

Governors of Safety: Lived Experiences of Tourism Police

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Abstract

Scope Of Application

Phenomenological Study Of Tourism Police And Their Contribution Towards Safety And Security Of Tourists With Implications On Tourism Industry Of A Country

Objective

Explore The Lived Experiences Of Tourist Police In The Implementation Of Bantay Turista Program In The Province Of Cebu.

Methods And Results

This Study Used Qualitative Research Method Employing Phenomenology As An Approach. A Purposive Sampling Method Was Used In Choosing The Participants. There Were 12 Participants Coming From Cebu Police Provincial Office Tourist Police Unit. In The Data Gathering Procedure, The Researcher Used A Self-Made Interview Guide That Was Validated By The Research Ethics Committee. The Data That Were Gathered In The Depth-Interview And Focus Group Discussion Were Analyzed Using Colaizzi' Phenomenological Inquiry Approach. The Study Came Up With Two Themes Which Described The Positive Experiences Of The Informants Namely: Tourist Police Serves As Tourists' Guardians And Altruism: Creates A Feeling Of Happiness. For The Negative Experiences Of Informants, The Following Two Themes Came About, Civility: Crucial In Maintaining Good Police And Community Relation And Non-Observance With Laws, Rules And Regulations Among Tourists. As To How The Informants Addressed The Problems Encountered In Implementing Tourists' Security Programs, There's One Theme: Upward Communication: The Appropriate Way To Address The Problems Encountered. For The Impact Of Tourists' Security And Safety Programs To The Life Of Informants There Were Two Themes: Tourists' Security And Safety Programs Boost Up Self- Confidence And Tourists' Security Work Improves Communication And Interpersonal Skills.

Conclusions

The Need To Appropriate Funds For Logistical Supplies To Each Tpu –Tpac, The Deployment Of Additional Tourist Police, And Conduct Of Basic Bilingual Training, Emergency Response Like First –Aid And Scuba Diving Training Came Out In This Study.

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Introduction

In The Province Of Cebu, Tourism Industry Is One Of The Vital Income- Industries. Every Year, Millions Of Tourists Both Local And Foreign Visit Cebu Because The Place Has So Much To Offer That Attracts Tourists, From Beaches To Historical Landmarks To Delicious Delicacies Unique To The Island. Foreign And Local Tourists Enjoy Canyoneering, Trekking, Whale Watching, Swimming, Diving, Parasailing, Jet Skiing, And Other Eco-Tourism-Related Activities In The Province. Estimates From The Department Of Tourism (Dot) 7 Showed Tourism Receipt Stood A P28.5 Billion Generated From The 6.9 Million Tourists That Visited The Region 7 In 2017. The Domestic Market, Which Contributed A Strong Four M Million Arrivals Gave An Estimated P7.3-Billion In Revenues To The Region While The 2.9 Million Foreign Tourists Infused An Estimated P21.2 Billion Into The Regional Economy. Dot 7 Estimates That A Local Tourist Spends P1,200 Daily While A Foreign Tourist Spends At Least P4,867 Daily. Cebu Logged A Total Of 4,877,047 Tourists, Of Which 2.3 Million Are Foreign Guests And 2.6 Million Are Domestic Tourist (Cacho, 2018).

Since The Province Of Cebu Is Continually Promoting Tourism, To Allure More Tourists To Come To Cebu, Security Needed Be Given To These Tourists. Cebu Provincial Government Units In Coordination With The Provincial Police Authorities Should Protect Our Local And Foreign Tourists By Providing Security To Prevent And Minimize Crimes Particularly Those Involving Foreign Nationals. Just Like The Fatal Shooting Of Foreign Nationals Occurred In Cebu. This Urged The Police By The Local And Provincial Government Unit Executives To Solve The Incidents And To Provide Security Needed By The Tourist So This Won't Affect Tourist Arrivals In Cebu. To Intensify Safety And Security Measures Against Crimes Targeting Tourists Here In The Province Of Cebu, A Special Unit Within The Pnp, The Tourist Police Unit Were Detailed In The Top Tourist Destinations Or Attractions In The Place.

Here In The Philippines, Republic Act No.9593 Otherwise Known As The Tourism Act Of 2009 Provides The Creation Of A Tourism Security Force Within The Pnp To Ensure The Safety And Security In Various Destinations In The Country. Being A Tourist Police Is Not An Easy Task Because They Serve Not Only As Protectors Of Our Foreign Guests, But Also As Diplomatic Hosts In The Tradition Of Filipino Hospitality. They Conduct Patrol And Police Visibility In Key Tourist Destinations To Provide A Safe And Secure Environment For Tourists As Well As To Continue To Assist In Promoting Tourism As One Of The Vital Income - Generating Industries In The Province.

Methodology

This Study Used The Transcendental Phenomenological Approach. This Phenomenological Inquiry Is Focused On The Lived Experiences Of The Tourist Police. This Study Was Conducted In The Province Of Cebu Particularly In The Municipality Of Santa Fe, Bantayan Island, San Francisco, Camotes Island, Oslob, Cebu, Badian, Cebu And Santander, Cebu Where Tourist Police Officers Are Assigned. The Informants Of This Study Were 12 Tourist Police Officers Of The Cebu Police Provincial Office Tourist Police Unit. The Informants Were Detailed In The Top Tourist Attractions In The Province Of Cebu. They Were Selected Based On Purposive Sampling Method. Self -Made Interview Guide Was Used Consisted Of The Following: Part 1 And Part 2 Were On The Positive And Negative

Experiences Of The Informants In The Implementation Of Bantay Turista Program. Part 3 Delves On How The Informants Address The Problems Encountered In Implementing Bantay Turista Program While Part 4 Inquiries On The Impact Of Bantay Turista Program To The Life Of The Informants.

