

**CHALLENGES ENCOUNTERED BY THE TRAFFIC ENFORCERS IN THE
IMPLEMENTATION OF TRAFFIC RULES AMONG
NON-COMPLIANT ROAD USERS**

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ABSTRACT

Traffic enforcers played a crucial role in ensuring order and security on the roads through traffic regulation compliance, the management of traffic violations, and the promotion of discipline among motorists and pedestrians. This study explored the challenges encountered by traffic enforcers in the implementation of traffic rules among non-compliant road users. The study adopted a qualitative approach using a phenomenological design in a city in the province of Misamis Occidental and targeted traffic enforcers. Ten traffic enforcers were involved through purposive sampling, and data were gathered through semi-structured interviews and analyzed using Moustakas' thematic approach. The results identified six prominent themes: resistance and lack of discipline among road users; operational and systemic enforcement challenges; professionalism, patience, and respectful communication; enforcement through citations and penalties; strengthening traffic education and awareness campaigns; and consistent and fair enforcement of traffic regulations. The findings revealed that traffic enforcers faced multiple challenges in implementing traffic rules among non-compliant road users. These included resistance and lack of discipline among motorists and pedestrians, operational and systemic enforcement issues such as limited manpower and inconsistent rule application, and emotional stress caused by confrontations. Despite these difficulties, traffic enforcers managed situations through professionalism, patience, and respectful communication. The study also revealed that effective enforcement depended not only on penalties and citations but also on continuous traffic education, awareness campaigns, and consistent and fair implementation of rules. Overall, the study highlighted that a balance between firm enforcement and public cooperation was essential to promote discipline and ensure safer road environments. The research concluded that traffic enforcement was most successful when it reconciled firmness with fairness, authority with education, and discipline with respect, thereby ensuring safer and more disciplined road usage. It was recommended that traffic management agencies strengthen institutional support, provide comprehensive and continuous training, adopt innovative technology-driven solutions, and intensify traffic education and awareness initiatives to foster public trust, minimize resistance, and promote safer, more compliant road use.

Keywords: *compliance, law enforcement, resistance, road discipline, traffic enforcers.*

DEDICATION

*This paper is dedicated to Almighty God,
Whose guidance, wisdom, and strength have empowered us in this endeavor.
To our loving families,
Whose sacrifice, patience, and unconditional love inspired us and
Remained our source of strength, we are deeply indebted.
Their constant encouragement provided us the guts to hang on and the will to succeed.*

And also

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And

*This study is humbly offered to all traffic enforcers and public servants,
Whose commitment and devotion have served as the inspiration for this study.
May this study find its place as a worthwhile contribution to their further quest for
discipline,
order, and safety to the community*

The Researchers

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INTRODUCTION

Background of the Study

Traffic enforcement was crucial for keeping the public safe. However, the challenges that traffic enforcers faced, particularly in the province of Misamis Occidental, often went unnoticed and had not thoroughly studied. Non-compliance among road users was a constant issue (Malomo, 2020; Himawan, 2023). This not only weakened traffic rules but also put both enforcers and the public in danger. The study aimed to identify the specific difficulties traffic enforcers faced when dealing with uncooperative motorists and pedestrians. It also examined the strategies they used to handle such challenges that could shape local traffic management policies, improve enforcement methods, and educate road users. Traffic enforcers played an important role in keeping roads safe and ensuring smooth traffic flow in provincial areas like Misamis Occidental. Their presence helped regulate how all road users behaved and supported the enforcement of traffic laws meant to prevent accidents and congestion (Sharma & Dehalwar, 2025). Encouraging everyone to follow traffic rules, traffic enforcers contributed to a safer and more organized community, which benefited drivers, pedestrians, and the public.

The experiences of traffic enforcers provided useful insights into the daily challenges of enforcing traffic law (Grote, et al., 2021; Empinado, et al., 2023). Working on the front lines of road management, these individuals interacted directly with drivers and pedestrians (Rezwana & Lownes, 2024). They witnessed both compliance and violations up close. Their experiences highlighted not just the technical side of traffic enforcement but also the emotional, physical, and social pressures they encountered (Paje, et al., 2022; Lazarus, et al., 2025). This included facing verbal abuse, non-cooperation, and

even threats to their safety. Despite their important role, traffic enforcers often faced limited resources, unclear policies, and little support from their organizations (Goetsch & Lobaton, 2023). These challenges made it harder for them to manage traffic and enforce the law effectively (Woods, 2021). Examining their perspectives, researchers and policymakers were able to better understand gaps in enforcement strategies, training needs, and systemic issues that statistics might have missed (Bullock, et al., 2021). Understanding their experiences was key to creating more effective and compassionate traffic management policies (Grote, et al., 2021).

In the last three years, data showed a substantial number of non-compliant motorists in the Philippines, indicating ongoing difficulties in traffic enforcement and management. According to the Land Transportation Office (2022), 289,140 traffic apprehensions were documented in the first half of the year alone, demonstrating widespread infractions nationwide. This figure increased in 2023 to 529,578 violators apprehended and rose again in 2024 to 639,323 violations, marking a 21% increase over the previous year. The steady rise in apprehensions not only reflected the increasing vigilance of enforcement authorities but also underscored the urgent need for more effective compliance efforts and public information campaigns to address the persistent issue of road rule violations.

Traffic management and road safety were essential pillars of a properly functioning society, as they facilitated the safe, efficient, and orderly movement of people and goods (Ederer, et al., 2023). Traffic rules were an important aspect of road safety around the world that aimed to promote collision avoidance, mitigate pressures of congestion, and protect all road users' drivers, passengers, and pedestrians (Berhanu, et al., 2023). Traffic management called for the enforcement of rules and design standards that promoted driver

compliance; adherence to traffic rules was paramount. Where traffic rules were obeyed, there was a lesser chance of collision, injury, and death compared to disobedience of traffic rules, which resulted in reckless traffic behavior, perilous travel times, and the needless frustration of public safety and fair conduct (Funk, 2023). Therefore, traffic regulations and safety indirectly safeguarded not just individual road users but also sustained ongoing public and social lives as well as economic stability (Hyder, et al., 2022). Governments at all levels continued to make investments in policies, systems, and personnel oriented toward improving safety on the roads while enhancing traffic movement (Ehsani, et al., 2023).

Traffic management was essential for urban planning (Lilhore, et al., 2022). It helped maintain the orderly movement of vehicles and pedestrians, reduced traffic jams, and improved road safety. In rapidly growing areas, effective traffic systems were important for economic productivity, environmental health, and residents' quality of life (Nadrian & Pirehbabi, 2025). A key aspect of traffic management was the enforcement of traffic rules, which prevented accidents, ensured driver and pedestrian compliance, and encouraged responsible behavior on the roads (Cociu, et al., 2022). However, traffic law enforcement around the world faced several challenges, including limited staff, insufficient technology, public non-cooperation, and corruption (Ibrahim, 2024). These problems were more severe in developing countries, where urban populations often grew faster than traffic infrastructure and enforcement capabilities could keep up (Verma, et al., 2021). Many traffic enforcers had to manage high volumes of vehicles and pedestrians, often in dangerous conditions and without enough support (Goetsch, et al., 2023). Non-compliance among road users, such as ignoring traffic signals, illegal parking, reckless driving, and

jaywalking, made their job even harder. These actions not only put lives at risk but also added to road congestion and reduced the effectiveness of traffic laws (Wided, et al., 2023). Frequently, a lack of public awareness and discipline, along with inefficiencies in institutions, led to widespread disregard for traffic regulations (Boateng, 2021).

The traffic situation in the Philippines, especially in major cities like Metro Manila, Cebu, and Davao, is marked by congestion, chaos, and a high number of road accident. According to the Metropolitan Manila Development Authority (MMDA), millions of vehicles travel the roads every day, often surpassing the capacity of the available infrastructure (Alvaira, et al., 2022). Poor road conditions, limited public transportation options, and ineffective traffic systems make the problem worse (Ali, et al., 2023). Additionally, some road users lack discipline and frequently ignore traffic rules. Although the government is working to improve road networks and enforce stricter traffic laws, challenges persist, particularly in crowded and rapidly growing areas. Traffic enforcers are essential in this setting, yet they often face pushbacks from non-compliant drivers and pedestrians, making it hard to enforce traffic laws effectively (Otieno, 2022).

Public perceptions, attitudes, or beliefs about how effective traffic enforcement was could be influenced by several cultural norms, learned social behavior, and experiential learning with authority figures (Sam, 2022). Often, road users treated traffic rules as guides and applied significant latitude in deciding compliance with the rules (i.e., illegal parking, beating the red light, etc.) (Choupani, 2021). Some sections of the populace did not trust traffic enforcers due to corruption, favoritism, and inconsistent enforcement. In practice, the lack of trust in officers reduced compliance, encouraging a mindset of noncompliance (Pohlmann & Starystach, 2023). Likewise, the public had a relatively low level of

awareness of traffic rules, and this was even more pronounced with some pedestrians and informal drivers, complicating enforcement efforts. Other than strict enforcement presence, the role of transparency of issues, compliance education, and shared responsibilities about road safety needed to be encouraged with increased awareness for voluntary compliance (Efunniyi, et al., 2024).

In the Philippines, even with many efforts to improve road safety, traffic law enforcement still faced challenges, especially with road users who refused to comply (Segun, et al., 2024). While many studies looked at aspects of the system, like congestion, infrastructure, and accident data, there was still a lack of research on the perspective of traffic enforcers (Berhanu, et al., 2023). These enforcers were the ones who encouraged compliance. This research aimed to fill that gap by exploring the difficulties traffic enforcers encountered while performing their duties, particularly in response to public disobedience and systemic issues related to their work. Understanding these challenges from their viewpoint, a clearer picture of the traffic situation was gained. This information could then help develop better enforcement strategies, training programs, and awareness campaigns. This study sought to improve traffic management through the unique experiences of enforcement personnel on the streets (Goetsch & Lobaton, 2023).

It addressed a knowledge gap in understanding the difficulties faced by traffic enforcers in enforcing traffic regulations among errant road users. Though previous research had given primary attention to traffic systems, accident data, and enforcement laws, very little was known about the day-to-day experiences of traffic enforcers who encountered these infractions on a regular basis. Existing research tended to focus on technological measures and legislative frameworks while overlooking the psychological,

social, and professional dilemmas that confronted enforcers in dealing with non-compliance on the road. Further, a lot of research was quantitative, and therefore, there was no matching qualitative research that brought to the fore the voices, coping mechanisms, and realities of traffic enforcers. Through their daily plight, this research endeavored to provide better insight into the impact of non-compliance on traffic regulation as well as the general well-being of traffic enforcers.

The Importance of this study was that it addressed the real-world problems confronted by traffic enforcers in enforcing traffic regulations among non-compliant motorists, a topic that remained under-explored in traffic management research. Through their experiences, this research offered important information about the challenges confronted by enforcers, including resistance, non-cooperation from the public, and insufficiency of resources, which had direct implications on the effectiveness of traffic control. Knowledge of such challenges was important because traffic enforcers had a core responsibility for maintaining public safety, minimizing accidents, and sustaining order along the roads. In addition, the results of this study could help inform local governments to design more enabling policies, capacity development programs, and awareness campaigns that enhanced enforcement strategies as well as road user compliance. In the end, this research added not just to the enhancement of traffic enforcers' work environment but also to safer and more orderly road conditions for everyone.

Theoretical Framework

This study was anchored on the Broken Windows Theory by James Q. Wilson and George L. Kelling (1982).

The *Broken Windows Theory*, developed in 1982 by James Q. Wilson and George L. Kelling, suggested that visible signs of disorder and neglect in a community, such as vandalism, loitering, or broken windows, could lead to more serious crimes and further social decline if left unaddressed. The central idea was that small acts of rule-breaking, when ignored or tolerated, created an environment where disorder seemed acceptable (Edgerton, 2022). This encouraged more severe forms of non-compliance. In traffic enforcement, this theory was relevant. When minor traffic violations, like jaywalking, ignoring stoplights, or illegal parking, were not consistently addressed, they fostered a culture that disregarded traffic laws (Hough, 2022). This perceived lack of accountability eroded public respect for law enforcement and made more dangerous behaviors, such as reckless driving or frequent traffic rule violations, seem normal (Woods, 2021).

