

Experiences of Traffic Enforcers in Navigating Road Safety and Discipline

Airmarie Joice Soriano¹, Dr. Nestor Nabe²

¹Faculty Member, Criminology Department, Holy Child College of Davao

²Professor, Criminology Department, University of Mindanao Professional Schools

ABSTRACT

This study explored the lived experiences of traffic enforcers in Davao City in navigating road safety and discipline. It aimed to examine their experiences in promoting road safety, identify the impact of challenges they encounter, and explore the coping strategies they use in handling non-compliance, risks, and confrontations. A phenomenological research design was employed to understand the participants' personal experiences. Fourteen (14) traffic enforcers from the City Transport and Traffic Management Office (CTTMO) were selected through purposive sampling. Seven (7) participants took part in in-depth interviews, while seven (7) participated in a focus group discussion. Data were gathered using a validated semi-structured interview guide and analyzed through thematic analysis. Findings revealed that traffic enforcers' experiences are characterized by active presence in traffic management, which contributes to accident prevention and improved traffic flow. However, they encounter non-compliant and aggressive motorists, hazardous working conditions, and environmental challenges. These factors result in physical strain, emotional stress, and exposure to negative public perception. Despite these difficulties, traffic enforcers develop discipline, self-control, and resilience. To cope, they practice emotional regulation, maintain professionalism, rely on family and faith for motivation, and utilize teamwork and communication with colleagues. This study provides a deeper understanding of the lived experiences of traffic enforcers and may help local government units, particularly the CTTMO, enhance policies, support systems, and working conditions while promoting public awareness of their role in ensuring road safety and discipline.

Keywords: Criminal justice, traffic enforcers, road safety, discipline, lived experiences, coping strategies, traffic management

INTRODUCTION

Traffic enforcers are silent frontliners. The challenges faced by traffic enforcers in the performance of their oath-bound duty often go unnoticed by the public. Modifying drivers' behavior and enhancing road safety are crucial in preventing road accidents, and these responsibilities lie primarily in the hands of traffic law enforcement (Torres et al., 2022) [31]. However, while traffic enforcers are in the line of duty, a dilemma exists in which they constantly risk their own lives. There are instances where traffic violators, despite clearly disobeying traffic laws, go as far as maltreating traffic officers. They also encountered harassment, resistance, and threats from motorists (Paje et al., 2022) [17]. These enforcers are simply doing their job for the welfare of the public and to maintain the smooth flow of traffic. Nonetheless, some motorists inevitably remain stubborn.

Furthermore, it was found that the most challenging issues faced by traffic enforcers include the arrogance of drivers, lack of discipline in following traffic rules, ignorance of traffic laws, negative attitudes, weather conditions, heavy traffic, and ongoing road projects. Traffic enforcers may be exposed to aggressive behaviors from motorists (Goetsch & Lobaton, 2023) [7]. The increasing number of vehicles and the increasingly harsh environmental conditions contribute to the stress that traffic enforcers experience while implementing traffic policies (Yadav et al., 2023) [31]. This situation is alarming, as traffic enforcers, who diligently perform their responsibilities in the middle of the road, must face risks that leave them with no choice but to accept that their job is not easy. Along with this, their very own lives are often at stake in exchange for the proper enforcement of laws to prevent accidents.

Therefore, on hindsight, their encounters highlight not only the challenges and risks they face but also the sacrifices they make as silent frontliners in ensuring order and safety on the road, as well as their strategies to cope with uncertainties toward violators, including non-compliance, risks, and confrontations. Positioned in hazardous situations, they strive to save the lives of motorists and pedestrians, exerting great effort in implementing traffic laws despite facing stubborn violators and receiving little acknowledgment or appreciation, and sometimes even maltreatment.

Traffic enforcers in Manila are prone to musculoskeletal disorders due to their work environment, where prolonged exposure to high noise levels and extreme heat poses serious health risks, such as physical strain and potential illnesses (Gumasing et al., 2023) [9]. The University of the Philippines (UP) conducted a study on the busiest thoroughfares in Manila City, particularly along Epifanio de los Santos Avenue (EDSA), where some traffic enforcers were at risk of hearing loss due to noise pollution (Servillos, 2024) [23]. Since their work is situated in the middle of the road, traffic enforcers are particularly vulnerable to these conditions. This is proof that their work has physical demands, societal expectations, and limitations, where traffic enforcers must continue to show up despite adversities. These also include the expectation that they remain calm, patient, and respectful in handling uncertainties (Paje et al., 2022) [17].

Different related studies show the crucial role of traffic enforcers in maintaining road safety and discipline, which is a big help in enabling road users to prevent accidents. It was discovered that traffic officers who are well-versed on City Ordinance 388 are efficient in controlling traffic flow, however, knowledge differs depending on the number of years they have been in service and the training they have attended (Goetsch & Lobaton, 2023) [7]. In addition, their study found that the challenges traffic enforcers face include undisciplined violators, drivers unfamiliar with traffic rules, negative behavior, road widening projects, bad weather conditions, and traffic congestion, which also burden the work of traffic personnel.

Moreover, it was highlighted that the effectiveness of the enforcement of traffic management requires a fair perspective across genders in the study that centered on female traffic enforcers, which strengthens its implementation that resulting in free and orderly traffic movement (Corpuz, 2024) [6]. Furthermore, the level of knowledge does not differ when the participants are grouped by gender (Goetsch & Lobaton, 2023) [7]. This suggests that job performance and knowledge are not affected by gender.

Similarly, many challenges faced by traffic authorities revealed that young unlicensed drivers, the increasing number of road accidents, and drivers who are unaware of road safety are among the common encounters of traffic personnel. As a result, this leads to the consideration of acquiring licenses and complying with driving requirements. Consequently, this concludes that a driver's license is important, as well as the legal requirements, including knowledge about road safety (Partulan et al., 2024) [18].

Likewise, traffic enforcers encourage road users to follow traffic laws to decrease accidents, it would lessen workload and benefit both sides. However, the challenges traffic enforcers experience are the

adversity in fulfilling their obligations, including encounters with arrogant violators who still insist they do not have a violation. Additionally, this includes harassment, resistance, and threats from traffic violators, especially motorists. When heightened commotion occurs, traffic enforcers ask for police assistance, traffic enforcers ask for police assistance. However, even when encountering stressful and resistant violators, traffic enforcers should remain calm, patient, and respectful while ensuring the enforcement of traffic laws (Paje et al., 2024) [17].

In the same manner, traffic enforcers experience heightened occupational stress that affects both their physical and psychological health. Their working conditions and workplace environment influence their mental health, while their coping mechanisms impact their physical health. Therefore, to improve the effectiveness of work and overall well-being, the researcher suggests regular training on stress management (Mazumdar et al., 2022) [14]. Additionally, due to the extremely stressful workload of a traffic police officer that requires great physical and mental effort, these pressures, together with hazardous working conditions, negatively affect the work performance of their duties and mental well-being (Yadav et al., 2023) [31]. Furthermore, traffic police deal with physical health issues, particularly physical strain like musculoskeletal disorders (MSDs), because of exposure to high temperatures, neck is the most infected area and due to awkward posture, static and forceful motion, and loud noise, which affect job performance and overall well-being (Lee et al., 2024) [13].

Finally, the Waru police traffic unit gave attention to the effectiveness of communication, community engagement, and cross-sector cooperation, which will result in reducing road accidents. In addition, they emphasized that there should be greater effort in strategic education and community involvement, and not only enforcement. They also mentioned raids and patrols, counseling, education, and infrastructure improvement as necessary to maintain road safety and reduce the number of accidents. Overall, their findings highlight the importance of communication and cooperation with the community in decreasing road accidents and not only focusing on traffic enforcement (Kiswoyo et al., 2024) [11].

In Davao City, most of the researchers focus on traffic management, policy, and traffic congestion; however, they do not focus on the subjects' experiences, particularly the lived experiences of traffic enforcers on road safety and discipline, which include the challenges they face and their strategies to cope with violations such as non-compliance, risk, and confrontations in the line of their duties. There is an urgent need to conduct this study because many people overlook the challenges faced by traffic enforcers. Consequently, they are often judged unfairly, and their important role in directing traffic and maintaining traffic management in the community is not fully recognized. This study aims to address public misconceptions about traffic enforcers by emphasizing that, aside from their duties in traffic management, they also experience personal problems and shoulder various responsibilities in their lives.

The purpose of this study is to highlight the real problems of traffic enforcers who play a key role in maintaining smooth traffic flow. This will give voice and support to the traffic enforcers by helping the public understand their life experiences while performing their oath-bound obligation. This will also serve as an eye-opener for people on how challenging to become a traffic enforcer, whose job is to ensure road safety and discipline to prevent reckless drivers who could cause obstruction and accidents.

This study specifically aims to address the research objectives: 1. To explore the experiences of traffic enforcers in promoting road safety and discipline. 2. To identify the impact of challenges faced by traffic enforcers in their duties. 3. To describe the coping strategies used by traffic enforcers in handling non-compliance, risks, and confrontations.

