter customers who strongly oppose the rules.” (SP2)

“Frequent encounters with uncooperative customers can also be mentally draining. At times, it creates a kind of mental block that prevents us from focusing and carrying out our responsibilities effectively.” (SP4)

“The role demands long hours of standing and continuous alertness, which can be exhausting. At times, the stress brought about by resistance and conflict can be mentally draining, affecting both concentration and overall performance.” (SP5)

Stress, exhaustion, and psychological tension are common concerns for security guards while handling resistance during their line of work (Tran et al., 2020). Chronic exposure to situations of conflict usually translates to physical complaints like headaches, fatigue, and general exhaustion, in addition to the long hours of standing and having to remain observant at all times (Peterkin & Puddester, 2024). The cyclical nature of interactions with resistant individuals causes psychological tension, resulting in distraction, lack of focus, and, in extreme instances, mental blocks that compromise the execution of the task (Leroy et al., 2020). The psychological pressure of the experiences not only impacts work performance but also danger of burnout, as guards grapple to segregate their work life from their well-being. This emphasizes that the hardships of resisting go beyond imposing regulations, directly affecting the physical well-being, mental toughness, and overall effectiveness of security officers.

Current studies highlight that security officers experience high levels of fatigue, stress, and emotional pressure, especially in cases of resistance or confrontation. For example, a 2024 survey of security officers working during the COVID-19 pandemic identified a strong correlation between anxiety, sleepiness, and memory issues: most

officers experienced moderate to severe anxiety, which was linked with disrupted sleep and impaired cognitive performance (Srinivasan et al., 2023). In Metro Manila, Philippines, a 2025 quantitative-qualitative survey of security guards found that work stress, excessive working hours, and low job satisfaction had a significant impact on performance; stress and the number of working hours per day were good predictors of performance impairment (Uy et al., 2025). A 2024 comparative investigation in Turkey between health, education, and security sector workers found similarly that workers in the security sector had higher rates of stress, anxiety, and depression, if somewhat lower than among health service workers, indicating that even where the environment differs, working in security involves tremendous emotional loads (Şanlı et al., 2024).

According to Albert Bandura's Social Learning Theory, individuals learn behaviors and coping strategies by observing and imitating others within their environment. In the context of this study, mall security personnel may develop ways to manage stress, fatigue, and emotional strain by observing how experienced colleagues respond to resistant customers and stressful situations. Theory of Planned Behavior. The Theory of Planned Behavior proposed by Icek Ajzen explains that a person's behavior is influenced by their attitudes, perceived social expectations, and sense of control over a situation. In this study, security guards' responses to resistance and stress are shaped by their belief in their ability to handle conflicts, their professional attitude toward rule enforcement, and the expectations of the organization they represent.

Implications of the findings regarding stress, fatigue, and emotional pressure suggest that security officers need more organizational support to uphold their ability to deal with resistance. Chronic exposure to physically and psychologically stressful

situations not only influences their own welfare but also undermines their capacity to stay vigilant and professional, which may spill over into safety and order within establishments. Resolution of these issues via frequent periods of rest, stress reduction programs, and proper staffing may decrease burnout and enhance overall job performance. In addition, spending money on wellness programs and psychological support systems would not only make guards more resilient but also promote a safer and more cooperative environment for both staff and the general public.

Lack of Training and Institutional Support

Lack of training and institutional support refers to the insufficient skills preparation and limited guidance provided to mall security guards in managing resistance from individuals. In this study, it is manifested through guards' experiences of handling conflicts with minimal training, unclear procedures, and inadequate assistance from supervisors or management. The research indicates that most security guards wrestle with resistance since they lack proper training and sufficient organizational support (Koeppen & Hopkins, 2021). Though they are supposed to enforce disciplinary measures and control conflicts, they are not necessarily provided with the correct skills, advice, or means to effectively manage aggressive or defiant clients. In certain situations, the lack of explicit guidelines or adequate management support forces them to handle conflicts by themselves, which creates discouragement and a sense of vulnerability. Such institutional lack of support not only reduces their confidence in performing their duties but also heightens the chances of conflict escalation and diminishes total job effectiveness (Bandura, 2023).

SP2 expressed that the absence of adequate support or training makes it more challenging to handle confrontational situations, ultimately affecting their ability to

manage resistance effectively. Similarly, SP3 pointed out that while security personnel are expected to address resistance as part of their duties, they are not always provided with the necessary training to properly deal with aggressive or uncooperative individuals. In the same vein, SP6 mentioned that the lack of proper equipment and limited managerial support often make it difficult to enforce rules consistently and confidently. Collectively, their responses underscore the need for continuous training, sufficient resources, and institutional support to enhance the effectiveness and confidence of security personnel in managing resistance and maintaining order within their work environment. These are evident in the responses of the participants during the interview conducted:

“A lack of support or training can make handling these situations harder and affects our ability to manage resistance effectively.” (SP2)

“Although we are expected to handle resistance, we are not always given proper training on how to deal with aggressive or uncooperative individuals.” (SP3)

“Sometimes, we lack proper equipment or support from management, which makes it more difficult to enforce the rules consistently.” (SP6)

Inadequate training and institutional support constitute one of the primary challenges eroding the capacity of security guards to effectively manage resistance in their line of duty (Eshun & Salifu, 2025). While they are tasked with enforcing rules as well as controlling confrontations, such guards are not usually furnished with effective training on conflict resolution, communication tactics, or coping with aggressive tendencies (Folger et al., 2024). This absence of planning pushes them to depend on personal judgment, which elevates the risk of escalation and uneven rule application. Furthermore, inadequate resources like protective gear and the lack of strong management support add to their weakness in executing their functions (Pecchia et al., 2020). Lacking proper direction and institutional backup, the guards usually feel lonely in taking care of aggressive situations,

which not only undermines their confidence but also compromises the overall security and order at the establishment.

The research of Bautista & Esmilla (2025) discovered that organizational elements e.g., ambiguous post-orders, inadequate supervisory instruction, and minimal refresher training were rated among the lowest of all items in guards' feedback about their work environment. Likewise, research by Batac & Bermudez (2024) confirmed that pre-licensing and in-service training do occur, yet there are great differences in curricula content, instructor competence, and transfer of learning, resulting in unevenly prepared guards. Deles (2023) also highlighted in the study that career progression within the industry is poor, with minimal avenues for progression or professional development, even if guards want that. Lastly, research by Ayeo-eo (2023) in Baguio City revealed that while there were many guards who finished basic training for licensing, most feel they are "less competent than would be expected" to handle complex or high-pressure incidents hindered by insufficient enhancement training and weak institutional support.

According to Albert Bandura's Social Learning Theory, individuals acquire skills and behaviors by observing and imitating others within their environment. In this study, security guards' ability to handle resistance is influenced by observing experienced colleagues or supervisors, highlighting how inadequate training and weak institutional support limit opportunities for effective learning and skill development. The Theory of Planned Behavior suggests that behavior is shaped by attitudes, perceived social norms, and perceived control over a situation. In this context, security guards' confidence and effectiveness in managing resistance are affected when insufficient training and organizational backing reduce their perceived control and preparedness, thereby

influencing their intention and ability to respond appropriately to confrontational situations.

The results regarding insufficient training and support from institutions suggest that organizations need to enhance their investment in capacity building and the provision of resources for security guards. Without effective training in conflict resolution and proper support from management, guards become exposed to mistakes in judgment, increased levels of stress, and uneven application of rules, which can undermine safety and order. This matter should be addressed through constant skills training, provision of appropriate equipment, and proper institutional guidelines to ensure not only greater effectiveness and confidence but also the avoidance of the deepening of conflicts. Organizational support rendered further sends the message that guards' work is appreciated, thus the enhancement of morale, job satisfaction, and overall workplace safety.

