

A 2022 Community Engagement Satisfaction Survey on Safety and Security, Respect and Trust in the Philippine National Police Region X

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Abstract— *The maintenance of public safety and order is one of the essential facets of public service. This is in keeping with the government's national security plans as laid forth in the National Security Policy (NSP) 2017–2022. As a feedback mechanism to gauge public satisfaction with the PNP's community engagement in Region X, this study then aims to assess the community's perception of safety and security, respect, and trust in the organization. The findings are then used to support the recommendation of an intervention strategy meant to raise community approval of the PNP's community engagement. 12,740 randomly chosen survey respondents and 117 purposefully chosen key informants provided the data. The findings imply that the PNP's community engagement projects, programs, and events have received very positive feedback from the local population. This expressed positive opinion of the PNP in Region X shows that the police are carrying out their obligations to the community they vowed to serve. In actuality, all 12,740 survey respondents agreed that they feel safe and comfortable in their neighborhood because the police are performing their job. However, some of the key informants expressed concerns over incidents of hold-ups in Cagayan de Oro City during the survey period. This suggests that the PNP must keep enhancing the police operations that guarantee the safety and security of the community. Despite these findings, the community's scores for trust and respect have significantly increased compared to the poll from 2021. Therefore, it is safe to claim that in less than a year, the community's satisfaction with the PNP's engagement has increased. The study also finds that the peace and order situation has been completely controlled to maintain the region's safety and security thanks to the community, local government agencies, and the Philippine National Police (PNP) Region X.*

I. INTRODUCTION

The maintenance of public safety and order is one of the essential facets of public service. The peace and order situation has been completely controlled to maintain the region's safety and security via the committed and coordinated efforts of the local government units and the Philippine National Police (PNP) Region X. This is in keeping with the National Security Policy (NSP) 2017–2022, which sets forth the government's national security policies based on a sobering and realistic assessment of the dynamic and changing security environment. It essentially offers a road map for achieving national security goals and objectives. In order to effectively and efficiently implement the 12-point National Security Agenda, it also attempts to promote resource allocation that is transparent, coordinated, and balanced. Human and political security, health security, financial security, food and water security, border and military security, sociocultural security, environment and

disaster security, energy security, maritime and airspace security, international security, information and cyber security, and transportation and port security are all on the agenda.

In addition, the National Economic and Development Authority's (NEDA) Regional Development Plan 2017–2022 Midterm Update emphasizes that "police presence and visibility, intelligence and detection and investigation services, and operational readiness will significantly prevent crimes, and thus reduce all forms of criminality." This objective can be achieved if a safe, secure, and well-organized environment is maintained. In the same paper, NEDA Region X said that over the first three years of plan implementation, a sizable drop in crime was achieved.

In fact, from 22,702 crimes in 2017 to 14,419 crimes in 2018, there was a 36.5 percent decline in annual crime. Additionally, over the same period, the region's average monthly crime rate (AMCR) dropped from 39.2 per 100,000 people to 24.9. All Cagayan de Oro City and Misamis Oriental police stations observed these reductions, indicating a significant improvement. Accordingly, this is caused by, among other things, enhanced police visibility and a reinforced anti-illegal drug campaign. Other significant findings are captured in the following excerpt of the reported update:

Index crimes, which comprised 25 percent of the total crime volume, declined by 51 percent from 7,257 cases to 3,566 cases in 2018. Crimes against persons and crimes against property both decreased by 29.2 percent and 65 percent, respectively. Crime solution efficiency and crime clearance efficiency increased by 8.5 and 11.7 percentage points, respectively.

The PNP Region X is pushed to become more relevant to society against the backdrop of a volatile, uncertain, complex, and ambiguous environment as it emerges from the COVID-19 pandemic and anticipates a new normal. It is also their task to secure the community's satisfaction by gaining its confidence and respect, as well as to be responsive to the objective attainment of security, public order, and safety.

Objectives of the Study

This study served as a feedback mechanism to assess the public's satisfaction with the PNP's community engagement in Region X. Its goal was to ascertain the perception of the community on safety and security, respect, and trust in the PNP.

The findings are then used to support the recommendation of an intervention strategy intended to raise community approval of the PNP's community engagement.