This study is anchored on the Role Strain Theory by Goode in 1960, which explains that multiple

obligations tied to a single role can cause psychological stress because of overwhelming tasks, affecting their work performance (Goode, 1960) [8]. As traffic enforcers, they have multiple responsibilities, such as monitoring the smooth flow of traffic, maintaining traffic discipline, and preventing violators and road accidents, along with the social expectation that some people would label them as too strict or too lenient, which creates tension. These circumstances lead to pressure that could lead traffic enforcers to a burden of meeting the standard of society at the same time ensuring that they are on their role as traffic enforcers. Consequently, in addition, this study is also draws from the Transactional Theory of Stress and Coping, developed by Lazarus and Folkman in 1984, the idea of how an individual interacts with the environment and how an individual copes with the stressors that arise from the environment (Lazarus & Folkman, 1984) [12]. This can connect to my study that occupational stress occurs when public service workers must manage the demands of enforcing the law while also gaining community approval. This is evident among traffic enforcers, who not only enforce traffic laws but also engage with diverse individuals, often facing uncertainties as they strive to meet public expectations while ensuring that traffic regulations are properly implemented. They are conflicted in both ways, as traffic enforcers should remain approachable while being strict in dealing with violators, which could result in stress that may affect their well-being.

Furthermore, this study is utilizes in the Broken Windows Theory proposed by Kelling and Wilson in 1982, which argues, which states that when an individual does not follow rules in a community, it leads to disorder, and deviance can worsen to become a crime later (Kelling & Wilson, 1982) [10]. For traffic enforcers, enforcing traffic laws ensures safe roads and discipline in order to prevent road accidents. Traffic enforcers will issue citations whenever there are minor violations such as not wearing a helmet, beating the red light, illegal parking, and others. In this way, traffic enforcers will not let these scenarios worsen and escalate into reckless driving that causes road accidents. By citing minor offenses, they can prevent them from escalating into major offenses.

The primary beneficiaries of this study can be related to Sustainable Development Goal (SDG) No. 16: Peace, Justice, and Strong Institutions, which promotes inclusivity and equal opportunity, as well as respect for all individuals, where people feel welcome, and accountability for actions taken in accordance with the law to implement justice well. This will encourage individuals to trust governing bodies, leading to an empowered community.

Furthermore, the Davao City Local Government Unit (LGU) through its City Transport and Traffic Management Office (CTTMO), which is mainly responsible for supervising the traffic enforcers. It will make a difference that they will be hearing the challenges that their traffic enforcers are experiencing, and this will give them a better acknowledgment of the great effort that their traffic enforcers make in every duty they are in. By this, their relationship would develop a deeper understanding of the challenges that their personnel are experiencing.

Moreover, the traffic enforcers will benefit from this study because they will be heard and share their ideas and strategies regarding their professional work through in-depth interviews and focus group discussions. It allows them to voice out the difficulties they experience whenever there are uncertainties in the line of their duty. They will be able to express their ideas, which allows their workmates to learn from them and gain insights that can be applied in duties they consider important, and can even boost their morale, so they will continue to perform their role even when they experience challenges.

Finally, for future researchers, it is useful as their reference when their study also focuses on the lived experience of the traffic enforcers, including the strategies to cope when violators arrive. This will give them a better idea and understanding on the perspective of traffic enforcers in ensuring road safety and

implementing discipline on their lived experiences in line of their duty, especially for the criminology department, which is pursuing a similar study that needs attention to the traffic enforcers' lived experience.

METHODS

This study employs a comprehensive methodology containing the selection of study participants, the materials and instruments utilized, and the design and procedures implemented.

Study Participants

The study involved a total of fourteen (14) participants, consisting of seven (7) participants for in-depth interviews and the remaining seven (7) participants for focus group discussions. During these sessions, they shared their thoughts and were given opportunities for interaction. Their responses also contributed to understanding the perspectives of their co-workers. Purposive sampling was utilized in selecting the participants of the study from whom the researcher gathered information.

Purposive sampling, a non-probability sampling method, was considered appropriate for the qualitative research design, as it allowed the researcher to select participants who were most suitable to meet the objectives of the study (Bisht, 2024) [5]. The sample size was deemed sufficient to achieve data saturation, as qualitative research emphasized depth, richness, and redundancy of information

The criteria for selecting the participants were as follows: First, they had to be traffic enforcers with at least five (5) years in traffic direction and control and assigned in major road network in Davao City. Second, they had to be willing to answer the questions posed by the researcher through in-depth interviews or focus group discussions.

Materials and Instrument

This study employed a qualitative method, wherein the researcher approached purposively selected participants to conduct in-depth interviews and group discussions. These methods were used to gather information about their experiences in promoting road safety and discipline, the impact of challenges they faced while on duty, and the strategies they used in dealing with violators, such as non-compliance, risks, and confrontations. Through this approach, participants were given the opportunity to freely share their thoughts and insights, which served as the core of the study.

The questionnaire guide that the researcher used was self-made, ensuring that it was reviewed and underwent a validation process by experts in order to meet the quality standards required by the professional school, such as reliability, credibility, transferability, and confirmability. The guide questionnaire was designed to focus solely on traffic enforcers' experiences in navigating road safety and discipline. Once it was validated, it served as the basis for conducting the interviews with the participants.

Design and Procedure

A qualitative research approach using phenomenology was employed in this study. This allowed the participants to freely describe and share their thoughts, insights, experiences, and perspectives. It sought to understand individuals' lived experiences (Tavakol & Sanders, 2025) [26]. This approach was valuable for deepening understanding, as it revealed the experiences and insights of the participants (McLeod, 2024) [15].

To gain a thorough understanding of the participants' life experiences, a qualitative approach was appropriate as a research design. Purposive sampling was used in this study because it is a non-probability sampling method, allowing the researcher to select participants who met the criteria to be included in the study, focusing on acquiring detailed information from them, which helped the study gain a thorough understanding (Tajik et al., 2024) [25].

Since the research design was qualitative in nature, the study allowed participants to freely narrate their experiences, sharing stories as a crucial part of being human, as communication helped humans connect with the world they lived in (Alexandra, 2024) [2]. In addition, the researcher ensured that participants answered the guide questions.

The researcher played a key role in providing a reliable and credible result. The guide questionnaire first underwent evaluation to meet the quality standards of the University of Mindanao Professional School to ensure that the questions that the participants answered were in line with the study. Once it passed all the requirements, including the ethics review, the ethics certificate indicated that the entire paper had complied with the school's ethical standards. This meant that the paper followed ethical guidelines and that no rights were violated during the information-gathering process; that was the time the researcher selected the participants purposively in accordance with the criteria in selecting the participants. The interview was in the form of an in-depth and focus group discussion. It was also the obligation of the interviewer to lead the participants with the guide questions. The qualitative approach deepened the understanding regarding the study and allowed the participants to express themselves by explaining how, why, or what they were thinking, feeling, and experiencing in a specific happening (Tenny et al., 2022) [27]. Second, permission was requested from the participants to allow audio recording and written note-taking during the interview. If a participant did not consent to audio recording, the researcher relied solely on written notes for data collection so there was no unclear or forgotten information, which was transferred to a clean sheet of paper to ensure that the information was clear and readable. Note-taking is a powerful tool that helps the brain remember information and serves as an external memory (Roessingh, 2020) [20]. Third, since the responses were done by transferring to a clear sheet of paper, it was first proofread by the participants in order to ensure that the information was accurate, with no lacking and free from errors. Lastly, the information was translated into English to check whether each statement was accurately translated and matched the original answers.

The researcher aimed to pass the tests, such as credibility, reliability, transferability, and confirmability, to establish the trustworthiness of the study. For credibility, the researcher guaranteed that the information used in the study was true and faithfully represented the participants' responses, and that the sources were properly cited. For reliability, the researcher ensured and maintained consistency by properly following the procedure to obtain accurate results since similar questions were used. For transferability, the researcher made certain that the results and findings could be considered and applied by other researchers with a similar study context. For confirmability, the researcher verified that the findings were based on the responses of the participants and not on bias or personal opinion. The qualitative approach is more about stories to tell from the participants, the responsibility is on the researcher whether the people will put trust in the outcome. Trust is important because it builds confidence that the researcher's study is accurate and based on the participants' responses (Stahl & King, 2020) [23].

The guidelines for utilizing the purposive sampling technique were as follows: First, the researcher sent a formal letter to the City Transport and Traffic Management Office (CTTMO) requesting approval to conduct the study involving traffic enforcers as participants. Participation was entirely voluntary and occurred only with the informed consent of the participants. Second, once approved, the researcher sent an invitation letter to the traffic enforcers to become part of the study. The participants had the free decision whether to accept or reject the invitation letter. The signature on the informed consent served as an indication that they permitted the researcher to conduct the interview in either an in-depth interview or focus group discussion. Third, the researcher used a validated interview guide in a face-to-face setting.

Handwritten notes and audio recordings were utilized during the interview; however, if a participant did not grant permission for the use of any recording device, handwritten notes were employed as the sole means of documentation. Fourth, upon completion of the interview, the researcher handed the transcribed information on a clean sheet of paper to the participants for double-checking. Fifth, the information was translated into English and was proofread by the participants to ensure that the English version matched their answers and to prevent errors. Lastly, the transcription was emailed to the data analyst for expert analysis.

This study applied thematic analysis. In analyzing qualitative data, the researcher used thematic analysis. In addition, thematic analysis addresses the overwhelming data and coding inconsistencies, balancing thematic depth and breadth in order to explore a deep understanding and produce a trustworthy result (Ahmed, et al, 2025) [1]. This helped the researcher to synthesize and produce a result that was accurate and based only on the real responses from the participants and not on the researcher’s own interpretation. This also helped to avoid biased results.

Ethical standards were observed in the study to protect the participants’ profile, where their identity was not intended to be disclosed. The researcher placed the participants in a safe space at all times. When collecting and analyzing data, ethics were taken into consideration, including the consensual obtaining of information, confidentiality and anonymity, feedback from the participants, and concerns about translation (Mirza et al., 2023) [16]. In addition, it was in the hands of the researcher to ensure ethical responsibility toward the participants, audience, and academic community.

