Community Satisfaction of Philippine National Police Services: Basis for Development Program

MARK JUN AUGUIS
https://orcid.org/0000-0002-2610-5754
markauguis@gmail.com
Saint Michael College of Caraga
Nasipit, Agusan del Norte, Philippines

MARY JOY LABASTIDA
https://orcid.org/0000-0001-5204-8645
markjoylabastida@gmail.com
Saint Michael College of Caraga
Nasipit, Agusan del Norte, Philippines

JOSHUA LACABA
https://orcid.org/0000-0001-6384-8357
joshualabastida@gmail.com
Saint Michael College of Caraga
Nasipit, Agusan del Norte, Philippines

RONJEBEU C. PEJOLES
https://orcid.org/0000-0001-6825-8188
ronjebupejoles@gmail.com
Saint Michael College of Caraga
Nasipit, Agusan del Norte, Philippines

REAJEN PELEGRINO
https://orcid.org/0000-0002-2879-6421
reajenpelegrino@mail.com
Saint Michael College of Caraga
Nasipit, Agusan del Norte, Philippines

IAN TAMPAN
http://orcid.org/0000-0003-3883-3750
iantampan@mcc@gmail.com
Saint Michael College of Caraga

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Flesch Reading Ease: 45.52   Plagiarism: 2%
ABSTRACT

The Philippine National Police are the ones who are responsible for preventing crimes. The study attempted to determine the level of the Community Satisfaction of the Philippine National Police’s Services in Nasipit, Agusan del Norte Philippines. The study utilized the descriptive method employing the survey technique. The method describes community satisfaction on the PNP’s services. The study used 382 randomly selected respondents from a population of 8,407 in seven communities. The community satisfaction of residents in the services of the Philippine National Police is high. There is no significant difference in the level of community satisfaction to the Philippine National Police services in Nasipit, Agusan del Norte, Philippines. The respondents strongly agree that the PNP services are performed accordingly in the area of investigating and preventing crimes, maintenance of peace and order, police-community relation, enforce all laws and ordinance, and community perception of safety and security.

KEYWORDS

Community satisfaction, police services, development program, descriptive, Philippines

INTRODUCTION

Violence is prevalent, especially in Mindanao. There are no exemptions in violating any rules and regulation. Neither adults nor children are capable of breaking the rules. To allow peace and harmony to the country, the Philippine Senate has implemented laws into which the Philippine National Police takes charge of it. The Philippine National Police are the ones who are responsible for preventing crimes. On the other hand, some people in the community either agree or disagree with their services.

Republic Act 6975 entitled An Act Establishing the Philippine National Police under a reorganized Department of the Interior and Local Government and Other Purposes as amended by RA 8551 Philippine National Police Reform and Reorganization Act of 1998 and further amended by RA 9708. That contains their philosophy, vision, mission functions and organizational structure.

The Philippine National Police according to Lowry, White, & Courtney (2005) has gradually changed from a pure law enforcement agency into a squarely human rights–based police organization. It is a universally accepted norm that professionalism in the police service can only achieve if it truly respects the right of every citizen regardless of race, culture, belief and standing in life must promote and protect human rights because this task lies at the very core of maintaining peace and order, ensuring public safety, and upholding the rule of law in the country (Stürmer, Seidel, & Schäfer, 2013).
Unfortunately, the Philippine National Police is being criticized by the people. PNP has a negative image that has been hounding it for so long. No matter what it does, the image of this institution seems to be getting worse every year. According to Milton (2018), the PNP’s serious efforts to cleanse its ranks of rogue cops are not enough. Cleaning must be done from top to bottom. The PNP needs a serious leader. One who will stay for more than two years as Chief?

The constant change of guard at the PNP has done more harm than good to the institution. On the other hand, there are few positive responses from the people to the Philippine National Police’s services. So the researchers find interest and aim to know the community’s satisfaction of the Philippine National Police services based on the development program.