Applying the Broken Windows Theory to this study helped explain how inconsistent enforcement and visible lawlessness on the roads contributed to a decline in traffic discipline (Sam, 2022). If traffic enforcers could not regularly and visibly enforce even basic rules due to lack of manpower, resources, or public cooperation, this perceived neglect worsened the situation (Sumad-On, et al., 2024). For instance, road users began to think that rules were optional or not enforced, leading to increased non-compliance. The theory also highlighted the importance of visible and proactive policing as a deterrent strategy not necessarily to punish harshly, but to show that order was upheld (Forrester & Ruiz, 2024). In this way, the theory supported the idea that effective traffic law enforcement played a key role in both preventing accidents and maintaining public order. Therefore, the Broken Windows Theory strengthened the argument for studying the day-

to-day challenges that traffic enforcers faced, especially in situations where even minor infractions went unchecked, causing larger issues in road safety and law adherence.

The Broken Windows Theory, introduced by James Q. Wilson and George L. Kelling in 1982, stated that allowing minor violations, such as illegal parking, ignoring traffic lights, and careless behavior by pedestrians, created an environment where serious traffic violations seemed normal (Statkienė, 2022). When road users saw that minor offenses went unpunished or were often ignored, they viewed the traffic system as weak, ineffective, or optional. This view weakened respect for traffic laws and discouraged compliance, ultimately putting road safety at risk and causing congestion, accidents, and public frustration. Consistent and visible enforcement of even minor traffic rules can signal order and authority, reinforcing the importance of lawful behavior on the road (Varet, et al., 2021). Addressing small violations early, traffic enforcers can help prevent the escalation of disorder and promote a culture of discipline and accountability among road users.

In the Philippines, the relevance of the Broken Windows Theory was particularly clear in urban areas where informal road behavior and selective enforcement were common. A study by Santos and Gregorio in 2021 in Cebu City highlighted that unchecked minor traffic violations caused a cascading effect: drivers started ignoring major rules, and pedestrian compliance dropped significantly in areas without visible law enforcement (Valerio, 2024). Ortega and Reyes found in 2020 that in secondary cities like Cagayan de Oro and Legazpi, the lack of consistent enforcement against minor infractions, such as sidewalk vending and blocking intersections, was linked to high road congestion and more accidents. These studies showed that not managing “small” violations was key in creating

a traffic culture where non-compliance was common. Therefore, the Broken Windows Theory supported the idea that empowering traffic enforcers to consistently and visibly address minor offenses improved overall compliance and made traffic management systems in the Philippines more effective (Empinado, et al., 2023).

The Broken Windows Theory was relevant in this study because it explained how small acts of noncompliance with traffic laws became normalized to the point where widespread non-compliance and dangerous roads became commonplace (Martinez, 2020). The theory supported the notion that effective traffic management started with the enforcement of rules at the lowest level possible and moved up incrementally, where the goal was to avoid the normalization of bad behavior. Given the context of traffic enforcers in the Philippines where limited resources and weak institutional support were prevalent the theory supported the idea of being visible, having authority, and stepping in as early as possible to manage road behavior (Williams, 2023). Adopting the Broken Windows perspective, this study argued that enforcement of small instances of non-compliance contributed significantly to addressing the challenges found when trying to enforce compliance to achieve road safety.

Conceptual Framework

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

Resistance and Absence of Discipline among Road Users is one of the most urgent issues faced in traffic management (Tang et al., 2023). Most motorists exhibit resistance when they are confronted by their infractions, sometimes even denying their errors or trying to rationalize their moves. This attitude is typically attributed to stubbornness, pride,

and absence of respect for the authorities, which impede effective enforcement of traffic regulations. Instead of obeying, there are drivers who argue, and in the process, delay processes and cause unnecessary tension among enforcers and users of the road (He et al., 2023). Such defiance not only erodes the credibility of traffic enforcers but also affects the smooth flow of traffic and the safety of the roads.

The indiscipline also evident in motorists' and pedestrians' day-to-day ways of doing thing (Nuhra, 2020). Drivers who ignore traffic signs, commit prohibited maneuvers, or refuse to yield to pedestrians demonstrate a disregard for established road safety norms. Pedestrians who cross outside designated lanes or disobey signals contribute further to unsafe conditions (Sherpa et al., 2021). These undisciplined actions often stem from limited awareness of traffic regulations, absence of proper road safety education, or a deliberate choice to disregard rules for personal convenience. Such behavior's persistence points to a larger cultural problem in which conformity is based more on fear of punishment than an appreciation for discipline on the road.

Such resistance and lack of discipline have far-reaching consequences for traffic enforcement and public safety (Tang et al., 2023). It adds to the stress for enforcers who must deal with confrontational situations with patience and professionalism while keeping order intact. Additionally, it leads to a cycle of disobedience in which offenders keep violating rules unless there are regular enforcement and education (Teodorescu et al., 2021). To solve this problem, not only must the enforcement of sanctions be strict but also long-term solutions like awareness campaigns, cooperation from the community, and the inclusion of traffic education in driver's licensing schemes. Through the development of understanding as well as accountability, road users can transition gradually from resistance

to disciplined and responsible behavior towards more orderly and safer road environments (Anggia et al., 2022).

Operational and Systemic Enforcement Challenges reveal the inconsistencies and limitations that traffic enforcers encounter when performing their tasks efficiently. One of the frequent challenges is insufficient manpower, which poses a significant problem during peak periods, peak hours, special events, or emergencies when traffic flow in large numbers overwhelms the available personnel (Parr et al., 2020). With limited resources at their disposal to contend with heavy traffic buildup, enforcers are overextended, with it being difficult to restore order and maintain compliance on several roads. This shortage tends to cause delayed actions in response to violations and provide loopholes for drivers and pedestrians to disobey traffic regulations without being punished immediately (Gankhuyag, and Olaverri-Monreal, 2023).

There is another operational challenge caused by the unequal application of traffic regulation (Kraicer et al., 2025). Variability in the way specific enforcers respond to violations has the potential to confuse drivers and undermine the credibility of the enforcement system. For instance, whereas there are violators who are merely cautioned, others receive a ticket for the same violation, which presents an impression of bias and erodes confidence in the system (Aggarwal et al., 2025). This inconsistency is also reinforced when enforcement is based on impression rather than fixed guidelines. In more serious instances, enforcers are forced to escalate the situation to the police, but this additional step can hamper the resolution process and further underscore the limitations of local traffic enforcement (Alrejjal, Moomen, and Ksaibati, 2021).

These issues also reflect systemic shortcomings within the enforcement structure itself (Söderlund, and Larsson, 2024). Limited resources, lack of standard training, and lack of support mechanisms impair the capacity of traffic enforcers to fulfill their roles effectively. Lacking proper tools, straightforward protocols, and sustained public support, enforcement is reactive instead of preventive (Coelho et al., 2023). In order to overcome these issues, structural changes are required, such as the deployment of additional enforcers, technological solutions like traffic watch systems, and more stringent policy rules for uniformity in enforcement practice. By enhancing operational capability and taking steps to eliminate systemic flaws, traffic administration can be more efficient, uniform, and credible in instilling discipline and safety on the roads.

Professionalism, Patience, and Respectful Communication are critical strategies which traffic enforcers use to face the dilemma of dealing with non-compliant motorists (Anggia et al., 2022). Most often, drivers react defensively or aggressively to being confronted by their infractions and using these situations for escalation through anger or confrontation merely aggravates conflict. Through professionalism and a calm temperament, enforcers assert authority without aggression, showing that their work is to maintain order and security, not to instigate quarrels (Bäckström, and Schwarz, 2024). Respectful communication, e.g., addressing someone in a calm voice and using understandable words, not only de-escalates tension but also inspires violators to listen and consider their errors, promoting compliance through understanding instead of fear.

Patience is also very essential in coping with aggressive encounters since resistance and haughtiness among drivers are largely unavoidable (Nergiz, 2025). Rather than reacting emotionally, calm enforcers are more likely to manage situations and avoid these

from getting out of hand into full-blown fights. Clarifying violations in easy language, even repeatedly if the situation calls for it, makes drivers more understand why enforcement was necessary (Barnum, and Nagin, 2021). This strategy shifts enforcement from a punitive process to a chance for education that enables road users to see their duties and the significance of obeying traffic regulations. Such patience not only serves immediate enforcement but also informs long-term behavioral changes in road users.

Respectful communication also enhances the enforcers' relationship with the community by humanizing law enforcement. Whereby violators feel they are fairly and respectfully treated, they tend to comply voluntarily and perceive traffic rules as legitimate instead of oppressive (Anggia et al., 2022). This further creates public confidence in enforcers, lowering hostility and encouraging collaboration among authorities and road users. Finally, regular practice of professionalism, patience, and respect creates a setting where discipline is fostered not only by punishment but also by cooperation, supporting the ultimate objective of safer and more organized roads.

Enforcement by Penalties and Citations is a significant mechanism for promoting responsibility among road users who are unwilling to obey traffic rules (Gitelman et al., 2023). Education and warnings are essential in creating awareness, but constant or intentional violations usually need formal action in order to illustrate how serious the law is. Issuing penalties or tickets serves to show that traffic laws are not suggestions but requirements for all to ensure safety (Delavary et al., 2020). Penalties serve as a deterrent by deterring reckless or arrogant actions, recalling offenders that rule-breaking comes with real-world consequences. The system gives enforcers a systematized tool to deal with

resistance, ensuring violations are not taken lightly or waved away (Sychrovsky et al., 2023).

The process of issuing citations and penalties also serves to reinforce fairness and consistency in law enforcement (Ryan et al., 2020). When violators know that non-compliance incurs instant penalties, it creates a sense of order and augments the power of enforcers. In the meantime, giving explanations prior to the imposition of sanctions enables road users to comprehend the specific character of their own violations and appreciate the rationale behind the imposition of enforcement measures (Gitelman et al., 2023). Such a balance between stern action and open communication makes punishment not just repressive but corrective as well, persuading defaulters against repeating the same in future. Where people persistently defy despite warnings and instructions, involving senior authorities like the police ensures that enforcement never weakens and remains credible.

Other than instantaneous deterrence, fines and penalties have a long term effect of molding road user behavior and encouraging discipline (Abramovaite et al., 2022). Reinforcement consistently promotes a culture of responsibility where drivers and pedestrians are taught to internalize traffic regulations as part of their daily duty. It needs, however, systematic and unbiased application since inconsistency in assessing penalties can destroy public confidence and diminish compliance (Álvarez et al., 2024). Combining strict penalties with public awareness campaigns and driver education programs increases the effectiveness of penalties, turning them from simple punishment into effective reminders of the essence of road safety. In the end, citations and penalties, if distributed judiciously and uniformly, are indispensable tools in producing safer, more disciplined, and cooperative road conditions (Alrejjal et al., 2021).

Strengthening Traffic Education and Awareness Campaigns is a critical strategy in combating the sustained problems of resistance and a lack of discipline by road user (Aghdam et al., 2020). Most drivers and pedestrians disregard traffic rules not only because of obstinacy but also because they have insufficient knowledge about road safety laws. Through the incorporation of education into the enforcement system, road users will more clearly see the rationale behind traffic laws and the penalties for flouting them. Early interventions, like the integration of road safety in school curricula and driving license procedures, can instill responsibility and discipline in the youth (Ranaei et al., 2021). Public campaigns, however, act as ongoing reminders that traffic laws are not merely about adherence but about saving lives and avoiding accidents.

Public awareness programs also help fill the gap between enforcement and voluntary compliance (Haney, and Lutters, 2023). In contrast to penalty, which is based on deterrence, education builds a strong appreciation of traffic discipline by making safety and public responsibility central. Advocacy through seminars, workshops, and media helps develop a culture in which road users see compliance as a joint obligation, not an imposed obligation. Enforcers have also come to appreciate the importance of educating drivers in the field through oral reminders or explanations since such interactions can immediately dispel misconceptions and foster more prudent driving habits (Alrejfal et al., 2021). Such an education reinforces respect for enforcers and underscores their function not merely as implementors of the law but as safety champions.

Community participation in traffic education campaigns also adds to mutual accountability and cooperation (Anggia et al., 2022). When the people are involved through participatory activities like road safety forums, bargain-based orientations, or collaboration

with transport groups discipline is a common value and not an imposition from above. These initiatives enable internalize compliance, where people adhere to rules not because of the fear of punishment but because they appreciate its significance in maintaining order and safety. Reinforcing traffic education and publicity campaigns, long-term changes in behavior among road users can be attained, which results in a sustainable road discipline culture that reinforces enforcement efforts and leads to safer and more peaceful traffic conditions (Anggia et al., 2022).