Developing Personal Resilience and Positive Mindset

Developing personal resilience and a positive mindset refers to the ability of mall security guards to maintain self-control, patience, and optimism when dealing with resistance and stressful interactions. In this study, it is observed through guards' efforts to manage their emotions, stay calm during conflicts, and remain focused on their responsibilities despite challenging situations. The research uncovers that security guards deal with resistance by developing resilience and having an optimistic outlook despite stressful interactions. Rather than permitting fatigue or frustration to overcome them, they actively practice patience, self-discipline, and control over their emotions (Sandua, 2024). By telling themselves that conflicts come with their job and prioritizing their role to maintain rules, they resist taking resistance personally. This cheerful attitude not only aids

them in dealing with stress better but also helps them keep calm, businesslike, and steady in their job of ensuring orderliness and safety in the organization (Golensky & Hager, 2020).

SP1 shared that despite experiencing fatigue and stress at work, they choose not to dwell on negative emotions. Instead, they strive to maintain a positive outlook, believing that allowing stress to take control would only lead to personal suffering. Likewise, SP6 acknowledged that the nature of their work can be exhausting due to long hours, stressful situations, and difficult encounters with customers. However, they manage these challenges by motivating themselves to stay focused on their duties and perform their tasks to the best of their ability. Similarly, SP10 emphasized the importance of professionalism by reminding themselves that conflicts are inherent in their line of work. Rather than taking such encounters personally, they concentrate on fulfilling their responsibilities and ensuring that rules are properly implemented. These are evident in the responses of the participants during the interview conducted:

“As for fatigue and stress at work, I choose not to dwell on them. I try to maintain a positive outlook despite the challenges, because if we allow stress to control us, we will be the ones to suffer.” (SP1)

“The work can be exhausting at times. Dealing with stress, long hours, and challenging attitudes is not easy, but I try to motivate myself by focusing on my responsibilities and doing my best.” (SP6)

“I always remind myself that conflicts are part of the job. Instead of taking it personally, I focus on fulfilling my duty and ensuring that rules are followed.” (SP10)

Building individual resilience and a positive attitude is one of the essential coping mechanisms that allow security guards to deal with resistance successfully (Gist et al., 2023). Instead of letting stress, exhaustion, or aggressive interactions control their work,

they deliberately take on patience, self-regulation, and optimism as a working norm. By turning conflicts into acceptable parts of their work, they don't personalize negative interactions, which protects them from emotional burnout and impulsive responses (Maslach & Leiter, 2022). This resilient mindset enables them to concentrate on their primary duties, keep consistency in enforcing rules, and ensure professionalism even amidst pressure. Such resilience, once fostered, not only protects their well-being but also enhances their capacity for remaining calm, balanced, and effective in maintaining order and safety within the workplace.

Contemporary empirical studies in the Philippines and elsewhere highlight that individual resilience and a positive attitude play a critical buffering role in protecting the impact of stress, exhaustion, and resistance in high-stress jobs. For instance, among police personnel in Camarines Sur indicated that resilience highly predicted improved mental health status, where resilience and quality of life were moderating variables of prime importance in coping with stress and sustaining psychological well-being (Resurreccion, 2024). Likewise, in Filipino troops, a study during the COVID-19 pandemic indicated that individuals with good quality of sleep and perceived health were more resilient, and loneliness and stress were negative predictors of resilience (Falguera & Valencia, 2023). Together, these studies show that building resilience, promoting optimism and positive reappraisal, and practicing self-care (e.g., sleep, health, social relationships) are essential personal resources that security officers can draw upon to better manage resistance and maintain their own well-being.

Social Learning Theory states individuals develop behaviors and coping strategies by observing and imitating the actions of others in their environment. In this study, security

guards can strengthen resilience and maintain a positive mindset by modeling the emotional control, optimism, and professional coping strategies demonstrated by experienced colleagues. The Theory of Planned Behavior stated that behavior is influenced by one's attitudes, perceived social expectations, and perceived control over situations. In this context, guards' intentional adoption of resilience and optimism in handling resistance is shaped by their positive attitudes toward their work, the expectation to remain professional, and their belief in their ability to manage stress effectively.

In the study of Abad et al. 2023 where they found the Philippine Coast Guard is able to identify and accept the effect that difficult tasks and duties may have on families. This might entail responding to the needs and concerns of families as well as educating people about the Philippine Coast Guard's work and any possible difficulties that may arise. The research on building personal resilience and positive attitude suggests that psychological readiness is as vital as physical readiness for security guards when dealing with resistance. Through deliberate optimism, self-regulation, and patience, guards can decrease stress, prevent burnout, and de-escalate conflicts. This indicates that organizations not only need to ensure technical training but also invest in resilience-building programs, including stress management workshops and mental well-being support, to enhance guards' coping capabilities. Encouraging resilience at the workplace would increase their overall performance, protect their well-being, and lead to a safer and more orderly environment for both the staff and the public.

Seeking Support and Relying on Teamwork

Seeking support and relying on teamwork refers to the practice of mall security guards coordinating with fellow guards, supervisors, or management when dealing with

resistant individuals. In this study, it is manifested through actions such as requesting backup, sharing responsibilities, and communicating with team members to effectively manage and de-escalate conflicts. Turning to the Team for Support is the manner in which security guards deal with resistance by looking towards their peers, their superiors, or their management when dealing with difficult customers becomes too much (Kohlrieser G & A, 2024). In the case of this study, teamwork is a coping mechanism that is indispensable as it not only relieves the burden of dealing with aggressive clients, but it also guarantees that rules are enforced effectively and impartially. Through cooperation with other guards and consultation with authorities, security officers ensure professionalism, distribution of responsibility, and de-escalation of conflicts (Schlosser, 2023). The shared strategy underscores the significance of solidarity and communication among security staff in addressing resistance within the mall environment.

SP4 emphasized the importance of teamwork and collaboration in handling difficult situations. When faced with challenges that are too complex to manage alone, they immediately seek the assistance of their fellow guards to address the matter collectively, ensuring safety and efficiency in resolving conflicts. SP7 added that they also coordinate with management when resistance becomes uncontrollable to guarantee that rules are implemented fairly and in accordance with established procedures. This behavior reflects their strong sense of cooperation, responsibility, and adherence to organizational hierarchy. Moreover, the willingness of SP10 to seek support from co-guards or supervisors demonstrates self-awareness, emotional maturity, and recognition of the value of collective action in maintaining peace and order within their workplace. These are evident in the responses of the participants during the interview conducted:

“When a situation becomes too difficult to handle alone, I immediately call the attention of my fellow guards so that we can address the matter together.” (SP4)

“In cases where resistance gets out of control, I coordinate with my fellow guards and sometimes with management to ensure that rules are enforced fairly.” (SP7)

“When I feel that I cannot manage the conflict alone, I rely on the support of my co-guards or seek guidance from our supervisor to resolve the issue.” (SP10)

Requesting assistance and depending on collaboration is an important survival strategy for security guards in managing resistance (Sevindik, 2020). Guards sometimes appeal to their peers, managers, or supervisors when they encounter resistant or combative individuals to split the responsibility of mediating the conflicts. This collaborative method guarantees rules are administered equitably and avoids escalation that would occur if one guard managed the situation on his or her own. Teamwork also offers emotional support since guards are less lonely and more secure in the presence of their fellow workers (Fathima, 2024). Support from colleagues and superiors enhances communication, coordination, and decision-making, which are pivotal in holding back disorder and danger under intense situations. Security personnel can balance enforcement with professionalism through teamwork while lowering stress and providing consistency in policy implementation (Modise, 2023).

