

Security Guards' Career Development Training and Seminars in Relation to Work Performance

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ABSTRACT

This study examined the relationship between career development training and work performance of 99 security guards stationed in Cagayan de Oro City. Data were collected on the respondents' demographic profile, length of service, educational attainment, types of training and seminars attended, and work performance ratings. A structured survey questionnaire checklist was utilized, and the data were analyzed using mean, standard deviation, frequency count, Mann-Whitney U Test, Kruskal-Wallis Test, and Spearman rho correlation at a 0.05 level of significance. The findings revealed a significant positive correlation between training and seminars attended and work performance, indicating that guards who participated in more professional development activities performed better on the job. Results from the Mann-Whitney U Test showed significant differences in work performance when grouped by sex, while the Kruskal-Wallis Test indicated differences when grouped according to educational attainment and length of service. The security profession remains largely male-dominated, with most guards being young, high school graduates and relatively new in service. The Pre-Licensing Training Course was rated highest in terms of effectiveness, while other training programs were generally evaluated as "very satisfactory." Security guards scored "outstanding" in both personal appearance and work attributes, reflecting strong professional discipline. It is recommended that leadership development programs be enhanced, scholarship opportunities provided, and clear promotion pathways established to further improve professional growth and performance.

Keywords: career development, private security personnel, training course, security guards, and work performance.

INTRODUCTION

Career development is a long-term commitment for security personnel. It takes time, and the results are not immediate, but the long-term benefits make the effort worthwhile. Proper training plays a vital role in their future success by enhancing technical skills and fostering key qualities such as discipline, responsibility, and confidence. Through comprehensive training programs, they learn to handle various situations, follow safety protocols, and make informed decisions under pressure, allowing them to perform their duties more effectively and professionally. Additionally, such training helps them adapt to changing challenges, technologies, and trends in the security industry, encouraging a mindset of continuous learning and improvement (Deles, 2023).

Ayeo-eo (2023) pointed out that the role of security personnel requires a stronger focus on training, seminars, and career development. Companies needed to make continuous learning a priority, ensuring that security guards remained skilled, confident, and prepared to face new security challenges. Training no longer merely met basic requirements but became an essential tool for improving both individual performance and the overall effectiveness of organizations. Security guards were encouraged to participate in a variety of training and seminar programs, from basic courses to advanced ones in leadership and crisis management, which helped them move into higher positions or specialized roles. Without this commitment to growth, security professionals might not have kept up with industry standards. Therefore, creating a culture of continuous

learning was deemed essential for ensuring a skilled workforce and enhancing the quality of security services across various sectors.

Barte's (2022) research further noted that security guards often worked beyond their required number of hours, responded to emergencies, and sometimes put their lives at risk when circumstances occurred that required their immediate response to the incident. For instance, the security guards on duty at schools had to be alert and watchful at all times, even after school hours, to monitor unoccupied school buildings, preserve assets, and prevent unlawful actions. Safety was always the primary objective in all educational environments, whether at the elementary, secondary, or college levels (Thomas, 2016). Hence, the security guards who were assigned to schools needed extensive training, particularly because they were typically unarmed (Anyon, 2017). Additionally, security guards must know how to handle pressure and maintain composure, especially when interacting with children. As noted by Omer (2021), security guards must know how to manage aggressive situations with parents calmly and professionally. In order to ensure the area remained protected and secure, they had to be fully aware of the appropriate and immediate actions to take in various situations (Shamsuddin et al., 2017).

As supported by Libo-an's (2022) research, he further stated that the majority of security guards were indeed high school graduates. They were expected to be on duty at all times and to take on additional responsibilities when necessary. However, performance evaluation results indicated that job insecurity negatively affected their work, and many guards felt that their contributions were neither properly recognized nor adequately rewarded. Further, career development training and seminar programs have been very essential for security guards, not just as routine activities, but as vital tools for enhancing their skills, improving their work performance, and promoting their personal and professional growth. These programs have been necessary investments that have strengthened the quality and safety of the security industry, ensuring its continued excellence and long-term success.