Field Notes And A Voice Recorder Were Used To Record The Responses Of The Informants And To Ensure That More Information Is Remembered From An Interview. After Permission Was Granted To Proceed With My Research, The Researcher Prepared A Transmittal Letter Duly Signed And Approved By The Dean Of The Graduate School. The Transmittal Letter Was Also Sent To The Office Of The Cebu Provincial Director For An Approval To Gather Data Through Interview. After The Provincial Director Approved The Letter, The Conduct Of Interview Started. Interview Was Being Used As A Method Of Data Collection. Before Collecting The Data Through Interview, Transmittal Letter Was Made First And Was Address To The Provincial Director Of Cebu Police Provincial Office. Upon Approval, The Researcher Met The Informants To Explain To Them The Purpose Of Conducting The Study And How The Interview Will Be Conducted. Interview Is Being Used As A Method Of Data Collection. Using In Depth Interviewing Would Allow The Researcher To Explore The Breadth And Nature Of Participant's Experiences. In Analyzing The Data, The Researcher Used Collaizi's (1978) Method. Utilizing The Horizontalization Where The Significant Statements Were Extracted From Transcript Interview, Formulated Meaning Were Created Form Significant Statements In Order To Formulate Themes.

Results and Discussions

Presented In This Section Were The Major Themes That Came Out From The In-Depth Interviews And Fgd Conducted. The First Main Theme Involved Positive Experiences Of The Informants In The Implementation Of Bantay Turista Program Made Up Of The Following Subthemes Namely: Tourist Police Serves As Tourists' Guardians Of Safety; And Altruism: Creates A Feeling Of Happiness. The Second Main Theme Stated The Negative Experiences Of Informants In The Implementation Of Bantay Turista Program Composed Of The Following Subthemes Namely: Civility: Crucial In Maintaining A Good Police And Tourists Relationship; And Non-Observance With Laws, Rules And Regulations Among Tourists.

Positive Experiences Of The Informants In The Implementation Of Bantay Turista Program

The Experiences Of The Informants In The Implementation Of Bantay Turista Program Expressed During In-Depth Interview And In Focus Group Data. Their Experience Was Expressed In Different Codes And Was Later Formulated With Meanings And Into Themes.

Tourist Police Serves As Tourists' Guardians Of Safety

This Theme Is Connected On The Work Experience Of The Informants As Tourist Police. Being Assigned In The Field, Tourist Police Conduct Regular Patrol And Police Visibility To Ensure The Safety And Protection Of The Tourists/Travellers And Residents Within The Assigned Area Of Responsibility. Tourist Police Also Facilitate And Provide Adequate Assistance, Service And Security Protection To Tourist In Their Area Of Responsibility.

To Get A Deeper Discussion On This The Following Are The Responses Of The Informants:

During The In-Depth Interview, Informant 3 Has This To Say:

Bantay Turista, Mu Conduct Me Og Kanang Roving Inspection Especially Sa Mga Beach Resort Og Sa Kaning Ing -Aning Mga Ports Para Sa Pag Secure Sa Ilahang Safety Sa Mga Turista Nga Local Man O Ma Foreign Tourist . (On The Tourist Security Program, We Conducted Roving Inspection Especially In Beach Resorts And Port In Order To Provide Security And Safety To Both Local And Foreign Tourists).

In The Same Manner, Informant 5 Shared His Work Experience As Tourist Police In The Implementation Of Tourist Security And Safety He Has This To Say:

Bantay Turista Ma'm, Kung Kinsay Mga Masud Nga Mga Turista Sa Pilipinas Tourist Police Maoy Mubantay Nila (Idi5:Ss5). (Bantay Turista Program Ma'am, Will Secure Tourist Whenever They Enter The Philippines).

Informant 6 During The Focus Group Discussion Also Narrated His Work Experience. He Said:

Ang Kadagkuan Diri Sa Cppo Nagcreate Og Police Unit Para Ma Secure Ang Mga Foreign Og Local Tourist Nga Mubisita Dinhi Sa Cebu Nga Among Function Mu Provide Me Og Security Nila Para Hapsay Ang Ilahang Pagsuroy-Suroy Dinhi Sa Tourist Diri Sa Cebu . (The Cppo Chief Has Created A Police Unit To Secure Foreign And Local Tourists Visiting Here In Cebu. Our Function Is To Provide Them With Security So That They Can Travel Smoothly Here In Cebu).

Altruism: Creates A Feeling Of Happiness

This Theme Focus On The Good And Happy Experience Of The Informants In The Implementation Of Bantay Turista Program. What Makes Tourist Police Happy Is When They Could Provide Help, Assistance And Guidance To The Tourist In Their Day To Day Function Without Expecting Something In Return.

Informant 1 Narrated That His Pleasant Experience Was During The Time When He Helped And Transported The Injured Tourist To The Hospital. He Said,

Experience, Ahhm...Maka Assist Man Ko Og Turista Ma'am Malipay Naman Ko Ana Ma'am Labi Na Og Makatabang Ko Nila Sa Pagtransport Gikan Dinhi Sa Area Ngadto Sa Hospital Ma'am Ing-Ana . (My Experience, Ahmm, When I Assisted The Tourist By Transporting Him To The Hospital).

Informant 5 Stated That He Was Happy When He Saved The Life Of The Tourist. He Has This To Say:

Katong Kuan Ma'am Nga Naay Turista Nga Natabangan Naku Katong Nakabuhi Siya Sa Salbabida Ma'am Nga Ako Siyang Naluwas, Mao Toy Happy Naku Kuan Sa Turista). (When I Helped And Saved The Life Of The Drowning Tourist, That Was A Happy Experience).

Informant 2, During The Focus Group Discussion, Also Shared His Happy And Good Experience When He Was Able To Help And Guide Tourist On Where To Go. He Said:

So Far Ma'am Nga Naassign Ko Diri Sa Fast Craft Ang Ako Gyung Masaysay Nga Nindot Nga Kasinatian Ang Kanang Pagtabang Sa Mga Turista Labi Nag Magpa Guide Sila Og Asa Sila, Kanang Magpatabang Asa Sila Og Kanang Mga Pananglitan Og Nay Mga Nawa Og Asa Sila Padung Dirikta Sa Kuan Sa Gayran Namu Sila). (So Far, When I Am Now Assign

Here In The Fast Craft, My Happy Experience Was When I Could Help And Guide Tourist On Where They Want To Go).