Research from 2020-2025 always indicates that support-seeking and dependence on collaboration are essential buffering and pragmatic responses to resistance for security staff: peer-support and collective cohesion reduce personal stress, enhance coping, and maximize incident handling, and systematic reviews and empirical studies of public-safety responders determined that formal and informal peer-support initiatives reduce organizational stress and enhance psychological recovery following critical incidents (Fallon et al., 2023). Field research in the Philippines resonates with these results current

workplace evaluations of security guards indicate that more effective supervisory controls, improved communications, and peer support are connected with increased job satisfaction and sense of capability to manage confrontational incidents (Bautista & Esmilla, 2025). Team dynamics research also indicates that psychological safety, mutual responsibility, and collective efficacy forecast enhanced team learning and crisis performance, which accounts for why guards within cohesive teams report higher confidence and less isolation during resistant encounters (Patil et al., 2023).

According to Albert Bandura's Social Learning Theory, individuals acquire behaviors and coping strategies by observing and imitating the actions of others in their environment. In this study, security guards learn effective teamwork and support-seeking behaviors by observing how experienced colleagues and supervisors collaborate to manage resistance, promoting safer and more coordinated responses. The Theory of Planned Behavior posits that behavior is influenced by one's attitudes, perceived social norms, and perceived control over situations. Here, guards' reliance on teamwork and support is shaped by their positive attitudes toward collaboration, the expectation to follow organizational protocols, and their belief that seeking assistance enhances their ability to manage resistance effectively.

The results suggest that teamwork and support networks are crucial in facilitating security guards to respond efficaciously to resistance. In soliciting help from peers and supervisors, guards can distribute work, minimize the risk of escalation, and uphold a professional attitude when handling aggressive individuals. This implies that institutions with security staff must inculcate a collaborative culture through the reinforcement of communication mechanisms, having clear escalation protocols, and ensuring that guards

are supported by their colleagues as well as the management. Through this, not only would the guards be more effective in rule enforcement, but also their confidence, morale, and general well-being would improve, thus enhancing security operations.

CONCLUSION AND RECOMMENDATION

The study reveals that mall security personnel face significant physical, emotional, and psychological challenges in managing customer resistance, including stress, fatigue, and emotional strain, often exacerbated by insufficient training and limited institutional support. Despite these pressures, guards employ personal resilience, maintain a positive mindset, and rely on teamwork to sustain professionalism, enforce rules effectively, and protect their well-being. Their experiences highlight that security work is not merely about rule enforcement but involves navigating complex human interactions while balancing personal, organizational, and public safety demands.

Organizations employing security personnel should prioritize comprehensive training in conflict resolution, stress management, and communication skills while providing adequate resources and institutional support. Implementing resilience-building programs, peer-support systems, clear escalation protocols, and regular wellness initiatives will enhance guards' coping capacity, reduce burnout, and foster a collaborative culture. By investing in both technical and psychological preparedness, institutions can ensure that security personnel maintain professionalism, effectiveness, and well-being while managing customer resistance.

DECLARATION OF THE USE OF AI TOOLS

I acknowledge the use of ChatGPT and [<https://chatgpt.com/>] to help create the interview guide of the study.

I entered the following prompt: “Create interview guide that can answer the statement of the problem.”

I used the output as a guide in making the questionnaire during the interview.

Prompt: Make my study past tense.

Use: I used the output to convert my study from future tense to past tense.

Prompt: What are possible theory about security guards?

Use: I used the output as a guide to know the applicable theory in my study

I acknowledge the use of ChatPDF and [<https://www.chatpdf.com/>] to help create the theoretical framework of the study.

I entered the following prompt: “What are the roles of security guards?”

I used the output as a starting point for generating ideas.

Prompt: List 2 theories with author and year that could support the study.

Use: I used the output as the guide to make the theoretical framework.

Prompt: What are the related studies that will support my theme?

Use: I used the output as a related literature in my study.

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APPENDIX A

INTERVIEW GUIDE

Introduction

1. Introduce yourself and explain the purpose of the study.
2. Discuss the focus of the study on the lived experiences of the mall security personnel in handling resistance.
3. Provide informed consent, assure confidentiality, and explain voluntary participation.
4. Explain the structure of the interview, including audio recording and note-taking.
5. Ask if the participant has any questions before starting.
6. Test the audio recording equipment.
7. Ensure the participant is comfortable and ready to proceed

Opening Questions

1. Can you please tell me about your background and how long you have been working as a mall security guard?
2. Can you describe a typical day for you as a security guard at the mall?

Core Questions

1. What are your challenges encountered in handling resistance?
 - 1.1 What are the most common difficulties you face when dealing with resistant individuals?
 - 1.2 How does lack of support, training, or resources affect your ability to manage resistance?

1.3 In what ways do these challenges impact your job performance or personal well-being?

2. What are your ways to cope with resistance you encountered?

2.1 What techniques or approaches do you use to calm yourself during or after a conflict?

2.2 How do you manage stress or emotional strain caused by confrontations with resistant individuals?

2.3 Are there support systems that help you cope with these situations, and how effective are they?

Closing Questions

1. Is there anything else you'd like to share about your experience as a mall security guard?

2. What advice would you give to new security personnel who might face the same kinds of resistance?

Concluding Statements

1. Thank the participant for their time and insights.

2. Ask if they would like to receive a copy of the study's findings.

Reassure them about confidentiality and offer further clarifications if nee

APPENDIX B

TRANSMITTAL LETTER



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CERTIFIED: ISO 21001: 2018 Educational Organizations Management System by DNV
ACCREDITED: Philippine Association of Colleges and Universities Commission on Accreditation (PACUCOA)

COLLEGE OF CRIMINOLOGY

August 30, 2025

ARLENE MICAROS
Head of Security
Gaisano Mall
Ozamiz City

Dear **Ma'am Micaros**,

Greetings of Peace!

We, the Bachelor of Science in Criminology students of Misamis University, Ozamiz City are currently working on our Thesis study entitled, "*Lived Experiences of the Mall Security Personnel Handling Resistance*" as a requirement for the course Criminological Research 2.

In this regard, we humbly request your good office to allow us to conduct face-to-face interview with the Male and Female security personnel under your agency. Be assured that informed consent will be secured from the participants before the actual interview and the data to be gathered will be used solely for research purposes.

Attached to this request are the background and methodology sections of our study.

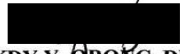
Your approval to this request will contribute to the success of our educational endeavors. For inquiry you may contact this number 0915-906-3279

God bless and more power.

Respectfully yours,


SHINE GRACE O. DETALLA
Group Leader

Noted:


MARKDY Y. ORONG, DIT
Instructor


JOSE F. CUEVAS JR. PhD
College Dean

Approved by:


ARLENE MICAROS
Head of Security



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ACCREDITED: Philippine Association of Colleges and Universities Commission on Accreditation (PACUCOA)

COLLEGE OF CRIMINOLOGY

September 3, 2025

JONGIE N. TAÑAJURA

Head of Security
Robinson Mall
Ozamiz City

Dear Sir Tañajura,

Greetings of Peace!

We, the Bachelor of Science in Criminology students of Misamis University, Ozamiz City are currently working on our Thesis study entitled, *"Lived Experiences of the Mall Security Personnel Handling Resistance"* as a requirement for the course Criminological Research 2.