FRAMEWORK

There are suggestions on how to improve the services rendered by the police. They said that Police personnel should be very strict in implementing the rules and regulations stipulated in the law so that the safety of the citizen will be taken into consideration. But what is needed in the promotion of peace and order is a good leadership among police personnel. Leadership is another term for what we called the ability to lead. It is important to clarify that the police leader should have this ability. A good leader can stand on his principle and can make his member follow his good command.

Good leadership is widely considered fundamental to the high performance of police leaders in the region where they belong. The need for good police leadership is greater than we could imagine because it can maintain the good ambiance of peace and order to the community where they serve. Therefore, if there is good police leadership then there is a great factor in having good services in the community (Meaklim & Sims 2011).

Explorations regarding the distinctions between urban policing and policing in small towns and rural environments have concluded that rural police are more attuned to and have a longstanding acceptance of the basic tenets of community policing (McDonald et. Al., 1996).

The idea for policing endorsed by Robert Peel, as stated in these nine principles, 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-honoured police motto is “To serve and protect.”

In addition, Ortmeier & Meese (2010), kept in mind that Peel’s visualization for the public police service as well as the nine policing doctrines endorsed by him. 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 respond to the crimes through the law enforcement role of investigation and arrest. The police also expected to 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 (Gaines & Kappeler, 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 to have a peaceful community. Although they had different doctrines and thoughts on how they finished their mission as quickly as possible so that they will focus on other problem or mission that are given to them (Skogan, 2004).

The police officers engaged to help the community change the way they think about problems and the job as long as they wanted, the community know that the police job is to serve and protect people in every condition of problem that’s why they become public servant in their area and also they help people without any hesitation (William, 2003).

According to Frederick Herzberg, there are two factors that employees are influenced with and these are the motivation factors and the hygiene factors. Motivation factor gives people or employee the satisfaction and psychological growth which results in excitement to do the tasks given. It boosts the employees’ will to work because of factors such as achievements, recognition for achievements, responsibility for tasks, interest in the job, advancement to higher level tasks, and growth. On the other hand, the hygiene factor gives the employees the idea of why they work. Such factors include the working conditions, quality of supervision, salary, status, security, company, and job. Hygiene factors are needed to ensure an employee does not become dissatisfied (valuebasedmanagement.net, 2016).

Fatima (2001) Two-Factor theory applies to the PNP officials. For them to serve the community with satisfaction, there are rooms to be improved by the higher officials to motivate the police to do their assignments at their very best. In that way, they can help the community through serving a secure and safe residence for the people’s property together with their lives.

However, a police job can never be accomplished with the satisfaction of the community if the community itself does not get what they expected from the officials responsible for their safety. A theory called Expectation Disconfirmation Theory by Oliver (1980) says that expectations are conceptualized as predictions of product performance when consumed (based on Helson’s adaption or comparison level). Disconfirmation is based on the process of comparing perceived product performance with expectations and if performance meets, goes beyond, or falls short of expectation.

There will be two circumstances that will be driven throughout the situation. One, when community expects that the police will do their job according to the law and promotes peace and order within the community’s residence then the community will have positive feedback to the police and gain satisfaction from the good performance the police have done.
In the opposite situation, another circumstance will be an outcome if the community expects good performance from the police to serve the people and the police are doing their jobs without the accordance of the law and cannot promote a well service to the people then the people will jump into decision making if they will be satisfied with the police’s actions or not. Disconfirmation comes in when the consumer or community will decide whether they are satisfied with what they get or they be dissatisfied with it.

Therefore, the researchers look forward to whether the two theories can be applied and can be seen during the investigation to the community satisfaction to the Philippine National Police Service in Nasipit, Agusan Del Norte.

**OBJECTIVES OF THE STUDY**

The study attempted to determine the level of the Community Satisfaction of the Philippine National Police’s Services in Nasipit, Agusan del Norte Philippines as Basis for Development Program. Specifically, it attempts to answer the following objectives; (1) to describe the demographic characteristics of respondents in Nasipit Agusan del Norte; and (2) to determine the level of implementation of Philippine National Police Services.

**METHODOLOGY**

**Research Design**

The study utilized the descriptive method employing the survey technique. The method describes the community satisfaction on the PNP’s services in Nasipit, Agusan del Norte. The study used 382 randomly selected respondents from a population of 8,407 in seven communities.