Consistent and Fair Enforcement of Traffic Regulations is key to making road users consider laws seriously and follow them willingly (Anggia et al., 2022). One of the long-standing traffic management challenges is the perception of inconsistency in which comparable offenses are addressed variably by either the enforcer or the circumstances. Such inconsistency not only disorients drivers but also undermines public confidence in traffic authorities (Tang et al., 2023). When enforcement is done unevenly, individuals might feel that they can get away with non-compliance, thus fueling more disrespect for the traffic regulations. A uniform and neutral practice of enforcement is thus required to instill discipline, establish credibility, and dispose of suspicions of favoritism or bias (Kang, and Silveira, 2021).

Fairness in enforcement extends beyond handing out fines; it encompasses clear communication, openness, and equal treatment of all offenders irrespective of status, background, or position (Ibbett et al., 2024). Road users are more likely to obey when they perceive enforcement to be fair and rule-driven by justice instead of subjective judgment. By upholding that nobody is beyond the law, enforcers maintain the legitimacy of traffic laws and promote more respect for the rules. Simultaneously, fairness has to be combined

with firmness leniency in one instance and sternness in another erodes authority and promotes disobedience. Enforcers being consistent in their actions convey a powerful message that road discipline is not negotiable (Alrejja et al., 2021).

Consistency in enforcement also helps to bring about long-term behavioral change among drivers and pedestrian (Anggia et al., 2022). When offenders notice rules being consistently enforced uniformly, they tend to modify their behavior to escape sanctions. Long-term, this creates a culture of responsibility in which obeying traffic laws is the rule rather than the exception. Blending consistency with fairness serves to balance cooperation and deterrence, minimizing confrontations and increasing mutual respect between road users and enforcers (Kraicer et al., 2025). Eventually, fair and consistent enforcement not only enhances real-time traffic management but also fortifies the basis for more disciplined, more orderly, and safer road settings.

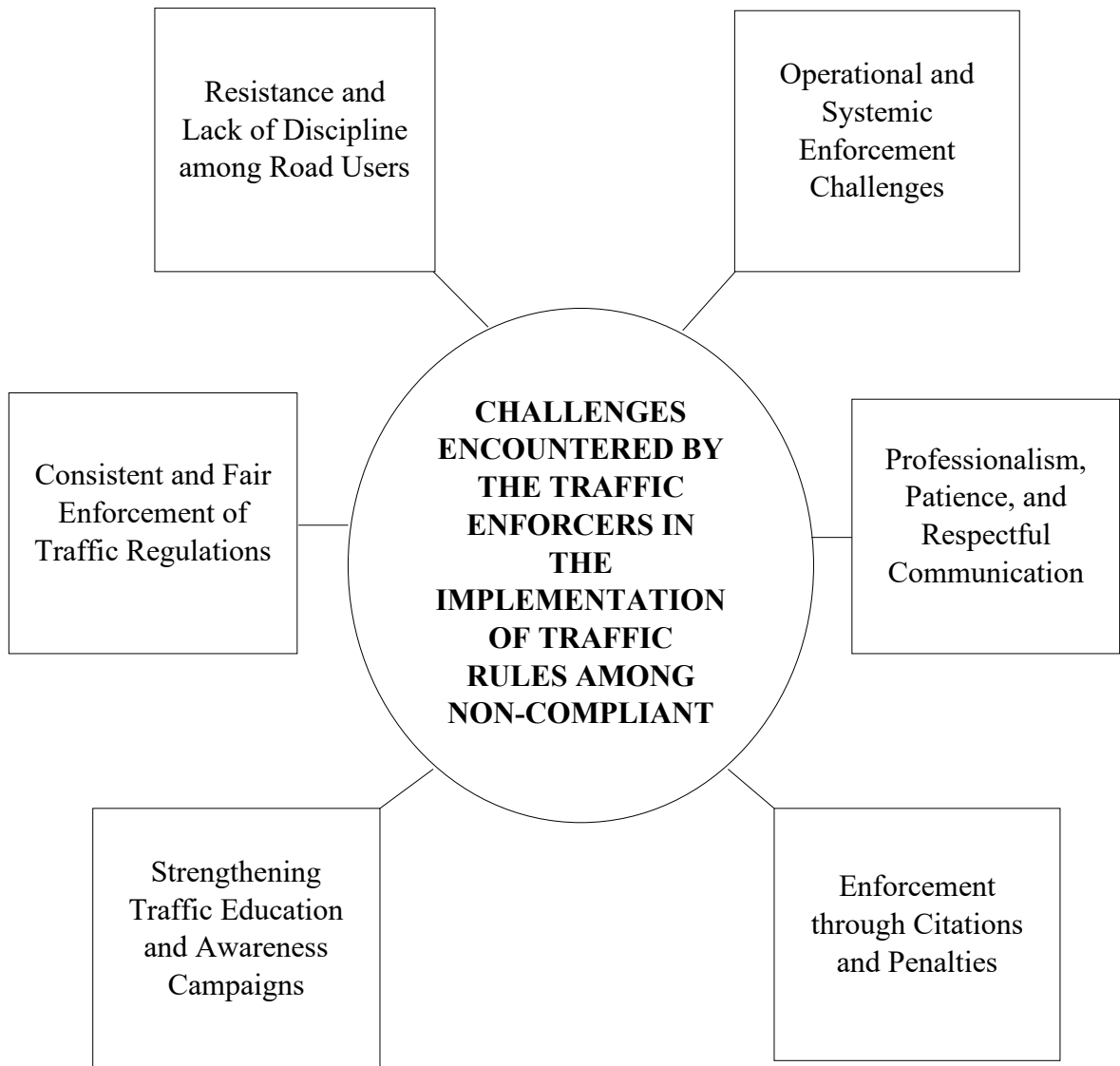


Figure 1: Schematic Diagram of the Study

Objectives of the Study

This study explored the challenges encountered by the Traffic enforcers in the Implementation of Traffic Rules among Non-Compliant Road Users.

Specifically, it sought to answer the following:

1. Identify the key challenges faced by traffic enforcers in the implementation of traffic rules among non-compliant road users.
2. Explore how traffic enforcers address the challenges of managing non-compliant road users.
3. Recommend measures that can be implemented to enhance road users' compliance with traffic rules.

Significance of the Study

The significance of this research lay in giving voice to the lived experiences of traffic enforcers who worked daily on the frontlines of road safety, often facing challenges that remained unseen and underreported in both scholarly studies and policy discussions. By focusing on their personal stories, struggles, and encounters with non-compliant road users, this study highlighted the real difficulties they endured, such as frequent disobedience, lack of public discipline, and the constant risks involved in enforcing traffic regulations. These firsthand accounts not only acknowledged the realities faced by traffic enforcers but also emphasized the kind of support, training, and protection they genuinely needed. Moreover, the findings provided policymakers and local authorities with a clearer, human-centered understanding that could guide the development of more responsive and practical strategies to improve road user compliance. Ultimately, this research aimed to contribute to safer roads, protect lives, and strengthen public trust by recognizing and valuing the crucial role of traffic enforcers in maintaining order and public safety.

RESEARCH METHODOLOGY

Design

This study used a phenomenological research design and a qualitative approach to explore the experiences of traffic enforcers in enforcing traffic rules among non-compliant road users. This approach was suitable for capturing both individual and shared experiences, providing insight into the challenges that traffic enforcers faced. Phenomenological research aimed to understand how people interpreted their experiences, revealing underlying themes, patterns, and meanings, as noted by Moustakas (1994). Participants took part in in-depth interviews or structured discussions, which gave them the chance to share their thoughts, feelings, and reflections on enforcing traffic laws. The collected narratives were analyzed to find common difficulties, enforcement strategies, and possible improvements to support better rule implementation and encourage greater public compliance.

Setting

This research took place in one of the cities of Misamis Occidental, where traffic enforcers often dealt with enforcing traffic rules, especially as cases of non-compliance among road users were on the rise. This location is suitable for exploring the challenges traffic enforcers faced by promoting safe and orderly road use. The focus was on managing people who ignored or broke traffic laws. The study looked at the experiences of traffic enforcers and examined the specific problems they faced, the strategies they used to enforce rules, and the reasons why motorists and pedestrians did or did not comply. By investigating these experiences in the local context, the study sought to understand how

traffic enforcers handled their responsibilities, the support they received from institutions or the community, and how these factors impacted the effectiveness of traffic enforcement and public safety.

Participants

The study involved traffic enforcers as participants, selected through purposive sampling until data saturation was reached. Eligible participants were through the following inclusion criteria: (1) currently employed as traffic enforcers (2) had direct experience in enforcing traffic laws and handling non-compliant road users, (3) able to articulate their challenges and coping strategies, and (4) willing to participate in the study. This selection ensured that participants possessed relevant first-hand knowledge, offering valuable insights into the realities of street-level enforcement, the difficulties they faced, and the strategies they employed to maintain order and safety.

Instrument

The study used a semi-structured interview guide as its main tool for data collection. To gather relevant and detailed information from the participants that matched the research goals, the researchers created an interview protocol focusing on the experiences of traffic enforcers. The interview guide had three parts: opening questions to build rapport, core questions about the daily challenges traffic enforcers faced, and closing questions to capture their coping strategies and suggestions for improving traffic rule enforcement. The questions aimed to provide insights into the enforcers' views on public cooperation, enforcement challenges, and the impact of pedestrian behavior on their work. Before the interviews, the instrument was reviewed by the research adviser and a panel of

experts for content validation and revision. This process ensured that the questions were suitable, unbiased, and easy to understand. The questions were also translated into the local language (Bisaya) to make them more relatable and easier for the respondents to understand. This step helped participants feel comfortable sharing their thoughts without language barriers, allowing the researchers to gather rich, authentic data for analysis.

Data Gathering Procedure

Before initiating the study, the researcher obtained a formal letter of permission approved by the appropriate academic authorities to ensure ethical compliance and institutional support. The voluntary participation of traffic enforcers was secured through informed consent, clearly stating their willingness to participate and contribute to the study. Once the participants were identified, the researcher conducted face-to-face interviews to gather in-depth insight into their experiences and challenges encountered while implementing traffic rules among non-compliant road users.

During the interviews, the researcher established a positive and respectful rapport with each participant, creating a safe and open environment for discussion. The participants were thoroughly briefed on the research objectives, interview procedures, time involvement, and their right to withdraw at any time. Confidentiality of their responses was emphasized to build trust and encourage honest sharing. The interview guide consisted of open-ended questions, which allowed participants to narrate their real-life experiences, frustrations, coping strategies, and insights regarding resistance from undisciplined drivers, pedestrians, and other road users.

To gain deeper understanding, probing questions were used when needed to clarify or expand upon participant responses. The interviews were audio-recorded with consent

and later transcribed verbatim. Additionally, the researcher took reflective notes throughout the interview sessions, documenting notable behaviors, emotions, and contextual observations. These notes were integrated into the data analysis to enrich interpretation. A systematic thematic analysis was employed to identify recurring themes and patterns in the data, ensuring that the findings truly reflected the lived experiences of traffic enforcers tasked with enforcing traffic laws amid daily resistance and challenges on the road.

Ethical Considerations

Before conducting interviews with the selected traffic enforcers, the researcher sought and obtained the necessary approvals from academic and institutional bodies, including the Ethics Review of a New Protocol, the Technical Review of the Research Proposal, the Review Assessment for Proposal, and the Informed Consent Assessment Form.

The primary purpose of this study was for academic research only. Participants were fully informed that their identities would remain anonymous and that all information provided would be treated with strict confidentiality. The researcher emphasized that participation in the study was entirely voluntary. Each potential participant was explicitly asked for their willingness to take part in the study and to provide honest and genuine responses regarding their experiences as traffic enforcers dealing with resistance from non-compliant road users.

All data gathered through interviews were handled with the utmost care, ensuring that sensitive details were kept private. To preserve the collected data, the researcher stored digital audio recordings and transcripts in password-protected files, while hard copies of

notes were kept in a secure, locked cabinet accessible only to the researcher. These materials were retained for a specified period of three to five years, in compliance with institutional requirements, after which they were permanently destroyed through secure digital deletion and shredding of hard copies. The study followed strict ethical guidelines, including the use of coded identifiers instead of real names and secure data storage procedures. These steps were taken to safeguard the participants' anonymity and protect them from any risk of identification or harm. The researcher remained committed to upholding ethical standards throughout the study to ensure the integrity of the research process and the protection of all participants involved.