Negative Experiences Of Informants In The Implementation Of Bantay Turista Program Civility: Crucial In Maintaining A Good Police And Tourists Relationship

Police Serves Not Only As Protectors Of Our Foreign Guests But Also As Diplomatic Hosts In The Tradition Of Filipino Hospitality. In Their Day To Day Function, They Come In Contact And Interact With Tourists And Travelers But Unfortunately, They Are Misunderstood, Blamed And Viewed As Bad Cops. Despites Of These, They Managed To Smile And Remain Professionals In Dealing With Tourists To Avoid Conflict And Disharmony In The Public They Served.

Informant 5 Narrated His Bad Experience Toward Tourist. He Explained That:

Ang Bati Naku Nga Kasinatian Ma'am Katong Nay Nigerian Nga Murag Gi Hog Me Niya Nga Sayop Kay Wla Kuno Namu Gitarong Og Advise Katong Tag- Iya Sa Resort Sa Katong Pagpareserve Nila Nga Wla Matarong Maa'am Ba Nya Wla Bayri Niya Mura Gani Siya Nasuko Namu Ma'am, Pero Amo Siya Gipasabot. Amo Siya Gi Explainan Mao Nga Nakasabot Rasad Siya. . (My Bad Experience Ma'am Was When The Nigerian Got Mad And Allegedly Blamed Us That It's Our Fault For Not Properly Advising The Resort Owner Why They Did Not Pay Their Booked Hotel Accommodation. But We Made Them Understand).

Informant 6 During The Focus Group Discussion Expressed His Tourist Disappointments Towards The Foreign Tourist. He Said That:

Ang Akong Bad Experiences Sa Among Pwesto Kay Daghan Man Kayo Ng Mga Foreigner Nga Mangagi Dili Ka Kasabot Sa Uban, Naay Uban Nga Maayo Nay Uban Dili Sad. Bisan Unsaun Nato Pagpasabot Nila Gamitan Pa Nato Og Smile, Smile Sa Himan-Himan Mao Ragihapun Kita May Dautan, Like For Example, Kanang Ceres Diha Naa Mana Silay Seat Number Gikan Sa Didto Sa Sibulan Ining Dunggo Kinahanglan Ilaha Tong Sundon Ilahang Seat Number Unya Nay Mga Foreigner Nga Wla Sila Kabalo Nga Naa Diay Seat Number Explainan Nato Og Maayo Hurot Pa Atong Iningles Nila Una Bisan Unsaun Nato Go Explain Dili Gihapun Kasabot Mura Hinoon Kita Maoy Dautan Ang Uban Muington Pa Abi Kun Kay Sila White Dili Sila Tarungon Og Kuan. Bisan Unsaun Nato Go Explain Kita Maoy Dautan. Mao Na Sa Bisaya Pa Makapasigmuyo Kayo Pero Smile Lang Gihapun Ta Bisag Kadugo Atong Kasing2x Kay Ato Manang Trabaho. . (My Bad Experience, In Our Area Of Duty Is That, Many Foreigners Are Passing By The Port, You Can't Understand Them. Some Are Good And Others Are Not. No Matter How We Explain It To Them, They Couldn't Understand. For Example, There Will Be Bus Priority Seat Numbers Assigned To Them While In Sibulan Port, When They Landed At Santander Port And While At The Ceres Bus, They Wouldn't Follow The Seat Number, It Doesn't Make Sense, And We Ended Up Being A Bad Guy For Them. Very Disappointing. Even If Our Hearts Bleed, We Still Smile Because It's Our Job).

Non-Observance With Laws, Rules And Regulations Among Tourists

This Theme Focused On The Unpleasant Experience Of The Tourist In The Implementation Of Tourists' Security And Safety Programs. In The Performance Of Their Day To Day Functions, Tourist Police Have Encountered Tourists Who Disregard Signages, Do Not Follow Instructions, Break Rules And Regulations And Violate Laws As Well. These Behaviors Have Caused Unpleasant Experienced On The Part Of Our Tourist Police.

Informant 1 Explained His Bad Or Unhappy Experience Towards Tourist. He Said:

Kay Naa Man Gyud Mga Foreigner Nga I Disregards Nila Ang Mga Signages Ma'am Or Dili Mu Follow Sa Mga Instructions Diha Sa Entrance Or Mga Ingun Ana Ba. (There Were Foreigners Will Disregard The Signage And Disobey The Instructions At The Entrance).

Informant 3 During The Focused Group Discussion Also Shared His Bad Experience. He Narrated:

In The Implementation Of Bantay Turista Program, Ang Bad Nakunga Mga Kasinatian Nay Mga Foreigner Nga Dili Mu Adopt Sa Atong Rules And Laws Diri Sa Atoa Kay Uban Mga Foreigner Nga Gusto Nga Ilaha Na Ang Matuman Dili Mu Adopt Sa Atong Balaud Ba. Naay Kuan Imung Badlungon Masulo, Magpataka Lang Og Inom Sa Kilid2x Labi Na Og Pier Na Diha Pataka Lang Og Butang. Mao To Usahay Atong Buyagun Nga Usahay Masukol Ma'am Ba. (In The Implementation Of Tourist And Safety Programs, My Bad Experience Was When There Were Foreigners Who Will Not Adopt Our Rules And Laws And Others Will Just Follow Their Own Choice).

How Do Informants Address The Problems Encountered In Implementing Bantay Turista Program?