**Research Locale**

The study was conducted among the urban areas of Nasipit Agusan del Norte which included Barangay 1, Barangay 2, Barangay 3, Barangay 4, Barangay 5, Barangay 6 and Barangay 7. Nasipit lies in the northwestern part of the province of Agusan del Norte. It is bounded in the east and south by the municipality of Buenavista, in the west by the municipality of Carmen, and in the north by Butuan Bay. It is 24 kilometers (15 mi) west of Butuan City and is 175 kilometers (109 mi) northeast of Cagayan de Oro City. It is accessible by sea through the inter-island vessels docking in the Nasipit International Seaport, to destinations such as Manila, Cebu, Bohol, and Cagayan de Oro.

**Research Instrument**

The main instrument of the study is the survey questionnaire from the National Police Commission, Philippine National Police that was being restated by our group in the way that the questionnaire has an English and Cebuano version. The questionnaire was
delivered to the designated Barangay’s (Barangay 1, Barangay 2, Barangay 3, Barangay 4, Barangay 5, Barangay 6, and Barangay 7) of Nasipit, Agusan Del Norte. The survey questionnaire was answered by encircling 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, educational attainment, marital status, 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.

**Data Gathering Procedure**

The researchers observed the following step-by-step procedure in gathering data.

Step 1. Letter of Request. A letter of request was sent to and approved by the Head of the Criminology Department.

Step 2. Distribution of the Questionnaire. The questionnaires were distributed to the respondents. For the profile of the respondents: name, age, and gender is being asked for.

Step 3. Gathering of the Questionnaires. The questionnaires were gathered one by one after the respondents answered them and the questionnaires were examined carefully by the researchers to see to it that all the needed data were filled up.

Step 4. Consolidation of Data. The data collected was checked, tallied, and tabulated were presented, analyzed and interpreted with the application of the statistical tools.

Compliance of research ethics protocol. The researchers obtained duly signed an informed consent form from the respondents.

**Statistical Treatment**

The data gathered through a survey sheet and were recorded, compiled, sorted out, organized and are tabulated using weighted mean and chi-square.

The Level of Philippine National Police Services rendered in Nasipit, Agusan del Norte

<table>
<thead>
<tr>
<th>Range</th>
<th>Score</th>
<th>Qualitative Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(3.50 – 3.99)</td>
<td>6</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>(3.00 – 3.49)</td>
<td>5</td>
<td>Slightly Agree</td>
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<tr>
<td>(2.50 – 2.99)</td>
<td>4</td>
<td>Agree</td>
</tr>
<tr>
<td>(2.00 – 2.49)</td>
<td>3</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>(1.50 – 1.99)</td>
<td>2</td>
<td>Slightly Disagree</td>
</tr>
<tr>
<td>(1.00 – 1.49)</td>
<td>1</td>
<td>Disagree</td>
</tr>
</tbody>
</table>
RESULTS AND DISCUSSION

Characteristics of the Respondents

There are 102 or 26% of the respondents who belong to the age of 18 – 21 years old; 164 or 43% of the respondents belong to the age of 22 – 39 years; and 116 or 30% of the respondents are 40 years old and above. The majority of the respondents’ belongs to the age bracket of 22 – 39 years old.

In Barangay 1, 127 or 14.44% are males while 26 or 13.33% are females. In Barangay 2, 24 or 12.83% are males while 5 or 12.82% females. In Barangay 3, 21 or 11.23% are males while 21 or 10.77% female. In Barangay 4, 12 or 6.42% are males while 13 or 6.67% females. In Barangay 5, 36 or 19.25% are males while 35 or 17.95% are females. In Barangay 6, 29 or 7% are males while 34 or 9% are females. In Barangay 7, 38 or 20.32% are males while 41 or 21.03% females.

In totality, there are 187 or 100% males and 195 or 100% are females. Therefore, female population is greater in number in terms of the respondents’ population than the male population.

