ABSTRACT

The Philippine National Police is primarily responsible for providing leadership and structure for the agency to effectively meet the expectation of the community for an
orderly and safer place to live and work. This study aims to determine the Philippine National Police Services in Nasipit, Agusan Del Norte. The study applied the descriptive method using the survey technique. The method describes the effectiveness of the services that were delivered by the police personnel to the community. The Philippine National Police Services of Nasipit, Agusan del Norte, Philippines performed satisfactorily. They are visible and can be relied upon in time of disaster, calamities and other forms of emergencies. The police patrol assures the safety and security of lives and property in our community. The police provide programs to the community and maintain crime prevention, e.g., checkpoints and patrols have the highest rating among the other areas of Maintain of Peace and Order.

KEYWORDS

Philippine national police, services, descriptive, Philippines

INTRODUCTION

The Philippine National Police is primarily responsible for providing leadership and structure for the agency to effectively meet the expectation of the community for an orderly and safer place to live and work. Police officers possess a legitimate power and authority in society. Police officers belong to the most active force of professionals in the Philippines.

There are unfavorable impressions on the police officers such as engaging in graft and corruption, planting of evidence among others. Primarily, the society or the community have to ask themselves if their perceptions on the police are correct or are these opinions strongly prejudiced by the views of others such as the media. The Community has to yield steps in disciplining the police officers by reporting the illegal activities to the right authorities.

Similarly, the people could support the achievement of a safe place to live in by supporting the police force in their drive to prevent criminal activities in their area. Being aware that crime prevention and its solution is a planned partnership among the police force and the community and operating hand-in-hand with the police to help fight against crimes.

Defining the observation of the police by the different sectors of the public could help the organization to check their employees and its programs to improve its image. The results of this study might also be useful in creating or changing policies and the development of strategies to develop further the police service desired by the community. Hence, this study determines the perceptions of the community in relation to the PNP’s proficiency and morality.
FRAMEWORK

The idea for policing was endorsed by Robert Peel, as stated in these nine principles. It emphasized the belief that police are peace officers first, rather than crime fighters. Although answering back to crime and disorder is the main police function, the true quantity of stellar police performance is the absence of crime and disorder. The time-honored police motto is “to serve and protect.” The word “protect” means that police are liable for safeguarding citizens’ safety. It can also mean, arrest the defendant/s so they will not harass the citizen again. The term “serve” has an even wider application.

Police serve the societies every time they answer a call-for-service, give instructions, direct movement, and assist a homeless person to find shelter for the night. To the ordinary person, the police serve the society. But police are also “serving” when they testify in a courtyard, formulate a written incident report, and even when they create a traffic ticket (which may prompt the driver in question to think twice before speeding again). In addition, Ortmeier & Meese (2010), said to keep in mind Peel’s visualization for the public police service as well as the nine policing doctrines. Policing philosophies, strategies, and operations may alter over time, but the basic principles of policing—to serve and protect—remain unbroken.

The police are the ones who reply to the crime through the law enforcement role of investigation and arrest. The police also provide a wide range of services such as helping citizens and providing data, these services signify a large part of a police officer’s career (Kappeler & Gaines, 2011).

The police duty and reports are intended to communicate their core beliefs and principles that will drive the delivery of services in the community to maintain peace and order so that they had a peaceful community. Although they had different doctrines and thoughts on how they finished their mission as quickly as possible, they will focus on other problem or mission given to them (Skogan, 2006).

The police officers are engaged to help change the way people think about problems and the job. They know that their job is to serve and protect people in every condition of the problem that’s why they become public servants in their area. They help people without any hesitation (William, 2003). Authorities in the police organization, other major police functions, and activities which the police and other law enforcement have to undertake; these are crime prevention, criminal apprehension, maintenance of peace and order, traffic regulation and motor investigation (Reiner, 2010).

According to Wilson (2012), the father of police administration, the law of police function especially in large police organizations in highly urbanized areas are patrol, traffic, detective/investigation, vice control, juvenile delinquency, control records and communication, laboratory, jail operation, maintenance, planning inspection budgets and accounts personnel maintenance, public relation and intelligence.

According to Caldero, (2014), there are two Fundamental Theories of Police Service:
The Home Rule Theory – Law enforcers or police officers are regarded as servants of the community, who rely for the efficiency of their functions upon the express needs of the people. In this concept, law enforcement officers are civil servants whose key duty is the preservation of public peace and security. This is practiced in the United States and in England where the governmental structure follows a decentralized pattern.

