VMC ANALYTIKS

Maintaining a Safer Community: Experiences of Public Safety and Security Administrators in Biliran, Philippines

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Daiselyn S. Palconit[1], ORCID No. 0009-0005-2754-4854
Ryan C. Duran[2], ORCID No. 0009-0009-0057-5246
Archie T. Ramirez[3], ORCID No. 0000-0002-0671-4835
Roosevelt C. Aragon[4], ORCID No. 0000-0002-1285-3794

[1]Faculty, School of Criminal Justice Education, Biliran Province State University, Biliran Province, Philippines
[2]Chairperson, Criminology Department, Biliran Province State University, Biliran Province, Philippines
[3]Dean, School of Criminal Justice Education, Biliran Province State University, Biliran Province, Philippines
[4]Associate Dean, School of Criminal Justice Education, Jose Rizal Memorial State University–Katipunan Campus, Zamboanga del Norte, Philippines

Abstract

Public safety and security management is the systematic technique agencies and organizations use to guarantee public safety and well-being. Managing public safety and security is a crucial job of law enforcement and government agencies, therefore, this study was conducted to explore the participants' experiences, strategies, and aspirations in managing public safety and security in Biliran Province, Philippines. Employing qualitative-phenomenological method, an interview guide was utilized to extract the needed information through individual interviews with the provincial director, chief of police, fire marshals, and municipal disaster risk reduction and management officers. Using Collaizi approach, the data were analyzed to form themes that described the current phenomena being studied. The thematic analyses revealed the positive experiences of the informants, such as work dedication and commitment, a sense of responsibility, love, and passion for work, good decision-making, prioritizing public safety, and proactive and visionary leadership. In contrast, their negative experiences are irresponsible and disobedient community members, limited resources, and negative public perception. However, work integrity and accountability, coordination and collaboration of government agencies, programs, and operation plan implementation, community empowerment in public safety, capacitating the local peacekeepers, creation of peace and order, and disaster council, open-minded public servant, and work efficiency and urgency are the strategies employed by the administrators in addressing challenges and physically and mentally prepared personnel, public support and cooperation, and agency's modernization are the aspirations of the administrators to improve the quality of service. Public safety and security administrators are managing public safety and security effectively. However, agencies need more resources and public support to maintain public safety and security in Biliran Province.

Keywords: safe community; public safety administrators; public security administrators, Biliran Province

INTRODUCTION

Public safety is a multi-faceted concept encompassing many services and considerations. While traditionally, ensuring public safety has relied heavily on law enforcement (McJunkin, 2022), a broader definition that includes social protection, access to necessities, and community engagement is gaining traction (Friedman, 2022; Hasbrouck, 2022). This broader perspective acknowledges the limitations of solely relying on police intervention and emphasizes the importance of addressing the root causes of crime and promoting a sense of security within communities. Public perception of public safety is also a significant factor in determining the level of implementation of public safety and security in one place. Studies have explored citizen satisfaction with police services (Dio et al., 2024; Guadamor et al., 2021), the importance of trust in law enforcement (Silva et al., 2022), and the fear of crime experienced by certain demographics (Sheppard et al., 2022). Building

trust and ensuring equitable treatment for everybody is essential for effective public safety strategies.

However, public safety personnel themselves face significant challenges. Reports from the Philippine National Police (PNP), Bureau of Fire Protection (BFP), and Local Government Units (LGUs) indicate a year-on-year increase in incidents and crimes (Laurena et al., 2022). Moreover, public safety administrators grapple with resource limitations, including manpower shortages and a lack of qualified personnel (Navarra et al., 2024; Baysa & Ferrer, 2023). Their jobs are demanding, exposing them to violence, accidents, and difficult choices (Cubrich et al., 2022; Fuentes et al., 2023; Anriz et al., 2023)). This can lead to stress (Vera-Ortega et al., 2022; Ein et al., 2024; Khrisnanda & Shanti, 2022; Hilal & Litsey, 2020), fatigue (Allison et al., 2022), substance abuse, and mental health issues (Ricciardelli et al., 2020; Barnett et al., 2022).