The University of Mindanao Ethics Review Committee approved this study with Protocol Number UMERC-2026-019. The researcher ensured that it was under the approval of the University of Mindanao Ethics Review Committee to guarantee that information indicated in this research, including the participants’ profiles, was not disclosed and remained confidential for their security. This research was used only for academic purposes. All the sources used were properly cited to the original authors, with no copied-and-pasted phrases to ensure that it would not be reported as plagiarized.

RESULTS AND DISCUSSION

This presents results and discussions derived from the responses of the participants. Seven (7) participants took part in the in-depth interviews, and another seven (7) participated in the focus group discussions, for a total of fourteen (14) participants with at least five (5) years of experience as a traffic enforcer. The data gathered underwent expert analysis by the data analyst. The results create different themes and formulated meanings.

Lived experiences of traffic enforcers in promoting road safety and discipline

Table 1 presents the major themes of the lived experiences of traffic enforcers in promoting road safety and discipline, which were derived from the responses of participants in the in-depth interviews and focus group discussions. The themes identified in Table are: active presence in traffic management, public compliance and non-compliance, challenging work environment, and work satisfaction and fulfillment.

Table 1. Themes on Lived experiences of traffic enforcers in promoting road safety and discipline

THEMES	CORE IDEAS
	Directing traffic contributed to accident prevention and improved traffic flow
	Manning at the center increased driver awareness

Active Presence in Traffic Management	Being visible encouraged drivers to slow down Being present on the road promoted compliance with traffic signals
Public Compliance and Non-Compliance	Encountering non-compliant and arrogant drivers Observing both compliant and non-compliant drivers Facing aggressive drivers increased the difficulty in maintaining order
Challenging Work Environment	Faced increased safety risk due to reduced visibility during heavy rain Encountered road accidents and severe injuries
Work Satisfaction and Fulfillment	Achieving smooth traffic flow provides satisfaction Receiving appreciation enhances motivation and morale

Active presence in traffic management

This theme presents the experiences of traffic enforcers in relation to their active presence on the road and its impact on road safety and traffic discipline. Based on the responses from the participants directing traffic was found to contribute to accident prevention and improved traffic flow. In addition, participants emphasized that positioning themselves at the center of the road increases driver awareness by making traffic enforcers more visible, which helps promote compliance and prevent accidents.

Furthermore, another participant highlighted that visibility on the road encourages drivers to slow down and exercise caution. Lastly, participants from focus group discussions stressed that the presence of traffic enforcers on the road promotes automatic compliance with traffic signals, thereby improving overall traffic management and road safety.

The participants shared that directing the traffic contributed to accident prevention and improved traffic flow with these response:

“Nakatabang ko pagpugong sa aksidente sa pagpa-stop sa sakyanan nga kusog kaayo magpadagan sa intersection. Ug gidirect nako ang traffic aron malikayan ang bangga ug masiguro ang kaluwasan sa tanan.” (Malakas)

I was able to help prevent an accident by stopping a vehicle that was speeding at the intersection. I also directed the traffic to avoid collisions and ensure the safety of everyone. (Malakas)

Further shared the same sentiment,

“Naa ko sa tunga nagacontrol sa traffic, malikayan gyud nang aksidente. Kung wala mi sa tunga gyud sa dalan, maglisud mig control sa mga sakyanan, mag gitgitay sila, dako ug tabang kung naa gyud mi sa tunga.” (Masigasig)

I am positioned in the middle of the road controlling traffic, which really helps prevent accidents. If we are not there, it becomes difficult to manage the vehicles they tend to crowd and compete for space. Our presence in the middle is a big help. (Masigasig)

Participants emphasized that manning at the center to increase driver awareness, positioning themselves at the center of the road improves visibility, increases driver awareness, and helps prevent accidents by promoting compliance and discouraging reckless driving.

“Kinanghanglan nga naa ka sa tunga sa dalan para iwas aksidente.” (Makisig)

It is necessary to be in the middle of the road to prevent accidents. (Masigasig)
Consistent with this, another participant emphasized the importance of visibility in influencing driver behavior:

“Mumanning mi dira sa dalan, dira gyud ka sa tunga aron ma aware sila nga naay tigmanage sa traffic. Dili mana sila pabadlong if naa mi sa tunga sa dalan.” (Maligalig)

We man the road by positioning ourselves at the center so that drivers become aware that someone is managing the traffic. They do not usually violate the rules when we are visibly present in the middle of the road. (Maligalig)

Likewise, another participant highlighted that this positioning is a common practice in ensuring safety:

“Kasagasan naa gyud mi sa tunga mag manning mi diha para iwas aksidente.” (Matapang)

Most of the time, we are really positioned at the center while manning the road to prevent accidents. (Matapang)

Moreover, one participant elaborated on specific situations where central positioning becomes necessary:

“IManage ang kalsada example mga obstruction or sa crossing, sa bus stop kami ang mumanage ana mupacenter mi sa highway. Patunga gyud mi kay kung sa kilid mi, dili mi makit an.” (Matatag)

We manage the road, for example in cases of obstructions, crossings, or bus stops. We position ourselves at the center of the highway because if we stay at the side, we are not easily seen. (Matatag)

This is supported by the response of one participant that being visible encourages drivers to slow down, he also shared that assigning personnel on the road helps prevent incidents, as their visibility encourages drivers to slow down:

“Ginabutangan ug personnel dira sa dalan para wala insidente nya visible pud mi para makahinay hinay sila magpadagan.” (Mapitagan)

Personnel are assigned on the road to prevent incidents, and our visibility also helps encourage drivers to slow down. (Mapitagan)

Similarly, participants in the focus group discussion expressed that being present on the road promotes compliance with traffic signals as drivers become more attentive and responsive to their directions. This enables traffic enforcers to effectively guide motorists, thereby improving traffic flow and minimizing the risk of accidents:

“Pag naa mi sa dalan, musunod sila sa senyas.” (FGD Matiyaga)

When we are on the road, they follow our signals. (FGDMatiyaga)

The World Health Organization plays an important role in shaping road safety in global settings by promoting and supporting policies at the highest levels of governance. The effective way to decrease injuries and fatalities is visibility of traffic authorities, including the visible presence of traffic law enforcement. The organization emphasized the consistency of being visible of traffic authorities on the road improves compliance among road users and encourages safer driving behavior (WHO, 2023) [30].

Public Compliance and Non-Compliance

This theme presents the experiences of traffic enforcers in dealing with both compliant and non-compliant drivers. Based on the responses of the participants encountered drivers who are stubborn, arrogant, and sometimes aggressive, which makes traffic management more challenging. Additionally, participants emphasized that some drivers are hot-tempered and difficult to manage on the road. Some drivers do not follow instructions and tend to argue even when the enforcer is correct, as shared by the participants.

However, there are also drivers who are respectful, cooperative, and immediately comply with traffic rules, as observed. These experiences show that while many motorists follow regulations, non-compliance and negative attitudes among some drivers increase the difficulty in maintaining order on the road.

As reflected in the responses of the participants they encountered non-compliant and arrogant drivers, which often made their work more challenging:

“Ang kahagig-ulo sa driver” (Makisig)

The stubbornness of the driver. (Makisig)

In agreement with this, another participant shared experiences of both compliant and non-compliant drivers with these responses:

“Mayawyanan Naa man uban nga masibtanon ug mutuo dayun, naa pud badlungun ka sa driver maskig ikaw ang tama, amoa na lang nang ginasabot.” (Maligalig)

You may be scolded. There are some drivers who are understanding and immediately comply, but there are also those who are stubborn and will argue with you even if you are right; we just try to understand them. (Maligalig)

Similarly, another participant emphasized that some drivers are hard-headed:

“Ang mga bangga makacause ug traffic, naay ubang driver nga gahi jud ug ulo, badlungun, pero naay driver nga mupasalamat nga naa mi kay ma ok man ang dalan.” (Matapang)

Collisions can cause traffic. Some drivers are really stubborn and hardheaded, but there are also drivers who express gratitude for our presence because it helps keep the road in order. (Matapang)

Moreover, one participant highlighted that arrogance and non-compliance are common, especially among certain drivers:

“Daghan driver nga arogante, pabadlong gyud kaayo labi nag kwartahan, ialarma namo na, manawag mi sa office. Sa weather condition sa umaga init unya mukalit rag ulan, pagkaugma ana masubawan, trangkaso. Mas ok kog init kaysa ulan kay hassle pag ulan. Makaya ra man ang hours sa trabaho kay muanha lang mi sa tunga pag tinglabas na sa mga estudyante, pag rush hour pud, 30-40 minutes ra mi duha sa tunga.” (Masigasig)

There are many arrogant drivers who are very stubborn, especially those who are wealthy. We report them and call the office. In terms of weather conditions, it is hot in the morning but suddenly rains, and by the next day it becomes humid, causing flu. I prefer hot weather over rain because rain is more hassle. The working hours are manageable because we only go to the middle of the road during student dismissal and rush hour, and we usually stay there for about 30-40 minutes. (Masigasig)

Additionally, participants also observed compliant and non-compliant drivers as they shared:

“Makakitag lalis, dili gyud na malikayan, naay mga ubang driver nga arogante, naa pud uban nga kasabot pud, mutuman dayon.” (Matatag)

We encounter arguments; it cannot really be avoided. There are some arrogant drivers, but there are also others who are understanding and immediately comply. (Matatag)

Similarly, this experience is supported by another participant who shared almost the same view:

“Daghang driver nga dili mutuman pero mas daghan ang mutuman gyud sa amoa. Makafeel pud kog respeto kay murespeto man pud sila.” (Mapitagan)

There are many drivers who do not comply, but there are more who really comply with us. I also feel respected because they also show respect. (Mapitagan)

One of the participants in the focus group discussion stated that aggressive driver attitudes contribute to difficulties in maintaining order on the road:

“Mga driver nga arogante, mga init kaayo ug ulo.” (FGD Matapat)

Arrogant drivers and those who are very hot-tempered. (FGD Matapat)

In strengthening traffic education and awareness campaigns, traffic enforcers emphasized that most road infractions occur due to motorists' lack of awareness of traffic regulations. Discipline and safety-oriented behavior can be achieved if pedestrians and road users are consistently educated through traffic education campaigns (Betonio, 2025) [4].

