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COMPETENCY AND RESILIENCY OF SECURITY GUARDS IN CABANATUAN CITY, PHILIPPINES

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ABSTRACT

Resiliency is the talent to do what is right under duress and to rebound to a daily round. The study determined the level of competency, resiliency, and resilience strategies in coping with challenges faced by 259 security guards in Cabanatuan City. The researcher utilized a mixed method was used to gather data. Findings revealed that security guards perceived themselves as very competent. Null hypothesis is accepted on the type of security guards; however, rejected on length of service and shift of duty. The level of resiliency was further perceived as very resilient. Null hypothesis is accepted on the type of security guards and shift of duty; however, rejected on the length of service. Further, a positive correlation between competency and resiliency is evident. Last, coping strategies were identified as; positive response, self-assessment, following rules, confidence, value work, and seeking support. Based on the findings of the study, the following conclusions are drawn: security guards were equipped with sufficient knowledge, skills, and attitude in performing their duties and responsibilities; security guards were able to perform despite challenges encountered; the more competent the security guards, the more resilient they become; coping strategies vary on challenges encountered. Hence, module of instruction was crafted.

KEYWORDS: *Security Guard, Competency, Resiliency, Coping Mechanism*

INTRODUCTION

Security is everybody's business, and everyone is bound to secure oneself. It is defined as "the quality or state of being secure," "freedom from danger," or "freedom from fear or anxiety" (Kanji, 2003). Your security lies in your hands. How you manage your security depends on your value and the assets you possess. Thus, rich people, people in business, or other able people tend to hire security guards to make them safe and secure their belongings.

Shakespeare (n.d.) once said, "For some must watch, while some must sleep, so runs the world away." For us to have a goodnight's sleep, somebody must stay alert to watch for our safety and security, the security guards.

A security guard is a person who renders services to watch or secure in exchange for compensation (RA 5487, as amended by PD 11, 1972). They are sometimes called Watchmen, whose duty is complex, from providing protection, securing properties, and maintaining peace and order in their area of responsibility, among others. They are sometimes tagged as force multipliers of law enforcement and are looked upon as strong, courageous, and jack of all trades, and sometimes answer any problems in offices or to those who are lost. Through their uniform, they can be easily identified, are expected to be alert, and always provide information or direction. However, these security guards are also human, like us, who face difficulties at home or work. It can either be emotional, physical, financial, or psychological.

However, despite all the odds, these security guards must wake up and report to work every day, bearing in mind that another challenging day is ahead. Hence, they need to be competent, which includes flexibility and adaptability to change. As Lily (n.d.) states that "Our only security is our ability to change." Thus, at the end of the day, there is a need for them to be resilient.

Resiliency is recovering from or adjusting easily to adversity or change (Webster, n.d.). In becoming resilient, one component needed is competency. Being competent in what you do can lead you to build your resiliency. In the fast-changing world, security guards need to learn how to appraise, respond and cope with the challenges of daily life.

Various studies on security as a general concept have been conducted internationally. At the same time, there is a limited study conducted in Malaysia, one on job satisfaction among security guards and the other on attitudes and training of security guards. The challenges and motivations of security guards have yet to be fully studied due to unclear laws and regulations (Rustam & Habidin, 2021).

In the Philippines, more or less 500,000 Security Guards have felt neglected. Most are getting only a bit more than the minimum wage even as they risk their life to protect offices and homes. Thus, the legislators must review RA 5487, which governs security guards. However, amendments to the Department of Labor and Employment's Order No. 150, issued in 2016, require minimum wage and benefits like social security. However, more

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must be legislated, including long-term programs to retrain security guards (Tan, 2020). Such training should include resiliency-building capacity among security guards to overcome challenges presented in the different studies conducted.

The Manila Times (2022) furthered, in its editorial article entitled "Better Protection for those Who Protect Us," laid out the common complaints among security guards, such as low pay below minimum wage, long hours, difficult working conditions, and other abusive practices by their agencies. Their service undoubtedly made life easier for the rest of us during those difficult times, however they remain under-appreciated and under-compensated. Despite the difficulties, problems, and issues cited, security guards are still ready to provide safety and security services.