Data Analysis

This study employed the phenomenological reduction method of Moustakas (1994) to analyze the data gathered from traffic enforcer participants. Through this approach, the lived experiences and challenges encountered in the implementation of traffic rules among non-compliant road users were systematically examined. The analysis followed Moustakas' established steps: (1) Bracketing, (2) Horizontalization, (3) Clustering into Themes, (4) Textural Description, (5) Structural Description, and (6) Textural-Structural Synthesis.

Bracketing was practiced setting aside the researcher's personal biases and assumptions, ensuring that the data collection, interpretation, and conclusions were rooted entirely in the participants' perspectives. This promoted an objective understanding of their experiences.

Horizontalization involved identifying and listing all significant statements made by participants that related directly to their experiences with rule enforcement and resistance on the road, while eliminating repetitive or unrelated responses.

Clustering into Themes followed, grouping these statements into core themes that reflected shared patterns or issues. These themes were validated using supporting materials such as reflective notes and relevant literature.

Textural Description detailed what the participants experienced by using rich, verbatim excerpts from the interviews, capturing the realities they faced during traffic enforcement duties.

Structural Description explored how these experiences unfolded, considering the context, conditions, and dynamics that influenced their interactions with non-compliant road users.

Lastly, the *Textural-Structural Synthesis* integrated both the “what” and the “how” of participants’ experiences into a unified narrative. This synthesis offered a holistic understanding of the shared challenges faced by traffic enforcers, providing insights that could inform improved strategies and support mechanisms in traffic rule enforcement.

RESULTS AND DISCUSSION

The study looked into the Challenges Encountered by the Traffic Enforcers in implementing traffic rules among non-compliant road user. It used the phenomenological research design to explore the real life experiences of traffic enforcers in their work . A total of ten participants voluntarily participated in the face-to-face interviews. All of them are currently employed as traffic enforcers. All the participants had direct experience in enforcing traffic laws and handling non-compliant road users. From the responses of the participants, there were six emergent themes, namely: Resistance and Lack of Discipline among Road Users, Operational and Systemic Enforcement Challenges, Professionalism, Patience, and Respectful Communication, Enforcement through Citations and Penalties, Strengthening Traffic Education and Awareness Campaigns, and Consistent and Fair Enforcement of Traffic Regulations

Resistance and Lack of Discipline among Road Users

The research identifies that motorists' and pedestrians' refusal to obey set traffic regulations is one of the major challenges traffic enforcers encounters. Most of the road users show arrogance, obstinacy, and ignorance, refusing to acknowledge violations or even arguing back when caught. This is strongly related to poor traffic discipline, a lack of road safety awareness, and in some instances, the willful flouting of traffic regulations. Such acts are not only acting against the authority of enforcers but also cause traffic flow to be hindered and enhance the likelihood of accidents (He et al., 2023). The results point out that without cooperation and discipline from road users, enforcement cannot successfully uphold security and order on the roads (Alrejfal et al., 2021).

One of the common dilemmas in enforcing traffic regulations is the defiance of road users who will not admit their infractions. There are those individuals whose pride compels them to resist discipline, thereby not being cooperative and not willing to obey rules. Not being cooperative not only hinders the process of enforcing, but it introduces unnecessary friction between enforcers and drivers (Tang et al., 2023). The issue is then exacerbated by systemic problems like low manpower, hence making it harder for traffic authorities to deal with recalcitrant drivers and pedestrians effectively (Sherpa et al., 2021). Such conditions underscore how individual attitude, and operational limitations combine to make the task generally hard to enforce discipline and order along the roads (Tang et al., 2023).

Traffic Enforcers 1, 5, and 9 stated that enforcing traffic rules become challenging when motorists refuse to acknowledge their violations, exhibit excessive pride, disregard instructions from authorities. Their shared experiences imply that many road users lack discipline and respect for traffic enforcers, often justifying their noncompliance with excuses such as being in a hurry or refusing correction due to pride. This attitude of resistance creates tension during enforcement interactions and hinders the smooth implementation of traffic regulations. The participants' accounts suggest that the problem extends beyond mere ignorance of the law it reflects a deeper issue of behavioral indiscipline and lack of civic responsibility among road users. Therefore, promoting respect for traffic authorities and strengthening public awareness about road discipline are essential to improving compliance and fostering a culture of accountability among motorists.

These are evident in the responses of the participants:

“There are situations where enforcing traffic rules becomes extremely difficult, particularly when some motorists refuse to accept that they have committed a traffic violation.” (TE1)

“Some people carry so much pride that they do not want to be corrected, and this attitude makes them resistant to rules and discipline.” (TE5)

“There are really drivers who, even if you signal them to stop, continue to move forward, saying that they are delayed in getting through.” (TE9)

Several empirical research affirms that even if most drivers know traffic rules, there is inconsistent compliance with them because of attitudinal and awareness-related condition. For example, In Cagayan province, researchers found that drivers of public utility and private vehicles were well-versed on rules concerning overtaking, parking, driving under the influence, and wearing seatbelts, but not on “right of way” rules, which was consistent with worse compliance in the region (PINERA, & CASIW, 2020). Likewise, a Zamboanga City study of public attitude found that despite most favorable perceptions of traffic rules, most respondents listed perceived ineffectiveness of enforcement and hassle as foremost reasons for disobeying rules (Valerio, 2024). This perceived lack of control signals to road users that rules are flexible or optional (Reyes-Muñoz & Guerrero-Ibáñez, 2022).

As a result, minor acts of disobedience can escalate into more serious violations, increasing risks to road safety and public order. These findings are important because they show the real frustrations and pressures traffic enforcers experience when road users refuse to cooperate or show respect. Sharing their personal encounters, the study highlights the need to better support enforcers and remind the public that discipline and cooperation on the road are shared responsibilities essential to everyone’s safety. The Broken Windows Theory suggests that when minor violations go unaddressed, they create an environment

of disorder that encourages further noncompliance and disrespect for traffic laws. The significance of these findings lies in our ability to deepen our understanding of the human side of traffic enforcement and the realities they faced on the road. They provide valuable insight for improving policies, training, and public awareness efforts, while encouraging a culture of shared responsibility that can strengthen trust, reduce conflict, and ultimately promote safer communities.

The results implies that the persistent resistance and lack of discipline among road users greatly undermine the effectiveness of traffic enforcement and the maintenance of order on the roads. When motorists refuse to acknowledge their violations and show defiance toward traffic authorities, it weakens the enforcers' authority and disrupts the overall traffic system. This behavior not only endangers public safety but also reflects deeper social issues such as poor civic discipline and a lack of respect for the law. The findings highlight the urgent need for stronger enforcement measures, continuous public education, and community-based initiatives that promote road safety awareness and responsible driving behavior. Cultivating positive attitudes and compliance among road users is essential in establishing a culture of accountability and cooperation that supports the goals of traffic management and urban safety.

Operational and Systemic Enforcement Challenges

The research points out that traffic enforcement is constrained by a variety of operational and systemic issues that restrict its overall effectiveness. Some of the most urgent concerns include inadequate manpower, the sheer number of vehicles during rush hours, and the additional challenge posed by crowded events or hostile road users (Hamadeh et al., 2021). These conditions put tremendous pressure on traffic authorities,

complicating the provision of consistent monitoring and rule enforcement (Chen et al., 2022). Disparity in the way violations are dealt with e.g., disparate amounts of leniency or disparity in styles of enforcement leads to confusion and perceptions of bias among drivers (Aggarwal et al., 2025). Use of the police for intervention in severe cases also indicates deficiencies in enforcement capacity (Corda, 2025). These challenges suggest that in addition to the attitudes of road users, structural and resource-related constraints are key in the problem faced by enforcers in ensuring order and safety on the roads.

The traffic enforcement not only faces challenges from road users' behavior but also from operational and systemic constraints (Ryan et al., 2020). Enforcement procedures are not necessarily consistent because various enforcers respond to similar scenarios differently, resulting in inconsistency and confusion among drivers (Ma et al., 2023). In most situations, enforcers will have to depend on progressive steps starting with warnings and escalating to police action in case of continued violations, indicating a lack of enforcement powers (Sabrow, 2020). Limited manpower and heavy traffic volume, particularly during rush hours, also put enormous pressure on traffic control (Wang et al., 2021). These challenges indicate the need for higher consistency, proper staffing, and tighter coordination to ensure that rules are enforced equitably and efficiently under all circumstances (Corda, 2025).

Traffic Enforcers 2, 6, and 9 stated that operational and systemic limitations, such as inconsistent implementation, limited manpower, and lack of uniform enforcement, pose significant challenges to effective traffic management. Their shared insights imply that traffic regulations are not always enforced consistently because enforcers differ in how they handle situations, leading to confusion and perceptions of unfairness among motorists.

The participants also emphasized that the shortage of personnel, coupled with the high volume of vehicles and the lack of discipline among some community members, puts continuous strain on enforcement operations. They noted that when traffic rules are not applied consistently and strictly, motorists tend to take them less seriously, resulting in habitual violations and disregard for authority. These suggest that beyond the behavioral issues of road users, systemic inefficiencies and inadequate resources significantly affect the ability of traffic enforcers to maintain order and discipline on the roads.

These are evident in the responses of the participants:

“The implementation is not always uniform because not all enforcers handle situations the same way.” (TE2)

“Limited manpower, combined with the high volume of traffic and the lack of discipline from a portion of the community, continues to put pressure on enforcement efforts.” (TE6)

“This becomes a problem when traffic rules are not strictly enforced, since without consistent enforcement, people may not take the rules seriously.” (TE9)

Inconsistent rule application where the same type of violation is addressed differently by different officers destroys fairness perceptions and dilutes deterrence, and empirical research has identified quantifiable variation in officers’ enforcement choices (Wire et al., 2024). In several reviews, authors demonstrate that increasing enforcement capacity is associated with improved safety performance, whereas depending on escalation to police officers indicates constraints in traffic enforcers’ authority and resources. Automated and technologically assisted enforcement (e.g., cameras, red-light and speed cameras) has the potential to enhance consistency and coverage, but research warns that technology cannot fill gaps resulting from institutional, legal, and resourcing gaps (Alobaidallah, et al., 2024). The Broken Windows Theory states that weak or uneven

enforcement of traffic rules signals tolerance for minor violations, which gradually leads to greater disorder, reduced public trust, and widespread disregard for traffic laws. When road users repeatedly observe violations going unpunished, they begin to see traffic rules as optional rather than mandatory (Fry, 2023). This perception encourages risky behavior and undermines the authority of traffic enforcers, making road safety more difficult to maintain.

The significance of these findings give voice to everyday struggles of traffic enforcers who stand on the road trying to keep order despite limited support and resources. Understanding the pressure, frustration, and responsibility they carry, people can begin to see that traffic enforcement is not only about implementing rules but also about dealing with human behavior, safety, and public expectations at the same time. Recognizing their experiences encourages greater empathy from road users and highlights the importance of improving systems that support enforcers so they can perform their duties more effectively and with dignity. The study reminds that supporting traffic enforcers properly helps them feel valued, strengthens their authority, and allows them to keep the roads safer for everyone.

The results imply that operational and systemic challenges, such as limited manpower, inconsistent enforcement, and inadequate resources, significantly hinder the ability of traffic enforcers to maintain discipline and order on the roads. When enforcement is inconsistent or perceived as weak, motorists may lose respect for traffic regulations and become less likely to comply, resulting in recurring violations and public distrust in traffic authorities. These findings highlight the urgent need for institutional reforms that focus on strengthening organizational capacity, providing sufficient manpower and training, and

standardizing enforcement procedures to ensure fairness and consistency. Addressing these systemic gaps will not only enhance the credibility and effectiveness of traffic enforcement but also promote a safer, more disciplined, and law-abiding driving culture within the community.

Professionalism, Patience, and Respectful Communication

Patience, Respectful Communication, and Professionalism was the dominant strategy traffic enforcers adopt in dealing with non-compliant road users. The research reveals that rather than building up confrontations, enforcers focus on remaining humble, calm, and respectful in enforcing the rules (Crawford, and Dacin, 2020). Through patiently explaining the rules in plain language, they can de-escalate tension and get the motorists to think about their errors instead of quarreling. This approach not only stops conflicts from escalating but also generates respect among enforcers and motorists, thus making compliance more probable. It identifies that good enforcement is not just about sanctioning but also about communication and professionalism in resolving difficult situations (Boer, 2020).