Upward Communication: The Appropriate Way To Address The Problems Encountered

This Theme Is In Relation On How The Tourist Address The Problems They Encountered In The Implementation Of Bantay Turista Program. During The In-Depth Interview And Focus Group Discussion The Informants Revealed That They Addressed Their Problems Encountered By Just Communicating It Upward To The Higher Authorities Such As Provincial Director, Tourist Police Chief, Barangay Official And Mayor Who Could Provide Immediate Action And Response On The Problems They Encountered.

Informant 2 During In-Depth Interview Shared On How He Addressed The Problems Encountered. He Said:

Gikuan Lang Namu Sa Mayor Ma'am Kung Magconduct Sila Og Briefing Og Naay Mga Seminar Ba Amo Nalang Gi Address Nila Ba. (We Referred It To The Mayor When They Conducted A Briefing Or Seminar To Us, And We Air It To Them).

Informant 3 Also Shared On How He Addresses The Problems Encountered In Implementing Bantay Turista Program. He Stated:

So, Sa Pagkakarun Tungod Kay Si Ma'am Acupin-

Pin Naman Maoy Hepe So Among Gi Address Niya Ang Mga Problema. (As Of Now, We Expressed Our Problems To Our Head).

In The Same Manner, Informant 1 In The Focus Group Discussion Elaborated How He Addressed The Problems He Encountered. He Narrated:

Diri Ma'am Sa Opisina, Amua Ng Gi Address Sa Among Provincial Director Nga Matagaan Me Og Mga Support Diri Sa Opisina Nya Amua Rapud Gipahibaw Sa Among Hepe Among Nga Problema Diri. (Here In The Office, We Addressed It To The Provincial Director For Us To Be Given Support And We Also Informed Our Head Regarding Our Problems).

The Development Of Safety And Security Policies Specifically For Tourism Aim To Combat Tourism Crime And Build Trust At The Destination. Destinations Cannot Ignore The Massive Security Risks And Concerns Involved With Travelling. Developing A Specialist Tourist Police Unit Can Therefore Support Tourism Strategies. Tourist Police Must Be Adequately Staffed, Well Equipped, And Willing To Support Visitors, But Dedicated Tourist Police Units At Destinations Have Performed Poorly Due To Lack Of Human Capital, Inadequate Training Or Police Corruption (Papathanassis Et Al., 2018). Governments Should Realize That The Destination Brand Image Of A Country Can Massively Depend On Effectiveness And Performance Of Tourist Police.

Impact Of Bantay Turista Program To The Life Of The Informants

Bantay Turista Program: Boost -Up Self Confidence.

This Theme Focus On The Impact Of Bantay Turista Program On The Personal Life Of The Informants. In The Implementation Of This Program Tourist Police May Always Come In Contact With Tourists. At First, They Tried To Avoid The Tourists For Fear That They Might Talk To Them. But With Their Day To Day Encounter With The Tourist It Overcomes Their Fears And Enhances Self – Confidence To Interact Them.

Informant 4, During The Focus Group Discussion, Expressed How Bantay Turista Program Greatly Affect His Personal Life. He Narrated:

Kining Programaha Daku Kaayo Nig Napalambo Sa Akong Kinabuhì Kay Tungod Ani Like Sa Among Mga Kauban Kau Sauna Mauwawun Dyud Me Mautabang Sa Foreigner Pero Karun Sa Naagi Namu Sa Day To Day Encounter Namu Murag Confident Naman Kaayo Muatubang Sa Foreigner Unhan Paman Gani Namu Usahay Bisan Inenglish Sa Una Tag Singko Karun Tag Dyes Na (Fgd4:Ss54). (This Program Has Greatly Improved My Life, Unlike Before That We're Not Confident To Face The Foreigner But With Day To Day Encounter, We're Now Very Confident To Face The Foreigner And Sometimes We Will Be The First To Talk To Them Even Though We're Not Fluent In English).

Informant 5, During The Focus Group Discussion Likewise Shared How Bantay Turista Program Affect His Personal Life. He Narrated:

Ang Napalambo Ani Nga Nga Programa Na Personal Naku Nga Kinabuhì Sa Ma Ra Dyud Sad Ilaha Nga Sauna Maulawun Gyud Ko Sauna Nga Naassign Ko Sa Buntandigan Makakita Ko Og Foreigner Maglikay2x Ko Kay Makig-Estorya Nya Naku Pero Sa Dugay Nanagduty Nawala Na Og Naay Foreigner Ako Poy Una Modool Estoryahan Nato Para Makatabang Ta Nila Kay Mao Mana Atong Trabaho Maka Guide Nila Asa Sila Padulong Bahala Og Gamay2x Rata Og Ininglis Pero Makatabang Lang Gihapun Ta Nila Maayo Nalang Na Atong . (This Program Has Enhanced My Personal Life. Before I Am Shy, I Keep Away Myself From Foreigners Because I Am Afraid That They Might Talk To Me. But Now, When I Work As Tourist Police For A Long Time, I'm Not Shy Anymore And I Will Be The One To Talk To Them First So We Could Help Them, As This Is Our Job To Guide Them).

Informant 5 Also Described How Bantay Turista Program Improved His Personal Life. He Said:

Na Improve Naku Ma'am Kanang Makig Estorya Ka Sa Mga Turista Nga Murag Confident Na Kaayo Ko Makighalobilo Nila Ma'am Ba . (It Improved My Ability To Talk To Tourist And I Am Now Too Confident To Interact With Them).

Bantay Turista Work: Improves Communication And Inter-Personal Skill

This Theme Focuses On How Tourists' Security And Safety Programs Affect The Professional Career Of The Informants. In The Implementation Of Tourist Security And Safety, Tourist Police Will Be Mostly Dealing With Tourist Such As Providing Tourist Security, Assisting And Guiding Them Where To Go And As Well As Responding Tourist Complaints. With These Natures Of Work, These Really Have An Effect On The Professional Career Of The Tourist Particularly On Their Communication And Interpersonal Skills.