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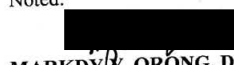
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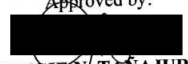

SHINE GRACE O. DETALLA
Group Leader

Noted:


MARKDYK. ORONG, DIT
Instructor


JOSE F. CUEVAS JR. PhD
College Dean

Approved by:


JONGIE N. TAÑAJURA
Head of Security

APPENDIX C

TRANSCRIPT OF THE INTERVIEW

Security Personnel 1

Most customers usually follow the rules, but there are always some who refuse to comply because they only think of their own interests. As security personnel, it is important for us to remain calm and approach the customer with composure. We explain to them that this is part of our duty simply work, nothing personal. However, such situations can be distracting, since I am not only monitoring one person but many customers who are entering and leaving the premises. Their behavior can affect my focus and may also make others feel disrespected. In cases where I can no longer handle the situation, I escalate the matter to my superiors, who then take responsibility for addressing it. Lack of proper training, coupled with limited patience, can make it more difficult to deal with resistant customers. Without adequate preparation, one may react inappropriately when confronted with stubborn individuals. For me, I always keep in mind that this is simply part of my job. Each person has different attitudes, but if we carry our frustrations home, it will inevitably affect our personal lives. I remind myself that I am working for my family, and that every encounter with difficult customers should be seen as part of my professional responsibility. As for fatigue and stress at work, I choose not to dwell on them. I try to maintain a positive outlook despite the challenges, because if we allow stress to control us, we will be the ones to suffer. Ultimately, it depends on one's perspective in life, and I am fortunate that my colleagues are also supportive in these situations.

Security Personnel 2

When customers enter the mall carrying bags, they are required to follow the established protocol, which allows exceptions only for laptop bags. At the entrance, it is my responsibility to ensure that this policy is observed. Whenever I am able to enforce the rules properly, I feel a sense of fulfillment because I know I have carried out my duty as expected. I make it a point to remain calm and composed, carefully explaining the mall's regulations to customers in a respectful and patient manner. Despite these efforts, there are always customers who refuse to comply and insist on doing as they please. This type of resistance inevitably causes stress. It does not only affect my state of mind but also influences the way I perform my duties. At times, the stress manifests as fatigue or even headaches, especially when I encounter customers who strongly oppose the rules. Since I am responsible for monitoring many individuals who enter and exit the mall, one difficult incident can easily disrupt my concentration and hinder the smooth flow of my work. To handle such situations, I practice self-control. Instead of responding with irritation, I calmly explain the reasons behind the policies, emphasizing that these rules are intended for the safety and orderliness of everyone in the establishment. By maintaining patience, I can prevent conflicts and encourage cooperation. However, when customers still refuse to comply despite clear explanations, I follow proper protocol by escalating the concern. First, I report to the head guard, then to the manager, and if necessary, to the security agency overseeing our operations. This ensures that the matter is addressed appropriately without

going beyond my authority. Managing stress is also part of my responsibility. I do my best not to let emotions dictate my actions because any improper response may result in unfavorable consequences, both for myself and for the security team as a whole. To cope, I focus on remaining calm, reminding myself of the importance of my role, and relying on prayer to strengthen my patience. I also keep in mind that I am working for the sake of my family. This perspective gives me the motivation to persevere and endure the challenges of the job. In the end, the work of a security guard requires composure, patience, and discipline. Every day, we encounter individuals with different attitudes and personalities. It is our duty to uphold the rules with professionalism, without taking matters personally. With the guidance of my superiors, the support of my colleagues, and the determination I gain from my family, I am able to carry out my responsibilities despite the pressures and difficulties of the role.

Security Personnel 3

The dress code here is very strict, and it does not really match the climate. Because the weather is hot, it becomes uncomfortable for us to wear the required uniform during long hours of duty. It is Important to slow down and take a rest. It helps me regain my energy after a long day of work. Resting also clears my mind and lessens my stress. When I give myself time to pause, I feel healthier and more prepared to continue with my responsibilities. Sometimes I encounter customers who get angry because of the no-return policy. They usually complain to the staff and raise their voices when their request is not granted. As a security guard, I try to keep the situation calm and make sure no trouble happens inside the mall. For me, it is important to maintain peace while the staff explains the policy to the customer. If I don't have training in a new system or equipment, I usually ask my co-workers who already know how to use it. This way, I can learn the proper steps while doing my duty. Asking for guidance also helps me avoid mistakes that could affect our work. For me, it is better to learn from others than to pretend I know and risk making errors. I try not to overwork myself so that my personal life will not be affected. My job already requires long hours of standing and being alert, so I need enough rest. If I push myself too much, it could harm my health and make me less effective at work. That's why I make sure to balance my duty with time for my family and myself. When I face a difficult situation, I talk to my friends or family about it. Sharing my problems with them helps me release stress from my work as a guard. They also give me advice that helps me handle my duties better. For me, having their support makes it easier to stay strong and focused on my job. If I have negative feelings, I let them out by crying if possible. My work as a guard can be stressful, and sometimes keeping everything inside makes it heavier. Crying helps me release the pressure and feel lighter afterward. When I do this, I can return to my duty with a clearer mind and more focus. For me, a supervisor or manager is effective if they are supportive and open to feedback. When they listen to guards like us, it makes us feel valued and respected in our work. Their support encourages us to do our duty with more dedication. I believe a team becomes stronger and more disciplined when the supervisor or manager treats the staff this way.

Security Personnel 4

With the “no pets allowed” rule, there are always customers who insist on bringing in their pets despite the policy that prohibits animals inside the mall. Through experience, however, I have learned not to feel anxious in such situations. They become more manageable as long as the rules are explained properly and calmly. It can still be disheartening because, as security personnel, that role and responsibility rests on us. When customers resist, it affects us emotionally, but since this is part of our job, we must remain composed and explain the matter carefully to avoid conflict. What often makes the situation more difficult is the way some people look down on security guards and treat them with little respect. The challenges also have practical consequences. Without proper communication tools such as radios, it becomes difficult to respond during emergencies. This is why, when reporting for duty, it is essential that all equipment required by security personnel is complete and functional. Frequent encounters with uncooperative customers can also be mentally draining. At times, it creates a kind of mental block that prevents us from focusing and carrying out our responsibilities effectively. Despite these difficulties, I constantly remind myself of my family. Setting aside my ego helps me avoid unnecessary conflict, and remembering my responsibilities gives me the strength to continue working. Stress is something I choose not to dwell on, because allowing it to take control will only lead to negative outcomes. What helps me most in handling these challenges is the support of my colleagues and, most importantly, the thought of my family, who serve as my greatest source of motivation.

Security Personnel 5

I frequently encounter resistance, especially during the early morning hours when some customers attempt to enter the mall before the official opening time. This situation is quite common, and many individuals insist on forcing their way in despite clear policies that prohibit early entry. Initially, these instances made me feel upset and uncomfortable, but over time I have learned to remain calm and composed. Resistance has become a routine part of the job, and because of its regularity, I have accepted it as something that must be managed professionally. The most common difficulty I face is dealing with customers who cannot wait patiently and continue to insist on entering the premises. Situations like these require effective communication and patience to prevent unnecessary conflict. However, one major challenge is the lack of adequate training and support provided to security personnel. I have observed that colleagues who receive proper training demonstrate greater discipline, patience, and professionalism when dealing with resistant customers. Conversely, those who lack training sometimes display overly strict or even rude behavior, which can escalate tensions rather than resolve them. This line of work also has physical and emotional consequences. The role demands long hours of standing and continuous alertness, which can be exhausting. At times, the stress brought about by resistance and conflict can be mentally draining, affecting both concentration and overall performance. Despite this, I view these challenges as opportunities for personal growth. I have learned to be more vigilant, to think quickly under pressure, and to manage conflicts in ways that maintain order without worsening the situation. When confronted with resistance, I consciously remind myself to stay calm and not allow my emotions to dictate my actions. I recognize that frustration or anger could lead to poor decision-making, so

maintaining composure is essential. In addition, I draw strength from two key sources of support. First is my family, who motivate me to persevere and endure the difficulties of the job. Second is my faith, which provides me with guidance and emotional stability through constant prayer. These supports help me cope effectively and enable me to continue fulfilling my duties despite the challenges. Overall, I have come to realize that working as a security guard is not merely about enforcing rules and regulations. It is also about managing oneself exercising discipline, practicing patience, and maintaining professionalism in the face of resistance. Each difficult situation becomes an opportunity to strengthen resilience and reinforce a sense of responsibility in the role.