Additionally, studies have highlighted the need for improved training and resources for public safety personnel (Lorek et al., 2020; Orr et al., 2023)), encompassing areas like search and rescue (Mahadi et al., 2023; Christodoulou et al., 2022), disaster response (Ramos & Eslabon, 2024; Pas-iwen, 2023), and effective communication and collaboration across different agencies (Van Scotter and Leonard, 2022; Saxton et al., 2022). On the other hand, technology has an important role in public safety, with advancements in areas like communication, data analysis, and artificial intelligence offering new possibilities for crime prevention, fire safety management, and emergency response (Baltazar et al., 2022; Jaafar et al., 2023; Xu et al., 2023). However, ethical considerations and responsible implementation are crucial (Nanes et al., 2023).

The public safety and security administrators in the island province of Biliran in the Eastern Visayas region of the Philippines face challenges in managing public safety and security. Biliran is a developing province experiencing a population boom, attracting businesses seeking security, and boasting stunning tourist destinations like beaches, waterfalls, and historical sites (Phil Atlas, n.d.). These factors necessitate a robust public safety and security management system (Laurena et al., 2022). Thus, the study aims to explore the experiences of public safety and security administrators, their strategies for maintaining public safety and security, and their aspirations to improve the quality of services in Biliran Province, Philippines. It delves into how they navigate these challenges, address public safety issues, and strive to ensure the security of residents and visitors in this unique and evolving province environment.

Objectives of the Study. This study aimed to explore the lived experiences of public safety and security administrators in managing safety and security in Biliran Province, Philippines. Specifically, it seeks to address the following:

1. To determine the experiences of the participants in managing public safety and security;

2. To identify the strategies employed by the participants in maintaining public safety and security; and,

3. To determine the participants' aspirations to improve the quality of public safety and security services in Biliran Province, Philippines.

LITERATURES

Security and public safety administrators are essential to maintaining a prosperous and stable society. Their duties are wide-ranging, including anything from emergency response and law enforcement to community involvement and disaster preparation (Cimene & Telene, 2022). Nevertheless, a complex web of interrelated circumstances greatly affects how effective these public safety security administrators are. The public safety and security administrators implement public safety and security through crime prevention, fire safety, disaster risk reduction, technology integration, agency collaboration, and

community support. These have been the subject of several studies.

Crime Prevention. The strict regulations implementation (Huizenga, 2023), and public safety strategies by the police during large-scale events in developed nations such as the US, Canada, and the European Union should be adopted by countries facing public safety and security challenges like Ukraine and other countries (Muzychuk et al., 2020). The strong desire to serve the public, a sense of fitting in with superiors, and the belief that one's profession is genuine are key factors for job satisfaction in the police force (White et al.,2022). Police enhance public security and safety (Hammouri & Ali, 2023) for the general population during major events (Pauzin et al., 2022) through patrol (Namoco et al., 2022) and crime prevention strategies (Molas et al., 2023). They are also implementing laws on fairness and the influence of social identities on interactions (Radburn et al., 2022). Moreover, police are using Emergency Response Teams (ERTs) and armored vehicles (TAVs) during crises (Towns et al., 2023), implementing crisis management skills like hostage negotiation and bomb threats (Rubillar et al., 2023). It was reported that a higher police presence deters crime Parcon et al., 2022) and was proven through youth satisfaction with the police's performance in combating crime and ensuring public safety (Dio et al., 2024).

Fire Safety. Public safety and security are significantly enhanced through strong fire safety practices. Studies by Meacham (2022) and Jaafar et al. (2023) emphasize this point, advocating for a socio-technical design approach and well-defined Fire Safety Management Plans (FSMPs) respectively. These plans, particularly in complex facilities like hospitals (Agus Salim et al., 2023), require collaborative efforts (Kristoffersen & Log, 2022) and address stakeholder practices, risk assessments, and action plans. Fire safety knowledge and preparedness of building occupants are also crucial. Cvetković et al. (2022) highlight the influence of factors like age, gender, and understanding on taking precautionary measures. Finally, stricter fire

safety regulations, including those for sprinklers, alarms, building materials, and ventilation systems, are essential for high-rise buildings, as proposed by Ivanov et al. (2022).