Informant 2, During The Focus Group Discussion Elaborated How Bantay Turista Program Affected His Professional Career. He Narrated:

Kining Among Program Sa Bantay Turista Ma'am Sa Akong Professional Career Before More In Paper Works Raku Ma'am, So Mostly Naa Sa Mga Admins Pag-Abot Sa Tourist Police Through The Program Of Bantay Turista Makaantigo Naku Muhalobilo Sa Mga Tawo Sa Among Day To Day Field Activities Like Beat Patrolling, Police Visibilities Medyo Baga Na Kaayo Among Nawong Pinaagi Sa Pakighalobilo Sa Mga Lain –Lain Na Clase Sa Mga Taw (Fgd2:Ss61). (Tourist Program Really Affect My Professional Career. Before, I Am More In Paper Works Ma'am, So Most Of The Time I Was In The Administration Office. So, When I Assign In The Tourist Police Through The Tourist Security Program, It Really Helps Me Interact With People In Our Day To Day Field Activities Like Beat Patrolling And Police Visibilities).

Informant 3 Also Shared How Bantay Turista Program Affected His Professional Career. He Said:

Mao2x Ra Gihapun Sa Gikuan Ganiha Nnga Naa Ko Diri Sa Tourist Police Naa Ko Pirme Sa Gawas So Pirme Ming Makahalobilo Sa Lain2x Nga Taw ,Foreigner Like Intsik, Negro, Chinese Og Unsa Pa Diha Dili Nami Kaayo Mauwaw Og Maka Atubang Me Og Dagkung Taw Naay Mangagi Diha Nga Mga Senador ,Congressman Og Unsa Pa Diha Nga Mga Dinagko Sa Gobyerno So Dili Na Kaayo Me Mauwalw Nila Makig-Estorya Ba Dili Pareha Sauna Ba Nga Mura Kag Nauwaw Ba Sa Kuan Pa Mura Ta Og Burong So Karun Na Improve Dyud Nindot Kaayo Napunta Me Diha Kau Naa Pirme Sa Gawas Wal Me Sa Sulod Sa Opisina Ba). (Like What My Colleague Said, I Am In The Tourist Police And I Am Assigned In The Field, So We Often Deal With Different People Such As Chinese, Black American And Many Others, We Are Not Shy Anymore And We Are Now Confident To Meet Big People Who Passed By The Port Like Senators, Congressman And Other Government Officials. Not Just Like Before).

Positive Experiences Of The Informants In The Implementation Of Bantay Turista Program Tourist Police Serves As Tourists' Guardians Of Safety

This First Theme Is Connected On The Work Experience Of The Informants As Tourist Police. To Ensure The Security And Protection Of Visitors, Travelers, And Locals Within The Allocated Area Of Responsibility, Tourist Police Who Are Stationed In The Field Regularly Patrol And Maintain Police Visibility. In Their Respective Jurisdictions, Tourist Police Also Assist And Adequately Serve Tourists And Ensure Their Security. In Order To Address Crimes Against Tourists, Public Police Techniques Have Been Broadly Divided Into Two Categories, As Per Mawby Et Al. (2015). The First Include Tourism-Specific Police Actions, Which Are Typically Launched By Police Forces In An Effort To Prevent The Occurrence Of Tourist Victimization. These Operations Involve Assigning Patrols To Strategic Hot Spots And, In Some Cases, Stationing Personnel There Temporarily. The Creation Of Tourism Police Agencies Is The Second Strategy. The Top System, Also Known As Tourism-Oriented

Policing Protective Services, Is Made Up Of Police Officers Who Have Received Specialized Training In Dealing With Crimes Committed By And Against Tourists While They Are On Holiday. This Strategy Focuses Primarily On Using Specialized Local Police Forces With Trained Officers To Tackle Crime At Major International Tourist Destinations. In Some Cases, Distinct Infrastructures (Such As Uniforms And Police Stations) Are Deployed To Address Victimization And Protection Of Tourists.

According To Mawby Et Al. (2015), This Is A Fairly Recent Strategy Used In Many Regions Of The World Where Specialized Police Units Are Trained Expressly For Tourism-Related Operations. Also, It Has Been Highlighted That Popular Tourist Spots Have Started Using This Strategy Recently Since It Works Well And Gives Visitors The Attention They Need While Preserving Regular Police Operations (Tarlow, 2000). In Comparison To Conventional Policing And Other Approaches, It Appears That Top Units Are More Effective At Proactively Shielding Tourists From Victimization, Offering Advice And Aid, And Dealing With Their Crime When It Occurs. To This Goal, Numerous Well-Known Tourist Attractions Have Created And Employed Specialist Departments To Deal With Tourist Victimization And Protection (Boakye, 2012). They Differ From Typical Police Units In That They Are Founded On The Idea That The Previous Paradigm Of Police Specialists Is No Longer Relevant In An Era Of Cerebral Protection And Professional Specialization (Tarlow, 2014).

Furthermore, As Per Payam (2016), The Tourist Police Is A Structure Which Guards Against Dangers And Threats To Tourists' Lives And Property. These Are Specialized Police Officers That Look Out For The Safety And Security Of Tourists. The Top Units' Instructional Goals Include Preventing Tourist Victimization And Expediting The Processing Of Tourist Complaints Whenever They Are Made. Nonetheless, In Other Cases They Also Defend Locals Against Being Taken Advantage Of By Tourists. As A Result, Top Units Are Intended To Protect Locals Operating In The Tourism Industry, Tourists To The Area, And Tourist Attractions In The Area.