The answers show that traffic enforcers use professionalism, patience, and courteous communication as effective measures in dealing with road users who do not comply (Anggia et al., 2022). They understand that raising their voice or being aggressive could aggravate the confrontation, so they opt to keep their composure and humility in dealing with violators. Through professionalism and respect even to the arrogant, enforcers are able to bring motorists into cooperation at some point (Alrejja et al., 2021). In addition, by way of simple explanations articulated with patience, it becomes easier for drivers to comprehend their errors and minimize the likelihood of extended disputes (Wiegand et al.,

2020). This shows that effective enforcement is not solely a function of authority but also of being able to communicate with respect and discipline (Hahn, 2022).

Traffic Enforcers 3, 5, and 10 stated that maintaining calmness, humility, and professionalism when dealing with non-compliant motorists is essential in preventing confrontations and ensuring effective enforcement. Their shared experiences imply that raising one's voice or responding with aggression only worsens the situation, while patience and respectful communication help defuse tension and encourage cooperation. By showing respect even to arrogant violators, traffic enforcers are often able to gain their attention and eventually secure compliance. The participants also emphasized that discipline and mutual respect, guided by the principles of road courtesy, serve as the foundation of effective enforcement. These insights suggest that professionalism and respectful communication not only preserve the dignity of the enforcer but also foster understanding and voluntary adherence to traffic rules among motorists, thereby promoting a more orderly and cooperative traffic environment.

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

"We need to be calm and humble when approaching drivers, because if we also raise our voice, the situation will only get worse." (TE3)

"It is important to maintain professionalism and show respect, even if the violator is being arrogant. This way, they might eventually listen and comply." (TE5)

"The best way to manage conversations with violators is through discipline and mutual respect, guided by the principles of road courtesy and road discipline." (TE10)

Procedural justice research reliably finds that when law enforcement officers interact with the public employing respectful, neutral, and fair interpersonal styles, compliance rises and conflict fall (Wood et al., 2020). One study proved that with stops at

traffic, police officers who applied a procedural justice model treating drivers with respect and speaking in a relaxed tone made significant improvements in trust of officials and compliance by citizens. A study of young novice drivers found that perceptions of respectful and fair enforcement, particularly the aspects of neutrality and respect are linked with lower speeding offenses when enforcement is coupled with these features of procedural justice (Bates et al., 2021). The Broken Windows Theory suggests that courteous and consistent enforcement helps maintain order, showing that even minor acts of discipline and respect can prevent larger violations and promote lawful behavior. When road users see traffic enforcers applying rules fairly and respectfully, they are more likely to cooperate and follow regulations (Kayani, 2022). This approach builds public trust and reinforces a shared sense of responsibility for road safety.

The significance of these findings revealed the human side of traffic enforcement. They show that behind every uniform is a person who must remain calm, patient, and respectful even in stressful and sometimes risky situations. Relying on professionalism and respectful communication, traffic enforcers are not only enforcing the law but also protecting themselves and trying to build cooperation with road users. Understanding these experiences helps people appreciate the emotional effort involved in their work and reminds the public that mutual respect on the road can make traffic interactions safer and more positive for everyone. Their experiences show that professionalism is not just a rule to follow, but a daily coping strategy that helps them earn cooperation, reduce stress, and create more positive interactions with road users.

The results imply that demonstrating professionalism, patience, and respectful communication plays a crucial role in fostering cooperation and voluntary compliance

among road users. When traffic enforcers handle violations with calmness and courtesy, they not only prevent conflicts but also build mutual respect and trust between enforcers and motorists. This approach enhances the credibility and authority of traffic enforcement, showing that effective regulation depends as much on interpersonal behavior as on legal authority. The findings highlight the importance of continuous training programs that strengthen communication skills, emotional control, and ethical conduct among traffic enforcers to promote a culture of respect, discipline, and shared responsibility on the road.

Enforcement through Citations and Penalties

Penalties and Citations as an Enforcement Tool is an important mechanism for maintaining accountability among errant road users (Gitelman et al., 2023). From the research, though enforcers tend to start with warnings and polite dialogue, repeated failure to comply with traffic laws necessitates the application of tickets and penalties in order to drive home the gravity of offenses. The approach focuses on the fact that penalties are a necessary component of maintaining order and discipline on roads, as it makes violators aware of their role and prevents repeated wrongdoing (Bruzzzone et al., 2020). It brings out the fact that uniform enforcement of penalties is not punitive but a necessary instrument to promote equity and reinforce compliance in traffic management (Ryan et al., 2020).

The answers emphasize that when warning and preliminary communication do not meet the goal of compliance, traffic enforcers resort to formal enforcement action in the forms of issuing a ticket or citation (Anggia et al., 2022). These sanctions remind road users that such infringement comes with a price tag and are made to help road users realize the gravity of their transgressions (Gitelman et al., 2023). Where non-compliers are recalcitrant, escalation to the use of police becomes imperative in order to reassert authority

and ensure that order is not breached (Crawford, and Dacin, 2020). This policy demonstrates that although enforcers seek to settle matters by negotiation first, the issuance of citations and sanctions remains a key option in dealing with chronic non-compliance and enforcing discipline on the roads.

Traffic Enforcers 2, 4, and 9 stated that when violators refuse to comply after being warned, the next step is to issue tickets or involve the police to emphasize that violations have consequences. Their shared insights imply that while enforcers prefer to begin with polite communication and warnings, escalation through citations is necessary to maintain authority and enforce discipline. This approach highlights that penalties are not simply punitive measures but tools to correct behavior and make offenders understand the seriousness of their actions. The participants also emphasized that consistent enforcement of citations is crucial, especially for repeat offenders, to discourage habitual violations and reinforce respect for traffic rules. These findings suggest that a structured and progressive enforcement strategy starting with education and culminating in penalties when needed is essential to promote accountability and uphold order on the roads.

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

“If the violator refuses to follow after being warned, the next step is to issue a ticket so that they understand there are consequences.” (TE2)

“Normally, the first step should be to warn or speak to the violator. If they still refuse to comply, then involving the police becomes necessary.” (TE4)

“We sometimes give warnings, but repeated offenders must be given citation tickets to make them realize the seriousness of their actions.” (TE9)

Several studies suggest that writing traffic tickets and levying fines can result in better compliance and fewer accidents (Levin, 2020). A study in Australia discovered that

formal enforcement letters (i.e. reminders or notices linked to fines) enhanced traffic and parking fines compliance levels more than purely social-pressure or normative letters, highlighting that threats and enforcement of sanctions play a role (Sinning et al., 2023). The Broken Windows Theory suggests that firm and immediate enforcement of even minor violations prevents larger acts of disorder, reinforcing respect for authority and promoting law-abiding behavior on the roads. Addressing small infractions consistently, traffic enforcers send a clear message that rules are important and must be followed (Levine, 2021). This approach helps cultivate a culture of responsibility and cooperation among road users, making roads safer for everyone

The significance of these findings showed that traffic enforcement is not only about giving penalties, but also about guiding road users toward safer and more responsible behavior. From the perspective of the enforcers, issuing citations becomes a way of reminding people that every action on the road has consequences that can affect the safety of others. Their experiences reflect the effort to remain fair and consistent so that road users understand that the goal of enforcement is not simply punishment, but the protection of everyone who shares the road. Recognizing this, the public may begin to see traffic rules as a shared responsibility that helps create a safer and more respectful road environment. This approach also strengthens public trust, as road users see that rules are applied equally and consistently, fostering a culture of accountability.

The results imply that the proper use of citations and penalties is vital in reinforcing accountability, discipline, and compliance among road users. When traffic enforcers apply sanctions consistently and fairly, motorists are reminded that violations have real consequences, which in turn discourages repeat offenses and promotes responsible driving

behavior. This approach not only upholds the credibility and authority of traffic enforcement but also fosters a culture of respect for laws and regulations. The findings highlight the importance of maintaining balance beginning with education and communication while ensuring that persistent noncompliance is met with firm action to sustain order, safety, and fairness on the roads.

Strengthening Traffic Education and Awareness Campaigns

According to the study, traffic enforcers acknowledge that most infractions are due to motorists' unawareness and ignorance of traffic regulations. To remedy this, they stressed the need for education projects like seminars, school programs, driver orientations, and community campaigns (Aghdam et al., 2020). These practices are intended to imbue motorists with discipline, responsibility, and an understanding of the penalty of reckless driving actions. Complementing on-site advice with organized awareness training, enforcers are of the opinion that compliance can be heightened not only by penalizing drivers but also by creating a culture of road safety and mutual accountability among pedestrians and drivers (Anggia et al., 2022). The answers point to education and awareness as preventive measures to enhance road rule compliance (Fisa et al., 2022).

School programs, community campaigns, and public seminars are presented as tools to make road users disciplined and responsible from a very early age (Aghdam et al., 2020). By continuously offering opportunities for drivers to learn about regulations, responsibility, and the penalties of violation, such programs address the cause of violation, which is largely tied to ignorance and unawareness (Gitelman et al., 2023). Road safety seminars and public-based programs enhance awareness even further by directly engaging the public, while stricter fines on second-time offenders ensure that enforcement is

sustained. Collectively, these methods encourage not only obedience through the threat of penalty but also true comprehension of the importance of discipline and cooperation on the roads (Anggia et al., 2022).

Traffic Enforcers 1, 4 and 6 assumed that school activities, campaigns, and through seminars will inform the masses by instilling road users with sense of responsibility and discipline, that motorists are an effective crowd where they will be able to educate the traffic rules as well as penalties for violating them. That is, traffic education is considered an effective way to ensure compliance by stimulating the awareness and sense of responsibility of motorists. Repeat violators with stiffer penalties serve as reminder for road users' sense of responsibility. That is, it is assumed that associating education with enforcement does not only prevent violation but also endows the culture of discipline among road users.

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

“Educating the public through seminars, campaigns, and school-based programs could help instill discipline and responsibility at an early stage.” (TE1)

“One effective strategy to improve compliance is the conduct of seminars for motorists. These seminars can serve as venues for educating drivers about the rules, responsibilities, and consequences of violating traffic laws.” (TE4)

“Regular road safety seminars and community-based programs can instill greater awareness, while imposing stricter penalties for repeat violators reinforces accountability.” (TE6)

Road safety management research has indicated that education schemes, especially when built into schools and driver licensing frameworks, promote early alertness and long-term restraint among road users. Research points out that nations with effective community-based awareness programs and ongoing road safety campaigns have fewer traffic offenses and accidents because people better comprehend the rules and their

implications (Fanai, et al., 2026). Evidence further shows that the synergy of education with enforcing measures provides a more sustainable effect since awareness fosters voluntary compliance and penalties reinforce responsibility. The Broken Windows Theory points out that educating awareness and discipline through repeated reminders can prevent small violations from accumulating into more serious offenses. By consistently reinforcing the importance of following rules, road users are more likely to develop respect for traffic laws (Rosen, et al., 2025). Over time, this proactive approach helps create a safer and more orderly road environment for everyone.

The significance of these findings lay in showing the compassionate and guiding role that traffic enforcers took in their work. Instead of relying only on punishment, they viewed education to help road users understand why rules existed and how their actions could affect the safety of others. Through their experiences, it became clear that patiently explaining traffic laws and responsibilities helped prevent repeated violations and created more cooperative interactions on the road. Recognizing this approach helped people see that enforcement was not only about discipline, but also about guiding the community toward safer and more responsible driving behavior. Pairing education with enforcement helps enforcers feel that their work is fostering a culture of discipline and safety that positively impacts the entire community.

The implication of the finding is that promoting traffic education and awareness campaigns can make the community of road users more disciplined and safety oriented. If drivers and pedestrians are taught consistently on traffic rules, obligations, and the repercussions for breaches, they tend to adhere voluntarily as opposed to being forced to do so through the threat of punishment. This not only lightens the workload for traffic

enforcers but also serves to prevent accidents, jams, and road rage. In addition, integrating education into schools, driver's license procedures, and community programs prevent long-term change in attitudes since education is imparted at an early age with constant reinforcement through ongoing repetition at all levels of drivers. Finally, the study indicates that education in addition to enforcement can make roads safer and more disciplined and can reinforce public confidence in traffic management systems.

Consistent and Fair Enforcement of Traffic Regulations

According to the research, the traffic enforcers stressed that regular and fair enforcement is vital in securing the trust and cooperation of motorists (Tomas et al., 2024). The issuance of citation tickets, clear explanations of violations, and the application of penalties are regarded as strategies that would remind violators that no one can escape the law. The enforcers indicated that fairness avoids perceptions of partiality, while consistency allows motorists to know the gravity of traffic regulation (Riehl et al., 2024). By embracing firmness and professionalism, enforcement discourages repeat offenses and encourages order, discipline, and compliance with road safety regulation. The answers underscore that fair, unbiased, and uniform enforcement are the key step in complying with traffic regulations (Ryan et al., 2020).