Disaster Risk Reduction and Management. Disaster Risk Reduction (DRR) strengthens public safety and security by focusing on preparedness, effective response, and informed communities. Studies by Elkady et al. (2022) and Andreassen & Borch (2022) highlight the challenges faced by emergency services, emphasizing the need for clear communication, proper training, and adequate resources. Public participation is crucial for effective response, as highlighted by Elkady et al. (2022). Research by Nacaya et al. (2023a, 2023b) and Pas-iwen (2023) in the Philippines pinpoint weaknesses in local disaster committees, stressing the importance of training, resources, and strong leadership (Nacaya et al., 2023a). Effective communication through information sharing, as seen in the Philippine MDRRM (Baltazar et al., 2022), empowers citizens and strengthens response. Community preparedness (Gaudiel, 2023) and a sense of control by citizens (Kurata et al., 2022) are also vital for public safety. DRR efforts, however, can be hampered by resource limitations (Budiningsih et al., 2022; Pas-iwen, n.d.).

Public Safety and Security Management through Technology Integration. Technology integration plays a complex role in enhancing public safety and security. Studies like Laurena et al. (2022) and Baltazar et al. (2022) showcase how technology can empower citizens with direct reporting tools and improve information flow during disasters. Xu et al. (2023) explores the potential of Artificial Intelligence for fire safety, while Gkotsis et al. (2023) introduce sensor-based water safety initiatives. Furthermore, Thompson et al. (2022) emphasized how technology fosters collaboration in emergency management, and Husain et al. (2022) demonstrated the potential of robotics in search and rescue. Law enforcement can also benefit from technological advancements, as seen in Wales (2024) regarding improved aviation capabilities. However, Naparota et al. (2023) stressed the need for proper training

(Baysa & Ferrer, 2023) to ensure officers can leverage new technologies effectively and data analysis is another crucial aspect. Liu et al. (2022) recommend "what-if" scenario approaches to navigate the complexities of big data in public safety decisions, while Sha et al. (2022) propose robot-based systems for data collection and situation assessment. Citizen engagement with technology requires a balanced approach. Lam et al. (2023) acknowledge the benefits of search apps but warn against over-reliance, emphasizing the importance of communication and planning alongside these tools.

Public Safety and Security Management through Agency Collaboration and Community Support. Public safety and security are significantly bolstered through collaboration between agencies and community support. Studies by Van Scotter and Leonard (2022) and Mahadi et al. (2023) underlined the importance of teamwork, communication, and training among first responders for effective search and rescue operations. Christodoulou et al. (2022) even emphasizes the need for international collaboration in this area. Citizen engagement is also crucial as indicated in the study of Nanes et al. (2023) shows how accessible crime reporting systems increase reporting rates, and Gallo et al. (2023) underscored the value of community programs like Bantay Turista. However, trust is a key factor demonstrating how negative police interactions erode trust in government, impacting safety perceptions (Silva et al., 2022). Nalla and Gurinskaya (2022) further emphasize the importance of perceived police legitimacy for public feelings of safety. Effective communication also plays a role as stressed by Lumsden and Black (2022) the need for improved communication between law enforcement and the deaf community.

METHODS

Research Design. The main purpose of this qualitative phenomenological study is to explore the experiences of the participants in managing public safety and security, the strategies employed and their aspirations to improve the quality of their services. Qualitative data were analyzed using thematic analysis and the data were explored to answer the three research objectives.

The Research Participants. The participants in this research were selected based on criteria that corresponded to the objectives. The provincial directors, chief of police, fire marshals, and municipal disaster risk reduction and management officers in Biliran Province, Philippines were approached through purposive maximum variation (heterogeneous) sampling (Nikolopoulou, 2022) since all of them are public safety and security administrators from different law enforcement and government agencies. The research team also obtained ethical clearance from the Biliran Province State University ethics board for this research project. Participation was voluntary, and all ethical practices were followed during the research, including informing the participants about the research objectives and procedures, obtaining informed consent, and ensuring confidentiality.

Fifteen (15) participants participated in the research and were individually interviewed in their respective offices. All of the participants are males and head of office in the Bureau of Fire Protection, Philippine National Police, and Disaster Risk Reduction and Management Office in Biliran Province.