Challenging Work Environment

This theme presents the challenging work environment experienced by traffic enforcers, particularly in terms of exposure to safety risks and critical incidents on the road. Based on the responses, participants highlighted that unfavorable weather conditions, especially heavy rain, reduce their visibility and increase the risk of accidents while performing their duties. Meanwhile, responses revealed that traffic enforcers also encounter road accidents and severe injuries, which can be shocking and emotionally distressing. These experiences demonstrate that traffic enforcers operate in unpredictable and hazardous conditions, requiring them to remain alert and responsive despite the risks present in their work environment.

One of the participants of the focus group discussions faced increased safety risk due to reduced visibility during heavy rain, he shared:

“Weather condition, mas ok ang init kesa ulan, kay ang ulan labi nag kusug gyud, dili mi visible sa layo nga vehicle.” (FGD Malikahain)

In terms of weather conditions, it is better when it is hot than when it rains, because when the rain is heavy, we are not visible to vehicles from a distance. (FGD Malikahain)

Regarding road-related risks, participants shared experiences of witnessing accidents and severe injuries while on duty:

“Kanang naa gyud sa imong atubangan ang banggaan, murag mashock ra ka. Wala man ka kabalo nga mahitabo diay na.” (Maligalig)

When an accident happens right in front of you, you feel shocked. You do not expect that it would happen. (Maligalig)

Similarly, another participant described witnessing severe injuries resulting from accidents:

“Naay magbanggaan nga sakyanan, naa toy one time nakit an nako nga nabali ang tiil ug kamot tapos mao toy hinungdan sa traffic, wala man mi mahimo anang disgrasya, ang amoa na lang kay iguide namo ang mga sakyanan kung asa sila muagi.” (Matapang)

There are vehicle collisions; one time I saw someone whose leg and arm were broken, and that caused traffic. We could not do anything about the accident; what we could do was guide the vehicles on where to pass. (Matapang)

Stressful situations at work are a common struggle that affects the psychological well-being of workers. Although work is considered essential, it does not guarantee freedom from stressors in the workplace environment or from individual characteristics of workers. Stress in the work environment can have both negative and positive effects on employees. It can be beneficial when it encourages workers to perform better and be more productive; however, when stress becomes overwhelming, it begins to affect the overall well-being of the individual (Pojwan & Ojo, 2020).

Work Satisfaction and Fulfillment

Work satisfaction and fulfillment emerged as a significant theme based on the responses of participants

from both the in-depth interviews and focus group discussion. The data revealed that traffic enforcers experience a strong sense of fulfillment when they successfully maintain road order, prevent accidents, and receive positive feedback from motorists. These experiences highlight that their satisfaction is not only derived from accomplishing their duties but also from the recognition and cooperation they receive from the public.

Achieving smooth traffic flow provides satisfaction, as shared by the participants:

“Memorable para sa akong mga kasinatian kay ang pagtabang sa mga motorista nga malikayan ang disgrasya pareha sa pag regulate sa traffic, pagpahunong sa mga naka-violate ug traffic rules, ug paghatag ug assistance sa mga pedestrians. Malipay ko kung makita nako nga musunod sila sa balaod ug nahimong hapsay ang dalan.” (Malakas)

A memorable experience for me is helping motorists avoid accidents, such as regulating traffic, stopping those who violate traffic rules, and assisting pedestrians. I am happy when I see that they follow the rules and the road becomes orderly. (Malakas)

In a similar context, another participant highlighted how their routine responsibilities contribute to their sense of satisfaction.

“Magmanage sa traffic ug magpatabok sa mga bata sa pedestrian lane. Malipay mi pag mingaw ug holiday kay hindi kaayo busy. Ang lisud kay pag weekdays kay daghan man vehicle, magtraffic gyud.” (Makisig)

We manage traffic and assist children in crossing the pedestrian lane. We are happy during holidays because it is not too busy. The difficult time is during weekdays because there are many vehicles, and traffic becomes heavy. (Makisig)

Moreover, receiving appreciation enhances motivation and morale as experienced by the participants as they shared:

“Daghang driver nga dili mutuman pero mas daghan ang mutuman gyud sa amoa. Makafeel pud kog respeto kay murespeto man pud sila.” (Mapitagan)

There are many drivers who do not comply, but there are more who really comply with us. I also feel respected because they also show respect. (Mapitagan)

Furthermore, participants emphasized that these positive experiences strengthen their sense of fulfillment in their role.

“Memorable para sa akong mga kasinatian kay ang pagtabang sa mga motorista nga malikayan ang disgrasya pareha sa pag regulate sa traffic, pagpahunong sa mga naka-violate ug traffic rules, ug paghatag ug assistance sa mga pedestrians. Malipay ko kung makita nako nga musunod sila sa balaod ug nahimong hapsay ang dalan.” (Malakas)

A memorable experience for me is helping motorists avoid accidents, such as regulating traffic, stopping those who violate traffic rules, and assisting pedestrians. I am happy when I see that they follow the rules and the road becomes orderly. (Malakas)

Consistent with this, a participant from the focus group discussion further expressed how public appreciation contributes to their sense of fulfillment despite ongoing challenges:

“Dira dapit sa eskwelahan, naay muappreciate sa amua, malipay pud mi ana pero dili gyud mawala ang mga pabalong.” (FGD Matiyaga)

Near the school area, some people appreciate our work, and we feel happy about that; however, there are still those who remain disobedient. (FGD Matiyaga)

Work satisfaction and fulfillment serve as a cornerstone in understanding employees’ welfare in the workplace. It is not only influenced by individual characteristics but also reflected in the outcomes of success once employees find motivation in their jobs. Satisfied employees contribute to retention, productivity, and improved job performance; this also indicates organizational effectiveness and includes the fair treatment of everyone in the workplace (Baxi & Atre, 2024) [3].

Impact of Challenges Faced by Traffic Enforcers on Their Physical and Mental Condition

Table 2 presents the major themes on the impact of challenges faced on their physical and mental conditions, based on the participants’ responses. The identified themes are physical impact, emotional and psychological strain, and developed discipline and self-control.

Table 2 Themes on Impact of Challenges Faced by Traffic Enforcers on Their Physical and Mental Condition

THEMES	FORMULATED MEANINGS
Physical Impact	Developed physical illness due to exposure to extreme heat and rain Suffered from fever and flu due to sudden changes in weather conditions
Emotional and Psychological Strain	Experienced emotional stress due to threats Endured negative labeling and comments
Developed Discipline and Self-Control	Developed self-control and calmness Become disciplined and responsible

Physical Impact

The physical impact of challenges faced by traffic enforcers in this study is evident in the responses of participants from the in-depth interviews and focus group discussion, particularly in relation to exposure to extreme weather conditions such as intense heat, sudden rainfall, and humid environments while performing their duties on the road. These conditions were reported to contribute to physical illness, including fever, flu, and general discomfort during and after duty.

Participant developed physical illness due to exposure to extreme heat and rain as he shared:

“Usahay nga problema nako kay ang grabe nga init ug kalit nga ulan samtang naka-duty, kay usahay mao gyud hinungdan magkasakit ko.” (Malakas)

Sometimes, my problem is the extreme heat and sudden rain while on duty, because at times these are the reasons why I get sick. (Malakas)

The participants also suffered from fever and flu due to sudden changes in weather conditions, as they shared:

“Daghan driver nga arogante, pabadlong gyud kaayo labi nag kwartahan, ialarma namo na, manawag mi sa office. Sa weather condition sa umaga init unya mukalit rag ulan, pagkaugma ana masubawan, trangaso. Mas ok kog init kaysa ulan kay hassle pag ulan. Makaya ra man ang hours sa trabaho kay muanha lang mi sa tunga pag tinglabas na sa mga estudyante, pag rush hour pud, 30-40 minutes ra mi duha sa tunga.” (Masigasig)

There are many arrogant drivers who are very stubborn, especially those who are wealthy. We report them and call the office. In terms of weather conditions, it is hot in the morning but suddenly rains, and by the next day it becomes humid, causing flu. I prefer hot weather

over rain because rain is more hassle. The working hours are manageable because we only go to the middle of the road during student dismissal and rush hour, and we usually stay there for about 30-40 minutes. (Masigasig)

Adding further, another participant highlighted how protective gear during weather changes can also contribute to discomfort, as he shared:

“Init ug ulan ug violators pud, muparking sa dili dapat pangkinganan. Pero musugot pa kog init kay kung ulan magrain coat man mi, mahasulan mi ug init pud pagsuot ug rain coat.” (Matatag)

There is both heat and rain, along with violators who park in areas where parking is not allowed. However, I would still prefer working under the heat because when it rains, we have to wear raincoats, which can be uncomfortable and make us feel even hotter. (Matatag)

One of the participants from the focus group discussions also reported similar health-related effects caused by sudden weather changes.