The researcher's experience in her career in the security industry, as once security guard for six years, a security trainer, and security services NC II assessor, made her see the difficulties and challenges these security guards face. How they respond, thrive, and cope with the challenges motivate the researcher to uncover their competency and resiliency.

The researcher's study on the competency of security guards in Baguio City revealed that they are perceived to be less competent. Security guards in the said city acknowledged a need to reinvigorate and update their knowledge, skills, and attitude as stated in the core competencies of security services NC II (Ayeo-eo, 2016).

Moreover, the crime rate in the Cabanatuan City area is 45.11 out of 100 (the lower, the better), which measures the prevalence of crime, while the safety rate is 59.94 out of 100 (the higher, the better), which measures the level of security and the sense of personal safety felt by the residents or tourists. In recent years, the crime of robbery has slightly increased, although considered safe. That means that even though crime levels are relatively low, there is a need to take precautions to prevent the commission of crime (Is It Safe to Travel to Cabanatuan City, Philippines?, 2021). The prevention of the commission of crime in the city can be prevented through the concerted effort of the Local Government Unit, Law Enforcement, and, of course, the force multipliers, particularly the security guards.

Security guards in Cabanatuan City play a major role in crime prevention activities. However, crime prevention measures, practices, security programs, and procedures, though implemented to the highest degree, are not sufficient to prevent criminal activities among shopping malls in the province of Nueva Ecija (Austria-Cruz & Jimmy, 2020).

In addition, Lubbe (2010) states that in the quest for crime prevention, the private security industry has become a key performer in helping to deter and prevent crime and criminal activities.

Anent to this, the security profession has been close to the heart of the researcher, incompetency issues and a negative image of the profession brings sadness to the researcher. As a member of the security profession, security services NCII assessor, and security trainer in a security training school, the researcher has seen that one way of improving this evolving profession is to empower the main character (security guards) through research to identify issues and promote avenues for their empowerment.

Hence, it is greatly beneficial to determine the level of competency and resiliency of security guards because gaps in competency and resiliency will be identified. The result of this research is to create a module of instruction that integrates the strengthening of competency and resiliency among security guards.

Further, this study is anchored to the theory and concepts of security, defined as being safe or free from fear or harm (Delizo, 2019). Mabe (2008) claimed that security is further an ancient human ideal to which people and communities constantly aspire. To make this happen, salient provisions of the Private Security Agency Law authorized different types of security guards whose competencies should follow the standards of the security services NC II of TESDA, which is the basis for determining the level of competency of security guards in Cabanatuan City. Security guards are also human beings who face multiple difficulties; hence, this study is further anchored on the concepts of resiliency defined by Andersen, (2017) as the ability to bounce back after experiencing physical, mental, emotional, or social difficulties. Elements and pillars of resiliency were further presented as a basis for determining the ideal resilient characteristics of security guards.

OBJECTIVES OF THE STUDY

This study sought to determine the competency and resiliency of security guards in the City of Cabanatuan, specifically to;

- to determine the level of competency of security guards;
- to determine the level of resilience in terms of physical, mental, emotional and social.;
- to investigate the significant difference in the level of competency and resiliency of security guards according to;
  a) types of security guards,
  b) length of service, and
  c) shift/duty time.
- to compare the nature of the correlation between the level of competence and resilience of the security guards;
- to determine the resilient strategies in coping with the challenges encountered; and
- to create a ccontextualized training module can be created for the security guards.

METHODODOLOGY

The study used a descriptive-quantitative design where security guards' responses were quantified to reveal numerical data, which was analyzed with the help of statistics to determine the level of

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competency and resiliency of security guards. The qualitative-case study design was further utilized to extract resilient strategies for coping with challenges encountered. Purposive sampling was used, respondents were security guards posted only in the Cabanatuan City, Nueva Ecija, Philippines with at least more than three years of experience, those security guards who rendered overtime for hours only and on overtime were not included. A total of 259 respondents participated in this study.

The researcher used a structured survey questionnaire to determine the level of competency and resiliency of security guards in Cabanatuan City and used formal interviews guided by the self-made interview guide. Such tools were reliability tested and validated by experts from the university.

