

Factors Affecting Work Performance of Criminology Interns in an Asian University

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Abstract⁷

This study aimed to determine the factors affecting the performance of Criminology interns of Lyceum of the Philippines University Batangas batch 2012-2013. The researchers employed the descriptive type of research with the use of questionnaires as tools in gathering data from the respondents. Using weighted mean, the researchers found out that the performance of the Criminology interns in terms of personal characteristics, attitude towards work, job performance, adherence to company's rules and regulations, and competence were very good. The respondents agreed that individual factor, university support, and organizational environment contribute to their OJT. As to relationship of variables, Criminology interns' performance as their OJT is not affected by the contributing factors. From the findings, it was recommended by the researchers that OJT coordinators should conduct frequent visitations to student interns to ensure that attendance and punctuality is being observed and practiced. It is also recommended that the College of Criminology should coordinate with their training affiliation to supervise the interns.

Keywords: Criminology Intern, On-the-Job Training, work performance.

1. Introduction

The Bachelor of Science in Criminology program is designed to provide students with knowledge and skills in the study of historical and contemporary patterns of crime, responses to crime of the society, the causes of criminality in the society and study of delinquency. It focuses on the processes involved and the functions of the criminal justice in the country.

Regardless of the sophistication of and predictive validity of selection program, it is almost always necessary to expose newly hired employees to some kind of training before they can be maximally effective on a new job, even if the employees are already experienced with the machinery or equipment they will be operating. The purpose of which is to increase the employee's productive efficiency and to enhance organizational goal. Training requirements are made more complicated when the workers had a little actual job experience or being hired for a type of work they have never performed. The organization's selection procedures ideally ensure that new employees have sufficient intelligence, aptitude, and attitude to learn a job.

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Taking On-the-Job training is difficult to handle. The students must do their respective task which was asked by their superiors. Different units were assigned to the trainee for them to enhance their skills in performing the job. Superior-student communication is one of the basic requirements to improve and develop the productivity of every student. The superior must demonstrate and instruct the specific skills or particular tasks. They are also the persons in the organization that teaches the knowledge and key skill that the students need to learn. Problem between the students and superiors must be avoided for them to have a good relationship and to complete all the necessary assignments to be performed. The intern should be always active in learning new skills whenever the superior is teaching for them to realize the importance of the job when they are employed.

On-the-job is one of the best training methods because it is planned, organized, and conducted at the employees work site. It is generally be the primarily method used for broadening skills. It is particularly appropriate for developing proficiency skills unique to an employee's job, especially job that are relatively easy to learn require locally-owned equipment and facilities. It is sometimes called "direct instruction". It is a one-on-one training located at the job site, where someone who knows how to do a task shows another how to perform it. These on-the-job training is the kind of work that people did was mainly unskilled or semi-skilled work that did not require specialized knowledge. (www.wikipedia/meaning/OJT.html). In fact, it is probably the most popular method of training because it requires only a person who knows how to do the task, and the tools which the person uses to do the task. It includes verbal and written instruction, demonstration and observation, hand-on practice and imitation.

There are some advantages of using on-the-job training. Training can be delivered at the optimum time, the trainee will have immediate feedback, and lastly, training is delivered by colleagues and can go some way to integrate the trainee into the team. If there are advantages there are also disadvantages. There is a tendency to fit on the job training when it is convenient for office routine rather than at the optimum time for learning, too much training can be delivered in one session leading to trainee fatigue, the trainer may not have sufficient knowledge of the process or expertise in instructional techniques.

Students who undergo on-the-job training are very lucky because they are the ones who usually take pride in learning new skills. They gained to improve their future employment value and for them to have new capability in their future career, in addition, by making learning possible, they earn their respect and build enduring relationships between students and superiors.

Criminology students are exposed to on-the-job training program with specialization on the different facets of law enforcement at the Philippine National Police, Batangas City and nearby town stations. It consists of 540 hours Monday to Friday duty nearby town station. Every student must report all the things they did and learned by means of writing in their log book.

