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Effectiveness of an aeronautical school's security department services

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Abstract

The purpose of the study was to measure the effectiveness of the services of an aeronautical school's Security Department. Specifically, it identified the demographic profile of the respondents in terms of their course. It also sought the significant difference of the perception of the respondents on the effectiveness of the services of the Security Department when grouped according to the respondent's course.

Based on the results, the BS Tourism Management program had the most number of respondents followed by the Pre-Engineering, BS Aeronautical Engineering and BS Industrial Engineering.

According to the respondents, the most effective area of the school's Security Department is the enforcement of the "No I.D., No entry" policy while the least effective area is the thorough inspection on vehicles entering the campus. Both of which are under the Safety and Security service of the Security Department. Meanwhile, the respondents showed

satisfaction on all of the services under the Peace and Order service of the Security Department.

There was no significant difference between the perceptions of the respondents on the effectiveness of the Security Department's services when they were grouped according to their program even though some of the most and least effective services were different, it still showed that the respondents are satisfied with the Security Department's services.

The most suggested improvement for the Security Department is to train the faculty, staff and students on proper procedures in reporting crimes followed by the posting of signages informing the students about the code of conduct and where to report crimes and incidents. The Security Department personnel should also have customer service training/seminar.

Keywords: aeronautical, significant, Specifically, Engineering

1. Introduction

1.1 Statement of the Problem

The study aimed to measure the effectiveness of the services of an aeronautical school's Security Department.

Specifically, the study sought the answers to the following questions:

1. What was the profile of the respondents in terms of:
 - A. Program?
2. What was the perception of the respondents on the effectiveness of the Security Department's services in terms of:
 - B. Peace and order;
 - C. Safety and security?
3. Was there a significant difference between the perceptions of the respondents on the effectiveness of the Security Department's services when grouped according to program?
4. What was the perception of the respondents on the solutions to improve the services of the Security Department?

1.2 Background of the Study

The study was conducted at an aeronautical school which is currently located at Lombos Avenue, San Isidro, Parañaque City and was founded by Atty. Ambrocio R. Valdez in 1969. The school offers nine programs. For the technical programs, there are: Pre-Engineering (preparation for the engineering programs), BS Aeronautical Engineering, BS Industrial Engineering, BS Avionics Technology, BS Aircraft Maintenance Technology, BS Air Transportation and a two-year course, Aircraft Technician Course. The non-technical programs are BS Tourism Management, BS Hotel and Restaurant Management and BS Airline Business Administration. Also, this aeronautical school made its way in offering two strands for the Senior High School: Science, Technology, Engineering and Mathematics (STEM) strand and Accountancy, Business and Management (ABM) strand.

These are for students who are interested in taking up aviation related programs when they enter the college level.

This aeronautical school, like any other schools, has different offices and departments to cater the needs of their clients. One of these departments is the Security Department. M.G. Marasigan Investigation and Security Agency, Inc. also known as MISAI is the school's security agency for almost a year already after Tarsier Security Agency. MISAI's mission is to provide adequate security services, protect the people and properties of the clients, and maintain peace and safety with the active support of the client. The agency has invested in several sophisticated equipment and technologies that would support its security personnel in the field as well as for the client's use. MISAI makes sure to it that the agency regularly renews its license to operate through obtaining the required number of personnel and procurement of necessary firearms and equipment. MISAI's initial assessment on the school's security preparedness includes the enhancement of security's capabilities, additional deployment of personnel in certain areas of the school and strengthening perimeter lighting system. These assessments led the researchers to conduct further assessment of the department through learning and understanding the perception of the clients-students.

1.3. Review of Related Literature

A safe and secure school is one of the basis of parents in choosing a school for their children. To ensure parents who are also the sole clients of schools, administrators find ways and methods to assure these clients the safety of their children inside the school's premises. Assessments are being done to identify the areas of that are needed to be improved and that are needed to be focused on. The school's safety department has different services offered to the clients such as peace, order, safety and security. The said department is also in charge of the school's emergency plan. The emergency plan is unique in every way because each school has a different environment and culture to be considered.

A safe and secured school involves the participation of the students, parents, teachers, employees, stakeholders, and even the community surrounding it. But behind all of these, the Security Department leads these people through rendering their services in preventing crimes, violence and incidents that could harm the safety of the people involved.