This study will attempt to fill these gaps by researching the relationship between career development training and security guards' work performance and by exploring how the training and seminar program will influence their effectiveness on the job. To address this gap, the study will use a quantitative research approach, which will allow for the systematic collection and analysis of numerical data. It will make use of structured surveys administered to security personnel, as well as evaluation ratings provided by their supervisors or employers. This approach will help the study gather measurable information on current training and seminar programs and the corresponding impact on work performance.

Objectives

1. To determine the profile of the respondents in terms of sex, age, position, length of service, and educational attainment.
2. To Identify the training and seminars attended by security guards for career development, particularly in the following areas: Pre-Licensing Training Course (PLTC); In-Service Enhancement Security Training Course (ISESTC); Refresher Training Course (RTC); Personal Security Protection Course (PSPC); Comprehensive Bank Armor and Security Training Course (CBASTRAC); Security Services NC I; Security Services NC II; Security Officers Leadership Seminar; and Basic First Aid and Firefighting.
3. To assess the work performance rating of the security guards.
4. To determine the significant differences in the training and seminars for career development when data is analyzed according to the profile of the respondents.
5. To determine the significant differences in the respondents' level of work performance when data is analyzed according to their profile.
6. To examine the significant relationship between the training and seminars attended and the work performance of the respondents.

7. To propose policy recommendations based on the findings of the study.

METHODOLOGY

This study employed a quantitative research design, specifically the descriptive-correlational method, to examine the relationship between career development training and seminars and the work performance of security guards in Cagayan de Oro City. The descriptive-correlational approach was deemed appropriate because it allowed the researcher to systematically describe the characteristics of the respondents while also determining the degree of association among the identified variables without manipulating them. This method facilitated the identification of existing patterns and linkages between professional development initiatives, such as training and seminars, and measurable work performance outcomes as evaluated by the guards' supervisors. By adopting this design, the study aimed to provide empirical evidence on how participation in structured training programs can enhance the quality of services delivered by private security personnel.

The respondents of the study consisted of ninety-nine (99) licensed security guards and their immediate supervisors drawn from ten private security agencies operating across diverse establishments, including commercial centers, residential areas, educational institutions, government offices, and industrial zones. A purposive sampling technique was employed to ensure that only guards who had attended at least one training program or seminar in the past twelve months were included. This criterion enabled the study to generate relevant and up-to-date insights into how recent professional development experiences affect current job performance. To ensure diversity, the sample included guards with varying years of service, positions, educational attainment, and deployment sites. Supervisors were also tapped to provide objective ratings of the security guards' work performance, thereby strengthening the reliability of the collected data.

The primary research instrument was adapted from Deles (2023) a structured questionnaire, divided into three sections: (1) demographic profile of respondents; (2) extent of participation in specific training programs such as the Pre-Licensing Training Course, Refresher Training Course, TESDA certifications, leadership seminars, and first aid courses; and (3) work performance evaluation ratings completed by supervisors. The instrument was subjected to expert validation by practitioners in security operations and academic professionals to ensure clarity, accuracy, and content validity. Data collection was carried out after securing permission from the CCJE Dean, the Philippine Association of Detective and Protective Agency Operators (PADPAO), and the participating agencies. Ethical safeguards were strictly observed, with participants informed of their voluntary participation, confidentiality, and the right to withdraw at any stage. The gathered data were treated with statistical tools, including frequency counts, percentages, weighted means, standard deviation, the Kruskal-Wallis test, the Mann-Whitney U test, and Spearman's rho correlation, to derive meaningful conclusions regarding the relationship between training, seminars, and work performance.

This study has several limitations that should be acknowledged. First, the data relied mainly on self-reported responses from security guards and supervisor ratings, which may have introduced subjective biases and affected objectivity. Second, the study was geographically limited to Cagayan de Oro City, which may restrict the generalizability of the findings to other regions in the Philippines. Third, while the statistical analysis established significant correlations between training and performance, it does not provide evidence of causality. Furthermore, the demographic profile of the respondents revealed a significant gender imbalance, with 92.93% male participants and a relatively small percentage of female participants, which limited the availability of gender-specific insights. Finally, the absence of qualitative data, such as interviews or focus group discussions, restricted the exploration of security guards' real-world experiences in applying training to their work performance.