There are 51 or 13.35% of the respondents who are elementary graduate, 165 or 43.19% are high school graduate and 166 or 43.46% are college graduate. Most of the respondents are college graduates.

In totality, there are 221 or 57.85% single, 84 or 21.99% married, 44 or 11.52% separated, 33 or 8.64% widowed. Most of the respondents are single.

There are 101 or 26.43% who receive a salary of 100,000 Php and above yearly; 134 or 35.07% of the respondents receive 51,000 Php – 99,999 Php yearly; and 147 or 38.48% of the respondents receive 50,000 Php and below. Therefore, most of the respondents receive the salary of 50,000 Php and below yearly.

There are 188 or 49.21% of the respondents who are unemployed; 76 or 19.90% of the respondents are Self-Employed; 46 or 12.04% belongs to Private employed; 51 or 13.35% belongs to Government Employees; and 21 or 5.50% belongs to the overseas respondents. Most of the respondents are unemployed.

Some 130 or 34.03% of the respondent lives in the area since Birth, 104 or 27.23% of the respondents live in the area for More than 15 years, 73 or 19.11% of the respondent lived in the area for 6-10 years and lastly 75 or 19.63% of the respondents lived in the area for 11-15 years. Therefore, most of the respondents live in the area since birth.

There are 87 or 23% of the respondents who are 10 years and above in their present work; 29 or 8% of the respondents are 7-9 years; 84 or 22% belongs to 5-6 years; 5 or 19% belongs to 3-4 years; and 177 or 46% belongs to the 0-2 years. Most of the respondents in years of their present works is 0-2 years.
Level of Philippine National Police Services

The police officers remain alert and attentive during crime investigation (3.96). Secure and control people at the crime scene (3.50). Our police generally have a track record in solving crimes and arresting (3.97). The average weighted mean of Investigate and Prevent Crimes is 3.81 with a verbal description of Strongly Agree.

In Maintenance of Peace and Order, the police officers attended different programs conducted by the different government sectors (3.21). There is a curfew implemented by the police officers (3.12). There is patrol surveillance in the community (2.90). Police immediately show up when there is an emergency (3.12). There are numbers of police patrols in the community (2.54). Our police implement traffic control and management effectively (3.01).

In Police Community Relation, the police develop relationship within the community (3.58). The police show honesty and sincerity in their services (2.26). Our police leaders conduct themselves in a professional manner and show pride and commitment to service (4.30). The police in our community stand up for values that are important to people in the community (4.07).

The average weighted mean of Police Community Relation is 3.55 which has a verbal description of Strongly Agree.

In Community Perception in Safety and Security, the Philippine National Police are preventing the buying and selling of drug (3.23). The police enforce the law without fear or favour (3.22). The police in our community do not yield to bribery (3.25). The police do what is right for the community (2.96). In general, the police are enforcing all laws and ordinances.

In Community Perception of Safety and Security, police officers are visible in our streets/community and conduct regular patrol and/or security checks in various parts of the community (3.48). People feel safe staying at home and/or walking alone in the streets during the day and after dark (3.58), they do not worry that criminals might enter our house while we are sleeping (3.38). They do not worry that my children/younger sib criminal lings might be part of or might be victimized by gangs (3.60). Police patrol assures the safety and security of lives and property in our community (3.48). The average weighted mean of Community Perception in Safety and Security is 3.50 which have a verbal description of Strongly Agree.
<table>
<thead>
<tr>
<th>Scale</th>
<th>Weak Areas</th>
<th>Time Frame</th>
<th>Program and Project</th>
<th>Strategies</th>
<th>Objectives</th>
<th>Agency Involve</th>
<th>Budget</th>
<th>Source of Funds</th>
<th>Means of Verification</th>
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</thead>
<tbody>
<tr>
<td>5 - Slightly Agree</td>
<td>Maintenance Of Peace And Order</td>
<td>3 years</td>
<td>Transformation of PNP through Patrol Plan 2030</td>
<td>Command of officer leader to his subordinates to unite as one and do their tasks</td>
<td>Develop and maintain community and stakeholders to conduct the program for the betterment of the society</td>
<td>NAPOL-COM, Butuan City</td>
<td>150,000</td>
<td>LGU-PNP station MOOE</td>
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<tr>
<td>5 - Slightly Agree</td>
<td>The police officers attended different programs conducted by the different government sectors.</td>
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<tr>
<td>5 - Slightly Agree</td>
<td>There is a curfew implemented by the police officers.</td>
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<tr>
<td>4 - Agree</td>
<td>There is patrol surveillance in the community.</td>
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<tr>
<td>5 - Slightly Agree</td>
<td>Police immediately show up when there is an emergency.</td>
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<td></td>
<td>Camp Raffael Rodriguez, Libertad, Butuan City</td>
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<tr>
<td>4 - Agree</td>
<td>There are more numbers of police patrols in the community.</td>
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<tr>
<td>5 - Slightly Agree</td>
<td>Our police implement traffic control and management effectively.</td>
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</table>
### Table 2. Development Program for Police Community Relation