According to Phaneuf (2006) [9] in the study entitled "School Security Practices: Investigating their Consequences on Student fear, Bonding and School Climate, mentioned that over the years, concern about school crime and violence has led to variety of responses to increase the safety and security of schools. Millions of dollars were spent to improve school security, however, those were not enough to reduce school violence or student fear of victimization. Some of these improvements are the use of security and surveillance practices such as ID badges, procedures for visitors, use of

phones or intercoms, use of additional metal detectors, hiring of more security guards, drug or bomb sniffing dogs, and surveillance cameras.

In a journal entitled "School Security and Emergency Preparedness Resources" by Trump (2010) [15], he stated that people will always be the weakest link in school security and emergency plans. Some of the strategies for improving physical security mentioned were: reduction of the number of doors that can be opened from the outside; installation of electronic access control devices; investment in technology for visitor management systems; installation of cameras and speakers on entranceways, hallways, stairwells, cafeterias and parking lots; enhancement of communication with local law enforcements; and even renovation of school designs. In addition to this, Trump also mentioned in "American Schoolboard Journal" that it is very important to partner up with credible, authoritative, and independent experts. He added that working with law enforcement fire departments, local government officials and other same agencies should be considered to maintain the credibility of the school when it comes to safety.

New Jersey's School Safety and Security Plans minimum requirements (2011) states that every school is unique when it comes to design, location, students and the surroundings. That is why tools and facilities such as school surroundings, recreational areas, building access control, transportation areas, parking, exterior lighting, building utilities, windows, roofs, offices and even classrooms needed for the school's safety needs should always be assessed for further improvements.

In safety and security of the school, the Security Department is also responsible for making a safety plan to ensure that the students and everyone entering the school feel secured. It was mentioned by Pascopella (2009) [17] in the article "Ten Years Post-Columbine Conversation with Cynthia Stevenson" that plans differ from school to school and that a safety plan is extensive. Massachusetts Task Force (2014) reported on "School Safety and Security" that the best way to ensure schools are safe places to learn is to have a careful planning that will not compromise educational goals.

In other countries like in Ohio, schools go to Safety Consultants to assist them in planning for the safety of the school and those who are inside its premises. "School Planning and Management" by Trump (2007) [16] enumerated the types of school consultants such as: The Big-box mega firms which are big names organizations; established boutique which are handled by one person with handful of associates; crossovers are specialists from other industries with credentials in security; part-timers maybe school officials or police officials; and overnight experts normally have exaggerated claims that they are experts. In the Philippines, Safety Department is in charge of dealing with this kind of planning.

1.4. Conceptual Framework

Research Paradigm

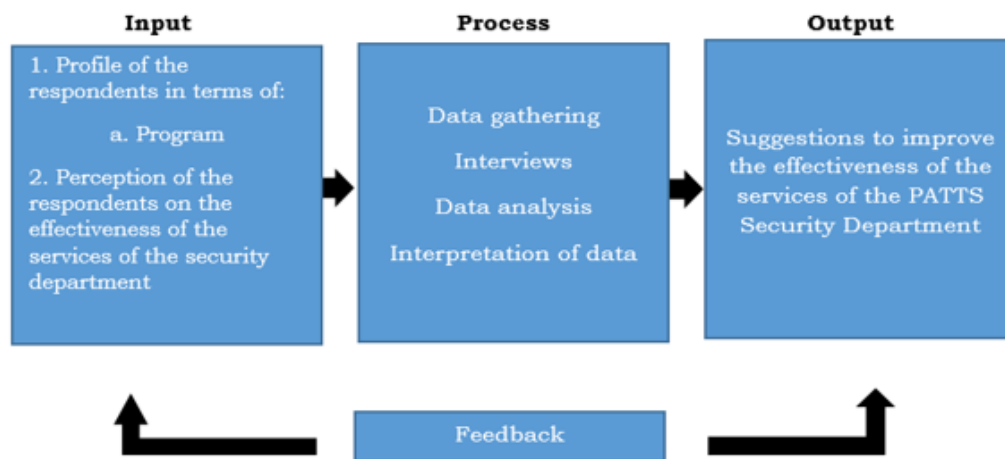


Fig 1: Paradigm on the Effectiveness of the Services of an aeronautical school’s Security Department

Šulović (2010) in his study entitled “Meaning of Security and Theory of Securitization” conceptualized security in a debated form: “traditionalists” vs. “wideners”.