The Continental Theory – In this concept, police officers are regarded as state servants of the higher authorities. This theory prevails in European countries where the governmental organization follows the centralized pattern, e.g., Spain, Italy, and France. The people have no share or little participation with the duties nor connection with the police organization.

There are two prevailing concepts which pertain to the efficiency of police service, they are as follows:

The Old Concept – Police service gives the impression of being merely suppressive machinery. This philosophy advocates that the yardstick of police competence is the increasing number of arrest, throwing offenders in detention facilities rather than trying to prevent them from committing crimes.

The Modern Concept – This thought of police service regards the police as the first line of defense of the criminal justice system, an organ of crime prevention. Under this concept, police efficiency is measured by the decreasing number of crimes. It further broadens Police activities to cater to social services and has for its mission the welfare of the individual as well as that of the community in general.

A cornerstone of marketing services is the goal of satisfying customers. Many authors have emphasized the value of “delighting” customers by providing exceptional service quality and exceeding customer expectations. To gain the elusive satisfied customer, service firms are encouraged to do it right the first time (Parasuraman, Berry, & Zeithaml, 1991), to provide social support and to smile and call customers by name (Adelman, Ahuvia, & Goodwin, 1994).

Two distinctive yet competing human motivation theories developed by Douglas McGregor at Massachusetts Institute of Technology in the 1960s are the Theory X and Theory Y. McGregor’s perspective associated with X and Y Theory relate to a humanistic approach to management and has been used in managing organizational behaviour and organizational development since their inception. These theories describe two very different attitudes towards the motivation levels of personnel.

Theory X refers to the perspective held by police supervisors who believe that police officers work for money and security and that on, officer’s discretion should be limited and require close supervision

Theory Y is a Theory of management that assumes that personnel is ambitious, self- motivated, anxious to accept greater responsibility and exercise self- control and
self-direction. This Theory believes that employees enjoy their mental and physical work activities and that officers have the desire to be imaginative and creative in their jobs.

When Theory Y management is properly implemented, such an environment will produce a high level of motivation among officers, needs resulting in few-citizen complaints, fewer civil liability suits, less corruption, and greater retention of officers.

**Mature Employee Theory**

This is a managerial model developed by Argyris (1976), who examined issues related to worker apathy and lack of personnel effort, its work which has application to police organizations, reveals that poor delivery of police services is not simply the result of officer laziness or corruption, but rather is a product of managerial practices that prevent officers from maturing. In part, Argyris (1976) implies the hierarchal bureaucratic structure of police command responsible for officer immaturity because it provides officers with a minimal amount of control over their work environment. Officers are encouraged to be passive, dependent, and subordinate; therefore they behave immaturely.

Argyris (1976) argued that police officers are expected to behave in ways that demonstrate their immaturity because police organizations are usually created to achieve goals or objectives that can best be met collectively as opposed individually. In this sense, the individual is fitted to the job and the design of police work centers on four concepts of scientific management originally explained by Fredrick Taylor.

**OBJECTIVES OF THE STUDY**

This study aims to determine the Philippine National Police Services in Nasipit, Agusan del Norte as a basis for a development program. This study sought to answer the following objectives: (1) to determine the demographic profile of the respondents in terms of age, gender, civil Status, educational Attainment, and length of residency in the locality and (2) to determine the level of Philippine National Police Services in Nasipit, Agusan del Norte in terms of Police Community Relations, Maintain Peace and Order, Safety and Security, Enforce all and Ordinances, and Community Perception.

**METHODOLOGY**

**Research Design**

The study applied the descriptive method using the survey technique. The method describes the effectiveness of the services being delivered by the police personnel to the community of Nasipit, Agusan del Norte, Philippines.

**Research Locale**

Nasipit is the third class town of Agusan del Norte based on 2010 National Census. The name Nasipit is from a misunderstood answer (na – si – pit) by native people.
to an immigrant who was bitten by a crab, since then the town became Nasipit. The respondents of this research are 382 whose residence is in Barangay 1, Barangay 2, Barangay 3, Barangay 4, Barangay 5, Barangay 6, and Barangay 7 Nasipit, Agusan del Norte.