Descriptive statistics using mean and standard deviations were utilized to determine the respondents' level of competency and resilience. In finding out the significant differences in the level of competence and level of resilience of the respondents considering the identified moderator variables on type of security, years of experience, and time of duty/shift, the data were tested first for their homogeneity of variances using Levene's test and found that data on the level of competence according to a type of security, the homogeneity of variances were equals and the Fisher's ANOVA was utilized. For other data regarding moderator variables, it was found that the homogeneity of the variances was violated using Levene's test. Thus, the Welch ANOVA was utilized as the appropriate statistical tool, and the post hoc test was Dunnett T3 for unequal variances.

The level of competency/resiliency can be interpreted through the descriptive equivalent, the repetition of such practices builds their competency and resiliency.

In establishing the nature of correlation between the level of competence and level of resilience of the respondents, the Pearson linear correlation was utilized.

Furthermore, the respondents' answers on resilient strategies to cope with the challenges encountered were individually analyzed. Answers were carefully analyzed to come up with a code. Such codes were again organized and checked for the thought's relevance to each other in crafting the themes. Last, the crafted themes were outlined and interpreted. Ethical considerations were carefully followed in the conduct of the study.

RESULTS AND DISCUSSION

Level of Competency of Security Guards in Cabanatuan City

Security guards in Cabanatuan City perceived themselves as very competent. This means that indicators were always practiced and implemented. It can also mean that security guards were used to frontline services, especially in access control and identification system, because most of them are posted at the entrance and exits. In addition, security guards were further keen on securing their territorial jurisdiction.

The results show that security guards perform by the Security Services NC II standards as stated in RA 7796 or the TESDA Act. The security guards perceived its core competencies to be very competent.

Meanwhile, competency is defined as security guards equipped with sufficient knowledge, skills, and attitude (KSA). Such KSA was refined in the indicators perceived as always practiced by the respondents.

Further, the findings imply that Cabanatuan City security guards are knowledgeable and can practice their duties and responsibilities refined by governing bodies. Also, this implies that security guards in Cabanatuan City are equipped with sufficient knowledge, skills, and attitude required by the profession.

Thus, they assess themselves as competent, which appears to be the same as the security guards in Slovenia. Their responses indicated high values in their interpersonal competency self-assessment but noted significant differences in the security service users' assessment (Dvojmoc, 2018).

The result of the study is contradicted by the researcher's study on the competency of security guards in Baguio City, where security guards perform differently from standards, as indicated by the low overall weighted mean on all significant competency areas (Ayeo-eo, 2016).

Level of Competency of the Security Guards of Cabanatuan City According to Types of Security Guard, Length of Service and Shift/Time of Duty

The level of competency of security guards according to the type of security guards was perceived as very competent, which could mean that regardless of the type of security agency they belong to, they rate themselves as very competent.

The perceived level of competency according to the length of service of security guards with three, five, and ten years was very competent. This means that serving as security guard for three years or more has acquired enough knowledge, skills, and attitude to build their competency. Hence, the more years of experience, the more competent you become. This implies that the senior security guards have gained experience and wisdom as they aged in the security profession. Thus, they are in no doubt competent.

As to shift or time of duty, it was perceived to be very competent for the morning and night shifts. However, the combined morning and night shifts were perceived to be moderately competent.

Significant Difference on the Level of Competency of the Security Guards According to Types of Security Guards, Length of Service and Shift/Duty Time.

Security guards in Cabanatuan City level of competency has no significant difference according to the type of security guard, whether they are from a private security agency, company security force, or government guard unit.

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However, the length of service significantly differs in the level of competency. Those with ten years of service have a higher competency than security guards with three years of service. This means that the longer the years of service of security guards the more competent they become.

Last, the shift or time of duty further significantly affects the competency of security guards in Cabanatuan City, where security guards who render duty at nighttime are more competent when compared to security guards who render both duties on morning and evening shifts.

Level of Resilience of Security Guards in Terms of Physical, Mental, Emotional, and Social

The study revealed that security guards in Cabanatuan City perceived themselves as very resilient physically, mentally, emotionally, and socially. This means that the indicators under were always practiced; it can further be noted that they were amenable when they encountered challenges. However, they always got back on track to continue their quest in the profession, making them resilient.