Security Personnel 6

There are times when customers can be unruly and refuse to follow instructions. For instance, when told not to bring umbrellas inside the mall, some still manage to slip through with them. Situations like this can be stressful, but I try to remind myself that customers are often regarded as “always right,” so the best approach is to remain calm and patient. Lowering one’s pride is important in this kind of work. Instead of confronting them harshly, I explain the policies clearly, making sure they understand the rules of the establishment. This helps avoid unnecessary arguments or conflicts. Stubbornness is truly one of the most common challenges I face as a security guard. Having proper training is a big advantage because it prepares us to handle resistant customers in a professional way. Through trainings and seminars, we learn how to manage situations without escalating them and how to communicate effectively even when people are uncooperative. Without such preparation, it would be very easy to lose patience, especially when faced with repeated defiance. The work can be exhausting at times. Dealing with stress, long hours, and challenging attitudes is not easy. However, I continue to persevere because I know that I am doing this for my family. Whenever I go home after work and see my children, the exhaustion fades, and I feel reassured. They are my source of strength and motivation to keep doing my best. In these situations, I remind myself to stay calm because such challenges are inevitable in the nature of our job. Being a security guard means encountering all types of people, each with different behaviors and attitudes. What matters is how we respond—with patience, discipline, and composure. When matters become too difficult for me to resolve alone, I follow the chain of command by referring the situation first to our head guard, then to our manager, and, if necessary, to the security agency. This system ensures that every concern is addressed properly without unnecessary confrontation. In the end, I believe that maintaining self-control, drawing strength from my family, and relying on the guidance of my superiors allow me to continue fulfilling my responsibilities despite the stress and challenges of this work.

Security Personnel 7

When customers complaints about the rules, my first instinct is to remain calm and patient. As a security guard, I know that it is part of my responsibility to face different types of people every day. Some customers are respectful and cooperative, while others are easily frustrated or resistant to the rules. In these situations, patience becomes the most important tool. By keeping my composure, I can listen carefully to what the customer is

saying and respond in a way that helps them feel heard. Often, a calm explanation of the rules and the reasons behind them is enough to reduce tension and encourage cooperation. Even when customers become upset or speak harshly, I remind myself not to take their words personally. I focus on my role and my duty, because reacting emotionally could make the situation worse. Instead, I lower my tone of voice, maintain respect, and do my best to make the customer understand that these rules are not personal decisions but official policies of the establishment. In this way, I not only protect myself from unnecessary conflict but also uphold the professionalism expected from a security guard. There are also instances when new tasks are assigned, or when certain situations arise that go beyond my usual responsibilities. If these new tasks or instructions appear to conflict with existing rules or policies, or if they are not aligned with the laws and regulations we are required to enforce, I do not make the decision on my own. Instead, I immediately refer the matter to my superior officers. This is very important because our superiors are trained and authorized to handle such issues. By reporting to them, I ensure that I am acting within the scope of my responsibility and not overstepping my authority. Following the chain of command also helps maintain order within the team. Our head guard, manager, and agency representatives provide the guidance and direction we need when handling complicated or unusual situations. By relying on their leadership, I can be confident that the actions we take are fair, lawful, and in line with the policies of the mall. This process also prevents confusion and ensures that accountability is clear whenever decisions are made. I believe that being a security guard requires more than physical presence; it requires patience, discipline, and the ability to manage emotions under pressure. Complaints and resistance from customers are challenges that cannot be avoided in this line of work, but they can be handled with professionalism if we remain calm and follow the proper procedures. At the end of the day, I always remind myself that my duty is not only to enforce rules but also to maintain peace and order in a way that reflects respect for everyone. With patience, proper communication, and the guidance of my superiors, I am able to carry out my responsibilities effectively despite the difficulties I face.

Security Personnel 8

I often encounter resistance, particularly from customers who insist on entering the mall with food or drinks, even though the rules clearly prohibit it. These situations are common, and while they can be frustrating, I make a conscious effort to remain calm and composed at all times. I remind myself that emotions, especially anger, should never take control when dealing with resistant individuals. Maintaining self-control is essential, not only to prevent escalation but also to uphold professionalism in my role as a security guard. The most common difficulty I face is when people refuse to follow simple rules such as “no food or drinks.” While these policies are designed for the safety and cleanliness of the mall, some customers perceive them as unnecessary or restrictive, which leads to conflict. What makes it more challenging is the lack of adequate training and institutional support. Without proper guidance, it can be harder to manage resistance effectively, and some security personnel may feel unprepared when handling difficult situations. This lack of training directly impacts the quality of service and the ability to enforce rules consistently. Over time, however, I have adapted to these situations and learned not to take them personally. Resistance has become a normal part of the job, and with experience, I have

developed strategies to cope with it in a healthier manner. I no longer allow it to affect my performance or overall well-being as much as it used to. When stress arises, I make it a point to stay emotionally steady and approach the situation with patience. This helps me maintain focus and prevent unnecessary stress from carrying over into other aspects of my life. Support from co-workers has also been a significant factor in helping me handle these challenges. Advice from colleagues who have more experience often provides practical ways to de-escalate situations. Knowing that I can rely on my team gives me confidence and makes me feel less isolated when facing resistance. I strongly believe in the importance of showing respect, both toward co-workers and customers, regardless of the situation. Treating others respectfully creates a more cooperative environment and encourages positive interactions, even with those who initially resist. At the end of the day, I see my role not just as enforcing rules, but also as providing good service and ensuring order inside the mall. Handling resistance is not easy, but by practicing patience, self-control, and respect, I am able to perform my responsibilities effectively and continue to grow in my work as a security guard.

Security Personnel 9

When customers do not follow the rules and regulations of the store, I cannot deny that it affects me emotionally. I sometimes feel bad because, as a security guard, my role is to ensure that these policies are observed for the safety and order of everyone. At times, I even feel disappointed, especially when customers not only refuse to comply but also place the blame on us or become confrontational. These moments can be discouraging, because instead of recognizing that we are only doing our duty, some customers treat us as if we are the cause of their inconvenience. When such situations happen, I try my best to talk to the customer in a respectful way and explain why these rules exist. However, there are times when customers still choose to argue or raise complaints against us, which can be very challenging. It truly affects me because the stress makes it difficult to focus and perform my work properly. When my mind is distracted by conflict, I cannot think clearly, and it becomes harder to maintain the level of professionalism that is expected of me. Despite these challenges, I have learned to manage myself by staying calm and practicing positive thinking. I always remind myself that this is part of my job, and that my duty is to serve and protect both the establishment and the people inside it. Instead of letting negative encounters control my emotions, I try to face each day in a good mood and with a positive outlook. By doing this, I am able to continue my work without being consumed by frustration or disappointment. One of the ways I cope effectively is by relying on my companions at work. Having supportive colleagues, such as my fellow security guards and supervisors, makes a big difference. We encourage one another, share our experiences, and remind each other to stay patient. Their presence is truly effective in helping me deal with stressful situations. Knowing that I am not alone, and that my team understands the struggles I face, gives me the strength to continue my job with dedication.