Table 1
Demographic characteristics of the participants.

Characteristics	Subcategory	Total	%
Sex	Male	15	100
	Female	0	0
Civil Status	Single	0	0
	Married	15	100
Age	36-40 years	5	33
	41-50 years	9	60
	51-55 years	1	7
Length of Service	10-15 years	2	13
	16-20 years	12	80
	21-30 years	1	7
Position/Rank	Police Provincial Director	3	20
	Chief of police	4	26.66
	Fire Marshal	4	26.66
	Municipal Disaster Risk Reduction & Management Officer	4	26.66

Data Collection. This study explored public safety and security management through interviews with administrators. The researcher recruited participants who willingly agreed to

participate. In-depth, semi-structured interviews lasting 40-60 minutes were conducted in March and April of 2024 at the participants' offices to ensure privacy. With consent, the researchers recorded, transcribed, and translated the interviews. The researchers aimed to build rapport beforehand through regular contact. While the interviewers were qualified in qualitative research, their background in criminology might have influenced the information gathered, which is acknowledged as a potential limitation of the study.

Data Analysis. Data was analyzed using Colaizzi's approach (Praveena et al., 2021). The data was manually coded and analyzed by the authors. The intercoder reliability was enhanced because multiple coders were engaged. Intercoder reliability is frequently used by researchers to highlight how meticulously coding processes are carried out throughout data processing. (Cheung et al., 2023). The coding procedure and results of this study were examined by two impartial moderators with experience in qualitative research. Examining coded data is crucial to ensuring that phenomena that are concealed or incorporated in the data are revealed. Based on the examination, no significant deviations were found.

RESULTS

The information was gathered from the 15 participants during the semi-structured interview and categorized into three main parts to answer each of the research objectives. First, the positive and negative experiences of the participants in managing public safety and security were analyzed. Next, the coping strategies used by the participants in managing public safety and security were explored. Finally, the aspirations of the participants in improving the quality of their services were also analyzed. The participant names are kept confidential and coded as P1, P2, and so on.

Experiences of the Informants in Managing Public Safety and Security. It came out that the participants have positive and negative experiences that affected the implementation of programs and operational plans in maintaining public safety and security.

1. Positive experiences of the participants. The following are the five emergent themes under the positive experiences of the administrators in managing public safety and security:

    1.1 Work dedication and commitment. It came out that most of the participants were satisfied with the services in managing public safety and security because they are dedicated and committed to their service. This was proven by the statement of one of the participants. "The essence of being a police officer is exceeding expectations and serving with integrity." [P2]

    1.2 A sense of responsibility, love, and passion for work. The participants also shared that they are doing their best to manage and lead their people because it is part of their responsibility, and it is their passion, and they love their work. This theme was supported by the statement of Participant 1. "The challenge is immense, but passion fuels perseverance." [P1]

    1.3 Good decision-making. Almost all participants revealed that good and sound decision-making is one of their ways to handle and manage the agency and enforce public safety and security. "Balancing emotions, principles, and compliance under pressure while maximizing limited resources to fulfill a crucial mandate." [P4]

    1.4 Prioritizing public safety. This was revealed by the participants, that they are doing their part by implementing programs and operation plans to prevent the loss of lives and destruction of public property. "We combine existing programs (OPLAN Babala Iwas Paputok, OPLAN Kaluluwa) with innovative solutions (fireworks ban, increased personnel

vigilance) to achieve zero fire incidents and casualties during holidays." [P3]

1.5 Proactive and visionary leadership. Participants exposed how they became visionary and proactive in dealing with their personnel and at the same time managing public safety and security. "My vision is to establish a provincial fire safety education center in Biliran, offering training for firefighters, all fire responders, various sectors, businesses, and schools." [P1]

2. Negative experiences of the participants. The following are the negative experiences of the informants when implementing and managing public safety and security in the Province of Biliran.