The proponents have decided to conduct this study for the further information and expansion of knowledge about which among the factors affect the performance efficiency of Criminology Interns of Lyceum of the Philippines University Batangas. The findings of this study will serve as a future reference for the school administrators, curriculum planner, instructors, interns, and future researchers. This study will be useful to those criminology students and interns who are in need to complete their requirements. It also paves way for them to develop their morale, productivity, and professionalism that will greatly help them to be highly qualified for their employment.

By identifying the factors affecting the performance of Criminology interns in their on-the-job training, the researchers are confident that future interns will be more competent and skilful so that they will be better prepared once they joined their chosen field of profession.

Objectives of the Study

The study aimed to determine the factors affecting work performance of Criminology Interns in Lyceum of the Philippines University Batangas. More specifically, the study aimed to determine the performance of Criminology interns on their on-the-job training; to identify the contributing factors that affect the performance efficiency of Interns; to determine the significant relationship between the performance and the

factors that affect the respondents' internship and; to propose a plan of action that addresses the results of the study.

2. Method

Research Design

This research work intended to know which among the contributing factors affects the performance efficiency of BS Criminology Interns in LPU-Batangas.

With this objective in mind, the researchers used the descriptive method of research that was used in analyzing and interpreting the data gathered through the aid of questionnaire. According to Adanza et al. (2009) the method of dealing with what is designed for the investigator to gather information about the present condition, status, or trend, and dealing with what are prevailing is generally descriptive research.

Participants of the Study

The respondents of the research work were composed of 41 population of fourth year BS Criminology students from Lyceum of the Philippines University – Batangas during their Academic Year 2012-2013 who had undergone their on-the-job training program.

Instrument

The instrument used by the researchers was composed of two parts: Part I was taken from the intern performance appraisal report which deals with the Criminology interns' level of compliance to their personal characteristics, attitudes toward the job, job performance, adherence to office policies and competence. Items were rated as follows: 5-excellent; 4-very good; 3-good; 2-fair and 1-poor. Part II dealt with the contributing factors that affect the performance efficiency of criminology interns.

Procedure

The researchers were presented a questionnaire to their research adviser for approval. The researchers prepared a request for the permission to disseminate questionnaires to the respondents.

The proponents of the study were forwarded a letter to the Dean of College of Criminology for the distribution of questionnaires to gather sufficient data for the study. The questionnaires were personally distributed to the respondents who were answered the questions to the best of their ability, with honesty, and integrity.

Data Analysis

All data gathered were tallied and interpreted using different statistical tools. Weighted mean and Pearson Product Moment Correlation were the main tools used to further analyze the results. The data was also supported using PASW version 18 using 0.05 alpha level.

The study underwent an extensive and thorough collection and data gathering procedure from books, periodicals, and some other relevant literature in order to come up with the best set of questionnaires that were serve as the purpose of conducting this research study.

The given scale was used to analyze and interpret the performance of the criminology interns: 4.50 – 5.00 = Excellent; 3.50 – 4.49 = Very Good; 2.50 – 3.49 = Good; 1.50 – 2.49 = Fair; 1.00 – 1.49 = Poor. The given scale was used to interpret the contributing factors that affect the performance of interns: 3.50 – 4.00 = Strongly Agree; 2.50 – 3.49 = Agree; 1.50 – 2.49 = Disagree; 1.00 – 1.49 = Strongly Disagree

3. Results and Discussion

Table 1: Performances of Criminology Interns on their On-the-Job Training in terms of Personal Characteristics (N = 41)

Personal Characteristics	WM	VI	Rank
1. Dresses neatly and appropriately for office work.	4.54	Excellent	2
2. Has pleasing personality, cheerful and good humoured.	4.59	Excellent	1
3. Projects self-confidence and enthusiasm.	4.39	Very Good	4
4. Demonstrate leadership potential.	4.39	Very Good	4
5. Possesses above average oral and written communication skills.	4.39	Very Good	4
Composite Mean	4.46	Very Good	

Table 1 shows the respondents’ performance on their OJT and it was found out that the over-assessment was 4.46 and verbally interpreted Very Good. Among the personal characteristics, has pleasing personality, cheerful and good humoured ranked first with weighted mean score of 4.59. Has pleasing personality is an asset. It is a combination of a person’s attitude, behaviour and expressions. It was followed by dresses neatly and appropriately for office work with 4.54 mean values.