Security Personnel 10

Within the past month, I have often encountered situations where customers try to enter the mall carrying bags. In such cases, my first response is always to remain calm and

explain politely that the bags must be deposited in the proper area outside before they are allowed inside. I remind myself not to be irritated, and I take time to clarify the mall protocols so that customers will understand the reason behind the rule. Despite these efforts, there are still customers who resist and insist on entering the mall with their bags. Encounters like these affect the way I perform my job because they require additional patience and communication skills. Fortunately, the trainings and seminars we attend as security personnel provide us with strategies on how to handle customers properly. These lessons guide us in maintaining professionalism and composure even when faced with uncooperative individuals. At times, I admit that I feel tired and even frustrated, especially when the situation repeats itself. However, I choose to approach the work with positivity. I remind myself that this is the duty entrusted to me, and that I should do it wholeheartedly. By keeping calm and explaining the policies clearly, I can often convince customers to follow the rules without escalating the matter into a bigger conflict. Enjoying the work, no matter how difficult it becomes, allows me to keep my spirits up. I treat every challenge as part of my role and remind myself to keep moving forward. Whenever situations become difficult to handle, we follow the proper chain of command—reporting first to the head guard, then to the manager, and if necessary, to our security agency. This system ensures that we handle every concern fairly and responsibly. In the end, I remind myself that challenges are part of being a security guard. The key is to remain calm, to explain policies with patience, and to continue fighting for the purpose of serving people and supporting my family. Even when exhaustion sets in, I try to enjoy my work, because this is not only a responsibility but also an opportunity given to me.

APPENDIX D

RESEARCH DATA GATHERING APPROVAL FORM



Misamis University

Ozamiz City



MISAMIS UNIVERSITY RESEARCH CENTER

CERTIFIED: ISO 21001: 2018 Educational Organizations Management System by DNV
ACCREDITED: Philippine Association of Colleges and Universities Commission on Accreditation (PACUCOA)

MU-RC-042/13 November 2024

Thesis/Research Data Gathering Approval Form

Date: October 17, 2025

Name of Authors: Shine Grace O. Defola, Andre Ben C. Maranon, Jay A. Jimenez, Kyle Mae Brindim
College/Department: College of Criminology
Research Title: Lived Experiences of the Mal Security Personnel Handling Resistance

Data Gathering Procedure:

a. Type of Research: (Kindly check)

☐ Quantitative ☒ Qualitative ☐ Experimental
☐ Approved Research Title & Problem/Objectives ☐ Approved Data Gathering Procedure ☐ Approved Data Gathering Instrument/Data Sheets

b. Respondents/Participants/Subject/Samples to be Collected: _____

c. Procedure:

☐ Survey ☒ Interview ☐ Experimentation ☐ Laboratory Testing

d. Place of Implementation/Study Area: _____

If to be conducted outside the school campus, indicate the nature of transportation to be used:

☐ Own private vehicle ☒ public utility vehicle ☐ rental ☐ Others, please indicate _____

e. Date/s of Implementation/Sampling: _____

Attachments:

☐ Approved Letter of Consent from the designated authority in the area/place where the study is to be conducted
☒ Signed Parents' Consent

The thesis proposal mentioned above is hereby recommended for the commencement of data gathering implementation.

Recommended by:

Bernadine B. Conape, MScT
Thesis/Research Adviser

Mr. Markedy D. Drog
Thesis/Research Instructor

Approved by:

Jose T. Chua, PhD
College Dean

CONTROLLED DOCUMENT

APPENDIX E

INFORMED CONSENT



Misamis University
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MISAMIS UNIVERSITY RESEARCH ETHICS BOARD
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MU-REB-010/03 March 2022

INFORMED CONSENT FORM (PORMA SA NASABTAN NGA PAGTUGOT)

Name of the Researcher/Investigator
(Nagtuon): Shine Grace D. Detalla, Andre Ben G. Murallon, Jay A. Jimenez, Kyle Mark D. Panimdim
Course: Bachelor of Science in Criminology
College: College of Criminology - Misamis University
Email / Contact Number: 09159063299
Thesis Title: "Lived Experiences of the Mail Security Personnel Handling Resistance"

PART I. INFORMATION SHEET	
Introduction (Pasiuna)	Good day! I am <u>Shine Grace D. Detalla</u>, the principal researcher/investigator of the study entitled <u>"Lived Experiences of the Mail Security Personnel Handling Resistance"</u>. I am a graduate student under the program <u>Bachelor of Science in Criminology</u> at Misamis University in Ozamiz City. I am to conduct the research with <u>security personnel</u> as participant. In this vein, I am respectfully seeking your voluntary participation, being qualified to give your informed consent to take part in this study. Before you decide whether to participate or not in this study, please read the succeeding information about the study and feel free to ask questions anytime should there be anything you do not understand or want to clarify. If you agree to answer the interview, you will be asked to affix your name and signature on this form for which you will be given a copy. (Maayong adlaw! Ako si <u>Shine Grace D. Detalla</u>, ang nagpahigayon sa pagtuon <u>kabahin</u> sa <u>"Lived Experiences of the Mail Security Personnel Handling Resistance"</u>. Ako usa ka estudyante sa <u>Criminology</u> sa <u>Misamis University</u>. Ako nagapili kanimo isip participant nga maoy mutubag sa gikinahagnglang impormasyon niining gihimong pagtuon. Ako gikinahanglan nga ikaw naa sa saktong edad ug naay kakayahan nga mohatag sa pagtugot aron makaapil niini nga pagtuon. Sa dili pa ka mohukom sa pag-apil niini nga interview, palihug sa pagbasa sa mga impormasyon sa ubos ug gawasnon ka nga makapangutana kon adunay wala nimo nasabtan o gusto nimong iklaro. Kung motugot ka sa pagahimoon nga interview, papirmahon ka niini nga porma ug tagaan usab ka ug imong kaugalingong kopya.
Purpose (Katuyoan)	The purpose of this study is to explore the lived experience of mail security personnel in handling resistance. This research highlights security personnel challenges and coping mechanism. (Indicate the significance). (Ang katuyoan niini nga pagtuon mao ang pag-ila sa mga hagit sa mga security personnel kung naay resistance na mahitabo. Kini nga pagtuon makahatag og kasayuran kung giunsa nila pag-unlad sa inyon na mga hagit.)
Type of Research Intervention (Matang sa Interbensyon sa Pagtuon)	This study will be conducted through interviews. The gathering of data will be conducted in person. (Kining pagtuon pagabuhaton pinaagi sa interview. Personal ang pagkuha sa datos.)
Selection of	The selection of the participants is based on the following inclusion