“Weather condition pud, mukalit kalit ra ang ulan unya init kaayo, masubawan mi ana, trangkaso pud.” (FGD Maaasahan)

The weather conditions are also unpredictable, sometimes it suddenly rains even when it is very hot. Because of that, we get soaked, and it often leads to colds or flu. (FGD Maaasahan)

Due to prolonged outdoor and exposed to occupational hazards duty of a traffic enforcer, their health is exposed to environmental risk such as heat, noise, and pollution. They are also vulnerable to extreme weather conditions that result in discomfort, fatigue, and increased risk of illness. This contributes to health problems among traffic enforcers (Gumasing et al., 2023).

Emotional and Psychological Strain

Emotional and psychological strain emerged as a significant theme based on the responses of participants from the in-depth interviews and focus group discussions. The findings show that traffic enforcers experience emotional stress due to threats received while on duty, as well as psychological strain caused by negative labeling and comments from the public. These experiences reflect the emotional burden they encounter in the field, particularly when dealing with verbal threats, public misconceptions, and criticisms, even as they continue to fulfill their responsibilities as traffic enforcers.

Participants shared as they experienced emotional stress due to threats.

“Nastress gyud ko, labi nag ingna kag balikan ka, usahay maingnan nako akong asawa unya muingon pud akong asawa nga ibilin ang kastress sa trabaho, ayaw dal.a dire sa balay. Mao nang usahay dili nalang nako ginaistorya sa akong asawa kay basin ma stress pud pero sa pisikal, wala man.” (Matatag)

I really get stressed, especially when I am told that I have to come back. Sometimes I tell my wife about it, and she would also tell me to just leave the stress at work and not bring it home. Because of that, there are times when I no longer share it with my wife anymore so she won't get stressed as well. But physically, I am okay. (Matatag)

Similar threats in the field was experienced by participants of focus group discussions, as he shared:

“Naa pud mi threats nga nadawat, gipablotter namo para naa mi peace of mind pareha anang muingon nga balikan ta ka.” (FGD Matapat)

We also received threats, so we reported them to the police blotter so that we could have peace of mind, especially those remarks like “we will come back for you. (FGD Matapat) The same sentiments were shared and experienced by participants in the focus group discussions, as he shared:

“Naa gihapon ang kulba kay syempre githreat man ka, dili katulog ug tarong pero kadugayan kay maanad naman ka.” (FGD Matiyaga)

There is still fear because you are being threatened; you cannot sleep properly, but over time, you eventually get used to it. (FGD Matiyaga)

Participants also endured negative labeling and comments as they have shared:

“Mga buaya daw mi, kotong daw mi sa tao, pero daghan man pud mi amigo pareha na lang ng huli tapos wala nimo siya gidakop, gipasaylo lang, sa sunod na araw nga makit an mi niya, maghatag ug meryenda, dawatun na lang pud namo kay wala may huli. Pero kanang gaingon nga buaya daw mi ug kotong, wala lang man to kay dili man ko ing-ana, dili nako ginapatulan.” (Masigasig)

We are sometimes called corrupt or extortionists by people, but we also have many acquaintances. For example, there are cases where we just issue a warning instead of apprehending a violator. The next day, when they see us, they even give us snacks, and we just accept it since there was no actual violation involved. However, when people say we are corrupt or extortionists, I just ignore it because I am not like that and I do not take it seriously. (Masigasig)

In addition to this experience, another participant emphasized that despite such accusations, they remain focused on performing their duties and do not allow these comments to affect them.

“Buaya daw mi kay kusog daw mi mangotong pero dili man ko ing-ana kay kung madakpan kag mangotong ka ulaw kaayo. Dili lang mi paapekto kay wala mi gibuhat na dautan, trabaho lang man ni amua.” (Matatag)

We are sometimes called “corrupt” because people say we are quick to extort money, but I am not like that. If you are caught doing extortion, it is very shameful. We do not let ourselves be affected by such accusations because we are not doing anything wrong; we are simply doing our job. (Matatag)

Similarly, another participant expressed that such negative labels are unavoidable but do not influence their work attitude.

“Dili nato malikayan nga naa gyud silay istorya nga buaya daw mi, wala ra pud na sa amua kay nanarbaho lang mi.” (Mapitagan)

We cannot avoid people saying that we are corrupt, but for us, it does not really matter because we are just doing our job. (Mapitagan)

Consistently, participants from the focus group discussions also confirmed that these labels are commonly heard but are simply ignored as part of their work experience.

“Mangotohay daw mi, buaya daw mi.” (FGD Matapat)

We are sometimes called “corrupt” or accused of extortion by people. (FGD Matapat)

Likewise, participants in focus group discussions further emphasized that negative comments are inevitable in their line of work, but these are disregarded and do not affect their performance or mindset.

“Mga bad comments, wala lang pud na sa amoa.” (FGD Matiyaga)

We also receive bad comments, but those do not really matter to us. (FGD Matiyaga)

Traffic enforcers are required to implement traffic rules and regulations. There are chaos or misunderstanding happens in the line of their duty. One of the main stressors experienced by traffic police officers is dealing with vehicle drivers who commit violations, as these situations often lead to arguments and confrontations on the road. Additionally, a harsh working environment can also contribute to their stress (Yadav et al., 2023).

Developed Discipline and Self-Control

The challenges encountered in traffic enforcement have contributed to the participants' improved discipline, emotional regulation, and sense of responsibility. This development is reflected in their ability to manage emotions, remain calm in difficult situations, and perform their duties with greater maturity and accountability, as shared by the participants.

Participants shared that they have developed self-control and kindness. This improvement in emotional regulation is evident in their daily encounters on the road with these responses:

“Karon kay mas ginalikayan nakog makakitag away sa dalan, mas control nako akong kaugalingon, dili na kayko masuko dayon. Mulikay gyud mi ana kay basin mavideohan mi nya post dayon, madaot man gud mi ana.” (Matapang)

Now, I try to avoid getting into conflicts on the road and I have better control of myself; I no longer get angry easily. We really avoid those situations because we might be recorded on video and immediately posted online, which could damage our reputation. (Matapang)

This is further supported by another participant who expressed similar development in self-control and emotional maturity as he shared:

“Mas kalmado ko, mas makontrol akoang kaugalingon, dili ko dayon masuko.” (Masigasig)

I am calmer now and more able to control myself; I do not easily get angry anymore. (Masigasig)

Participants become disciplined and responsible, as they have shared:

“Tungod sa akong trabaho, mas nahimo kong disiplinado ug mas responsableng tao pagyud labaw na ug gihatagan kog pagsalig sa atong mga road users. Nakat on pud ko nga mahimong pasensyoso ug alerto sa tanang oras ug sitwasyon.” (Malakas)

Because of my job, I have become more disciplined and a more responsible person, especially because I have been entrusted with the safety and trust of our road users. I have also learned to be patient and alert at all times and in every situation. (Malakas)

Participants also shared of being discipline and responsible including time management, as he shared:

“Sa mental kay mas nadisiplinado ug mas nakamanage na mi sa amoang time.” (FGD Matapat)

In terms of mental aspects, we have become more disciplined and are now better at managing our time. (FGD Matapat)

Maximum tolerance in all situations plays a vital role for traffic enforcers. Traffic enforcers should remain calm, patient, and respectful in order to effectively address uncertainties in their duties. Even when they encounter rudeness or disrespect, they must remain composed to avoid conflict or disagreement. Therefore, maintaining calmness, patience, and respect is important in fostering a harmonious relationship and ensuring effective handling of traffic violators (Paje, 2022).

Coping strategies that traffic enforcers used in handling non-compliance, risk, and confrontations

Table 3 presents the major themes on coping strategies that traffic enforcers use in handling non-compli

ance, risk and confrontations, the responses derived from the participants, themes identified are: Emotional regulation, social and spiritual support systems and teamwork and institutional support.

Table 3 Themes on Coping strategies that traffic enforcers used in handling non-compliance, risk, and confrontations

THEMES	FORMULATED MEANINGS
Emotional Regulation	Maintaining calmness prevents conflict escalation Practicing emotional control sustains professionalism
Social and Spiritual Support Systems	Drawing strength from family sustains perseverance Relying on faith provides emotional support
Teamwork and Institutional Support	Collaborating with colleagues improves problem-solving Utilizing communication and supervision enhances task coordination

Emotional Regulation

Traffic enforcers emphasized the importance of emotional regulation in maintaining order and professionalism in their daily duties. They specifically highlighted the need to control anger, remain calm when confronted by aggressive drivers, and consciously avoid engaging in arguments. Managing one’s emotions especially in stressful and confrontational situations such as verbal altercations on the road is essential to prevent conflict escalation and ensure that their actions remain appropriate, controlled, and aligned with proper traffic enforcement procedures.