In the early part of 1935, Barangay I was named LOMBOY because there were Lomboy trees below the cliff of the Nasipit Plateau. They have only a few houses made of Nipa and Bamboo. Ilonggo, Leyteno, Boholano and Cebuan are their roots.

**Research Instrument**

The main instrument of the study is the survey questionnaire from the National Police Commission, Philippine National Police that was being adopted by our group. The questionnaire was administered to the designated Barangay (Barangay1, Barangay2, Barangay3, Barangay4, Barangay5, Barangay6, and Barangay7) of Nasipit, Agusan Del Norte. The survey questionnaire was answered by checking the number in the box provided.

The questionnaire has two parts. The first part of the questionnaire deals with the respondent’s profile that determined the age, gender, civil status, educational attainment, and the length of residency in the locality.

The second part of the questionnaire is about the perception of the community with regards to the police services here at Nasipit, Agusan del Norte.

**Statistical Treatment**

The data were processed to produce the mean and weighted mean.

**RESULTS AND DISCUSSION**

**Demographic Profile of the Respondents**

Of the 382 respondents, 187 or 49% have the age of 18-35 years old, 105 or 27% have the age of 46-65 years old, and 90 or 24% have the age of 36-45 years old. This means that most of the respondents are aging 18-35 years old. Out of 382 respondents, 187 or 49% are males, and 195 or 51% are Females. Some 205 or 54% are single, 153 or 40% are married, 11 or 3% are separated, and 13 or 3% are a widow. Some 34% percent are high school graduate, 112 or 29% of the respondents are college level, 69 or 18% of the respondents are college graduate, 36 or 9% of the respondents are high school level, 23 or 6% of the respondents are elementary graduates, 9 or 2% of the respondents are elementary levels, and 2 or 1% of the respondents are M.A graduate and Ph.D/Ed.D level. This means that most of the respondents have an Educational Attainment of High School Graduate.

A total of 27 or 7% of respondents, length of residency in the locality are 6 years below, 42 or 11% of respondents have the length of 7 to10 years, 60 or 16% of the respondents have the length of 11 to 20 years, 94 or 24% have the length of 21 years
above, and 159 out of 382 respondents or 42% have the length since birth. This means that most of the respondents lived in the locality since birth.

**Level of Philippine National Police Services**

The police officers approached the community in a professional manner in the areas of Police Community Relation (3.12). I respect the police regardless of age, sex, rank and ethnicity (3.8), police officers' conduct activities and programs to the community, e.g., feeding program, tree planting, seminars, clean and green program (3.08), police are reliable whenever we need them and they are easy to approach (2.9), I am treated with respect and dignity by the police in our community (2.99), Police Community Relation has a rating of 3.03 and has a verbal description of slightly agree.

The police provides programs to the community and maintains crime prevention, e.g., checkpoints and patrols have the highest rating among the other areas of Maintain of Peace and Order (3.24), area of Police Officers are visible in our streets/community and they conduct regular patrol and/or security checks in various parts of the community (3.22). The police implement traffic control and management effectively (3.16). They assist the community in the conduct of activities contributory to the maintenance of peace and order (3.04). The average weighted mean on the area of Maintain of Peace and Order has a rating of 3.13 and a verbal description of slightly agree.

The police are visible and can be relied upon in time of disaster, calamities and other forms of emergencies (3.26). The police patrol assures the safety and security of lives and property in our community (3.24).

The police generally have a person and track record in solving crimes and arresting criminals has the highest rating among the areas of Enforce All Laws and Ordinances (3.26). The police enforce the law regarding motor vehicle policies (3.21). The police enforce illegal activities in our Community, e.g. drugs, prostitution, gambling, and kotong (3.17).

The police stand up for values that are important to people in the community (3.29) and they will do what is right for the community (3.28). The police in our community will do their job well (3.26). They know that the police in our community do not yield to bribery and corruption (3)

**CONCLUSIONS**

The Philippine National Police Services of Nasipit, Agusan del Norte, Philippines performed satisfactorily. They are visible and can be relied upon in time of disaster, calamities and other forms of emergencies. The police patrol assures the safety and security of lives and property in our community. The police provide programs to the community and maintain crime prevention, e.g. checkpoints and patrols have the highest rating among the other areas of Maintain of Peace and Order.
LITERATURE CITED