RESULTS AND DISCUSSION

The results showed that most responses fell within the 21–30 age range, indicating a predominance of young security personnel. In line with industry trends that indicate younger people predominate in entry-level security posts, this age range implies that many of the guards are still in the early phases of their careers (Castillo & Garcia, 2021; Mendoza, 2020). Since younger employees are often better equipped to adapt to training and are physically capable of handling demanding work, such a demographic profile is favorable. According to

reports, security services in the Philippines rely on both youthful energy and seasoned experience; therefore, the presence of senior guards, albeit in smaller numbers, underscores the profession's inclusivity across age groups (Alvarez & Santos, 2019; De Guzman, 2022).

Only a small percentage held officer or managerial positions; the vast majority were security guards. This aligns with the hierarchical structure of private security firms, where the majority of employees are assigned to frontline tasks and few progress to managerial positions (Reyes et al., 2021; Torres, 2023). The distribution also illustrates how establishments rely on ground-level security to maintain peace. A moderate retention rate within the industry was observed, as indicated by the length of service, which revealed that many employees had worked for two to six years. Although security companies offer steady work, researchers observe that low pay and limited opportunities for advancement contribute to high turnover (Lopez, 2021; Herrera & Ramos, 2024). As a result, ongoing training and development become crucial for improving retention and morale in addition to skill advancement.

Educational attainment also revealed that a small number of respondents held college degrees, with the majority having completed only high school. This result is consistent with national data indicating that high school graduates seeking immediate employment opportunities frequently pursue careers in private security (Philippine Statistics Authority [PSA], 2022; Cruz & Villanueva, 2019). Although this highlights the accessibility of the job, it also underscores the importance of training and seminars in compensating for the lack of formal higher education and ensuring that guards remain capable and efficient in their roles (Garcia & Torres, 2020; Bautista, 2023). Together, the respondents' professional and demographic profiles offer insightful information about the makeup of the security industry, highlighting the vital role that career development and training play in closing the knowledge and experience gaps and improving performance results.

Table 1 Profile of the Respondents

Variable	Categories	Frequency	Percentage (%)
Sex	Male	92	92.93
	Female	7	7.07
	Total	99	100
Age	21–30	48	48.48
	31–35	23	23.23
	36–40	11	11.11
	41 and above	17	17.17
	Total	99	100
Position	Security Guard	93	93.94
	Security Officer	1	1.01
	Security Operation	5	5.05
	Security Area Supervisor	-	-
	Total	99	100

Length of Service	2–3 years	33	33.33
	4–6 years	29	29.29
	7–9 years	19	19.19
	10–12 years	5	5.05
	13 years and above	13	13.13
	Total	99	100
Educational Attainment	High School Graduate	76	76.77
	College Level	9	9.09
	College Graduate	14	14.14
	Total	99	100

The findings in Table 2 indicate that security guards engaged in various training sessions and seminars, including the Pre-Licensing Training Course (PLTC), In-Service Enhancement Security Training Course (ISESTC), Refresher Training Course (RTC), Security Services NC I and II, along with specialized programs such as the Comprehensive Bank Armor and Security Training Course (CBASTRAC) and Personal Security Protection Course (PSPC). The significant participation in these programs demonstrates that private security personnel acknowledge the importance of ongoing professional development in improving their skills and qualifications. This aligns with Garcia and Torres (2020), who contended that structured training provides security personnel with the technical and behavioral competencies necessary to fulfill industry standards. Castillo and Garcia (2021) observed that participation in refresher courses keeps guards informed about emerging risks and contemporary security methods, therefore preserving their efficiency and effectiveness in their positions.

Furthermore, the results indicate that training and seminars enhance operational expertise while also providing opportunities for professional advancement and acknowledgment within the business. Lopez (2021) highlighted that possibilities for skill enhancement motivate individuals and promote job satisfaction, even in the face of remuneration constraints. Reyes et al. (2021) noted that guards who consistently participate in professional development are more likely to be assigned greater responsibilities, whereas Herrera and Ramos (2024) discovered that training improves retention by fostering a sense of professional identity and progression among guards. The extensive participation of security guards in diverse training and seminars indicates a robust connection between professional development initiatives and their readiness to meet the growing demands for security services in Cagayan de Oro City and beyond.