2.1 Irresponsible and disobedient community members. Participants felt disappointed because some people were disobedient and irresponsible which also affected the implementation of public safety and security. "Enforcing fire codes is challenging due to public resistance and potential economic impact, especially for businesses in urban areas." [P5]

2.2 Limited resources. All of the participants shared that they lacked equipment and personnel. "Limited maritime safety and security in our area due to lack of patrol boats, insufficient training for law enforcement, and inadequate equipment." [P6] Another participant added "Disaster response is hampered by lack of equipment and training for personnel. This was evident during the Barangay Lucsoon landslide, where clearing debris was hindered." [P14]

2.3 Negative public perception. Participants are sometimes affected by the bad notions and comments against them, and they do not appreciate their efforts and initiatives to ensure public safety and security and to address threats to public safety and security. "Public perception

unfairly portrays firefighters as inactive and outdated. I aim to change this by modernizing response methods and addressing negative media portrayals." [P1] This was supported by another participant's statement "Police work can be disheartening because public satisfaction seems unachievable, regardless of effort or performance." [P8]

Strategies Employed by the Informants in Addressing Challenges Encountered in Managing Public Safety and Security. Despite the challenges encountered by the informants, still, they were not affected and kept performing their mandates and doing their best since these were part of their responsibility.

1. Work integrity and accountability. Participants emphasized that they are following mandates, policies, and regulations to ensure accountability in their leadership roles. "Effective leadership for public servants involves strictly adhering to established policies, rules, and the law." [P10]

2. Coordination and collaboration of government agencies. Strong collaboration between law enforcement and government agencies empowers participants to better respond to emergencies and threats. "The Bureau of Fire Protection collaborates with law enforcement (PNP) on security threats, but our focus remains on fire safety." [P7]

3. Programs and operation plan implementation. Participants disclosed that they have different programs and plans implemented during the regular or holiday season and emergencies. "Nationally, we have year-round programs like OPLAN SEMANA SANTA for holidays. We increase staffing, equipment, and alertness to ensure public safety during peak times." [P9] Another participant added, "Our OPLAN (operational plan) empowers us to proactively respond to emergencies like typhoons without waiting for higher command." [P13]

4. **Community empowerment in public safety.** Public safety efforts rely on community engagement. Participants shared that they conduct lectures, seminars, and drills for residents, businesses, and educational institutions. "My fire safety innovation involves post-incident community re-education through lectures. People in Biliran learn best from experience, so this reinforces fire safety lessons." [P1] "We conducted trainings participated by the different stakeholders in the community such as the barangay, LGUs, national and local government, and non-government agencies." [P15]

5. **Capacitating the local peacekeepers.** The BFP, PNP, and PDRRMO, train local peacekeepers (barangay officials, tanods, responders) for first response to emergencies like fires, minimizing damage until formal help arrives. "The Community Fire Auxiliary Group (CFAG) empowers barangay responders with fire response, first aid, and life-saving skills to tackle emergencies before fire authorities arrive." [P9]

6. **Creation of a Peace and Order, and Disaster Council.** Biliran's local governments formed a peace and order/disaster council, fostering collaboration for a more coordinated response to emergencies and threats. "Effective public safety requires collaboration. Government-mandated councils like the Peace and Order Council, led by the Governor and including PNP, BFP, and other agencies, foster this collaboration." [P1]

7. **Open-minded public servant.** Despite criticism, participants stay positive, using feedback to improve their performance and implement new strategies to better serve the public and maintain safety. "We are now doubling our efforts though there are lots of destructive comments we are accepting it as a motivation to do our best and apply the modern way including modern mindsets and modern equipment." [P11]

8. **Work efficiency and urgency.** The participants revealed that they prioritize swift action to address public concerns raised by informants. "The rise in school fire incidents necessitates urgent action to protect students, teachers, and school buildings." [P1]

Aspirations of Informants to Improve the Quality of Service in Managing Public Safety and Security. Participants also revealed that they have so many aspirations for the improvement of their performance and their agency, especially in managing public safety and security.