It can further be gleaned from the table that the ratings were not far from each other, however physical (3.56) still landed the highest. Meanwhile, the lowest is mental (3.53) and emotional (3.53) with same mean. This can be attributed to the fact that the security guard profession is known for strong and courageous individuals ready to respond to any adversities.

On the other hand, security guards are also human, which has weak points. Although mental and emotional were perceived as resilient, it is further the lowest among the four areas.

Moreover, findings imply that Cabanatuan City security guards are fit to work physically, mentally, emotionally, and socially. That they were able to face, managed and survived challenges encountered, as well as they were able to bounce back to their normal life after being shaken by a difficult situation.

Meanwhile, through the study of Yasaransi (2019) the security guards mental health has been diagnosed and suggested the promotion of the mental health of the security guards through an action plan implication. This is supported by the study of Brown et al. (2022) that suggested that hospital security guards should attend mental health training.

Further, security guards give service to different jobs assigned to them and have dealt with different scenarios, with such heavy responsibilities and important roles, it is very important to ensure that they are mentally safe. Hence, a mental health assessment among security guards is recommended (Begani et al., 2013).

Level of Resiliency of the Security Guards According to Types of Security Guard, Length of Service and Shift/Time of Duty

The study revealed that the level of resiliency of security guards regardless of their types were perceived to be very resilient. This means that whether they are from a private security agency, company security force or government guard unit their level of resilience does not vary, they all perceived themselves as very resilient.

Their length of service, whether they have served three, five or ten years they perceived themselves as very resilient.

As to the shift/time of duty, security guards who rendered morning shift and night shift were perceived as very resilient while those who rendered both morning and evening shift perceived themselves as moderately resilient. This could mean that working 24 hours a day affects the level of resiliency among security guards.

Significant Difference on the Level of Resilience of the Security Guards According to Types of Security Guards, Length of Service and Shift/Duty Time.

Security guards' level of resiliency is not affected by the type of security guards. The same with the shift or time of duty. However, the length of service affects their level of resiliency. Security guards with ten years of service are more resilient than those with three years. This means that the longer the length of service, the more resilient they become.

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Correlation Between Level of Competence and Level of Resilience of the Security Guards

