

CHALLENGES ENCOUNTERED BY FIREFIGHTING PERSONNEL IN RESPONDING TO FIRE INCIDENTS IN BARANGAY BAGONG PAG-ASA, QUEZON CITY

ABSTRACT

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DISCIPLINE

Criminology

KEYWORDS

*operational readiness,
barangay bagong pag-asa,
urban fire response,
firefighting personnel
challenges*

ARTICLE ID

AASGBCPJMR-AB01220

Firefighters in Barangay Bagong Pag-asa, Quezon City, face hurdles like high population density and resource scarcity. This study examines five dimensions: resource scarcity, mental demands, physical fatigue, work frustration, and limited manpower to provide insights for the Bureau of Fire Protection (BFP) to improve conditions. This study used a descriptive research design to identify operational challenges without manipulating variables. Through purposive sampling, 35 respondents (5 fire personnel, 10 volunteers, 20 residents) from Barangay Bagong Pag-Asa were surveyed. data were gathered via a validated three-part instrument covering logistics, workforce, and systems. Analysis included frequency, percentage, ranking, and weighted mean, with a Likert scale to measure perceptions. The study involved 35 respondents (91.43% aged 26–40). Primary findings indicate: Resource Scarcity is led by a lack of modern equipment ($\bar{x}=2.77$); Mental Demands are topped by emotional exhaustion ($\bar{x}=2.86$); and Physical Fatigue is driven by operational exhaustion ($\bar{x}=2.91$) and heavy gear weight ($\bar{x}=2.71$). These results highlight systemic gaps that challenge firefighter readiness. The study concludes that the reliance on defective equipment due to resource scarcity is the most pervasive hurdle ($\bar{x}=2.77$; 82.86% frequency). This material shortage is compounded by significant physical exhaustion and a lack of professional appreciation, creating a high risk for chronic burnout. Understaffing was identified as a primary driver of operational stress ($WM = 3.05$), which literature suggests can lead to decision-making errors during high-pressure rescues. Notably, there is no significant difference in challenges across ranks, meaning these pressures are felt universally by all personnel. Addressing these deeply interconnected issues requires the Bureau of Fire Protection and local government to prioritize equipment modernization and mental health support systems.

RECOMMENDED CITATION

Policarpio, J. K., Tanguan, J., Vengco, L. M., & Villas, V. (2026). Challenges Encountered by Firefighting Personnel in Responding to Fire Incidents in Barangay Bagong Pag-Asa, Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 8(5), 6.