Users of the road must understand that nobody is above the law, which is attainable only when offences are dealt with equally and without discrimination. When people just ignore rules after warnings or training, imposition of the requisite legal measure, like citation tickets or arrest, is necessary to ensure accountability. In addition, frequent enforcement, along with the conspicuous presence of traffic authorities, acts as an ever-present reminder to both drivers and pedestrians to abide by regulations. This method not

only discourages recidivism but also encourages compliance with traffic rules, eventually leading to safer and more organized road conditions (Gitelman et al., 2023).

Traffic Enforcers 1, 4, and 6 said that to be effective, enforcement should be evenhanded, fair, and consistent, highlighting the idea that everyone must follow the rules, and no one must be spared. Their argument is that where motorists are determined to disobey traffic rules even if trained before with past re-examinations, drastic actions through the law issuance of citations or arrest of violators should be made so that to make the people absolutely disciplined. This is an indication that evenhanded and systematic enforcement is not only good in reiterating the authority of the traffic enforcers but also good in bolstering confidence toward the traffic system. Moreover, the respondents revealed that the visibility of the traffic authorities on the road is continually reminding motorists as well as pedestrians to take heed of laws as well as ensure road safety. These are indicators that fairness, consistency, as well as visibility, are good ingredients toward the yielding of compliance, respect, as well as mutual responsibility toward all road users.

These are evident in the responses of the participants:

“For enforcement to work, it should be fair, impartial, and consistent so that road users will realize that no one is exempt from following the rules.” (TE1)

“If a motorist continues to disregard traffic rules despite being warned and educated, appropriate legal action should follow. This may include issuing a citation ticket or, if necessary, apprehending the violator.” (TE4)

“If a violation persists, issuing a citation or appropriate penalty is necessary. Consistent enforcement, combined with strong visibility of traffic authorities on the roads, serves as a reminder to both motorists and pedestrians to adhere to the rules.” (TE6)

Evidence indicates that overt and regular enforcement has a quantifiable impact on enhancing driving behavior (Alrejfal et al., 2021). In Queensland, Australia, one study

discovered that overt and mobile enforcement was strongly correlated with more self-reported compliance from drivers than covert operations, the impact of these obvious operations had a longer duration (Anderson et al., 2023). A second study of speeding behavior on low-speed limit roads showed that relaxed enforcement results in more offenses, while stricter and more consistent enforcement (including penalties) suppresses speeding. The “High Visibility Enforcement” strategy employed in the U.S. also indicates that an alliance of enforcement plus high-profile presence, advertised patrols and checkpoints discourages offenses and diminishes crashes (Ryan et al., 2020). The Broken Windows Theory also supports the idea that visible and consistent enforcement stops small violations from getting out of hand so that all road users will have an orderliness feeling wherein everyone is accountable. When drivers and pedestrians see rules being applied fairly and consistently, they are more likely to follow them voluntarily (Rad, et al., 2020). Over time, this helps build a culture of respect, responsibility, and shared commitment to road safety.

The significance of these findings was seen in how fair, consistent, and visible enforcement helped traffic enforcers build trust and cooperation among road users. Based on the participants’ experiences, they observed that when rules were applied equally and authorities remained present on the roads, drivers and pedestrians were more likely to follow traffic regulations voluntarily. This showed that consistent enforcement not only reduced repeated violations but also helped create a more respectful and cooperative environment between enforcers and the public. Most importantly, it gives traffic enforcers a sense of purpose, knowing that their work fosters safer, more disciplined, and responsible communities.

The research finds that strict, fair, and impartial enforcement of traffic violations is most effective for the development of compliance and confidence among users. If motorists believe that enforcement relatively evenhanded across the board, they are most likely to have respect for the traffic authorities and have the lesson imbibed of respecting the rules. The study also finds that visible enforcement activities and the imposition of the proper punishment serve effective deterrence from repeated transgression, redriving the lesson that the rules are set in stone. Again, fairness and professionalism in the treatment provided to violators are found to serve to eliminate perceptions of favoritism or corruption, common grounds that rob the credibility from enforcement activities. Finally, the study finds that the observance of evenhanded and transparent methods of enforcement is an issue not only of discipline but one most vital to the development of order, security, and safety upon the roads.

CONCLUSION AND RECOMMENDATION

The results show that traffic enforcers are confronted with intricate problems that go beyond personal compliance to broader issues within enforcement. Themes of the indiscipline of road users, incessant enforcement problems, and defiance against sanctions point to the necessity of firm institutional backing and the support of the public. Simultaneously, the focus on professionalism, patience, and courteous communication indicates that successful enforcement relies as much on relationship-building with the public as on authority. Attempts to improve traffic education, awareness campaigns, and consistent and even-handed application of the rules are the key to engendering long-term behavioral change. All in all, the research highlights that traffic control works best if it finds a balance between strict enforcement and education, equity, and respect so that road usage is more disciplined and safer for everyone.

To further enhance the effectiveness of traffic rule implementation, it is respectfully suggested that the City Traffic Management Office of Misamis Occidental and the Local Government Unit (LGU) continue building on their existing initiatives by strengthening institutional support and community engagement efforts. Expanding resources for manpower, upgrading traffic management equipment, and providing continuous professional development opportunities may further empower traffic enforcers to apply regulations consistently and fairly. In collaboration with the City Information Office, schools, and barangay leaders, sustained traffic education and awareness programs could help cultivate greater discipline and shared responsibility among road users, including motorists and pedestrians. Road users are also encouraged to actively participate in these initiatives by observing traffic laws, cooperating with enforcers, and promoting a culture

of respect and safety on the roads. Enrichment programs focused on professionalism, patience, respectful communication, and conflict management may likewise assist enforcers in fostering positive public interactions. Additionally, future researchers may consider exploring related variables such as public perception, policy implementation strategies, or comparative studies across different municipalities to further expand understanding in this field. Through collaborative efforts among agencies, road users, and the academic community, traffic management may become increasingly effective, sustainable, and widely supported.

DECLARATION OF THE USE OF AI TOOLS

I acknowledge the use of **chatGPT** and **chatgpt.com** to generate.../ I have not used any AI tools or technologies to prepare this research paper/thesis.

Prompt: What are the roles of traffic enforcers?

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

Prompt: What are possible theory about traffic enforcement?

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

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

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

Prompt: Make my study past tense.

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

Prompt: What are the possible questions during interview that can answer my statement of the problem?

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

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APPENDIX A

INTERVIEW GUIDE PROTOCOL

Introduction

1. Introduce self and the purpose of the study.
2. Discuss the focus of the study.
3. Provide informed consent and assures confidentiality.
4. Explain the structure of the interview (audio recording and taking notes).
5. Ask if the participant has any questions before the start of the interview.
6. Test audio recording equipment to ensure it works properly.
7. Ensure the participant feels comfortable and ready to proceed.

Opening Questions

1. Can you tell us about your role and responsibilities as a traffic enforcer?
2. How long have you been working as a traffic enforcer?
3. What specific areas or intersections do you usually monitor?
4. In your experience, what makes some road users refuse to comply with traffic rules?
5. What specific challenges do you encounter when dealing with non-compliant pedestrians or drivers?
6. Are there particular times, places, or situations when non-compliance is more frequent or difficult to control?

Core Questions

1. What are the key challenges you encountered as a traffic enforcer in

implementation of traffic rules among non-compliant road users?

1.1 What difficulties do you encounter when dealing with motorist or pedestrian who resist following traffic rules?

1.2 What situations where enforcing traffic rules becomes most difficult for you?

1.3 What factors do you believe make it hard for you implement traffic rules effectively?

2. How did you address the challenges of managing of non-compliant road user?

2.1 How do you usually handle situations where road users refuse to comply with your instruction?

2.2 What strategies or techniques do you usually to manage or reduce traffic rule violations?

2.3 What steps do you usually take to maintain order when faced non-compliant road users?

3. What measure can you implement to enhance compliance with traffic rules?

3.1 What do you think would help drivers and pedestrians follow the traffic rules more regularly?

3.2 In your opinion, what policies or programs can improve road users compliance?

3.3 What role do you think community awareness and cooperation play in promoting traffic discipline?

Closing Question

1. Have you noticed any changes in compliance patterns over time?

2. If you had the chance to suggest a solution to higher authorities, what would it be?

Concluding Statements

1. Thank the participant for their time and insights.
2. Reassure them about confidentiality and offer further clarifications if needed.

APPENDIX B

TRANSMITTAL LETTER



Republic of the Philippines
CITY ADMINISTRATOR'S OFFICE
City of Ozamiz



**ASENZO
OZAMIZ**

12 September 2025

JOSE F. CUEVAS JR. PhD
College Dean
College of Criminology
Misamis University
Ozamiz City

MARKDY Y. ORONG, DIT
Instructor
College of Criminology
Misamis University
Ozamiz City

Through: **DEXIE B. BETONIO**
CHAILA MAY L. CARMONA
JOHN EMMANUEL L. GARAY
DAVE KARL F. CABAL
Researchers
+63 926 955 1098

Dear Sir:

With reference to your letter dated 1 September 2025 for the conduct of data gathering relevant to your thesis study entitled: "*Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-Compliant Road Users*" we would like to inform you that we are interposing no objection to the conduct of said thesis study, provided the following conditions are complied with:

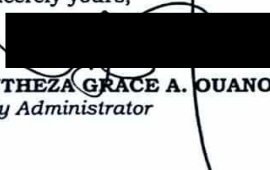
1. Submission of Questionnaires to the office of the undersigned prior to the conduct of the thesis study;
2. Submission of List of Interviewees and List of Interviewers prior to the conduct of the thesis study;
3. Submission of the outcome of the thesis study after its conduct to the Office of the undersigned.

Rest assured that all information submitted will be handled with utmost confidentiality.

Kanunay **A**senzo **O**zamiz!

Thank you.

Sincerely yours,


RUTHEZA GRACE A. OUANO
City Administrator

Copy furnished:
Mayor's Office



REPUBLIC OF THE PHILIPPINES
OFFICE OF THE CITY MAYOR
CITY OF OZAMIZ
TELEFAX NO. (088) 521-1390
MOBILE NO. (0917) 777 6100

EMAIL: ASENSOOZAMIZMAYOR@GMAIL.COM

**ASENSO
OZAMIZ**



CITY TRAFFIC MANAGEMENT SERVICE

September 12, 2025

Atty. Buen Cassandra B. Libetario
OLC, City Legal Office
LGU Ozamiz City

Subject: List of CTMS Personnel for Interview – Request from Misamis University Students

Dear Ma'am,

Please be informed that Ten (10) CTMS personnel have been identified to participate in an interview requested by students from Misamis University. The interview is in connection with their thesis study entitled, *"Challenges Encountered in the Enforcement of Traffic Rules Among Non-Compliant Road Users."*

Listed below are the names of the CTMS personnel selected for the said interview:

[illegible]

For your information and guidance.

Sincerely yours,

James Leland S. Rabago
Assistant Chief, CTMS

APPENDIX C

TRANSCRIPTS OF THE INTERVIEW

Traffic Enforcer 1

In my experience as a traffic enforcer, one of the most common challenges I encounter when dealing with motorists and pedestrians is their resistance to following traffic rules, which often stems from a lack of discipline among drivers. There are situations where enforcing traffic rules becomes extremely difficult, particularly when some motorists refuse to accept that they have committed a traffic violation. This resistance is not only frustrating but also delays the enforcement process, as individuals tend to argue rather than acknowledge their mistakes. The difficulty in implementing traffic rules effectively is caused by a combination of human factors such as stubbornness, lack of awareness, and intentional disregard of rules. It is also compounded by flaws in the enforcement system, low compliance with traffic regulations, and the generally poor understanding of road safety and its importance in preventing accidents. Addressing these challenges with non-compliant road users requires a multifaceted approach that combines strict enforcement with proactive education and awareness campaigns. Enforcement alone is not enough because many drivers and pedestrians are unaware of the consequences of their actions. Educating the public through seminars, campaigns, and school-based programs could help instill discipline and responsibility at an early stage. At the same time, the consistent application of effective penalties would serve as a deterrent for repeat violations and show that traffic laws must be respected. For enforcement to work, it should be fair, impartial, and consistent so that road users will realize that no one is exempt from following the rules. Personally, I rely heavily on patience and tolerance when handling situations where road users refuse to comply with my instructions. I always make it a point to remain calm, composed, and professional no matter how difficult the situation becomes. I usually talk courteously to every motorist, explaining in simple terms the violation they have committed. I also make sure to speak slowly and in a lower voice to prevent misunderstanding and to avoid escalating the tension. This approach often helps motorists to better understand why they are being apprehended and lessens the chance of conflict. I believe that courtesy and professionalism go hand in hand with authority when it comes to law enforcement. In the broader sense, the strict implementation of traffic laws and regulations, coupled with widespread awareness campaigns, could significantly increase compliance among road users. Traffic education, especially when included as part of driver's licensing programs and community initiatives, would be a big help in ensuring that both drivers and pedestrians understand their responsibilities on the road. Community cooperation and collective awareness also play a crucial role in promoting traffic discipline. When society as a whole values road safety, individuals are more likely to follow traffic rules not out of fear of penalties but because they recognize its importance in protecting lives. By combining education, strict enforcement, and community involvement, we can create safer roads and a more disciplined traffic environment.