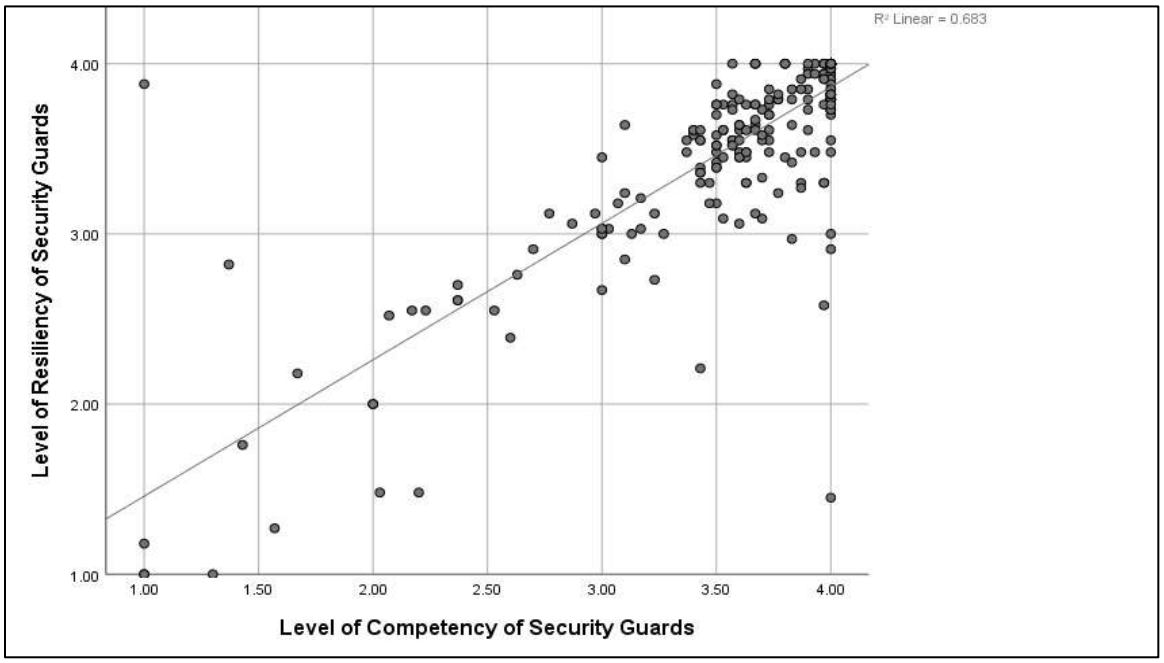


Figure 1. Correlation between Level of Competence and Level of Resilience of the Security Guards

The figure portrays security guards in Cabanatuan City perceived that they are very competent and resilient as seen from the positions of the dots on the linear equation.

This means that security guards who have higher competency have higher resiliency. As they continue to age in this profession the more experience they gain, the more competent they become and the more resilient they become. Competent security guards are equipped with the knowledge, skills, and attitude to perform their duties and responsibilities. Hence, they can manage and cope when faced with difficulties, and that is a resilient security guard.

On the other hand, the findings further mean that security guards who were able to surpass difficulties learn resiliency, because of such learning they become competent on what they do, they become experts in this profession. This implies that security guards in Cabanatuan City are performing the core competencies while adhering to the elements and pillars of resiliency.

As Aztenk (2008) posted, an individual who demonstrates resilience performs effectively and efficiently even when faced with pressures, disappointments, adversities, and opposition. Hence, a person with this competency remains focused and composed in difficult situations and can bounce back from failures and disappointments.

Moreover, this can further be attributed to the 2nd C on the models of resiliency, it explained that being competent helps an individual to act over things that cannot be controlled and become more resilient against the things that cannot further be controlled (Choi, 2020).

Resilient Strategies in Coping with the Challenges Encountered

This presents the resilient strategies of security guards in Cabanatuan City in coping with challenges encountered themed as: positive response, self-assessment, following rules, confidence, value work and seek support.

Positive Response

This theme is sub-themed into five such as: calm, maximum tolerance, patience, adjustment, and professionalism.

The participants raised difficult clients and family problems as challenges encountered. Participant 10 narrates that,

> *"*About the behavior of clients and employees because our employees really cannot keep up with the protocol and the rules and regulations."

> *"*What I have experience mam are the misconduct of the students due to their volume and they have different traits, some are not following and stubborn."

Thus, added by participant 2, which is supported by the statement of participant 1.

> "In the security profession, the behavior of clients like students and even teachers."

Meanwhile, participant 5 further narrated that he is challenged with *"*Family Problems."

This means that security guards experienced numerous challenges while performing their official functions. This can be attributed with the explanation of Choi (2020), that going through difficult

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times is a fact of human life, and the ability to be resilient is an admirable and useful quality for everybody.

Through the participants responses, such challenges were responded positively, first is calmness.

> *"*First of all, you need to be calm not hot tempered, in any situation."

Thus, corroborated by the response of participant 3 that,

> *"*As a security guard, I always talk in a diplomatic way."

This can be attributed to a bible verse Proverbs 15:1 "a soft word turns away wrath, however a harsh word stirs up anger" (Biblical wisdom, n.d.).

Further, maximum tolerance was seen from the participants' response as another strategy used in coping with encountered challenges. Participant 2 narrated that,

> *"*What I did was to students is to have a good communication and maximum tolerance."

This was agreed by participant 9 stating that,

> *"*What we actually do is make our problem okay, we apply maximum tolerance so that it doesn't get worse, and it doesn't make us look bad."

This is further conformed by participant 10 with his statement,

> *"*Maximum tolerance and giving them a reminder of what to do."

This goes along with the responses of 2 participants elaborating that in the security profession patience is much needed to cope with challenges.

> *"*First of all, mam, when assigned at the main gate at encountered clients with bad attitude, you must have a long patience"

This is answered by participant 4, and further participant 1 claimed that,

> *"*For the behavior of the clients and teachers, sometimes we are not aware that they are cranky that is why we need to have a long patience."