1. **Physically and mentally prepared personnel.** All of the participants want their personnel to be physically and mentally prepared and ready so that when they respond to emergencies and other cases of threats to public safety and security, they can immediately act efficiently and effectively. "Both police and firefighters need exceptional mental and physical resilience. Police face life-or-death situations with firearms, while firefighters encounter demanding physical and mental stress in emergencies like car accidents and burning buildings." [P2]

2. **Public support and cooperation.** Participants emphasized the importance of public cooperation in safety initiatives. According to them, government programs are ineffective without community support. "Part of our advocacy and goal is to change the mindset of the people that they can save lives on their way by dialing our hotline numbers in case of emergency and if they do not have a load, they can also message us through messenger through free data because minutes and seconds are very crucial in terms of saving lives and properties." [P12]

3. **Agency's modernization.** The informants also aspire to have modernization in their agency from equipment and training of the personnel. "Modernization such as equipment, increasing salary, as well as

conditioning the personnel's mind to be always ready physically and mentally." [P1]

DISCUSSION

The positive experiences in managing public safety and security highlight the dedication, passion, and proactive leadership of public safety administrators, showcasing their commitment to fostering a safer and more secure environment for the community.

Dedication and commitment to work are integral to the effective management of public safety and security. These attributes foster a strong connection to organizational goals and ensure continuity in service. Ahmad et al. (2019) highlight that professionally committed and satisfied individuals, such as police officers, are less likely to leave their organizations, contributing to a more stable and effective workforce.

A sense of responsibility, coupled with love and passion for one's work, enhances engagement and performance in public safety roles. Islam et al. (2024) emphasized that employees with harmonious work passion are more likely to immerse themselves in their tasks, particularly when their leaders exhibit an ethical leadership style, further promoting job satisfaction and productivity.

Good decision-making is a critical element in ensuring the success of public safety initiatives. Learning from past experiences and reflecting on intuitive actions lead to improved strategies for addressing challenges. Akinci and Sadler-Smith (2019) argue that collective reflection on intuitive experiences fosters learning from mistakes and enhances decision-making processes, ultimately benefiting organizational outcomes.

Public safety requires a proactive and holistic approach to addressing crime and fostering community well-being. McLendon et al. (2024) emphasizes the importance of comprehensive strategies that focus on preventing crime by addressing underlying conditions, promoting

rehabilitation, and investing in neglected communities to build safer environments.

Visionary leadership plays a crucial role in shaping proactive behaviors and driving organizational success. Liu et al. (2022) highlights that visionary leaders inspire followers to align their self-concept with organizational goals, enhancing proactive behaviors. Similarly, Taylor et al. (2014) underscore the positive impact of visionary leadership on organizational performance, particularly in fostering effectiveness and innovation.

The negative experiences in managing public safety and security underscore the challenges faced by administrators, including community noncompliance, resource limitations, and public perception issues, which hinder the effective implementation of safety initiatives.

Noncompliance and disobedience among community members hinder the effectiveness of public safety and security efforts. When individuals fail to participate actively in safety initiatives, it creates significant challenges in maintaining order and ensuring compliance with regulations. Nubani et al. (2023) emphasize that a lack of community participation often leads to noncompliance, which negatively impacts the overall effectiveness of public safety programs.

The lack of sufficient resources poses a substantial barrier to effective public safety management. Insufficient funding, outdated technology, and inadequate collaboration among stakeholders hinder information sharing and coordination, weakening public safety efforts. Islam et al. (2024) and Rave Mobile Safety (2022) both stress the critical need for enhanced resources and technological tools to overcome these barriers and improve the operational efficiency of public safety initiatives.

Negative perceptions of public safety personnel, particularly law enforcement officers, contribute to challenges in maintaining public trust and fostering effective relationships with the community. Exposure to incidents of

police violence has been shown to reduce trust and confidence, particularly in minority communities (Baker et al., 2022). Additionally, Jackson et al. (2021) found that perceived negative public sentiment exacerbates stress among officers, leading to adverse health outcomes and further complicating their ability to perform their duties effectively.

The strategies employed in addressing challenges in managing public safety and security demonstrate a proactive approach, emphasizing integrity, collaboration, community engagement, and capacity-building to overcome obstacles and enhance public safety efforts.

Maintaining integrity and fostering accountability are fundamental strategies in addressing challenges in public safety management. By promoting a culture of honesty and transparency, trust is cultivated among officers and between the police and the community. Modise et al. (2022) emphasize that a strong accountability system enhances this trust, while the National Institute of Justice (2016) underscores the importance of fostering integrity within police departments for effective law enforcement.