The first concept of security, Traditionalist, adherents of the realist school of thought, define security as a freedom from any objective military threat to the state survival in an anarchic international system.

The latter, Wideners, explains that the horizontal dimension, the wideners think that in reality the security concept has expanded from exclusively military onto political, economic, societal and environmental sectors. Vertically, the altered security concept should also be open to referent objects other than the state such as individuals, social groups, humanity as a whole.

These just show that to achieve a safe and secure environment for schools, the Security Department should fully understand the importance of being knowledgeable on threats that would

cause fear to the students and people entering the school.

2. Methodology

2.1. Research Design

This study made use of the descriptive method of research wherein survey questionnaire was used to gather the data needed from the respondents. The study was based on the following variables: peace and order, and safety and security which are the services of the Security Department. The respondents are the students of an aeronautical school from Pre-Engineering, BS Avionics Technology, BS Aircraft Maintenance Technology, BS Aeronautical Engineering, BS industrial Engineering, BS Air Transportation, BS Tourism Management, BS Airline Business Administration, Senior High School – STEM and Senior High School - ABM. This study does not include the programs BS Hotel and Restaurant Management and Aircraft Technician Course.

2.2. Respondents

Table 1: Frequency and Percent Distribution of the Respondents in Terms of Program

Program	Frequency	Percentage
Pre-Engineering	34	10.50
BS Avionics Technology	32	9.88
BS Aircraft Maintenance Technology	30	9.26
BS Aeronautical Engineering	34	10.50
BS Industrial Engineering	34	1.50
BS Air Transportation	30	9.26
BS Tourism Management	40	12.30
BS Airline Business Administration	30	9.26
Senior High School – STEM	30	9.26
Senior High School – ABM	30	9.26
Total	324	100.00

Profile of Respondents in Terms of Program

Table 1 shows the frequency and percentage of the respondents by program. The most number of respondents came from the BS Tourism Management program having 12.30 percent. This is followed by the Pre-Engineering, BS Aeronautical Engineering and BS Industrial Engineering.

2.3. Instrumentation

The survey questionnaire is a researcher-made questionnaire which was tested and validated. The instrument is divided into three (3) major parts:

Part 1 – Respondent’s profile

Part 2 – Effectiveness of the services of the Security Department

Part 3 – Suggestions to improve the services of the Security Department

The answers for part 2 were measured using the following scale:

- 4- Very effective
- 3- Much effective
- 2- Least effective
- 1- Not important

While the answers for part 2 were measured using the

following scale:

- 4- Very much needed
- 3- Much needed
- 2- Least needed
- 1- Not at all

2.4 Statistical Treatment of Data

The data gathered in this study were statistically treated using the statistical tools such as frequency and percentage, standard deviation, and ANOVA.

3. Results and Analysis

3.1. Findings

1. The Perception of the Respondents on the Effectiveness of the Security Department's Services in terms of A. Peace and Order

Table 2: Overall Perception of the Respondents on the Effectiveness of the Peace and Order Services of the Security Department.

1. Peace and Order	Mean	Standard Deviation	Remarks
1.1. Knowledgeable on the security aspects of the college (e.g. doors, hallways, fire exits, fire extinguisher, metal detector).	2.94	0.154389	Much Effective
1.2. Vigilant, careful, and alert in performing his tour of duty.	2.89	0.134933	Much Effective
1.3. Exercises tact and courtesy at all times to students, employees and other persons entering the campus.	2.81	0.165013	Much Effective
1.4. Addresses emergency situation through providing assistance and answering queries.	2.82	0.200164	Much Effective
1.5. Detects, prevents and reports any form of breach of PATS rules and regulations.	2.90	0.176427	Much Effective
1.6. Identifies and controls hazards (e.g. use of fire protection equipment).	2.88	0.169288	Much Effective
1.7. Records and reports all unusual incidences that may occur during his tour.	2.95	0.151008	Much Effective
1.8. Conducts investigations on crimes, accidents, incidents and other unlawful activities.	2.77	0.212061	Much Effective
1.9. Maintains and strengthens networking with the government law enforcement agencies, fire department, hospitals, NGO's and other government agencies.	2.89	0.156728	Much Effective
Average	2.87	0.152001	Much Effective