Altruism: Creates A Feeling Of Happiness

What Makes Tourist Police Happy Was When They Could Provide Help, Assist And Guide The Tourist In Their Day- To - Day Function Without Expectation In Return. A Happy Experience Is One That Makes One Feel Joyful, Pleased, Or Well-Adjusted (Lyubomirsky, 2008). Luks (1988) Refers To This As The Helper's High, A Rewarding Perspective That Those Who Practice Kindness Are Then Inspired To Continue Their Deeds In The Future. Prosocial Behavior Not Only Has An Impact On Those Who Are The Recipients Of It, But It Also Provides Power To Create The Compassionate Feel Good, Content, Pleased, And Calm. According To Further Explanation, Cultivating Happiness Involves Learning And Practicing Attitudes And Behaviors That Support A Good Sense Of Wellbeing. The Majority Of People Place A High Value On Happiness, And Most Cultures Have Been Shown To Place A High Value On Happiness As A Goal. Every Typology Of "Fundamental" Human Emotions Includes A Different Justification For Pleasure In The Shape Of Joy, And There Are Reasons To Believe That Raising Employee Satisfaction At Work Is An Admirable Objective. The Happy-Productive Worker Idea May Be More Valid Than We Previously Imagined, According To The Evidence. People Are Temporarily Happier Than They Usually Are. Meta-Analytic Data Demonstrates That Happiness-Related Constructs Like Job Satisfaction, Engagement, And Affective Organizational Commitment Have Significant Effects On Both People And Organizations At The Individual Level. Relationships Between Core And Contextual Productivity, Customer Satisfaction, Safety, Attendance, And Retention And Happiness At The Individual And Group Level (Fisher, 2010).

According To Studies, Those Who Feel Altruistic At Work Resign Less Frequently, Assist Their Coworkers More, And Have Greater Devotion To Carrying Out Their Jobs. These Research Found That People Who Had Given To Others In Their 30s Remained Happy In Their Later Years (30 Years Later) Than Other People (Dickert Et Al., 2011). Based On These Findings, The Impulse To Serve Others And Confidence In The Ability To Alter The Self And The Surroundings Are Connected With The Rise Of Pleasure And Personal Gratification (Meyers, 2004). (Meyers, 2004). Those Who Have Formed Altruistic Impulses Are Happier Than People Who Have Not. Also, Promoting Pleasure Makes People Brighter, More Productive, Smarter, And More Responsible (Tacey, 2003).

Negative Experiences Of Informants In The Implementation Of Bantay Turista Program Civility: Crucial In Maintaining A Good Police Community Relation

Police Serves Not Only As Protectors Of Our Foreign Guests But Also As Diplomatic Hosts In The Tradition Of Filipino Hospitality. In Their Day To Day Function, They Come In Contact And Interact With Tourists And Travelers But Unfortunately They Are Being Misunderstood, Blamed And Viewed As Bad Cops. Despite Of These, They Managed To Smile And Remain Professional In Dealing With Tourists To Avoid Conflict And Disharmony In The Community They Serve. The Effective Application Of Civility In Police Is Essential To Its Overall Success. Police That Treat Civilians With Respect Avoid Many Of The Verbal And Physical Risks Associated With Policing. Being Polite Is Not A Signal Of Weakness, And When Used Correctly, It Can Increase Safety (Capps, 2014). As A Result, Tact And Civility Go Hand In Hand, And In The Face Of Explosive Situations, It Might Be Advantageous For Officers To Retain Composure And Conceal Their Level Of Readiness And Strategic Advantage (Thompson, 2009).

Sennett (1994) Contends That The Impact Of Police Authority Was Not Solely Negative. The Emergence Of A Greater Appreciation For Civility And Orderliness As Well As Efforts To Instill These Values In Urban Areas That Were Beginning To Be Seen As Chaotic And Uncivilized Were Also Significant. Parallel To This, There Seemed To Be A Growing Intolerance For Anything That Encroached Upon The Civilized Political Square That Reformers Sought To Establish. The Simple Independence From The Closeness Of Houses And The Intensity Of Personal Relationships, As Well As The Ability To Travel About Cities Safely And Enjoy Street Life, Are All Made Possible By Civility, According To Kelling (1987). If There Were No Civility, There Would Be No Basis For Settling Disagreements And The Sense Of Exchange With Strangers Would Be A Cause Of Anxiety. Yet, When Intergroup Interactions Are Tense Due To A History Of Violent Conflict, Pleasant Interpersonal Contact May Not Always Result In A Shift In Attitude (Scacco & Warren, 2018). According To A Recent Report From The National Academy Of Sciences, For Instance, "Research Is Needed That Assesses The Power Of A Single Interaction To Affect Overall Opinions About Police Legitimacy" (The National Academic Press, 2018).

Non-Observance With Laws, Rules And Regulations Among Tourists.

This Theme Focused On The Unpleasant Experience Of The Tourist In The Implementation Of Tourists' Security And Safety Programs. In The Performance Of Their Day To Day Functions, Tourist Police Have Encountered Tourists Who Disregard Signages, Do Not Follow Instructions, Break Rules And Regulations And Violate Laws As Well. These Unlawful Behaviors Of Tourist Have Caused Unpleasant Experienced On The Part Of Our Tourist Police. Individuals Breach The Law Because They Can Immediately Reap Two Benefits. A Cheater's High Comes First. People Anticipate Feeling Terrible Or Remorse After Cheating, But Frequently Discover Oneself In An Unexpectedly Happy Mood Afterward, According To A Study From The University Of Washington. They Also Generally Feel More

Intelligent And Competent. The Other Is A Momentary Feeling Of Rule-Freedom And An Outlook Outside The Typical Box. In This More Liberated Thinking, We Might Form Arbitrary, Remote Relationships That Aren't Obvious When We're Bound by Rules. Furthermore, Research Revealed That Those Who Felt Strongly Or Positively About The Validity Of Laws And Authorities Were More Inclined To Express A Sense Of Duty To Uphold The Law And Accept The Judgment Of The Reference To The Law (Reisig Et Al., 2011).

Legitimacy Has A Role In How Individuals Interpret The Morality Of Non-Compliance With The Law (Jackson Et Al., 2017). In Their Investigations, Murphy Et Al. (2009) Hypothesized That The Legitimacy Of Legal Authorities' Rules And Laws Depends On How Well They Align With Society's Moral Values. If An Individual's Personal Values Are In Line With The Law, They Will Willingly Extend Their Cooperation And Compliance. This Is Because How Rules Or Laws Relate To People In Terms Of Moral Or Ethical Values Is How Legitimacy Is Conceptualized. When Legitimacy And Morality Conflict, Legitimacy Always Prevails Since It Has The Power To Authorize Activity And Frequently Determines Whether A Person Will Obey Or Defy The Law Or The Rules (Tyler & Darley, 2000).