Maintaining calmness prevents conflict escalation as reflected in the participants’ responses, as they have shared:

“Maningkamot gyud ko magpabilin nga propesyunal pinaagi sa pagpugong sa akong emosyon ug pag focus sa akong trabaho aron dili ma misdirect akong actions. Kung makasinati man kog kakapoy o stress, magpahuway ko kadali aron maka recover akong lawas ug utok.” (Malakas)

I really strive to remain professional by controlling my emotions and focusing on my job so that my actions will not be misdirected. If I experience fatigue or stress, I take a short rest to help my body and mind recover. (Malakas)

Similarly, another participant stressed the importance of staying calm and ignoring negativity as a way to manage stress as he shared:

“Kalmado lang gyud ka sa trabaho, dili pansinon ang mga negative. Sa pag manage sa stress, relax lang, inom tubig ug I relax ang lawas”. (Maligalig)

I remain calm at work and do not pay attention to negative things. In managing stress, I just relax, drink water, and try to relax my body. (Maligalig)

In addition, maintaining humility and composure was identified as a strategy to avoid conflict despite the pressures of working on the road with this response by the participant:

“Humble lang gyud perminti, likay sa away, kalma lang, dili paapekto pero naa man pud ang ka stress labi na ka sa tunga sa dalan, mu relax lang gyud ko para mawala ang kastress, inom tubig ug daghan.” (Matapang)

I always try to remain humble, avoid conflicts, and stay calm. I do not easily get affected, although there is still stress, especially when I am in the middle of the road. I just relax to relieve stress and drink plenty of water. (Matapang)

Furthermore, another participant explained that proper conduct and self-control help prevent unnecessary confrontation while ensuring that procedures are followed correctly as he shared:

“Ginarela nako ang akuang lawas para pag manarbaho na ko dira sa dalan, kalma na ko bisag naay mga gahig-ulo , tiketan lang nako, dili nako makig away mag ingon lang ko nga kung gusto mag explain adto lang sa amoang office , proper gud ang pagdakop para walay commotion after ana muinom kog tubig tapos magpabugnaw para mawala ang ka stress.” (Mapitagan)

I relax my body so that when I am already working on the road, I can stay calm even when dealing with stubborn individuals. I just issue a ticket and avoid arguing; I tell them that if they want to explain, they can go to our office. I make sure the apprehension is done properly to avoid any commotion. After that, I drink water and cool myself down to relieve stress. (Mapitagan)

Participants also practicing emotional control sustains professionalism based on their response, as shared:

“Usahay man gud mukasaba ang mga driver, singkahan mi ditso, muabot sa point na musukol gyud ka, pero maghuha huna man ka nga kung patulan, pareho na mog init ang ulo, ginapasagdan nalang. Ang stress kay dugay ang sweldo pero kanang init ug ulo nga driver mutalikod na lang ko mag pray ko nga Lord, tabangi ko Lord unta makalma na siya kay isog naman kaayo.” (Matatag)

Sometimes drivers become aggressive, they shout at us and even yell directly at us. There are moments when you feel like fighting back, but you also think that if you respond, both of you will just end up losing your temper. So, you choose to ignore it instead. The stress is also worsened by delayed salary, but when dealing with hot-headed drivers, I just turn away and pray, asking God to help calm them down because they have already become too aggressive. (Matatag)

Finally, participants in the focus group discussion emphasized that humility and self-adjustment are essential in maintaining respect and preventing harm toward others, as he shared:

“Stay but.an ug humble kay para makita pud nila nga karesperespeto mi, mas better kung magadjust gyud ka para dili ka makasakit sa ubang tao.” (FGD Matapat)

Stay humble so that others will see that we are respectful. It is better to adjust yourself to avoid hurting other people. (FGD Matapat)

The ability to manage emotions can help prevent misunderstandings. Emotions such as anger, when reduced or regulated, can decrease aggressive responses and promote a safer environment. The more an individual is able to control or regulate emotions, the more it helps prevent stressful situations on the road (Holman & Popuşoi, 2020) [19].

Social and spiritual support systems

Drawing strength from family and Almighty God sustains perseverance among traffic enforcers, as their personal and professional responsibilities are deeply influenced by their role in supporting their households and fulfilling obligations as service providers.

In this regard, participant expressed that their families serve as their primary source of motivation in continuing their work despite challenges, as he shared:

“Akong motivation sa pagpadayon sa akong trabaho bisan pa sa mga kalisud nga dala niini kay ang akong pamilya. Gusto nako magpadayon aron makatabang isip usa ka padre de pamilya.” (Malakas)

My motivation to continue my work despite the challenges it brings is my family. I want to keep going so I can help and fulfill my role as the head of the family. (Malakas)

Similarly, another participant briefly emphasized the same source of motivation, stating:

“Pamilya at akong mga anak.” (Makisig)

My family and my children. (Makisig)

In the same vein, participant highlighted both personal satisfaction in work and the motivating role of close relationships, sharing:

“Ganahan man gyud ko sa akoang trabaho, family ug friends sila ang ga motivate nga mupadayon ko.” (Maligalig)

I really like my job, my family and friends are the ones who motivate me to keep going. (Maligalig)

Moreover, participant underscored the emotional support provided by family in managing daily responsibilities:

“Akong pamilya, everyday gyud Makaya nako kay naa man sila.” (Matapang)

My family, every day, I can manage everything because they are there for me. (Matapang)

Additionally, participant expressed motivation rooted in the desire to provide, particularly for a parent:

“Mama ko para mabigyan ko siya kahit konti.” (Masigasig)

For my mother, so I can give her even just a little. (Masigasig)

Furthermore, participant connected motivation to both family support and future aspirations for their children:

“Akoang anak, akong pamilya ug gusto pud nako na mahuman na akong balay, mga anak nako makaeskwelag tarong.” (Matatag)

My child, my family, and I also want to finish building our house so my children can study properly. (Matatag)

Similarly, another participant emphasized the same sentiment, highlighting the importance of family in enduring daily difficulties, as he shared:

“Unang una gyud kay ang pamilya kay ginakaya nako ang tanan kay naa man akoang pamilya.” (Mapitagan)

First and foremost is my family, I endure everything because I have my family. (Mapitagan)

In addition, institutional trust and responsibility further strengthen their commitment to service, particularly in giving back to the community they serve, based on the response in the focus group discussions:

“Pamilya pud akoa ug ang office namo kay kami gisaligan sa pag manage sa dalan, mao nang mugive back gyud ko sa Davao city.” (FGD Maaasahan)

My family as well, and our office trusts us to manage the roads, that’s why I am committed to giving back to Davao City. (FGD Maaasahan)

In relying on faith provides emotional support was mentioned by the participants, as shared:

“Usahay man gud mukasaba ang mga driver, singkahan mi ditso, muabot sa point na musukol gyud ka, pero maghuha huna man ka nga kung patulan, pareho na mog init ang

ulo, ginapasagdan nang. Ang stress kay dugay ang sweldo pero kanang init ug ulo nga driver mutalikod na lang ko mag pray ko nga Lord, tabangi ko Lord unta makalma na siya kay isog naman kaayo.” (Matatag)

Sometimes drivers become aggressive, they shout at us and even yell directly at us. There are moments when you feel like fighting back, but you also think that if you respond, both of you will just end up losing your temper. So, you choose to ignore it instead. The stress is also worsened by delayed salary, but when dealing with hot-headed drivers, I just turn away and pray, asking God to help calm them down because they have already become too aggressive. (Matatag)

Similarly, faith-based coping was also echoed in the focus group discussion:

“Pray pud kay Papa God, salig lang sa iyaha ug sa imong kaugalingon.” (FGD Maparaan)

Also pray to God the Father, trust in Him and in yourself. (FGD Maparaan)

Those who experience stress are significantly strengthened through family and friends as sources of social support. This also leads to positive health outcomes when a person has stronger relationships with their family. It gives them a sense of belongingness, which helps lessen the burden they carry (Stevenson et al., 2022) [24]. In relation to spiritual support, it has been proposed that being religious or being a member of a religious congregation has a wide range of many different kinds of health benefits, including mental health benefits in later life (Upenieks, 2022) [29].

Teamwork and institutional support

Teamwork and institutional support are essential elements in ensuring effective traffic management, particularly in situations that require quick decision-making, coordination, and immediate response. In this study, these concepts refer to the collaborative efforts among traffic enforcers, their use of communication tools such as radios, and the guidance provided by superiors and inspectors. These systems of support enable personnel to respond efficiently to road incidents, manage traffic flow effectively, and prevent the escalation of problems through coordinated action and mutual assistance among team members.

Collaborating with colleagues improves problem-solving bases on the participants responses. In line with this, participants emphasized how teamwork and communication help in resolving traffic-related challenges:

“Tungod sa among teamwork ug hapsay nga communication ug anaay mga lisud nga insidente sama sa pag kontrol sa traffic, dali ra mi makakita ug solusyon, dali ra masulbad ang problema, ug maiwasan gyud ang pagdako sa problema.” (Malakas)

Because of our teamwork and smooth communication, even in difficult incidents like controlling traffic, we are able to find solutions quickly, resolve problems easily, and prevent them from escalating. (Malakas)

Furthermore, the use of communication devices strengthens coordination even when personnel are dispersed in different locations, as the participant shared:

“Example, naa ka sa layo nya traffic kaayo naa man mi radio, diri mi mag istoya, muduul mana sila makatabang pud sila.” (Makisig)

For example, if you are far away and the traffic is heavy, we have radios, this is how we communicate. They can come closer and help as well. (Makisig)

In addition, following instructions from superiors and maintaining coordination with colleagues contributes to efficient traffic management, as the participant shared:

“Maminaw ka lang sa unsa ang sulti sa nakakataas o sa amoang inspector, apil pud sa mga istoya sa akoang mga kauban sa trabaho, para dali lang masulbad ang katraffic para man pud na sa imoha para ok ang pag trabaho.” (Maligalig)

You just need to listen to the instructions of your superiors or our inspector, and also communicate with your coworkers so that traffic can be resolved quickly, it also helps make your work easier and more efficient. (Maligalig)

Similarly, participant also mentioned about teamwork becomes more crucial during emergency situations such as accidents:

“Tinabangay gyud mi, cooperate gyud tanan labi na ug naay aksidente. Magtabangay mi para ma assess ug sakto ang traffic flow. Gagamit pud mi amoang radio para mucontact sa layo nga kauban sa trabaho.” (Matapang)

We really help one another, everyone cooperates, especially when there is an accident. We work together to properly assess and manage the traffic flow. We also use our radios to contact coworkers who are farther away. (Matapang)