However, the interns’ personal characteristics in terms of projecting self-confidence and enthusiasm, demonstrating leadership potential and possessing above average oral and written communication skills were considered the least since it obtained the lowest mean score of 4.39. Students being in the tertiary level of education are expected to be well in their communication skills. They were surely thought on how to interact or to communicate with others. However, there are still some students who are poor with it.

Table 2: Performances of Criminology Interns on their On-the-Job Training in terms of Attitude towards the Job

Attitude Towards the Job	WM	VI	Rank
1. Cooperates willingly and fits easily with the group.	4.68	Excellent	1
2. Shows interest and pride in his/her tasks.	4.59	Excellent	2
3. Has an exceptional sense of duty and can be depended upon to do a good job.	4.46	Very Good	4.5
4. Recognizes the authority and responsibilities of his/her superiors and provide support services.	4.51	Excellent	3
5. Takes initiative to update one’s technical and non-technical knowledge and skills.	4.46	Very Good	4.5
Composite Mean	4.54	Excellent	

Table 2 shows the performance of Criminology students in their On the Job Training in terms of attitude towards work. It was revealed that their performance was Excellent and among the attitude towards work cited, cooperates willingly and fits easily to the group obtained the highest weighted mean of 3.92.

Teamwork in the workplace involves cooperation among workers. This cooperation is usually for the sake of a common goal that the entire team is working toward -- such as a sales quota or some other measurable outcome. In some cases, however, the common goal may be something more nebulous, such as the well-being of the company. Teamwork requires that all workers contribute their fair share to the workload so that the company can accomplish its goals in a timely and satisfactory manner. (Jared Lewis, Demand Media)

The least items rated were has an exceptional sense of duty and can be depended upon to do a good job and takes initiative to update one’s technical and non-technical knowledge and skills with a weighted mean value of 4.46. Though both were least rated, they’ve got verbal interpretation of Very Good. Interns are naturally students who find it hard to easily cope in a new environment. They will act monotonously at first

but whenever they feel at ease they will start to strive hard for them to have a good impact to the superior. Their confidence can be easily brought down when condemned. Sloppiness or carelessness in one's work is one of the most common work place problems. It is most quickly surfaces in clerical work, but it is also prevalent in the work of many professionals – although it is much more difficult to detect. (Weitzel, 2003)

Table 3: Performances of Criminology Interns on their On-the-Job Training in terms of Job Performance

Job Performance	WM	VI	Rank
1. Delivers promptly assigned tasks/responsibilities.	4.54	Excellent	1
2. Performs assigned tasks with minimum supervision.	4.49	Very Good	3
3. Willingly accepts work assignment/responsibilities.	4.49	Very Good	3
4. Delivers assigned tasks within acceptable quality.	4.49	Very Good	3
5. Exhibits ability to function well under pressure.	4.44	Very Good	5
Composite Mean	4.49	Very Good	

As shown in table 3, Interns of the job performance of Interns, deliver promptly assigned tasks/responsibilities is the statement having the highest weighted mean of 4.54, with the interpretation of Excellent. Performing task can be easily achieved if the employee is correctly driven to do the assigned work. Doing the job earlier from the scheduled deadline will lessen the weight of the succeeding jobs to be done. Show enthusiasm: this will be noticed and you will eventually be rewarded. Take ownership of problems: anticipate potential problems, take pre-emptive action and act quickly to resolve problems. Display a "can do" attitude even in demanding situations. Try to solve problems, rather than to pass them on to other people. First answer is "yes, I'll make it happen". Use initiative to act on opportunities. Become a leader before other people view you as one. Healthy organisations reward those who take the lead, not just those with formal management roles. (**University of Kent Careers and Employability Service**) It was followed by performs assigned tasks with minimum supervision, willingly accepts work assignment/responsibilities, and delivers assigned tasks within acceptable quality.