The Compliance Behavior Or Sense Of Obligation To Obey Will Take The Place Of An Individual's Personal Morality, As Per Kelman And Hamilton (1989), Whenever The Laws Or Authorities Are Perceived As Legitimate. As A Result, The Person Will Defer To The Rightful Authority When Defining What Constitutes Acceptable Behavior In A Particular Circumstance. As A Result, This Is How The Validity Of The Rule Has The Ability And Authority To Affect And Shape The Behavior Of Individuals.

Meissner (2015) Asserts That Some Tourists Are Merely Too Uninformed To Treat Host Destinations' Offerings With The Attention (Or Lack Thereof) That They Deserve. There Must Be A Way To Inform People More Effectively About What They Will Miss And The Negative Effects Of Their Ignorance And Unethical Behavior. Travelers' Disregard For The Social And Cultural Norms Of The Host Community, For Instance, Can Be Seen In Their Disrespectful Behavior. A Lack Of Regard For The Surrounding Area And Its Values Is Shown By Tourists' Disrespectful Behavior Toward Cultural Heritage Sites. Naturally, Host Communities May Start To Reject Tourists And May Also Adopt A Pessimistic Viewpoint Towards The Growth Of Tourism.

By Allowing People To Act Irrationally And Non-Rationally, Wang (2000) Describes Tourism As A Type Of Eros Modernism. Similar Thinking Can Be Seen In Tourism Conceptions That Are In Line With Hirschi's Social Control Hypothesis Of Aberrant Behavior (Hirschi, 1969). Turner And Ash (1975), For Instance, Made The Argument That Tourists' Brief Separation From Their Familiar Environs Gives Them The Freedom To Disregard The Rules And Morals That Control Their Everyday Lives. Parallel To This, Shields (1992) Described Tourist-Related Locations Like Beach Towns As Transitional Zones Where Social Restraints Are Suspended Due To Travel-Related Demands, Relative Anonymity, And Freedom From Public Scrutiny.

That Becoming A Traveler Is Never A Reason To Break The Law. Laws And Ordinances Are Intended To Protect Public Safety And The Environment. When Traveling The Philippines, It's Wise To Be Aware Of What To Anticipate And Whom To Deal With. Whenever You Go On Vacation, Following The Rules Guarantees Hassle-Free Travel. Therefore Make It A Practice To Research Any Place You Intend To Visit Before You Go (Encina, 2018). In Essence, Disciplinary Rules Are Employed To Regulate Every Aspect Of

Behavior. They Are Designed Not Merely To Forbid Certain Actions But Also To Stop Particular Harmful Events From Happening (Tinapay & Tirol, 2022).

How Do Informants Address The Problems Encountered In Implementing Bantay Turista Program?

Upward Communication

The Appropriate Way To Address The Problems Encountered. Information Is Communicated Upward Through The Command Chain Through Upward Communication. It Entails Sharing Information In The Format Listed Below Regarding Employee Accomplishments, Plans, And Progress As Well As Any Unresolved Workplace Issues For Which Employees May Need Assistance. It Also Involves Providing Comments To The Supervisor Regarding The Employee's Behavior As Well As Suggestions And Ideas For Improvement. One Of The More Crucial Communication Channels Is Upward Communication. For The Best Possible Organizational Performance, It Is For Leaders And Workers Alike. Organizational Health Depends Heavily On The Subordinate-To-Superior Network, Which Is A Communication Issue That, Despite Its Complexity, Must Be Resolved To Enhance The Organization's Performance (Atwater & Waldman, 2008).

Contacts With Superiors May Significantly Contribute To The Perception Of Support Networks At Work. Communication Is An Area That, No Matter How Challenging, Must Be Handled With. The Content Of An Encounter, Particularly Its Task Relevance, Is A Third Important Factor In Determining Felt Support. Burke And Wilcox's (1969) Results That Reported Openness In What Can Be Stated Between Subordinates And Managers Was Connected With Better Contentment With Both Superiors And Occupations Demonstrate The Significance Of Non-Task Communication. According To Cohen And Wills (1985), Social Companionship Or Visiting Could Be A Source Of Support On Its Own. Chatting About Issues Unrelated To Your Current Tasks At Work May Make Your Coworkers Seem More Supportive.

Impact of the Tourists' Security and Safety Programs to the Life of the Informants Bantay Turista Program: Boost-Up Self –Confidence

In The Implementation Of The tourists' security Programs, Tourists' Police May Always Come In Contact With Tourists. At First, They Tried To Avoid The Tourists For Fear That They Might Talk To Them. But With Their Day To Day Encounter With The Tourist, It Overcomes Their Fears And Boost-Up Self – Confidence To Interact With Them. Self-Confidence Is A Strong Belief, According To Murray (2006). A Person Who Is Confident In Something Does Not Worry About The Results; Instead, They Assume Everything Will Work Out As Planned. Self-Confidence Is Correlated With Decision-Making, Desire, Perseverance, Sensitivity, And Routines Of Subjective Expectancies, Ambition, And Ambitious Impact Of One's Self, As Per Ansari And Oskrochi (2004). As A Result, A Person With Great Self-Confidence Is Much More Like To Have Favorable Outcomes. In Light Of This, Self-Confidence As A Conviction That Something Will Be Effective And Successful.

According To Adalikwu (2012), Who Has A Similar Viewpoint, Self-Confidence Is The Conviction That An Individual Will Be Successful In A Task Depending On Whether Or Not They Have Previously Been Successful At It. As Patil (2008) Notes, The Teacher Should Prioritize Boosting The Learners' Confidence To Remove Any Fear Of Making Mistakes In Order To Let Them Feel At Ease When Using The Language. Speaking With Confidence And Language Proficiency Could Be Fostered Through The Use Of An Adequate Syllabus, Effective Teaching Techniques, And Enough Assignments And Resources (Tirol, 2022).