Table 2 Training and Seminars Attended and Career Development of Security Guards

Areas	AWV	Description
1. Pre-licensing Training Course	4.52	Outstanding
2. In-service enhancement security training course	3.82	Very Satisfactory
3. Refresher training course	4.15	Very Satisfactory
4. Personal security protection course	4.01	Very Satisfactory

5. Comprehension Book Armor and Security Training Course	3.89	Very Satisfactory
6. Security Services (NC1)	3.72	Very Satisfactory
7. Security Services (NC11)	3.70	Very Satisfactory
8. Security Officers Leadership Seminar	3.57	Very Satisfactory
9. Basic First Aid and Firefighting	3.82	Very Satisfactory
Mean	3.91	Very Satisfactory

The results reported in Table 3 reveal that the overall work performance of security guards was evaluated as Outstanding. This shows that security guards were able to fulfill their responsibilities with care, professionalism, and consistency, matching the expectations of their agency and the establishments they served. According to Garcia and Torres (2020), such outcomes can be linked to the structured training and seminars that equip guards with the required abilities to respond to operational demands successfully. Castillo and Garcia (2021) also underlined that professional development activities, notably refresher courses and specialized security training, boost guards' ability to react to emerging hazards while keeping discipline in their tasks. In this context, the consistently good ratings underline the importance of competency-based training as a significant driver of performance in the private security sector.

Furthermore, the findings coincide with Lopez (2021), who underlined that while compensation in the business remains restricted, the provision of development possibilities stimulates motivation and enhances job commitment, which in turn translates to good performance outcomes. Similarly, Reyes et al. (2021) claimed that supervisory guidance and leadership methods play a significant role in sustaining high performance among frontline guards. Herrera and Ramos (2024) further pointed out that continual professional development not only promotes retention but also strengthens the guards' feeling of accountability and professional identity. Taken together, the results of Table 8 corroborate the notion that professional development, coupled with good supervision, directly improves the overall work performance of security guards, ensuring that they stay trusted agents of safety and order in their various posts.

Table 3 Work Performance of the Security Guards

Categories	AWV	Description
Personal Appearance	4.72	Outstanding
Work Attribute	4.83	Outstanding
Mean	4.78	Outstanding

Table 4 illustrates the substantial difference in training and seminars attended when assessed according to the profile of respondents. The results demonstrated that age and duration of service had a substantial influence on the level of involvement in professional development programs. Younger guards and those with fewer years of service tended to have higher involvement rates, which is consistent with Castillo and Garcia (2021), who stated that younger personnel frequently display stronger engagement in training opportunities to enhance their abilities and future possibilities. Meanwhile, older and more experienced guards were less likely to attend frequent training, consistent with Lopez (2021), who stated that long-tenured staff may sense less need for extra training.

These findings coincide with Garcia and Torres (2020), who underlined that demographic parameters such as age and tenure are key predictors of training attendance and efficacy. Reyes et al. (2021) further underlined that agencies must consider these disparities to build inclusive training programs that target both new entrants'

excitement and veteran guards' experiential knowledge. Furthermore, Herrera and Ramos (2024) argued that professional development interventions tailored to diverse age groups and service lengths can increase both retention and skill alignment. Thus, the results of Table 9 underline the relevance of demographic-sensitive training techniques in enhancing career development outcomes.

Table 4 Significant Difference in the Training and Seminars for Career Development when analyzed as to Profile

Indicators	U-Value	H-Value	P-Value	Decision
Sex	1.09	-	0.091	Not Significant
Age	-	0.98	0.07	Not Significant
Position	-	1.22	0.08	Not Significant
Length of Service	-	1.17	0.03	Significant
Educational Attainment	-	1.38	0.001	Significant

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Table 5 Significant Difference in the Work Performance of Security Guards when analyzed as to profile

Indicators	U-Value	H-Value	P-Value	Decision
Sex	2.01	-	0.06	Not Significant
Age	-	1.72	0.059	Not Significant
Position	-	1.81	0.04	Significant
Length of Service	-	1.98	0.02	Significant
Educational Attainment	-	2.19	0.001	Significant

Table 5 indicates the substantial difference in the respondents' level of work performance when data was analyzed according to their profile. The results revealed that characteristics such as educational attainment and duration of service significantly influenced work performance levels. Guards with greater educational credentials performed better, consistent with Cruz and Villanueva (2019), who highlighted education as a

significant factor of employment efficiency and adaptability in the Philippine labor market. Similarly, guards with longer service displayed improved work performance, mirroring the findings of Alvarez and Santos (2019), who stressed that accumulated experience adds to operational competence in private security.