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Participants (Pagpili sa mga Partisipant)	criteria: <u>personnel in mail setting with experience in handling resistance</u>, and <u>willingness to participate</u> (Indicate as applicable to your study.) (Ang mga partisipante niini nga pagtuon mao ang indibidwal nga naga-angkon sa mosunod: <u>nagtrabaho sa mail ka</u>, <u>naay experience bahin sa</u>, <u>adamo mo participate</u>.) <u>mail-atang security</u> <u>pag handle ng resistance</u> <u>personnel</u>
Voluntary Participation (Boluntaryo nga Partisipasyon)	Your participation has to be voluntary and will not affect your situation or status in any way, including your relationship with the researcher. You are free to decide if you will take part or not. If you decide to participate, you are free not to answer any questions that you do not prefer to answer. (Boluntaryo ang imong pag-apil ug kini dili makaapekto sa imong sitwasyon o estado apil na imong relasyon sa nagtuon. Gawasnon ka nga modesisyon kung kung moapil ka niini nga pagtoon o dili. Kung mo-decision ka nga moapil, gawasnon ka nga dili motubag sa bisan asa nga pangutana nga dili nimo gusto nga tubagon.)
Procedure (Pamaagi)	The participants will be given ample time when to undertake the interview. The interviews will be undertaken once or several times when necessary. The researcher will transcribe the interviews to be used for the analysis of the data. The information and data provided by you as a participant will be utilized for this study alone and will be treated with the utmost confidentiality. (Ang mga partisipante pagahatagan og igong panahon sa pag-apil sa interview. Ang interview pwedeng himoon kausa nga higayon o sa makadaghan depende sa panginanghalanon. Isulat sa nagtuon ang interviews para sa pag-analisa sa datos. Ang mga impormasyon ug datos nga nakuha gikan kanimo isip ka partisipante gamiton lamang niining research og hatagan og tumang pag-amping nga dili mabutyag.)
Duration (Gidugayon)	The gathering of data through the interview will last for 45 minutes to 1 hour. (Ang pagkuha sa datos pinaagi sa interview mokabat ngadto sa <u>45 minutes to 1 hour</u>.)
Risks and Discomforts (Risiko ug Kahasol)	The respondents will be protected from physical, social, or economic risks. In case the items in the survey instrument are too personal and make you feel uncomfortable, you may decline to answer any or all questions and may terminate your involvement at any time you choose. (Ang mga partisipante ginaprotektahan sa pisikal, sosyal o ekonomikanhong risiko. Kung pananglitan adunay mga pangutana nga personal ra kaayo o kung dili ka komportable, mamahimong dili ka motubag o mabalibad sa pagtubag sa bisan asa o sa tanang mga pangutana ug moatras sa pag-apil sa bisan unsang panahon nga imong gusto.)
Benefits (Kaayohan)	This study will enable you to shed light or provide understanding about <u>Challenges encountered and coping mechanism of security personnel</u>. Thus, your responses shall be highly valued being deemed important in the field of <u>Criminology</u>. (Kini nga pagtuon makapahimo kanimo paghatag og katin-awan o pagpasabot kabahin sa <u>security personnel</u>. Ang imong mga tubag hatagan og dakong bili nga giisip nga importante sa linya sa <u>Criminology</u>.)
Reimbursements (Hulip nga bayad)	There will be no monetary expenses or costs on your part as a respondent, nor any monetary compensation for your participation in this study. However, personal protective equipment (PPE) like face masks, alcohol and face shields may be provided during the gathering of the research data.



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	<i>(Wala kay magasto sa imong pag-apil niini nga pagtuon ug dili usab ka bayaran ug kwarta sa imong pag-apil niini nga pagtuon. Apan adunay nga personal protective equipment (PPE) sama sa face masks, alcohol ug face shields nga pwede nga mahatag sa panahon sa pagkuha sa mga datos)</i>
Confidentiality of Data (Pag-amping sa Datos)	Only the researcher will have access to the information and responses of the participants. The personal identifying information of the participants will only be used for research analysis and will be treated with the utmost confidentiality. During the study, all data will be kept in a locked, secure filing cabinet, of which will be discarded 6 months after the publication of the results. <i>(Ang nagtuon lamang ang makakita sa mga impormasyon ug tubag sa respondents. Ang mga datos nga makuha i-analisa ug hatagan og tumang pag-amping aron dili ibutyag. Sa panahon sa pagtuon, ipahimutang sa usa ka selyadong filing cabinet ang tanang datos nga pagagub-on human sa 6 kabulan gikan sa pag-publish sa resulta.)</i>
Sharing of Findings (Pagpaambit sa Nakaplagan)	The results of this study will be presented during the thesis/dissertation final defense of the researcher. Also, the research findings may be shared through publications and conferences with the assurance that the identities of the respondents will remain confidential. A printed copy of the completed study will be provided to the participants. <i>(Ang mga resulta niini nga pagtuon ipresenta sa panahon sa final defense sa thesis/ dissertation sa nagtuon. Ang mga nakaplagan sa pagtuon posible nga ipaambit pinaagi sa mga publications ug conferences nga adunay kapanigurohan nga dili mabutyag ang pagkatawo sa mga partisipante. Pagahatagan og isa ka giimprinta nga kopya sa kumpleto nga pagtuon ang mga partisipante.)</i>
Rights to Refuse or Withdraw (Katungod sa Pagpalibabad o Pag-undang)	You are free to withdraw or terminate participation at any stage of the study, without the need to give any reason. You will not be penalized in case of termination of participation. <i>(Gawasnon ka nga moatras or moundang sa pag-apil sa bisan asa nga punto sa pagtuon nga dili na magkinahanglan pa ug rason. Dili ka ipamulta sa pag-atras o pag-undang.)</i>
Who to Contact (Kinsa ang Kontakon)	Should there be any queries as a parent, you can contact the researcher through the following details: <i>(Kung adunay mga pangutana, mamhimo nga mokontak pinaagi aning mga detalye:)</i> Name of the Researcher (Ngalan sa Nagtuon): <u>Shine Garcia B. Detalla, Andre Ken C. Muralan, Jay A. Jimenez, Kyle Mae B. Panindilim</u> Cellphone Number/s: <u>09503751896</u> e-mail ad: <u>shinedetalla@gmail.com</u>



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MU-REB-010/03 March 2022

**STATEMENT BY THE RESEARCHER
(PAGPADAYAG SA NAGTUON)**

I will read the Information sheet to the potential participant. With the best of my ability, I make sure that the participant will understand the interview questions and that possible follow-up interviews may be undertaken.

(Akong pagabasahon ang mga nasulat niining Information Sheet ngadto sa potensyal nga partisipante. Kutob sa akong mahimo siguroon nako nga masabtan sa partisipante ang mga pangutana sa interview ug ang possible nga follow-up nga interviews.)

I can assure that the participant will be given an opportunity to ask questions about the study, and all the questions raised will be answered fully. I can likewise assure that the participant will not be coerced into giving consent that must be free and voluntary.

(Gisiguro ko nga ang partisipante mahatagan og panahon sa pagpangutana kabahin niining pagtuon og ang tanang pangutana nga iyang gihatag matubag sa hingpit. Siguroon ko usab ang maong partisipante dili mapugos sa paghatag sa pagtugot nga kinahanglan nga gawasnong og boluntaryo.)

A copy of this Informed Consent Form will be provided to the participant.
(Ang kopya sa niining Informed Consent Form itatag ngadto sa respondent.)

Print Name of Researcher (Ngalan sa Nagtuon): SHANE C. KALAF, D. DE TALLA, ALBERT BEN C. MURILAN,
JAY A. JIAETHEL, KYLE MAE B. PANIPIAN



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MU-REB-010/03 March 2022

PART II. CERTIFICATE OF CONSENT

This research entitled "Lived Experiences of the Mail Security Personnel Handling Resistance" by Rejalla, Mirallem, ni Jimenez, Basimada, with the aim of gathering information and data pertaining to the lived experience of mail security personnel handling resistance, has been presented and explained to me clearly. Since the study involves security personnel, I am chosen as one of the participants.

(Kini nga pagtuon gititulohan, "Lived Experiences of the Mail Security Personnel Handling Resistance" ni Rejalla, Mirallem, ni Jimenez, Basimada, nga adunay tumong sa pagkuha og impormasyon ug datos kabahin sa experience sa mga mail security personnel, gipresenta ug gipasabot og klaro kanako. Tungod kay ang pagtuon kay kabahin sa security personnel, ako napilian isip usa sa mga partisipante.