Furthermore, adjustment is identified by the participants as a strategy in coping with challenges encountered, to minimize problems in the workplace, they just adjust, accept, plan, and understand the situation bearing in mind that this is part of their job. As claimed by participant 7 that,

> *"*In our plans, that's the mindset of the people, we accept what they think, if the important thing is that we do our job without disturbing ourselves."

It goes along with the answer of participant 9,

> *"*The way to solve problems is to first find out the problem and think about how to solve it properly without."

Participant 7 was challenged by individuals who looked down upon their profession as well as discrimination.

> *"*That's quite a lot, first the people think the guards are inferior, they discriminate against us."

Moreover, to address this, he (participant 7) narrates that the best strategy is to be professional.

> *"*In the training we were taught to be professionals, let's let them be as long as we're just doing our job."

He further explained that,

> *"*A strategy to overcome such things, others usually push us to them, but if we are professionals, we don't pay attention to them, we will just report to the agency or supervisor that there are people like this, and they will be the only ones to talk to them so that we are interrupted with our work."

The study revealed that security guards' lives can be challenging. They are faced with minor to major challenges in their everyday duty. However, they further tend to look for solutions to the said challenges.

This means that security guards in Cabanatuan City adhere to the researcher's belief that "Peace is better than justice," and that even if their clients are wrong or aggressive, they tend to deal with it peacefully rather than assert their point view that would accelerate the situation. Therefore, for the sake of peace, security guards choose to be at peace.

The result implies that security guards are emotionally resilient based on Andersen (2017), who explained that emotional resilience is the acceptance of adversities with flexibility with the right attitude and finding positive things despite difficulty and a sense of hope.

Self-Assessment

Another strategy from the responses of the participants is self-assessment, some of the participants claimed that assessing yourself can lead to a better service and promotes harmonious relationship with clients and others.

Participant 6 narrates that,

> "I approached them and give my side, my opinion for us is to have a good communication and in the near future I evaluate myself if there is also problem with me that pushes them not to communicate with me in the right manner."

The study revealed that security guards recognized that they have further incompetencies that lead to misunderstanding between them and the clients. That through self-check or self-evaluation, they may be able to identify the reasons for other clients' behavior towards them. They further think that they may also be the problem and that they are open to improvement.

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This implies that security guards in the city were amenable to their incompetencies and that they are further willing to be educated and to be empowered.

This can be attributed to the 1st pillar of resiliency of the Bounce Back project, (n.d.) on self-awareness, that simply understanding yourself (strength and weaknesses) allows you to understand other people.

Following Rules

One of the resilient strategies of the participants in coping with encountered challenges is following rules. Participant 10 opted to address it by starting the solution themselves by simply following rules, guidelines, protocols to maintain the rules and regulations.

"Strategy mam is to follow your rules and regulations."

as elaborated by participant 10. This can be attributed to the principle of "Walk the Talk" where improvement starts on their own selves, acts on their own incompetencies, follow rules, seek help and plan.

Confidence

Another strategy identified by a participant is being confident. Participant 1 asserted that trusting oneself is a way of coping with challenges, "There is a need to trust yourself."

This can be attributed to the findings that the level of resiliency of security guard perceived themselves as very resilient on the indicator "Believing in oneself."

This implies that security guards in Cabanatuan City have high regard on themselves and faced challenges with confidence. This is attributed to the 3rd element of resiliency of Bennett, (2010) confidence, where one has the guts to work it out; it is not only bouncing back but further moving forward.

Kendra (2022) can corroborate that resilient people maintain a more positive outlook and cope with stress more effectively. She said resiliency can be built by; finding purpose, believing in yourself, developing a social network, embracing change, being optimistic, nurturing yourself, developing-solving skills, establishing goals, taking action and committing to building skills over time.

Value Work

Further, work value was identified as another resilient strategy undertaken to cope with challenges.

> "My rule is to appreciate my profession, just focus on work despite challenges."

That was narrated by participant 3.

Participant 2 added that the most important thing is that he is doing his assigned task, stating,

> "In my mind, this is just my work, this is not something to be taken personally because this is my job, the important thing is to implement the rules and regulations."