The respondents identified the recording and reporting of unusual incidences that may occur during the guard's tour as the most effective Peace and Order Service of the Security Department followed by the guards being knowledgeable on the security aspects of the school. However, the least effective Peace and Order service is the investigation on crimes, accidents, incidents and other unlawful activities which is followed by the exercise of tact and courtesy to students, employees and other people entering the school. For the Pre-Engineering respondents, the most effective Peace and Order service of the Security Department is the vigilant tour of duty and network with law enforcement. On the other hand, the least effective is the investigation of crimes.

The BS Avionics Technology students identified the network with law enforcement agencies as the most effective Peace and Order service of the Security Department while preventing and reporting breach of school regulations was one of the least effective service next to conducting crime investigations.

For the BS Aircraft Maintenance Technology respondents, the most effective Peace and Order service is how the Security Department address emergencies and answer queries. Same response was given to on how they record and

report incidents. The least effective, according to the BS AMT respondents is the strengthened networking with other law enforcement agencies.

The BS Aeronautical Engineering respondents answered that the most effective Peace and Order service of the Security Department is on how the guards are knowledgeable on the security aspects of the college. For them, the least effective service is the exercise of tact and courtesy to students and other people followed by the way they report and record unusual incidences during their duty.

For the BS Industrial Engineering respondents, the most effective Peace and Order service offered by the Security Department is recording and reporting of incidences followed by the identifying and controlling of hazards. On the other hand, the least effective service is the conducting of investigations of crimes followed by the exercising of tact and courtesy to students and other people entering the campus.

The BS Air Transportation respondents identified recording and reporting of incidences as the most effective Peace and Order service of the Security Department while conducting investigations of crime was the least effective service.

For the BS Tourism Management respondents, identifying and controlling hazards as well as maintaining networks with

law enforcement agencies are the most effective Peace and Order services of the Security Department while the least effective services are: being knowledgeable on security aspects; exercising tact and courtesy to students and other people entering the school; addressing emergencies through assistance; and detecting and preventing any form of breach in the school's regulations.

Respondents from the BS Airline Business Administration program identified being knowledgeable in security aspects of the school as the most effective Peace and Order service of the Security Department. On the other hand, exercising tact and courtesy to students, employees and other people is the least effective service offered by the said department followed by the conducting of investigations.

2. Safety and Security

Table 3: Overall Perception of the Respondents on the Effectiveness of the Safety and Security Services of the Security Department.

2. Safety and Security	Mean	Standard Deviation	Remarks
2.1. Safeguards PATTS properties, equipment, facilities and installations as well as the students, employees and other persons.	2.69	0.258864	Much Effective
2.2. Enforces No I.D., No Entry policy.	3.19	0.266685	Much Effective
2.3. Frisks body and bag for objects that can harm students, faculty, employees and other persons (e.g. deadly weapons, illegal drugs, contraband items).	2.58	0.288762	Much Effective
2.4. Conducts thorough inspection on vehicles entering the campus.	2.32	0.287633	Least Effective
2.5. Allows visitors with prior appointment or valid transactions with the offices inside the campus.	2.77	0.222985	Much Effective
2.6. Observes the process entertaining visitors (e.g. securing of visitor's pass and logging at the visitor's log sheet before entering the school premises).	2.76	0.237977	Much Effective
2.7. Monitors and prevents vehicles with more than one person exiting the gate.	2.55	0.259896	Much Effective
2.8. Reminds students about the school policies, rules and regulations that must be followed by all PATTS students.	2.73	0.26505	Much Effective
2.9 Conducts fire, earthquake and bomb drills.	2.73	0.322277	Much Effective
Average	2.70	0.241013	Much Effective

For the respondents, the most effective Safety and Security service of the Security Department is the enforcement of the "No I.D., No Entry" policy followed by the allowing of visitors with prior appointment to enter the school premises. On the other hand, the least effective Safety and Security service according to the respondents is the thorough inspection of vehicles entering the school which is followed by the monitoring and preventing of vehicles with more than one person inside to leave the school.