The least rated was exhibits ability to function well under pressure with 4.44 weighted mean. Working under pressure is the reality of many people's professional lives. In today's globalized, competitive, cut throat business world, there is no place for scared individuals that are unable to handle pressure situations or multi-tasking. But of the time, new employees are unable to perform and function under pressure. They are having a hard time in completing their work within timeframe, meeting all the deadlines and staying calmed while accomplishing the task. (post.career, 2010)

Generally, the job performance of interns was measured as Very Good with a weighted mean of 4.47.

Table 4: Performances of Criminology Interns on their On-the-Job Training in terms of Adherence to Office Policies

Adherence to Office Policies	WM	VI	Rank
1. Present at work place most of the time.	4.49	Very Good	1
2. Comes to work on time.	4.44	Very Good	2
3. Adheres to office rules and regulation.	4.41	Very Good	3
Composite Mean	4.45	Very Good	

Table 4 shows the performance of Criminology interns in their OJT in terms of adherence to office policies. It was revealed that their performance was Very Good with 4.45 composite mean value. All items were rated Very Good and among the job performance cited, present at work most of the time got the highest

weighted mean of 4.49. When an employee is punctual in the workplace, he can be known as reliable. Other employee can depend and rely on him to finish all the projects that he is assigned. Therefore, the employee gains the respect of his manager, colleagues and of the company, since the manager knows how dependable he is. (Rose – Sellers, 2009)

It was followed by comes to work on time with 4.44 weighted mean. Make Being on Time a Priority: Showing up late for work or meetings gives the impression that you don't care about your job so make sure you pay attention to the clock.

The least rated was adheres to office rules and regulations with a weighted mean of 4.41. Employees most of the time fail to comply with the written and unwritten rules of the workplace such as coming to work on time, obeying orders, protecting the company property, and in general supporting and not interfering with the efficiency of the company. (Georgia Department of Technical and Adult Education, 2005)

Table 5: Performances of Criminology Interns on their On-the-Job Training in terms of Competence

Competence	WM	VI	Rank
1. Shows ability to perform routine office procedures.	4.46	Very Good	4.5
2. Demonstrates receptivity to different approaches to problem solving.	4.49	Very Good	2.5
3. Shows adequate knowledge in law enforcement operating procedure and techniques.	4.51	Excellent	1
4. Demonstrates ability to protect and observe the confidentiality of important office documents.	4.46	Very Good	4.5
5. Manifests good qualifies as a subordinate and a future leader.	4.49	Very Good	2.5
Composite Mean	4.48	Very Good	

As presented in table 5, the statement shows adequate knowledge in law enforcement operating procedure and techniques got the highest weighted mean of 4.51 with verbal interpretation of Excellent. Students nowadays should not only rely on their physical ability but also in their knowledge about their profession. Like what the old system of recruiting of policemen, the able bodied man can be a police officer just to make sure that they can strive to the work's facets. They should be knowledgeable about their system and it explains the existence of the organization's operating procedure. They don't just arrest or apprehend, they should know every reason for them when they are asked, they'll know what to answer. Being efficient refers to the capability of the interns to be able to do their job with higher and better-quality performance. It was followed by demonstrates receptivity to different approaches to problem solving and manifests good qualifies as a subordinate and a future leader.

The succeeding tables present the data gathered through the questionnaire accomplished by the respondents. The data presented herein concern on the contributing factors that may affect the performance of interns in terms of individual factor, university support and organizational environment.