Moreover, Having Self-Esteem, A Mindset Regarding How Important English Is, Motivation, And Regularity Of Speaking In Real Life Were Thought To Be The Secondary Causes (2 Persons Each). Some Students Lack The Desire To Speak English. They Do Not Perceive A Genuine Necessity To Speak Or Study English. Indeed, A Learner's Motivation Is The Key Factor That Determines Whether He Begins A Task At All, What More Effort He Puts Into It, And Also How Long He Perseveres With It (Tirol, 2021). Only When Students Are Motivated And Given The Chance To Show Their Individuality And Interact With Others Can Communicative Skills Be Developed (Littlewood, 1984). Learners Of A Foreign Language May Have Certain Internal And External Issues. They Might Feel Anxious On The Inside. They Could Be Hesitant To Utilize The Target Language Because They Might Be Worried About Making Mistakes. Due To The Loss Of Their Usual Means Of Communication, They May Feel Uncomfortable Utilizing The Target Language (Nascente, 2001). However, Due To The Restricted Language Use In Their Everyday Life, Efl Students Find It Challenging To Speak Adequate English In The Classroom. The Most Significant Difficulties That May Encourage Students' Speaking Are Affective Ones, Such As Ego, Emotion, Mood, Anxiety, And Motivation (Tirol, 2022). Strengths In English Speaking Abilities Are Typically A Result Of Expertise And Confidence.

Bantay Turista Work: Improves Communication and Interpersonal Skills

This Theme Focuses On How Tourists' Security And Safety Programs Affect The Professional Career Of The Informants. In The Implementation Of Tourist Security And Safety, They Will Be Mostly Dealing With Tourist Such As Providing Tourist Security, Assisting Them, Guiding Them Where To Go, And Responding Tourist Complaints. With These Natures Of Work, These Really Affects The Professional Career Of The Tourist Particularly On Their Communication And Inter-Personal Skills. In Order For Tourists Police Officers And Tourism Agents To Communicate With Foreign Tourists, Khamkaew (2009) Demonstrated That They Needed To Speak English Fluently. The Immigration Authorities At Suvarnabhumi International Airport, Donmueang Airport, And The Government Complex Were The Focus Of This Study's Attention Because They Were Given Speaking Skills Training More Frequently Than They Were Given Less Frequently. As A Result, The Findings Of The Study May Have Implications For Immigration Officers Who Must Enhance Their Own English Proficiency As Well As For The Migrant Bureau Or Academic Facilities Who Wish To Develop Efficient English Training Programs For Immigration Officers. Conflict Frequently Results From A Lack Of Opportunity, Capacity, Or Motivation For Effective Communication. First, When There Is Less Chance For Communication Between The Two Parties, One Is More Likely To Rely On Preconceptions To Comprehend Some Other Side In A Dispute. Second, Some Individuals Lack The Necessary Communication Skills For Diplomatic, Non-Confrontational Communication. When One Side Expresses Disagreement In A Haughty Manner, The Other Party Often Enhances Their Perception Of The Dispute. The Third Issue Is That Communication Motivation Is Decreased When There Is A Perception Of Conflict. Individuals Ignore Interacting With Others In Their Conflicting Relationships Because They Find It Uncomfortable. Unfortunately, This Can Increase The Likelihood Of Conflict Because There Is Less Chance For Both Parties To Empathize With The Other Party's Position And Because The Opponent Would Rather Rely On The False Perception Of The Other Group (Mcshane And Von Glinow, 2010).

Nonverbal Communication Is Another Possible Arena For Cross-Cultural Miscommunication, According To Harris And Moran (1987). Several Nonverbal Indicators, Such As A Grin, Are Interpreted Differently Around The World By Different Cultures, But Attitudes Are Also Misinterpreted. All Organizations Must Have Effective Interpersonal

Communication Because Without It, No Business Can Survive. The Only Way For People To Cooperate Is Through Dialogue (Mcshane Von Glinow, 2010). In A Cross-Cultural Study Of The Implications Of Self-Discovery On Conversation Logics, Wolfson And Pearce (1983) Claim That Communication Is A Key Component In The Issues With Cross-Cultural Management. Any Sort Of Communication That Is Culturally Transmitted And Perpetuated Is Communication. Communication And Culture Are Interwoven In Such Intricate Ways That They Can Be Practically Interchangeable. A Manager's Job Requires A Significant Amount Of Time Spent On Communication, Whether It Be By Publishing, Talking, Listening, Or The Internet.

Conclusions

From the Results, It Implied That Cebu Provincial Police Office - Tpu Heads Should Appropriate Funds For Logistical Supplies To Equip Each Tpu - Tpac With Appropriate Resources Which Are Very Much Needed In The Performance Of Their Function. The Lack of Personnel Is one of the Concerns in Each Tpac, So Ccpo - Tpu Heads Should Consider The Deployment Of Additional Tourist Police To Compensate The Demand Of Work And Client's Services. The Majority Of The Tourist Police Personnel Shortcomings Is Language Barrier, So Chief, Tpu And Ccpo Heads Should Consider The Conduct Of Basic Bilingual Training For Tourist Police. When Tourist Police Personnel Have Encountered Accidents Involving Tourists, They Find It Hard To Apply And Provide Immediate Medical Assistance To The Injured /Victims Since They Don't Have Enough Skills And Knowledge To Handle Those Situations. So, The Pnp Should Consider The Conduct Of Regular Training Pertaining On Emergency Response Like First -Aid, Water Survival And Scuva Diving So That They Would Be Able To Provide Immediate Assistance To The Injured/Victims. Finally, Conducting A Study On The Localization Of Assigning The Tourist Police Since Most Of Them Where Assigned Away From Their Home.

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