The Pre-Engineering respondents identified the enforcement of the "No ID, No Entry" policy as the most effective Safety and Security service offered by the Security Department while the thorough inspection on vehicles entering the campus as the least effective service.

The enforcement of the "No ID, No Entry" policy was identified as the most effective Safety and Security service offered by the Security Department according to the answers of the BS Avionics Technology respondents. On the other hand, the thorough inspection on vehicles entering the campus as the least effective service followed by the process

of entertaining visitors. Respondents from the senior high school under the STEM strand identified being knowledgeable of the security aspect of the college as the most effective Peace and Order service of the Security Department followed by conducting investigations on crimes, accidents, incidents, and other unlawful activities while addressing emergency situations as the least effective service.

For the ABM strand of the senior high school identified detecting, preventing, and reporting any form of breach of rules and regulations as the most effective Peace and Order service of the Security Department. On the other hand, being vigilant, careful and alert in performing his tour, addressing emergency situations, and maintaining networks with the law enforcement agencies.

of entertaining visitors.

The BS Maintenance Technology respondents identified the enforcement of the "No ID, No Entry" policy as the most effective Safety and Security service offered by the Security Department followed by the process of entertaining visitors. Thorough inspection on vehicles entering the campus was the least effective service according to them which was followed by the monitoring vehicles with more than one person inside. The BS Aeronautical Engineering respondents single out the enforcement of the "No ID, No Entry" policy being the most effective Safety and Security service offered by the Security Department which was then followed by safeguarding of properties, equipment and facilities of the school. The least effective service according to them is the monitoring and preventing of vehicles with more than one person inside.

For the BS Industrial Engineering respondents, the most effective Safety and Security service of the Security Department is conducting fire, earthquake and bomb drills. On the other hand, the least effective service is the frisking of body and bag for objects that could harm the students and

other people.

The BS Air Transportation respondents answered that the most effective Safety and Security service of the Security Department is the enforcement of the “No I.D., No Entry” policy while thorough inspection of vehicles entering the school was identified as the least effective service followed by conducting drills on fire, earthquake and bombs.

The BS Tourism Management respondents identified the enforcement of the “No ID, No Entry” policy as the most effective Safety and Security service offered by the Security Department followed by the conducting of drills on fire, earthquake and bombs. On the other hand, thorough inspection on vehicles entering the campus was the least effective service which was then followed by the thorough inspection of vehicles entering the school.

Enforcement of the “No I.D., No Entry” policy was identified as the most effective Safety and Security service of the Security Department by the BS Airline and Business Administration respondents followed by the allowing of

visitors with prior appointment to enter the school premises. Contrast to this, the monitoring and preventing vehicles with more than one person inside to leave the school as the least effective service.

For the STEM respondents under the senior high school department, the most effective Safety and Security service of the Security Department is allowing visitors with prior appointment to enter the school premises. On the other hand, thorough inspection of vehicles entering the school was the least effective service offered by the said department.

The ABM respondents from the senior high school department identified the enforcement of the “No ID, No Entry” policy as the most effective Safety and Security service offered by the Security Department followed by reminding of students about the school policies, rules and regulations. Thorough inspection on vehicles entering the campus was the least effective service according to them which was followed by the allowing of visitors with prior appointment to enter the school premises.

Table 4: Overall Perception of the Respondents on the Effectiveness of the Services of the Security Department

Statements	Computed Means of the 10 Programs Offered at PATTs										
	PE	AvT	AMT	AeE	IE	AT	TM	ABA	STEM	ABM	Average
Peace and Order	2.80	2.89	3.07	2.85	2.72	2.63	2.83	2.89	2.91	3.15	2.87
Safety and Security	2.75	2.69	3.00	2.48	2.68	2.34	2.61	2.71	2.72	3.04	2.70

Based on the summary of answers of the respondents, the most effective service of the Security Department is the Peace and Order having an average mean of 2.87. Looking at the

table, all programs gave a higher weighed mean for the Peace and Order services than of those under the Safety and Security Services.