Table 6: Contributing Factors that Affects the Performance of Interns in terms of Individual Factor

Individual Factor	WM	VI	Rank
1. Volunteering on tasks.	3.32	Agree	6
2. Positive attitude towards work and colleagues.	3.49	Agree	1.5
3. Initiative to get acquainted with other employees.	3.49	Agree	1.5
4. Acceptance of constructive criticism and advice positively.	3.34	Agree	5
5. Adjustment to the working environment.	3.37	Agree	4
6. Performance of tasks to the best of the ability.	3.46	Agree	3
Composite Mean	3.41	Agree	

As seen from the table, the over-all assessment of the respondents on the individual factor was 3.41 and verbally interpreted Agree. Among the items mentioned, positive attitude towards work and colleagues and

initiative to get acquainted with other employees ranked first with a weighted mean score of 3.49. It was followed by performance of tasks to the best of the ability, adjustment to the working environment and acceptance of constructive criticism and advice positively with 3.46, 3.37 and 3.34 respectively.

Even though all were positively rated, volunteering on tasks got the lowest mean value of 3.32 but it was verbally interpreted as Agree. Volunteering should not affect a person's entitlement to benefit it is a way to be noticed by your employer. Internships are an excellent time to show employers that you have the personal traits that they value in their employees. Do not make the mistake of missing the opportunity to show your supervisors at your internship that you have what it takes to be successful on the job as well personal characteristics they value.

Table 7: Contributing Factors that Affects the Performance of Interns in terms of University Support

University Support	WM	VI	Rank
1. The Criminology faculty and staffs were always available at critical times.	3.17	Agree	6
2. The Criminology faculty and staffs provided immediate feedback when I had concerns.	3.24	Agree	4.5
3. The Criminology faculty and staffs visited me on my internship site.	3.29	Agree	3
4. The Criminology Department conducted the internship process in an organized, timely manner.	3.32	Agree	2
5. The Criminology Department provided students with adequate number of agencies from which to select an appropriate one.	3.24	Agree	4.5
6. My university provided students with adequate internship orientation.	3.49	Agree	1
Composite Mean	3.29	Agree	

As shown in table 7, the interns are said to have agreed with the support given to them by the Criminology faculty and staffs which has composite mean of 3.29.

The College of Criminology alongside with the Internship Office, always conduct an internship orientation before the students are deployed to their respective companies at which they will have their training. Necessary information like the objectives of the program, the requirements needed to submit and the know-how's in various situation that may occur during internship, is given to the students to better prepare them to what lies ahead in the program and lessen the problems that may arise in the future. That is probably why the provision of adequate internship orientation ranked first with a weighted mean of 3.49. It was followed by the statement the Criminology Department conducted the internship process in an organized, timely manner.

Table 8: Contributing Factors that Affects the Performance of Interns in terms of Organizational Environment

Organizational Environment	WM	VI	Rank
1. My site supervisor and other employees in the organization were a good professional model for me.	3.37	Agree	4.5
2. My site supervisor and other employees in the organization were approachable and accommodating to my concerns.	3.44	Agree	2
3. My site supervisor and other employees in the organization, made me feel like I'm part of the team.	3.34	Agree	6
4. My internship taught me a lot of things I would never have been able to learn in the classroom.	3.46	Agree	1
5. I had learned a lot about the field, profession of law enforcement through my internship experience.	3.41	Agree	3
6. As a result of this internship, I am better prepared to enter the working world.	3.37	Agree	4.5
Composite Mean	3.40	Agree	

However, the availability of the Criminology faculty and staffs at critical times ranked the lowest. But regardless of that, the respondents still assessed to have Agreed. Visibility of the college faculty to the practicum place is very important for the interns to know that they are being watched and to check how they were. Faculty support is essential with students at a distance and functions as consultants when emergencies or problems regarding internship arise. They are called upon at any time where there are difficult situations faced by interns. Therefore, a supportive relationship between the faculty and an intern student are critical to each intern’s performance, well-being and ultimately, satisfaction.