Moreover, collaboration is essential when dealing with difficult or aggressive drivers, as the participant shared:

“Kung naay pasaway nga driver mutawag ko sa akoang kauban sa unahan kay para tabangan ko niyag approach sa driver nga padulong nag kasuko.” (Masigasig)

If there is a stubborn or uncooperative driver, I call my coworker ahead so they can help me approach the driver who is already getting angry. (Masigasig)

Likewise, radio communication serves as a vital tool for coordination and teamwork, as the participant shared:

“Naa mi radio mao ning number one nga contact, kung layo akong kauban tawagon lang nako siya, ipull out para magtinabangay mi, ok man pud na sila kay mutabang man pud.” (Matatag)

We have radios, which are our primary means of communication. If my coworker is far away, I just call them to pull out and assist so we can work together and they’re always willing to help. (Matatag)

In situations where uncertainty arises, one of the participants seeking guidance from superiors ensures proper action:

“Pag dili ko kabalo unsa ang akoang buhaton mangutana ko sa amoang superior, dira lang ko muaksyon pag confirm nga tama ang akong buhaton.” (Mapitagan)

If I don’t know what to do, I ask my superior first. I only take action once it is confirmed that what I am doing is correct. (Mapitagan)

The importance of mutual support and respect was also consistently highlighted in the focus group discussions as he shared:

“Tabangay lang.” (FGD Matapat)

Just helping one another. (FGD Matapat)

Moreover, another participant in focus group discussions emphasized that cooperation among colleagues is essential in their daily work:

“Respeto pud sa kauban.” (FGD Matiyaga)

Respect for one another as well. (FGD Matiyaga)

In addition, effective communication tools and strong interpersonal trust further strengthen teamwork and coordination as mentioned in the focus group discussions, as he shared:

“Radyo pud, gamit gyud ni, mutawag mi sa matag-usa kung dili makaya kay mas ok kung makaistorya mi kay daghan mga ideya nga masulti, Basta naa lang gud ang respeto, salig sa kauban ug radio.” (FGD Maparaan)

The radio is also very useful, we call each other if the situation becomes unmanageable. It’s better when we can talk because we can share more ideas. As long as there is respect, trust in colleagues, and the use of radio communication. (FGD Maparaan)

Utilizing communication and supervision enhances task coordination. In line with this, participants highlighted the importance of radio communication in coordinating actions even when personnel are geographically dispersed, as they shared:

“Example, naa ka sa layo nya traffic kaayo naa man mi radio, diri mi mag istoya, muduul mana sila makatabang pud sila.” (Makisig)

For example, if you are far away and the traffic is heavy, we have radios, this is how we communicate. They can come closer and help as well. (Makisig)

Furthermore, adherence to instructions from superiors and coordination with colleagues were highlighted as essential in achieving efficient traffic management:

“Maminaw ka lang sa unsa ang sulti sa nakakataas o sa amoang inspector, apil pud sa mga istoya sa akoang mga kauban sa trabaho, para dali lang masulbad ang katraffic para man pud na sa imoha para ok ang pag trabaho.” (Maligalig)

You just need to listen to the instructions of your superiors or our inspector, and also communicate with your coworkers so that traffic can be resolved quickly, it also helps make your work easier and more efficient. (Maligalig)

In addition, another participant emphasized that the use of radios strengthens teamwork and enables immediate assistance among personnel in the field:

“Naa mi radio mao ning number one nga contact, kung layo akong kauban tawagon lang nako siya, ipull out para magtinabangay mi, ok man pud na sila kay mutabang man pud.” (Matatag)

We have radios, which are our primary means of communication. If my coworker is far away, I just call them to pull out and assist so we can work together and they’re always willing to help. (Matatag)

Moreover, proper supervision ensures that actions taken in the field are accurate and aligned with protocols, preventing errors in decision-making, as the participant shared:

“Pag dili ko kabalo unsa ang akoang buhaton mangutana ko sa amoang superior, dira lang ko muaksyon pag confirm nga tama ang akong buhaton.” (Mapitagan)

If I don’t know what to do, I ask my superior first. I only take action once it is confirmed that what I am doing is correct. (Mapitagan)

Teamwork and institutional support are important in ensuring organizational effectiveness, as they promote collaboration, coordination, and shared responsibility among members. Strong team behavior is crucial in establishing a solid foundation and fostering a positive work environment. Institutional support, such as leadership guidance, is also essential, as it enhances outcomes and helps achieve the goals of the organization (Silaen, 2025).

IMPLICATION AND CONCLUDING REMARK

This section highlights the implications for practice, which reveal major themes and formulate meanings based on the findings of the research. It also includes implications for future research and concluding remarks.

Implication for Practice

This study explored the experiences of traffic enforcers in navigating road safety and discipline. The findings reveal the following major themes for the first table presents active presence in traffic management, public compliance and non-compliance, challenging work environment, and work satisfaction and fulfillment. The second table presents the impact of challenges faced by traffic enforcers on their physical and mental conditions, with the following themes: physical impact, emotional and psychological strain, and developed discipline and self-control. Lastly, the third table presents the coping strategies of traffic enforcers, with the following themes: emotional regulation, social and spiritual support system, and teamwork and institutional support.

The first major theme for the first table, which focuses on the lived experiences of traffic enforcers in promoting road safety and discipline, is active presence in traffic management, which contributes to the prevention of road accidents. Their presence reminds road users to become more conscious of their behavior. Being visible encourages drivers to slow down, and their role also involves promoting compliance with traffic signals. This helps in managing smooth traffic flow in their area. The second major theme, public compliance and non-compliance, highlights that traffic enforcers observe both compliant and non-compliant road users. While many motorists follow traffic rules, some remain uncooperative and resistant to enforcement. Additionally, the presence of aggressive drivers creates difficulties for traffic enforcers in maintaining order on the road. Non-violators make it easier for traffic enforcers to perform their duties, focusing mainly on traffic flow management, while violators make it more difficult to address traffic-related concerns. The third major theme, challenging work environment, shows that traffic enforcers face increased safety risks due to reduced visibility during heavy rain. They also encounter road accidents and severe injuries, which can cause distress and shock. Traffic enforcers experience hazardous situations since they are exposed on the road to approaching vehicles and changing weather conditions. Their work is also emotionally stressful when witnessing road accidents. Lastly, work satisfaction and fulfillment indicate that traffic enforcers feel satisfied when they achieve smooth traffic flow and receive appreciation, which enhances their motivation and morale.

The second table, which presents the impact of challenges faced by traffic enforcers on their physical and mental conditions, reveals three major themes: physical impact, emotional and psychological strain, and developed discipline and self-control. The first major theme, physical impact, shows that traffic enforcers develop physical illnesses due to exposure to extreme heat and rain. They also suffer from fever and flu as a result of sudden changes in weather conditions. Traffic enforcers endured all uncertainties just to be physically present and job will be done. The second major theme, emotional and psychological strain, indicates that traffic enforcers experience emotional stress due to threats. They also endure negative labeling and comments from the public. Lastly, the major theme, developed discipline and self-control, highlights that traffic enforcers develop self-control and calmness in difficult situations, particularly when dealing with arrogant violators. They also become more disciplined and responsible in their actions.

The third table presents the coping strategies that traffic enforcers use in handling non-compliance, risk, and confrontations, which reveal three major themes: emotional regulation, social and spiritual support systems, and teamwork and institutional support. The first major theme, emotional regulation, shows that

traffic enforcers maintain calmness to prevent conflict escalation and practice emotional control to sustain professionalism. The second major theme, social and spiritual support systems, indicates that traffic enforcers draw strength from their families, which sustains their perseverance, and rely on faith to provide emotional support. Lastly major theme, teamwork and institutional support highlights that traffic enforcers collaborate with colleagues to improve problem-solving, and utilize communication and supervision to enhance task coordination.

Implication for Future Research

As a researcher, this study serves as an eye-opener for the public and future researchers who may explore the same context, which needs to be heard and understood. The burdens of traffic enforcers do not only lie in personal matters but also in their professional experiences, particularly their challenges, coping strategies, and the impact of these challenges on their physical and mental health, as well as their strategies in handling non-compliance, risk, and confrontations. Based on the interviews conducted, it is evident that individuals carry burdens, most of which remain unseen to the eyes of those who keep on judging.

This study utilized a phenomenological approach and is qualitative in nature, where the experiences shared by traffic enforcers reflect their lived realities. These narratives need to be further explored in future research, as they provide valuable insights and promote greater understanding and appreciation of their role in the community.

Future researchers are encouraged to conduct studies with similar contexts to further examine the lived experiences of traffic enforcers. Such studies may deepen understanding of their challenges and contributions, which can help promote empathy, humility, and appreciation for their work.

When traffic enforcers receive praise and appreciation from the people they serve, they feel more motivated, and the burden and stress from threats they experience become lighter. Traffic enforcers play an important role in society, just like other individuals, as they also face emotional and physical challenges. Their work is highly risky, as they are constantly exposed to extreme heat or heavy rain while dealing with moving vehicles on the road.

Concluding Remarks

This study explored the lived experiences of traffic enforcers in promoting road safety and discipline, the impact of their work on their physical and mental conditions, and the coping strategies they employed in handling daily challenges. The findings revealed that traffic enforcers played an important role in the community in maintaining traffic order. Traffic enforcers were visible, and their active presence remained evident despite experiencing difficulties related to public compliance and non-compliance.

This study further highlighted that, despite the challenges that affected their physical and emotional well-being due to exposure to changing weather conditions such as extreme heat and heavy rain during their duties, as well as stressful situations and public criticism, they still demonstrated discipline and resilience in performing their duties.