2. Significant Difference in the Perception of the Respondents on the Effectiveness of the Security Department’s Services when Grouped According to Program

Table 5: Significant Difference in the Perception of the Respondents on the Effectiveness of the Security Department’s Services when Grouped According to Program

SOURCE	SS	df	MS	Tabular F	Computed F	Sig.	Decision
between	3.7496	9	0.4166	1.6839	0.04787709	0.05	Accept Ho
within	2732.4	30	8.7018				
total	2736.1	39	9.1184				

3. Suggestions to Improve the Security Department’s Services

Table 6: Overall Perception of the Respondents on the Suggestions to Improve the Effectiveness of the Services of the Security Department

Statements	Mean	Standard Deviation	Remarks
1. Attend more security trainings that can help security personnel adopt to the nature of work at PATTs College of Aeronautics.	3.17	0.274039	Much Needed
2. Require security agency to be more focused on supervising their security guards to make sure that they all comply with what the school required them to implement.	3.13	0.215623	Much Needed
3. Hire additional security personnel to man areas that are needed to be supervised (e.g. laboratories).	2.88	0.17548	Much Needed
4. Must have a customer service orientation/seminar for the security personnel for them to know the basic rules in entertaining guests and visitors of PATTs.	3.18	0.126156	Much Needed
5. Install additional CCTV’s to visually verify a person’s identity in hallways and stairways.	3.16	0.247447	Much Needed
6. Ask parents to be involved in developing disciplinary procedures and code of conduct.	2.86	0.274271	Much Needed
7. Train faculty, staff and students on proper procedures in reporting crimes.	3.24	0.206883	Much Needed
8. Post signages informing students about code of conduct, and where to report	3.21	0.220832	Much Needed
Average	3.10	0.174073	Much Needed

Based on the answers of the respondents, the most needed suggestion for the improvement of the Security Department is to train the faculty, staff and students on proper procedures in reporting crimes which is followed by posting of signages to inform students regarding the code of conduct and where to report incidences.

4. Discussion

4.1. Conclusions

Based on the findings, the following were concluded:

1. Based on the results, the BS Tourism Management program had the most number of respondents followed by the Pre-Engineering, BS Aeronautical Engineering and BS Industrial Engineering.
2. According to the respondents, the most effective area of the school's Security Department is the enforcement of the "No I.D., No entry" policy while the least effective area is the thorough inspection on vehicles entering the campus. Both of which are under the Safety and Security service of the Security Department. Meanwhile, the respondents showed satisfaction on all of the services under the Peace and Order service of the Security Department.
3. There was no significant difference between the perceptions of the respondents on the effectiveness of the Security Department's services when they were grouped according to their program even though some of the most and least effective services were different, it still showed that the respondents are satisfied with the Security Department's services.
4. The most suggested improvement for the Security Department is to train the faculty, staff and students on proper procedures in reporting crimes followed by the posting of signages informing the students about the code of conduct and where to report crimes and incidents. The Security Department personnel should also have customer service training/seminar.

4.2. Recommendations

Based on the conclusions drawn, the following were recommended for the continuous quality improvement efforts of the Research Development Program for the non-teaching staff, faculty and students:

1. The aeronautical school's Security Department should further conduct investigations on crimes, incidences, accidents and other unlawful activities. They should also improve thorough inspection on vehicles entering the school and strict monitoring of those vehicles exiting the school premises.
2. The aeronautical school's Security Department should also prepare their department objectives together with SWOT Analysis, annual, medium and long-term plans, and Root Cause analysis for unachieved targets.
3. Students should learn to follow instructions, rules and regulations of the school and also in reporting all unusual incidences. They should also learn to respect and identify the Security Department personnel (e.g. roving guards, security guards, gate guards, security officers, and detachment commander).
4. Instructors and Employees should enthusiastically participate in different trainings and seminars on understanding the proper procedures in
5. The aeronautical school's Management should provide more training and seminars for the Security Department

personnel especially on Customer Service Orientation for them to practice and exercise tact and courtesy to students, teachers, employees and other people entering the school premises. The management should also provide signages informing students about the code of conduct and where to report crimes and incidents.

6. Future Researchers should conduct further researches involving all programs offered by the institution. They might as well involve other aspects of the school's security such as emergency plans (e.g. preparedness during fire, earthquake, bomb scare, disasters and calamities and accidents).
7. Research as guide for a deeper understanding of this topic. They may use significant difference and correlation to understand better the importance of research writing skills for non-teaching staff, faculty and students.

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