This conclusion verifies Garcia and Torres (2020), who found that both education and experience boost performance by preparing guards with cognitive and practical abilities to manage complex security needs. Reyes et al. (2021) also underlined that experienced workers act as role models in organizational learning, leading to a culture of discipline and accountability. Herrera and Ramos (2024) further underlined that education and duration of service positively influence not only performance but also professional identity and retention. Therefore, the findings in Table 10 underscore the significance of balancing educational achievement with experiential learning to achieve sustained work performance in the private security sector.

Table 6 Significant Relationship Between Training and Seminars Attended for Career Development and Work Performance

Indicators	Mean	Standard Deviation	Mean Difference	rho	P-Value	Decision
Training and Seminar attended and	3.91	1.92	0.87	0.42	0.001	Significant
Work Performance	4.78	2.09				

Table 6 indicates the significant association between training and seminars attended and the work performance of security guards. The results revealed that guards who actively participated in professional development activities had superior performance ratings compared to those with minimal training exposure. This supports Garcia and Torres (2020), who stated that structured professional development programs directly boost employees' job performance. Castillo and Garcia (2021) similarly underlined that refresher and advanced training courses promote adaptability and attentiveness, both of which are necessary for security jobs.

Moreover, Lopez (2021) underlined that while compensation in the business remains low, training opportunities provide intrinsic incentive that promotes job satisfaction and performance. Reyes et al. (2021) further argued that supervisors generally entrust better-trained guards with more difficult responsibilities, thus confirming the link between training and performance. Finally, Herrera and Ramos (2024) proved that training interventions not only boost productivity but also minimize turnover, hence sustaining organizational performance. Hence, the findings in Table 11 demonstrate the substantial beneficial relationship between continuous training and the effective work performance of security staff.

CONCLUSION

In conclusion, the study confirms that structured training programs have a significant impact on the professional performance of licensed security guards. However, the limitations regarding geographic scope, reliance on self-reports, gender imbalance, and absence of qualitative perspectives highlight areas for further investigation. Addressing these gaps in future research will not only enhance the generalizability and robustness of findings but also contribute to the design of more inclusive, effective, and sustainable training interventions in the security sector.

However, it is recommended to expand the sample size and include participants from other cities and regions in the Philippines to improve generalizability. Researchers may also adopt a mixed-methods design by incorporating qualitative approaches such as interviews, case studies, and focus group discussions to provide deeper insights into the lived experiences of security guards regarding training and work performance. A longitudinal research design is also suggested to determine the causal effects of training on performance over time. Additionally, gender-sensitive training programs should be designed to encourage greater female participation in the security industry, thereby enabling a more balanced analysis of training outcomes. Security agencies may also consider integrating leadership development programs, scholarship opportunities, and

structured promotion pathways to enhance professional growth, retention, and job satisfaction among security guards.

The study confirms that career development theory interventions, such as training and seminars, play a crucial role in shaping the growth and effectiveness of security guards across diverse educational backgrounds. The theory underscores that training not only enhances knowledge and skills but also strengthens guards' motivation, loyalty, and long-term commitment to their organizations. In addition, the Work Performance Theory provided a lens to understand how both individual behaviors and organizational support systems shape employee effectiveness. This was particularly relevant in the security industry, where guards' responsibilities extend beyond surveillance to crime prevention, emergency response, and safeguarding the public. Thus, the study highlights that training and career development opportunities are not merely supplementary but are essential drivers of improved work performance, organizational effectiveness, and the professionalization of the security industry.

Ethical Consideration

Institutional ethics procedures were adhered to in this investigation. Before data collection, ethical approval was obtained from the research ethics committee. Following an explanation of the study's objectives and the voluntary nature of their involvement, informed consent was acquired from the participants. Anonymity and confidentiality were upheld during the entire investigation.

Conflict Of Interest

The writers disclose no conflicts of interest. In line with university regulations, they want to use this publication as a foundation for their request for institutional incentives from their university.

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