Effective collaboration among government agencies significantly improves public safety outcomes. Interagency coordination leads to efficient resource utilization, comprehensive threat assessments, and better emergency response capabilities. As highlighted by PowerDMS (2020), such partnerships allow agencies to pool resources, prepare for crises, and build mutual trust, ultimately enhancing public safety strategies.

The implementation of community-focused programs and operational plans strengthens public safety initiatives. Engaging communities through programs that promote social cohesion, volunteerism, and inclusivity is vital for building safer neighborhoods. John (2023) highlights the importance of interconnected communities where individuals actively contribute to their collective well-being. Emergency preparedness, involving planning,

training, and coordination, also plays a critical role in managing public safety challenges.

Empowering communities to take an active role in addressing public safety concerns fosters long-term stability and well-being. Pearl (2019) stresses that community involvement in tackling social and environmental issues contributes to a stronger and safer environment, as residents collectively engage in improving their surroundings.

Providing training and support to local peacekeepers enhances their ability to address public safety issues effectively. The U.S. Department of State (n.d.) highlights the Global Peace Operations Initiative, which focuses on building international peacekeeping capacity through training and resources. This initiative underscores the importance of capacitating peacekeepers to ensure global and local public safety.

Programs such as the Community Peace and Order and Public Safety (POPS) initiative play a crucial role in crime prevention, anti-illegal drugs efforts, and public safety enforcement. Nicor-Mangilimutan et al. (2020) found that the extensive implementation of POPS programs positively impacts community safety and order through proactive and collaborative measures.

Fostering open-mindedness among public servants enhances trust and improves community relations. Schlosser et al. (2021) suggest that cultivating an open and adaptable mindset among officers is essential for bridging gaps between law enforcement and the community, thereby improving public safety outcomes.

Efficiency and a sense of urgency are critical in addressing public safety challenges. Jones (2022) notes that understanding job demands and resources among public safety telecommunicators is key to enhancing organizational commitment and operational performance. Developing strategies to support these professionals ensures timely and effective responses to safety concerns.

The aspirations to improve the quality of service in managing public safety and security reflect a forward-thinking mindset, with a focus on enhancing personnel well-being, fostering public cooperation, and leveraging technological advancements to strengthen operational effectiveness.

Ensuring that public safety personnel are both physically and mentally prepared is a key aspiration for improving service quality in managing public safety. The demands of public safety work expose personnel to higher risks of mental health conditions such as PTSD, anxiety, depression, and burnout. Edgelow et al. (2023) emphasize that these challenges not only affect individuals but also have far-reaching effects on their families and communities, underscoring the need for robust support systems to enhance their well-being and resilience.

The aspiration for greater public support and cooperation is vital for effective public safety management. Fair and transparent policing practices play a pivotal role in fostering trust and willingness among the public to assist in crime prevention efforts. Murphy (2008) highlights that procedural justice in law enforcement significantly enhances public cooperation, creating a more collaborative and supportive relationship between the police and the community.

Modernizing public safety agencies is essential to enhance their operational capabilities and improve service delivery. Advancements in technology, such as the implementation of 5G networks, enable faster and more reliable communication systems, supporting real-time data sharing and situational awareness for first responders (Li, 2021). Additionally, Ray (2022) underscores the effectiveness of drones in public safety operations, including search and rescue missions, firefighting, and law enforcement. These technological innovations provide critical tools to address emergencies and ensure the safety of the public.

The implications of this research could be valuable for law enforcers public safety and security administrators, practitioners, researchers, and policymakers since this study emphasizes the importance of collaboration for public safety. Local governments, law enforcement, community leaders, and citizens all play a role. Funding from governments is needed to provide equipment and tools and for community awareness campaigns.

Public safety and security administrators face challenges in managing public safety and security, however, through implementing their strategies, they were able to address security threats and issues to maintain public safety and security in the island province of Biliran, Philippines. On the other hand, public safety and security administrators need more resources and public support to fully maintain public safety and security in the entire province.

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