I have read the foregoing Informed Consent Form, or it has been read to me. I had the opportunity to ask questions, which were subsequently answered fully. I consent voluntarily to be a participant of this study.

(Akong nabasa ang nauna nga Informed Consent Form, o gibasa kini kanako. Natagaan ako og higayon nga makapangutana nga natubag sa hingpit. Ako mosugot nga boluntaryo nga mahimong participant sa niining pagtuon.)

Print Name of Participant (Ngalan sa Partisipante): _____
Signature of Participant (Pirma sa Partisipante): _____
Date: [MM/DD/YYYY] _____

If Illiterate (Kung dili makasulat ug makabasa)

If the respondent is illiterate, a witness who is literate will sign. The respondent will choose him/ her and who is without connection with the researcher or the research group to attest this undertaking. The respondent will affix his thumb print.

[Kung ang participant kay dili makabasa o makasulat, mopirma ang usa ka makabasa ug makasulat nga testigo. Ang respondent ang mopili kaniya nga walay koneksyon sa nagtuon o sa iyang grupo para mopamatuod sa gimbuhaton. Ang respondent mobutang sa iyang tamla (thumb print)].

Name and Signature of the Witness
(Ngalan ug Firma sa Testigo)

Thumb mark

APPENDIX F

PARENT'S CONSENT



MISAMIS UNIVERSITY
Ozamiz City
Department of Student Affairs & Services

MU-DSAS-006/02June2023

PARENT'S CONSENT

Sponsoring Group/Organization

I am allowing my son/daughter/ward, Shine Grace O. Detalla, to join the Research data gathering (activity) to be held on September 12-15, 2025 at Ozamiz city under the supervision of Mrs. Bernafior Canape (Adviser/Faculty).

I understand that Misamis University exercises the necessary safety precautions in this activity.

In consideration of the benefits to be derived from the above activity, I expressly waive any and all claims against the administration or any member of the faculty and staff of the Misamis University on account of any unforeseen accident or injury that my son/daughter/ward might incur in connection with the aforementioned activity.


EVELYN O. DETALLA
Signature over printed name of
Parent/Guardian

Sept. 8, 2025
Date


SHINE GRACE O. DETALLA
Signature over printed name of
Student

Sept. 8, 2025
Date

Important: This form shall be submitted to the DSAS Office at least two (2) days before the conduct of the activity.

SUBSCRIBED AND SWORN to before me, this ____ day of _____ at _____, Philippines, that the herein affiant personally came and appeared with his/her _____, as evidence of his/her personal identity.

Doc. No. _____
Page No. _____
Book No. _____
Series of 20 _____

Notary Public
Until _____
PTR No. _____
IBP No. _____
TIN No. _____
Roll No. _____

APPENDIX G

DOCUMENTATION



The researchers asked if the participants would be willing to become our participant, and he agreed, and then, interviewed him during his lunch break.



The researchers approached the security personnel, and explained the intention of the study and asked if he was willing to become our participant, and he agreed.



The researchers conducted an interview with a security personnel during his break. Before starting the interview, we first asked for his consent if we could interview him, and he agreed. He mentioned that he had also experienced conducting interviews before when he was still studying, which made him more comfortable participating.



The researchers asked their supervisor if he would agree to be interviewed, and he willingly agreed to become our participant. During the interview, we asked him several questions based on our interview guide.

APPENDIX H

CERTIFICATE OF PUBLICATION


RESEARCH & SCIENTIFIC INNOVATION SOCIETY
RSIS

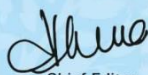
**The Board of
International Journal of Research and
Innovation in Social Science**
ISSN: 2454 -6186

Is hereby awarding this certificate to
SHINE GRACE O. DETALLA

In recognition of the publication of the paper entitled
Lived Experiences Of The Mall Security Personnel Handling Resistance

Published In IJRIS Online Journal

Page No. 6348-6358 Volume 9 Issue 11 Month November Year 2025


Chief Editor

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Is hereby awarding this certificate to
JAY A. JIMENEZ

In recognition of the publication of the paper entitled
Lived Experiences Of The Mall Security Personnel Handling Resistance

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ISSN: 2454 -6186

Is hereby awarding this certificate to

KYLE MAE B. PANIMDIM

In recognition of the publication of the paper entitled

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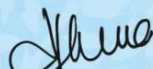
ANDRE REN C. MURALLON

In recognition of the publication of the paper entitled

Lived Experiences Of The Mall Security Personnel Handling Resistance

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APPENDIX I

TURNITIN RESULT

Shine Grace O. Detalla.docx

 Misamis University

Document Details

Submission ID	56 Pages
trn:oid::28447:135531480	
Submission Date	12,980 Words
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Download Date	80,936 Characters
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CURRICULUM VITAE



PERSONAL BACKGROUND

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EDUCATIONAL BACKGROUND

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Secondary: High School Diploma
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Lam-An Ozamiz City
May 2022

Elementary: Elementary Diploma
Andrea D. Costonera Elementary School
Aguada, Ozamiz City
March 2016

TRAINING/SEMINARS ATTENDED

- Reserved Officers Training Course
Misamis University, Ozamiz City
2022-2023
- Seminar-Workshop in Dactyloscopy
Misamis University, Ozamiz City
November 18, 2023

- Water Search and Rescue Training
Misamis University, Ozamiz City
December 12-16, 2025
- Effective Communication in Action: Skills and Strategies
Misamis University, Ozamiz City
February 20, 2026
- Seminar on Police Report Writing
Misamis University, Ozamiz City
February 27, 2026

CURRICULUM VITAE

PERSONAL BACKGROUND

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EDUCATIONAL BACKGROUND

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May 2022

Elementary: Elementary Diploma
Catadman Manabay Elementary School
Ozamiz City
March 2016

TRAINING/SEMINARS ATTENDED

- Reserved Officers Training Course
Misamis University, Ozamiz City
2022-2023
- Seminar-Workshop in Dactyloscopy
Misamis University, Ozamiz City
November 18, 2023

CURRICULUM VITAE

PERSONAL BACKGROUND

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EDUCATIONAL BACKGROUND

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June 2026
Secondary: High School Diploma
Science, Technology, Engineering, and Mathematics
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Maningcol Ozamiz City
May 2022
Elementary: Elementary Diploma
San Antonio Elementary School
San Antonio Ozamiz City
March 2016

TRAINING/SEMINARS ATTENDED

- Reserved Officers Training Course
Misamis University, Ozamiz City
2022-2023
- Seminar-Workshop in Dactyloscopy
Misamis University, Ozamiz City
November 18, 2023

- Water Search and Rescue Training
Misamis University, Ozamiz City
December 12-16, 2025
- Effective Communication in Action: Skills and Strategies
Misamis University, Ozamiz City
February 20, 2026
- Seminar on Police Report Writing
Misamis University, Ozamiz City
February 27, 2026

CURRICULUM VITAE

PERSONAL BACKGROUND

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EDUCATIONAL BACKGROUND

College: Bachelor of Science in Criminology
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December 2026

Secondary: High School Diploma
Humanities and Social Sciences
Maigo National High School
Maigo , Lanao del Norte
May 2022

Elementary: Elementary Diploma
Maigo Central Elementary School
Maigo , Lanao del Norte
March 2016

TRAINING/SEMINARS ATTENDED

- Reserved Officers Training Course
Misamis University, Ozamiz City
2022-2023
- Seminar-Workshop in Dactyloscopy
Misamis University, Ozamiz City
November 18, 2023