<table>
<thead>
<tr>
<th>Scale</th>
<th>Weak Areas</th>
<th>Time Frame</th>
<th>Program and Project</th>
<th>Strategies</th>
<th>Objectives</th>
<th>Agency Involve</th>
<th>Budget</th>
<th>Source of Funds</th>
<th>Means of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 - Strongly Disagree</td>
<td>The police show honesty and sincerity in their services.</td>
<td>3 years</td>
<td>Police Seminar towards PCR</td>
<td>Command of officer leader to his subordinates to unite as one and do their tasks</td>
<td>To enlighten the police to become more attentive during the performance of their duties and to meet the community’s satisfaction</td>
<td>NA-POL-COM, Butuan City Camp Raffael Rodriguez, Libertad, Butuan City</td>
<td>150,000</td>
<td>LGU-PNP station MOOE</td>
<td></td>
</tr>
<tr>
<td>3 - Strongly Disagree</td>
<td>I believe that the police do what is right for my community.</td>
<td>3 years</td>
<td>ENFORCE ALL LAWS AND ORDINANCE Transformation of PNP through Patrol Plan 2030</td>
<td>Conduct surveillance cameras to ensure the safety of the public and if ever there will be incidents like trespassing a house, police can refer to surveillance cameras to look for evidences</td>
<td>Develop and maintain community and stakeholders to conduct the program for the betterment of the society</td>
<td>NAPOL-COM, Butuan City Camp Raffael Rodriguez, Libertad, Butuan City</td>
<td>150,000</td>
<td>LGU-PNP station MOOE</td>
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</tbody>
</table>
Table 3. Development Program for Enforce all Laws and Ordinance Development Program for Community Perception in Safety and Security

<table>
<thead>
<tr>
<th>Scale</th>
<th>Weak Areas</th>
<th>Time Frame</th>
<th>Program and Project</th>
<th>Strategies</th>
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<th>Budget</th>
<th>Source of Funds</th>
<th>Means of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 - Slightly Agree</td>
<td>Community Perception In Safety And Security</td>
<td>3 years</td>
<td>Police Seminar towards PCR</td>
<td>Conduct surveillance cameras to ensure the safety of the public and if ever there will be incidents like trespassing a house, police can refer to surveillance cameras to look for evidences</td>
<td>To enlighten the police to become more attentive during the performance of their duties and to meet the community’s satisfaction</td>
<td>NA-POL-COM, Butuan City Camp Raffael Rodriguez, Libertad, Butuan City</td>
<td>150,000</td>
<td>LGU-PNP station MOOE</td>
<td>POL-COM, Butuan City</td>
</tr>
</tbody>
</table>

Police officers are visible in our streets/community and conduct regular patrol and/or security checks in various parts of the community.
CONCLUSIONS

The community satisfaction of residents in the services of the Philippine National Police is high. There is no significant difference in the level of community satisfaction to the Philippine National Police services in Nasipit, Agusan del Norte, Philippines.

The respondents strongly agree that the PNP services are performed accordingly in the area of investigating and preventing crimes, maintenance of peace and order, police community relation, enforce all laws and ordinance, and community perception of safety and security.

LITERATURE CITED