As shown in table 2.3, the statement my internship taught me a lot of things I would never have been able to learn in the classroom got the highest weighted mean of 3.46 and a verbal interpretation of Agree. Superior-student communication is one of the basic requirements to improve and develop the productivity of every student. The superior must demonstrate and instruct the specific skills or particular tasks. They are also the persons in the organization that teaches the knowledge and key skill that the students need to learn. Problem between the students and superiors must be avoided for them to have a good relationship and to complete all the necessary assignments to be performed. The intern should be always active in learning new skills whenever the superior is teaching for them to realize the importance of the job when they are employed. It was followed by the statement, my site supervisor and other employees in the organization were approachable and accommodating to my concerns.

It was followed by the statement, my site supervisor and other employees in the organization were approachable and accommodating to my concerns.

However, the statement my site supervisor and other employees in the organization, made me feel like I’m part of the team got the lowest weighted mean of 3.34 but the interns were said to have agreed. Relationships are the key to successful individual and institutional performance. In management, human relation affects the performance of the people man organization. Such relations can be viewed from three perspectives: interpersonal (between individuals), intragroup (among members of the group), and intergroup (among groups that make up the organization or with external groups). Leaders should be aware of how these relationships affect their own behaviour and may need to enhance or undermine productivity. Generally, the contributing factor in terms of organizational environment that affect the performance efficiency of the interns was measured as Agree with a composite mean of 3.40.

Table 9: Relationship between the Performances of Criminology Interns on their On-the-Job Training and the Contributing Factors that Affects the Performance of Interns

Performances in terms of:	Individual Factor			University Support			Organizational Environment		
	r-value	p-value	I	r-value	p-value	I	r-value	p-value	I
Personal Characteristics	-0.160	0.318	NS	0.009	0.956	NS	0.173	0.278	NS
Attitude Towards the Job	0.031	0.848	NS	0.054	0.737	NS	0.371	0.017	S
Job Performances	-0.117	0.468	NS	0.146	0.363	NS	0.256	0.107	NS
Adherence to Office Policies	-0.151	0.346	NS	0.145	0.365	NS	0.278	0.078	NS
Competence	-0.148	0.355	NS	0.122	0.449	NS	0.209	0.189	NS

Legend: Significant at p-value < 0.05; HS = Highly Significant; S = Significant; NS = Not Significant

Based from the table, only attitude towards the job shows significant relationship on organizational environment. This was supported with the obtained r-value which shows moderate positive correlation while the computed p-value of 0.017 is less than 0.05 level of significance, thus the null hypothesis of no significant relationship between the performance of interns in terms of attitude towards the job and

contributing factor in terms of organizational environment is rejected. This means that the better the organizational environment, the better the performance of the interns and the more assertive to their job. The physical aspects of a job are obvious and visible. Many research studies have been conducted on lighting, temperature, humidity, noise level, location of equipment, and working hours to determine their effects on production levels. Because of this vast amount of research, numerous guidelines have been made available to aid in the design and layout of the physical work environment. Modern technology thus produced relatively stable physical conditions conducive to work. Furthermore physical environment can be manipulated to produce more efficient and satisfying work. (De Leon 2005). However, other variables do not show significant relationship and implies that the interns' performance is not affected by the above mentioned contributing factors.

4. Conclusions

The performance of Criminology interns in terms of personal characteristics, attitudes at work, job performance, adherence to company's rules and regulations and competence were assessed very good by the respondents. The respondents agreed that individual factor, university support and organizational environment contribute to their on-the-job training. The respondent's performance on their OJT is not affected by the contributing factors like personal characteristics, attitude towards the job, job performance, adherence to office policies, and competence. The plan of action was formulated to enhance the performance of the student interns.

5. Recommendations

The OJT coordinators should conduct frequent visitations to the student trainees to ensure that attendance and punctuality in the On-the-Job Training is being observed and practiced. The College of Criminology should coordinate with the training partner to designate specific person to supervise the interns. Seminars and workshop relevant to the course taken by students may be conducted. The Criminology department should review the proposed action plan for the enhancement of the On-the-Job Training. For the future researchers, further studies regarding the current topic may be done to explore other aspects of the present study and parallel study can be conducted to verify if the result of the study is reflective to all schools.

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