Traffic Enforcer 2

There are arrogant drivers who, even if you explain things to them properly, are still ones who get angry. That is why we, as traffic enforcers, need to humble ourselves

stay calm. I always make it clear to them that this is just our job and that all of us are expected to follow the rules because these are the regulations of our city. It is not difficult, and there is no confusion, as long as we obey the orders given by our superiors and relay the same instructions to the motorists. We should not confront them in anger; instead, we must speak in a calm and respectful manner. Sometimes drivers argue back, and that is something we cannot avoid. There will always be those who talk back first, and as traffic enforcers, we cannot always respond the way we want to. That is why we learn to humble ourselves even when we know they are wrong. In this line of work, patience and humility are necessary. We should never get into fights with drivers because we are only doing our duty. At times, we also need to follow the instructions of our supervisors and carry them out without taking things personally. When a driver commits a violation and refuses to comply, then we issue them a ticket. But before that, I still explain their violation so that they do not remain arrogant, and so they realize that we are only enforcing the rules fairly. Sometimes, I also give them a chance, especially if they have something urgent, like waiting for someone. In such cases, I let them move around but with proper guidance. If the situation gets more difficult, I call my supervisor to help explain things so the driver can truly understand. It would also be very helpful if seminars could be conducted for operators and drivers to remind them about the traffic rules in Ozamiz City. If possible, we traffic enforcers ourselves could orient them so that everyone is well-informed. When it comes to pedestrian lanes, some drivers are issued tickets while others are just given reminders. The implementation is not always uniform because not all enforcers handle situations the same way. Still, we make sure to explain clearly that stepping on or blocking the pedestrian lane is not allowed. In the end, there are still many motorists who follow once you explain the rules to them. If pedestrians and road users cooperate and respect one another, traffic becomes smooth, orderly, and peaceful.

Traffic Enforcer 3

When dealing with motorists who make left turns on the highway with no left turn sign, I frequently encounter this kind of situations, especially because many of them are often in a hurry. Drivers in these situations tend to be impatient, sometimes careless, and a number of them show arrogance when they are asked to follow the rules. Instead of slowing down and observing proper procedures, they push through traffic as if they own the road. As a traffic enforcer, this creates difficulties because their behavior disrupts the smooth flow of vehicles and increases the risk of accidents. Despite these challenges, I make it a point to remain calm and composed, making sure not to let my emotions dictate how I respond. I believe that patience and self-control are important qualities in my work, especially when faced with individuals who do not easily accept corrections. In these situations, I approach the drivers respectfully and explain to them why they must comply with the rules. I remind them that traffic laws are not meant to inconvenience them but to protect the safety of everyone on the road. I explain the possible consequences of their violations, both for themselves and for other motorists and pedestrians. When necessary, I hold them accountable by issuing a citation ticket, not as a form of punishment, but as a reminder that no one is exempt from the law. Through this approach, I hope to make them realize the importance of discipline and fairness in following traffic regulations. Aside from enforcing the rules, I also make it a priority to give verbal warnings and reminders to both operators and drivers. I find that educating them on the spot helps correct their behavior and prevents

future violations. While directing traffic, I make sure to maintain order and keep the flow moving smoothly, as this is essential in preventing congestion and accidents. I explain to drivers that their cooperation is not only for their benefit but for the welfare of everyone using the road. By emphasizing discipline, I encourage them to become more responsible and honest in their driving practices. Another important part of my work is reminding motorists to pay attention to traffic signs. Many violations occur simply because drivers ignore or fail to observe these signs. I tell them that following signs is one of the simplest ways to avoid penalties and unnecessary delays. This way, they also become more aware of their surroundings and can adjust their driving behavior accordingly. I consider this guidance not only as law enforcement but also as part of educating the public to build a culture of discipline and cooperation. Ultimately, my goal as a traffic enforcer is not only to penalize but to help instill awareness, discipline, and respect among road users. By guiding and reminding them in a calm and professional way, I hope to reduce instances of arrogance and non-compliance. I envision a road system where drivers and pedestrians alike cooperate with one another, making traffic smooth, safe, and peaceful. This is not an easy task, but with patience, consistency, and proper enforcement of the rules, I believe that discipline on the road can be strengthened for the benefit of the whole community.

Traffic Enforcer 4

Some individuals on the road can be arrogant and lack sufficient knowledge of traffic laws. There are also people who abuse their authority simply because they hold higher positions, which makes enforcement of traffic rules more challenging. In my experience, I have not encountered situations that confused me in carrying out the proper implementation of traffic rules. I did not find any significant factors that prevented me from performing my duty to enforce the law. In dealing with motorists, it is important to set aside personal pride and instead explain the traffic laws patiently and clearly, to avoid unnecessary conflict. A respectful and informative approach often helps the violators understand the importance of compliance. If a motorist continues to disregard traffic rules despite being warned and educated, appropriate legal action should follow. This may include issuing a citation ticket or, if necessary, apprehending the violator. In cases where the violator is not from the local area, they may sometimes be excused, provided that their situation. For local residents, they may also be forgiven if they have a valid and reasonable explanation, and such leniency should be exercised with caution to ensure fairness and consistency. Normally, the first step should be to warn or speak to the violator. If they still refuse to comply, then involving the police becomes necessary. As a traffic enforcer you must remain humble, respectful, and at the same time vigilant and alert in the performance of your duties. The professionalism sets the tone for order and discipline on the road. One effective strategy to improve compliance is the conduct of seminars for motorists. These seminars can serve as venues for educating drivers about the rules, responsibilities, and consequences of violating traffic laws. To encourage participation, such programs should ideally be offered for free to the public. The role of the community is vital. Citizens are expected to show cooperation and discipline by following the traffic laws established by the city. When both traffic enforcers and the community work hand in hand through education, discipline, and respect, peace, safety, and order on the roads can be effectively maintained.

Traffic Enforcer 5

Arrogant individuals and those who lack knowledge need to reflect and recognize their own shortcomings. Some people carry so much pride that they do not want to be corrected, and this attitude makes them resistant to rules and discipline. In reality, there is nothing too difficult if one is truly committed to doing what is right. Nothing will hinder a person as long as the actions taken are proper, fair, and in accordance with the law. The best way to handle these kinds of people is through humility and clear explanation of the traffic rules and regulations. It is important to explain to them calmly so they can understand the reason behind the enforcement of these laws. If they continue to disregard the rules, then issuing a citation or ticket serves as a formal reminder for them to be more cautious and responsible in the future. The ticket does not only function as a penalty but also as a lesson to make them more attentive to their actions on the road. When road users commit mistakes, they must be reminded of their violations and informed about what they should have done instead. This should be done respectfully but firmly, so they understand both their error and the proper behavior expected from them. Through conversations, warnings, and guidance, compliance can often be achieved. If they still refuse to listen despite being explained to and corrected, the next step is to call for the assistance of the police to ensure that the law is properly enforced. This step reinforces the idea that rules are not optional but mandatory for everyone's safety and order on the road. By combining patience, humility, proper explanation, and firm enforcement, even the most arrogant and resistant individuals can be reminded of their responsibility as road users.

Traffic Enforcer 6

One of the major challenges in traffic management is the lack of cooperation from some road users, coupled with limited manpower among enforcers and resistance from certain drivers and pedestrians. Situations such as arguments, refusal to cooperate, or deliberate attempts to avoid penalties often arise, making enforcement more difficult. These challenges are further heightened during peak hours, crowded events, or when drivers become impatient, aggressive, or reckless. Limited manpower, combined with the high volume of traffic and the lack of discipline from a portion of the community, continues to put pressure on enforcement efforts. To address these issues, it is essential for traffic enforcers to remain calm and always composed. Rules must be explained clearly, and enforcement should always be done in a fair and consistent manner. Professionalism is key giving direct and understandable instructions helps avoid confusion. If a violation persists, issuing a citation or appropriate penalty is necessary. Consistent enforcement, combined with strong visibility of traffic authorities on the roads, serves as a reminder to both motorists and pedestrians to adhere to the rules. It is important for enforcers to stay firm yet respectful in their approach, prioritizing safety above all else. If situations escalate, calling for assistance from the Philippine National Police (PNP) is advisable to maintain peace and order. Beyond daily enforcement, stricter measures such as additional road signs, improved traffic signals, and continuous traffic education should be implemented to enhance compliance. Public awareness campaigns, visible enforcement, and fair penalties also play a vital role in improving discipline among road users. Regular road safety seminars and community-based programs can instill greater awareness, while imposing stricter penalties for repeat violators reinforces accountability. Discipline and compliance significantly improve when the community fully understands, accepts, and supports the

importance of traffic laws. Through cooperation, education, and consistent enforcement, safer and more orderly roads can be achieved for everyone.

Traffic Enforcer 7

Arrogant individuals and those who lack knowledge of traffic laws are often the most difficult to deal with. Some people abuse their position or authority, thinking they are above the rules. In such cases, it is important to remain calm, humble, and composed while making them understand the traffic laws to avoid unnecessary arguments. The proper step is to issue a citation ticket and clearly explain the violation they have committed so they will learn from it. For drivers who are not from Ozamiz, they may either be ticketed or given consideration depending on their attitude. If the driver immediately shows humility, apologizes, and accepts their mistake, the enforcer may choose to be lenient. However, if the driver remains arrogant and refuses to follow instructions despite repeated explanations and warnings, then the next step is to call the police for assistance to ensure that the law is enforced. Traffic enforcers must always remain humble, alert, and vigilant so as not to commit mistakes in implementing traffic regulations. It would also be helpful to provide seminars or free educational sessions so that drivers are more aware of the laws. In the end, it is the responsibility of every motorist to follow the traffic rules of the city in order to maintain order and safety on the road.

Traffic Enforcer 8

Just always remain calm and take things slowly when talking to violators. The way you deliver your words matters because it can either ease the tension or make the situation worse. If there are arrogant individuals, in my experience, I haven't really encountered much of that. What is truly important is to know how to explain the situation in a respectful manner so that both you and the violator can understand each other clearly. However, if despite calm communication they still refuse to listen or comply, the next step is to issue them a citation ticket so that they will recognize the consequences of their actions. It is also better to correct violations immediately, even from a distance, because early intervention helps prevent further problems on the road. Issuing tickets when necessary, serves as a reminder that rules must be taken seriously and mistakes have consequences. Ideally, all motorists and pedestrians should follow traffic rules and regulations, because this ensures a smoother and safer traffic flow for everyone. People should always keep in mind two very important principles: road courtesy and road discipline. Courtesy means showing respect to fellow road users, while discipline means obeying rules regardless of the situation. If everyone practiced these values, traffic would not only be more orderly but also safer. The role of the community is very significant when everyone follows the law, the collective effort creates harmony and prevents accidents. In the end, it only takes discipline and cooperation to achieve safer and more efficient roads.

Traffic Enforcer 9

In areas without traffic lights, we are the ones directing traffic at the center of the road. There are really drivers who, even if you signal them to stop, still continue to move

forward, saying that they are delayed in getting through. Some drivers can easily understand our instructions, while others take more time to comprehend. I find it especially challenging near PLDT, because many vehicles make U-turns in that area, particularly near the pedestrian lane around Ati-Atihan. This becomes a problem when traffic rules are not strictly enforced, since without consistent enforcement, people may not take the rules seriously. I handle the challenges I encounter with non-compliant road users by providing them with proper education. I calmly explain to them what they did wrong, so that next time, they will know how to follow instructions correctly. Along with education, there must also be strict enforcement of traffic rules. When I talk to them, I do so in a gentle manner, while also listening to their side so we can reach mutual understanding. I also suggest that parking should no longer be allowed along the roadside, so that the traffic flow will be smoother. For me, road discipline starts with personal responsibility, where everyone should take it upon themselves to follow the law. The real challenge lies in the implementation of these rules. However, the community has a vital role in promoting road discipline, which can only be achieved when everyone chooses to follow the law.