Moreover, the coping strategies they utilized, such as emotional regulation, social and spiritual support systems, and teamwork, enabled them to effectively manage stress and continue fulfilling their responsibilities.

Overall, this study emphasized the importance of recognizing the sacrifices and contributions of traffic enforcers in ensuring smooth traffic flow, guiding road users, especially drivers and pedestrians, and preventing road accidents. It underscored the need for continued support, proper working conditions, and appreciation to enhance their physical, mental, and emotional well-being and sustain their effectiveness in ensuring road safety and discipline.

REFERENCES

1. Ahmed, S. K., Mohammed, R. A., Nashwan, A. J., Ibrahim, R. H., Abdalla, A. Q., Ameen, B. M. M., & Khidhir, R. M. (2025) [1]. Using thematic analysis in qualitative research. *Journal of Medicine, Surgery, and Public Health*, 6(6), 100198. <https://doi.org/10.1016/j.glmedi.2025.100198>
2. Alexandra. (2023) [2]. Storytelling and the importance of communicating life experiences. *Life Lovers Magazine*. <https://lifeloversmag.com/2023/02/01/storytelling-and-the-importance-of-communicating-life-experiences/>
3. Baxi, B. O., & Atre, D. (2024) [3]. Job satisfaction: Understanding the meaning, importance, and dimensions. *Journal of Management and Entrepreneurship*, 18(2),34–40. https://www.researchgate.net/publication/380364720_Job_Satisfaction_Understanding_the_Meaning_Importance_and_Dimensions
4. Betonio, D. B., Carmona, C. L., Garay, J. E. L., Maldepeña, K. M. V., Cuevas Jr., J. F., & Cabal, D. K. F. (2025) [4]. Challenges encountered by the traffic enforcers in the implementation of traffic rules among non-compliant road users. *International Journal of Research and Innovation in Social Science*, 9(11), 7297–7307. <https://doi.org/10.47772/IJRISS.2025.91100564>
5. Bisht, Renu. (2024) [5]. What is purposive sampling? Methods, techniques, and examples. *Researcher.Life*. <https://researcher.life/blog/article/what-is-purposive-sampling-methods-techniques-and-examples/>
6. Corpuz, J. C. (2024) [6]. Effectiveness of women traffic enforcers in implementing traffic rules and regulations as perceived by the drivers. *International Journal for Multidisciplinary Research*, 6(2). <https://doi.org/10.36948/ijfmr.2024.v06i02.17185>
7. Goetsch, M. J. S., & Lobaton, J. (2023) [7]. Characteristics, roles and challenges of traffic personnel: Implications toward efficient traffic management system. *International Journal of Scientific Research and Management*, 11(12), 428–446. <https://doi.org/10.18535/ijstrm/v11i12.11a02>
8. Goode, W. J. (1960) [8]. A theory of role strain. *American Sociological Review*, 25(4), 483–496. <https://doi.org/10.2307/2092933>
9. Gumasing, M. J. J., Prasetyo, Y. T., Cardoso, M. M., Freitas, J. S., Nadlifatin, R., & Chuenyindee, T. (2023) [9]. Determining the ergonomic risk factors affecting the musculoskeletal disorders of traffic enforcers in Manila City, Philippines. *Work*, 1–12. <https://doi.org/10.3233/wor-220011>
10. Kelling, G. L., & Wilson, J. Q. (1982) [10]. Broken windows: The police and neighborhood safety. *The Atlantic*. <https://www.theatlantic.com/magazine/archive/1982/03/broken-windows/304465/>
11. Kiswoyo, T., Sukmarini, A. V., & Mujahid, M. (2024) [11]. Traffic unit educational communication strategy in an effort to reduce accident cases in the jurisdiction of the Waru Sector Police, Penajam Paser Utara Regency. *Journal of Public Representative and Society Provision*, 4(2), 62–72. <https://doi.org/10.55885/jprsp.v4i2.503>
12. Lazarus, R. S., & Folkman, S. (1984) [12]. *Stress, appraisal, and coping*. Springer Publishing Company. <https://books.google.com.ph/books?id=i-ySQQuUpr8C&lpg=PP1&pg=PR4#v=onepage&q&f=false>
13. Lee, M., Jamil, P. A. S. M., Yusof, N. A. D. M., Nata, D. H. M. S., & Karuppiah, K. (2024) [13]. Musculoskeletal disorders of traffic police in Putrajaya: Evaluating ergonomic risks and trends. *Work*. <https://doi.org/10.1177/10519815241290426>
14. Mazumdar, C. S., Yadav, B., Harshitha, T. M., Jyothi, R. G., Misra, K., Manvith, C. S., Afreen, S. N. A., Smitha, K. S., Wani, S. A., Khan, S. A., & Sunidhi, K. (2022) [14]. From traffic control to self-

- care: A study on mental and physical well-being of traffic police personnel in identified areas of North Bengaluru. IEOM Society International. <https://index.ieomsociety.org/index.cfm/article/view/ID/13730>
15. McLeod, S. (2024) [15]. Phenomenology in qualitative research. ResearchGate. <https://doi.org/10.13140/RG.2.2.25457.90725>
 16. Mirza, H., Bellalem, F., & Mirza, C. (2023) [16]. Ethical considerations in qualitative research: Summary guidelines for novice social science researchers. Social Studies and Research Journal. https://www.researchgate.net/publication/370838199_Ethical_Considerations_in_Qualitative_Research_Summary_Guidelines_for_Novice_Social_Science_Researchers
 17. Paje, J. S. D., Surita, A. I., Virtudez, R., Calib-Og, J. D., Insong, J. A., & Cuevas, J. F., Jr. (2022) [17]. Lived experiences of traffic enforcers in Ozamiz City: A phenomenological study. Mediterranean Journal of Basic and Applied Sciences, 6(2), 118–131. <https://doi.org/10.46382/mjbas.2022.6212>
 18. Partulan, K. K., Pampa, H., Juanico, D., Asumbrado, I., & Maximino, E. (2024) [18]. Exploring the lived experiences of young unlicensed drivers on road safety and traffic rules: A phenomenological study. Penrose, 1(1), 13–16. <https://doi.org/10.62910/sg8w7r59>
 19. Holman, A. C., & Popuşoi, S. A. (2020) [19]. How You Deal with Your Emotions Is How You Drive. Emotion Regulation Strategies, Traffic Offenses, and the Mediating Role of Driving Styles. Sustainability, 12(12), 4929. <https://doi.org/10.3390/su12124929>
 20. Roessingh, H. (2020) [20]. The benefits of note-taking by hand. BBC Worklife. <https://www.bbc.com/worklife/article/20200910-the-benefits-of-note-taking-by-hand>
 21. Silaen, M. (2025) [21]. Team behaviour and teamwork. Indonesian Journal of Advanced Research, 4(9), 2141–2156. <https://doi.org/10.55927/ijar.v4i9.15418>
 22. Servallos, N. J. (2024) [22]. EDSA enforcers go deaf from noise exposure – UP study. Philstar. <https://www.philstar.com/nation/2024/06/10/2361611/edsa-enforcers-go-deaf-noise-exposure-study>
 23. Stahl, N. A., & King, J. R. (2020) [23]. Expanding approaches for research: Understanding and using trustworthiness in qualitative research. Journal of Developmental Education, 44(1), 26–28. <https://files.eric.ed.gov/fulltext/EJ1320570.pdf>
 24. Stevenson, C., Wakefield, J. R. H., Kellezi, B., Stack, R. J., & Dogra, S. (2022) [24]. Families as support and burden: A mixed methods exploration of the extent to which family identification and support predicts reductions in stress among disadvantaged neighbourhood residents. Journal of Social and Personal Relationships, 39(2), 1–20. <https://doi.org/10.1177/02654075211050071>
 25. Tajik, O., Golzar, J., & Noor, S. (2024) [25]. Purposive sampling. International Journal of English Literature Studies, 2(2), 1–9. <https://doi.org/10.22034/ijels.2025.490681.1029>
 26. Tavakol, M., & Sandars, J. (2025) [26]. Twelve tips for using phenomenology as a qualitative research approach in health professions education. Medical Teacher, 47(9), 1441–1446. <https://doi.org/10.1080/0142159x.2025.2478871>
 27. Tenny, S., Brannan, J. M., & Brannan, G. D. (2022) [27]. Qualitative study. In StatPearls. StatPearls Publishing. <https://www.ncbi.nlm.nih.gov/books/NBK470395/>
 28. Torres, F. D., De Vera, K. S., Cruz, B. D., Pascua, C. R. V., & Sapigao, S. D. L. (2022) [28]. The performance of traffic enforcers in their duty during pandemic in Almar Camarin, Caloocan City. Asian Academic Research Journal of Multidisciplinary, 3(1C). <https://ojs.aaresearchindex.com/index.php/aasgbcjpmra/article/view/13206>

29. Upenieks, L. (2022) [29]. Spiritual support and well-being in later life: Revisiting the role of God-mediated control. *Journal of Religion, Spirituality & Aging*, 35(2), 169–192. <https://doi.org/10.1080/15528030.2022.2045664>
30. World Health Organization. (2023) [30]. Road traffic injuries. <https://www.who.int/news-room/factsheets/detail/road-traffic-injuries>
31. Yadav, B., Bhusal, S., Anil, K. C., & Pradhan, P. M. S. (2023) [31]. Occupational stress and environmental impact among traffic police officers in Kathmandu Valley, Nepal: A qualitative study. *PLOS Global Public Health*, 3(11), e0002174. <https://doi.org/10.1371/journal.pgph.0002174>