This means that some security guards endure any challenges bearing in mind that this is the nature of their profession and life must go on. This implies that security guards in Cabanatuan City love their profession.

Seek Support

Last, seeking support is sub themed into support and teamwork identified as another strategy in coping with encountered challenges.

For challenges beyond the scope of the security guards' task, they tend to seek support from the higher authority such as their supervisors, guidance office of the school, their agency or even the Police for assistance. As elaborated by participant 4,

> "In case there are problems, for example there is robbery, first we must identify their number and call the PNP for assistance."

This can be attributed by the statement of participant 8 on repeated.

violations among students in schools.

> "If they do it again and again, they will be warned, and I will refer them to the guidance office."

This could simply mean that security guards adhere to the general order number 9 "To call the superior officer in any case not covered by instruction."

This could further mean that the 5th C in resiliency model were applied by security guards, that is connection, where developing and fostering meaningful connection with other people is practiced through seeking support from superiors and authorities as well as teamwork.

This implies that security guards are a force multiplier of the law enforcement but need supervision or assistance from the proper authority when faced with unwarranted situations.

Further, participants further identified teamwork as their strategy in coping with challenges. This is elaborated by the responses of participants 6 and 10,

> "Unity of everyone, security guards and our groups to maintain the rules and regulations."

He (participant 10) further explained that,

> "Camaraderie, always report to the security officer for the events inside."

This means that security guards recognized that they need help and support from their superiors and co-workers as well as they value their relationships in the organization. The results imply that security guards in Cabanatuan City are team players.

Above all, the study revealed that security guards in Cabanatuan City can cope with different challenges encountered using a

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different resilient strategy. This means that there is no absolute strategy to cope with challenges, hence, every encountered challenge requires a different strategy depending on the perception, character, and belief of the security guard.

With the strategies implemented, this implies that security guards in the city overcome challenges through good deeds, good behavior and good relationship.

The result of the study is corroborated by the study of Balingit et al. (2013) on private security guards in Cagayan De Oro City. Their coping strategies in dealing with their problems are optimistic. These include being alert, regularly roving, self-disciplined, conforming to policies, establishing good human relations, and enhancing communication techniques. They further consider the Philippine National Police as their partners in their work because they rely on their assistance in all cases they cannot handle.

Further, the result of the study can be attributed to the Cs model of resiliency where Dr. Kennett Ginsberg includes competence, confidence, Connection, and coping, all people have different coping strategies in life, and it is essential to recognize them and know how and when to use them to get through difficult times (Choi, 2020).

Corroborated by Schoeman (2021), individuals can use various coping strategies across different situations. No strategy for coping, however, guarantees a successful outcome. The coping strategies that are likely to be effective will vary depending on the exact nature of the situation. Even the healthiest coping responses may be ineffective in some circumstances. Coping was defined as, "active cognitive emotional or behavioral effort that is selectively applied in various combinations to master, reduce or tolerate the demands created by stress at the time." Scientifically, there are healthy coping strategies such as training, physical exercise, social support, group cohesion, humor, healthy sleeping habits, healthy diet, religion, and relation. In addition, his study revealed that security employees endorsed training, religion, physical exercise, and relaxation as their preferred coping strategies.

However, the result of the study is in contrast with the study of Erçetin et al. (2021) that private security guards working in the Ankara Electricity, Gas, and Bus Operations Organizations in Turkey could not cope with stress and anger.

CONCLUSIONS AND RECOMMENDATIONS

Based on the findings of the study, the following conclusions are drawn security guards had sufficient knowledge, skills, and attitude to perform their duties and responsibilities; security guards were able to perform despite the challenges encountered; the more competent the security guards, the more resilient they become; and coping strategies vary on the challenge encountered. Moreover, the module of instruction was crafted.

In the light of the findings and conclusions, the researcher recommends the following: security agencies should strengthen and update their security guard's capability through training and seminars; security agencies should further educate their security guards on physical, emotional, and mental health and human relation and the contextualized training module is crafted to be adapted as a reference in security training. Also, other researchers may conduct another study not covered by this study to enlighten other security profession issues further.

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