Traffic Enforcer 10

The improper use of safety gear includes wearing unauthorized helmets, not wearing shoes, or simply using slippers. Another violation is not following the “no loading or unloading” signage. The most confusing and difficult rule to implement is the “no left turn” policy. These are laws created by the city that motorists must follow. What I usually do to handle these motorists is to talk to them and explain why what they did was wrong. I give them a warning, and for minor violations, I try to appeal to them to correct their behavior. The best way to manage conversations with violators is through discipline and mutual respect, guided by the principles of road courtesy and road discipline. It is also important to constantly remind them about the laws set by the city. I instruct them to follow traffic rules and regulations to ensure the smooth flow of traffic. I also have programs in mind that can help motorists, such as strictly enforcing the rule of “no U-turn on solid double yellow lanes” and “no overtaking.” In the end, everything still goes back to practicing road courtesy and discipline as key values in keeping order on the road

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)

MTU-RC-042/13 November 2024

Thesis/Research Data Gathering Approval Form

Date: October 17, 2025

Name of Authors: John Emmanuel L. Garay, John Paul F. Cabal, Charda May L. Garzon, Duke B. Pano

College/Department: College of Engineering

Research Title: Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules along Non-Completed Road Vectors

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
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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 _____
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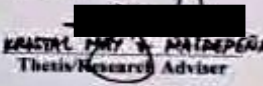
e. Date/s of Implementation/Sampling: _____

Attachments:

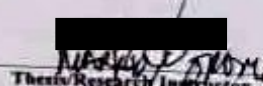
☐ Approved Letter of Consent from the designated authority in the area/place where the study is to be conducted
☒ Signed Parents' Consent

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

Recommended by:



Thesis Research Adviser



Thesis Research Instructor

Approved by: _____

College Dean

CONTROLLED DOCUMENT

APPENDIX E

INFORMED CONSENT



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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): Dexie B. Betonio, Chaila May L. Cormona, John Emmanuel L. Garay, Dave Karl F. Cabal

Course: Bachelor of Science in Criminology

College: College of Criminology - Misamis University

Email / Contact Number: 09269651098

Thesis Title: "Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-compliant Road Users"

PART I. INFORMATION SHEET

Introduction (Pasiuna)	Good day! I am <u>Dexie B. Betonio</u>, the principal researcher/investigator of the study entitled <u>"Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-compliant Road Users"</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>Traffic Enforcer</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>Dexie B. Betonio</u>, ang nagpahigayon sa pagtuon kabahin sa <u>"Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-compliant Road Users"</u>. Ako usa ka estudyante sa <u>Bachelor of Science in Criminology</u> Ozamiz City. Ako nagapili kanimo isip participant nga maoy mutubag sa gikinahanglang impormasyon niining gihimong pagtuon. Ako matinahurong naghango sa inyong bulontaryo nga pag-apil niini nga pagtuon. 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 <u>explore the challenges faced by traffic enforcers in enforcing traffic rules among non-compliant road users</u>. This research highlights traffic enforcers' challenges to <u>improve road safety</u>. (Indicate the significance). (Ang <u>katuyoan</u> niini nga <u>pagtuon</u> mao ang <u>pag-ila sa mga hanap sa mga traffic enforcers ug pagpasigla sa mas maayong pagmamahim sa balacad trapiko</u>. Kini nga <u>pagtuon</u> makahatag og <u>kanyahan sa pagtutuhan sa balacad trapiko ug (kaayuhan)</u> kaluwasan sa kalsada
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 <u>pagtuon</u> pagabuhaton pinaagi sa interview. Personal ang pagkuha sa datos.)
Selection of Participants	The selection of the participants is based on the following inclusion criteria: <u>currently employed as traffic enforcer, have experience in enforcing traffic laws</u> and <u>willing to share their experiences</u>. (Indicate as applicable to your study.)



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MU-REB-010/03 March 2022

(Pagpili sa mga Partisipant)	(Ang mga partisipante niini nga pagtuon mao ang indibidwal nga naga-angkon sa mosunod: <u>Kanunay nagtrabaho sa traffic</u> <u>Adunay kasinatian sa pagpatuman</u> <u>Andan nga paarbit ang ilang</u> .) <u>Enforcer</u> <u>sa mga balad trapiko</u> <u>mga kasinatian</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 mobalibad 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>Traffic Enforcers Challenges</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>Traffic Enforcer</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. (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)



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	<i>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 (Katugod 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>Dexie B. Bectonio, Chella May L. Carmona, John Emmanuel</u> Cellphone Number/s: <u>09269551098</u> <u>Dave Karl F. Cabal</u> <u>L. Garay</u> e-mail ad: <u>dcxbectonio89@gmail.com</u>



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**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 gawasnon og boluntaryo.)

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

Print Name of Researcher (Ngalan sa Nagtuon): Dexter B. Bonting, Chaila May L. Canmora,
Dave Karl F. Calcal, John Emmanuel L. Garay



MU-REB-010/03 March 2022

PART II. CERTIFICATE OF CONSENT

This research entitled "Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-Compliant Road Users" by Betonia, Carmena, Garay, Cabal with the aim of gathering information and data pertaining to The Challenges of Traffic Rules in Implementing Traffic Rules among Non-Compliant Road Users, has been presented and explained to me clearly. Since the study involves Traffic Enforcers, I am chosen as one of the participants.

(Kini nga pagtuon gititulohan, "Challenges Encountered by the Traffic Enforcers in the Implementation of Traffic Rules among Non-Compliant Road Users" ni Garay, Cabal, nga adunay tumong sa pagkuha og impormasyon ug datos kabahin sa mga pagtuon alip nagtutubod sa labad traffic, gipresenta ug gipasabot og klaro kanako. Tungod kay ang pagtuon kay kabahin sa Traffic Enforcers, 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
---	--

MSU-DSAS-006/02Jan2023

PARENT'S CONSENT

Sponsoring Group/Organization

I am allowing my son/daughter/ward, Dexie Estorino, to join
the Research data gathering (activity) to be held on
SEPTEMBER 15-20, 2025 at Ozamiz City under the supervision of
MRS. KRISTAL MAY V. MADRERA (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.


Signature over printed name of

Parent/Guardian

Sept. 10, 2025
Date

Dexie D. Estorino
Signature over printed name of

Student

Sept. 10, 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. _____

(For DSAS Personnel only)

Attested by:

NELPA N. CAPIO, LPT, MAEd, JD
Director, Department of Student Affairs & Services

Date: _____

APPENDIX G

Documentation



We conducted a one-on-one interview with a traffic enforcer who kindly allowed us to interview him during his lunch break. During the interview, he shared his personal experiences and struggles from his five years of service as a traffic enforcer.



We visited the office of the City Traffic Management Service (CTMS), where we interviewed one of the traffic enforcers. Before starting the interview, we asked for his permission to take photos and assured him that his face would be blurred to protect his identity, which he voluntarily agreed to.



First, we respectfully asked permission to conduct the interview. After she agreed, we also asked for permission to use an audio recording device and to take a photo with her.



When we first approached the traffic enforcer and explained our study, we asked him to be one of our participants.

APPENDIX H

CERTIFICATE OF PUBLICATION



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

Is hereby awarding this certificate to
DEXIE B. BETONIO

In recognition of the publication of the paper entitled
Challenges Encountered By The Traffic Enforcers In The Implementation Of Traffic Rules Among Non- Compliant
Road User

Published In IJRIS Online Journal

Page No. 7297-7307 Volume 9 Issue 11 Month November Year 2025


Chief Editor


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

Is hereby awarding this certificate to
JOHN EMMANUEL L. GARAY

In recognition of the publication of the paper entitled
Challenges Encountered By The Traffic Enforcers In The Implementation Of Traffic Rules Among Non- Compliant
Road User

Published In IJRIS Online Journal

Page No. 7297-7307 Volume 9 Issue 11 Month November Year 2025


Chief Editor


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International Journal of Research and Innovation in Social Science

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

Is hereby awarding this certificate to

CHAILA MAY L. CARMONA

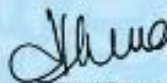
In recognition of the publication of the paper entitled

Challenges Encountered By The Traffic Enforcers In The Implementation Of Traffic Rules Among Non- Compliant

Road User

Published In IJRIS Online Journal

Page No. 7297-7307 Volume 9 Issue 11 Month November Year 2025


Chief Editor

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International Journal of Research and Innovation in Social Science

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ISSN: 2454 -6186

Is hereby awarding this certificate to

DAVE KARL F. CABAL

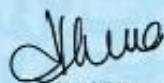
In recognition of the publication of the paper entitled

Challenges Encountered By The Traffic Enforcers In The Implementation Of Traffic Rules Among Non- Compliant

Road User

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APPENDIX I

TURNITIN RESULT

DEXIE B. BETONIO.docx

 Misamis University

Document Details

Submission ID
trn:oid::28447:135530953

Submission Date
Apr 17, 2026, 3:39 PM GMT+8

Download Date
Apr 17, 2026, 3:43 PM GMT+8

File Name
DEXIE B. BETONIO.docx

File Size
97.8 KB

59 Pages

14,702 Words

88,154 Characters



Page 1 of 67 - Cover Page

Submission ID trn:oid::28447:135530953



Page 2 of 67 - Integrity Overview

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CURRICULUM VITAE

PERSONAL BACKGROUND

Name: DEXIE B. BETONIO
Date of Birth: November 13, 2003
Parents: Antonio C. Betonio & Ma. Liza B. Betonio
Religion: Roman Catholic
Residence: P-1 Tigdok, Tudela, Mis. Occ.
Contact Number: 09269551098
Email: dexbetonio89@gmail.com



EDUCATIONAL BACKGROUND

College: Bachelor of Science in Criminology
Misamis University
Ozamiz City
June 2026
Secondary: High School Diploma
Computer System and Servicing- TVL
Tudela National Comprehensive High School
Basirang, Tudela, Mis.Occ.
June 2022
Elementary: Elementary Diploma
Tigdok Elementary School
Tigdok, Tudela, Mis. Occ.
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

Name: JOHN EMMANUEL L. GARAY
Date of Birth: March 20, 2002
Parents: Arnulfo L. Garay & Adelfa L. Garay
Religion: Roman Catholic
Residence: 101 Mabini St. Biasong Dipolog City
Contact: 09127802869
Email: johnmanuelpogi18@gmail.com



EDUCATIONAL BACKGROUND

College: Bachelor of Science in Criminology
Misamis University
Ozamiz City
December 2026

Secondary: High School Diploma
Humanities and Social Sciences
DMC College Foundation Inc.
Dipolog Medical Center, Dipolog City, Zamboanga del Norte
June 2022

Elementary: Elementary Diploma
Dipolog Pilot Demonstration School
Rizal Ave, Dipolog City, Zamboanga del Norte
March 2015

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

Name: Chaila May L. Carmona
Date of Birth: January 16, 2004
Parents: Leofel L. Carmona, Felipe B. Carmona
Religion: Roman Catholic
Residence: P-3 Centro Hulpa, Tudela
Contact Number: 09773906196
Email: chailalooc@gmail.com



EDUCATIONAL BACKGROUND

College: Bachelor of Science in Criminology
Misamis University
Ozamiz City
December 2026

Secondary: High School Diploma
Cookery- TVL
San Isidro Academy
Upper Centro, Tudela, Misamis Occidental
June 2022

Elementary: Elementary Diploma
Tudela Central School
Centro Napu, Tudela, Misamis Occidental
March 2014

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

Name: Dave Karl F. Cabal
Date of Birth: June 16, 2003
Parents: Irv Karoll G. Cabal, Divina F. Cabal
Religion: Roman Catholic
Residence: P-4 Tabid Ozamiz City
Contact Number: 09682822765
Email: davekarlcabal77@gmail.com



EDUCATIONAL BACKGROUND

College: Bachelor of Science in Criminology
Misamis University
Ozamiz City
December 2026

Secondary: High School Diploma
Pre-baccalaureate Maritime strand
Misamis institute of technology
Banadero Ozamiz City
June 2022

Elementary: Elementary Diploma
Litapan Elementary School
Litapan, 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