II. REVIEW OF RELATED LITERATURE AND STUDIES

The Philippine News Agency reported that the PNP had recently undergone positive advancements. Caliwan (2021) wrote that 17,786 members of the PNP were subject to sanctions as part of the organization's efforts to discipline, reform, and purge its ranks. Administrative offenses include involvement in the illegal drug trade, flagrant disregard of duty, major misconduct, abuse of power, and even human rights breaches are to blame for this. These infractions were committed from July 2016 to March 2021. The sanctions were as follows: dismissal from the service (4,974 personnel), suspension (8,806 personnel), reprimand (1,973 personnel), and demotion (943 personnel). As regards administrative cases, 716 were sanctioned with forfeiture of salaries; 132 restricted to quarters; and 242 withheld privileges. Of the 617 rogue cops involved in the illegal drug trade, 617 were dismissed, including the 462 who tested positive for drug use. This demonstrates that the PNP's internal cleansing program is active. The Counter-Intelligence Task Force (CITF) was replaced by the PNP's Integrity Monitoring and Enforcement Group (IMEG), which was "created to conduct intelligence gathering and law enforcement operations against PNP personnel who are involved in illegal activities, such as drug and human trafficking, financial crimes, cybercrime, malversation, graft and corrupt practices, and security violations" (Caliwan, 2019).

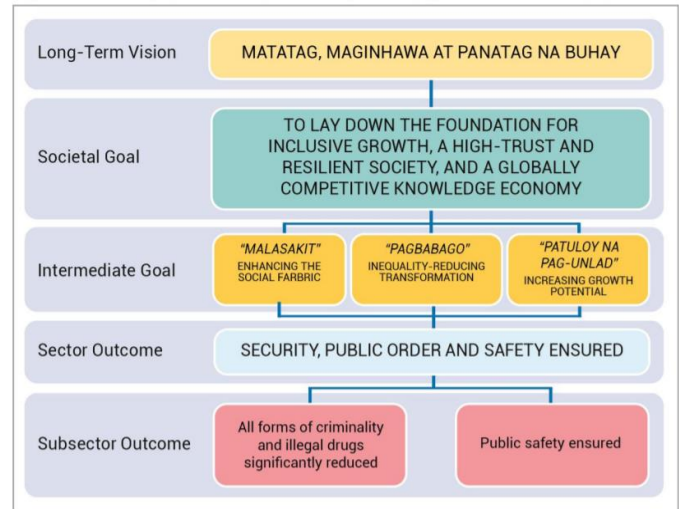
Additionally, Tampan et al. (2018) conducted a survey in Nasipit, Agusan del Norte, with 382 participants and an overall population of 8,407. They sought to evaluate how satisfied the locals were with the PNP services. The results showed a high degree of community satisfaction with the PNP's efforts to prevent crime, maintain peace and order, foster community ties, enforce the law, and ensure safety and security. This is consistent with the research by Deri et al. (2020), using a sample of 200 Albay Province respondents. The respondents gave the PNP the greatest overall net rating for respect, then for trust, and the lowest overall net rating for safety and security. Additionally, the PNP's programs to combat illicit gambling, illegal drug use, terrorism, and tandem riding all received high net ratings for commitment to support.

The 911 National Emergency Hotline was established and made operational in 2016. All citizens should be able to receive assistance through the 911 platform in an emergency. However, success factors are only possible in highly urbanized areas due to the lack of or inadequate telecom/ICT infrastructure in rural areas. Additionally, due to financial limitations, the majority of law enforcement organizations rely only on outdated, frequently unsecured communications technology that can also be deemed insufficient.

III. FRAMEWORK OF THE STUDY

This study is based on the nation's strategic plan for maintaining national security, law and order, and regional safety (see Figure 1). This framework "aims to build a unified, secure, and progressive nation," according to the National

Economic Development Authority (NEDA). Two of the four subsector outcomes identified at the national level are relevant to the region: the first is the major reduction of all types of criminality and illicit drug use; the second is to secure public safety.



Source: Regional Development Plan 2017-2022 Midterm Update of NEDA
 Fig. 1. Strategic Framework for Ensuring Security, Public Order, and Safety

IV. RESEARCH METHODS

Research Design. This study employed the descriptive research design with both quantitative and qualitative techniques of data collection. The quantitative technique involved the online survey, while the qualitative technique involved the key informant interview (KII). According to Koh and Owen (2000), this design is suitable for describing a specific situation, in this case, the community's satisfaction with the PNP's performance in the area. This study is concerned with determining the conditions or relationships that exist, practices that are followed, beliefs or points of view that are held, ongoing processes that are being felt, or trends that are emerging. This design is thought to be appropriate for use in studies of this type.

Moreover, the main goal of descriptive research is to describe information and traits about a population. The objective is to gather real, precise, and organized data (Dulock, 1993) for use in averages, frequencies, and other statistical analyses. Since they are more interested in naturally occurring events than in the observation of conditions, descriptive studies rarely include experimental. Additionally, this project is qualitative in nature, with data being gathered and evaluated using a qualitative technique from the perspective of the participant (Willis, 2007).

Research Locale. This study covers Region X, which is an administrative region in the Philippines located in northern Mindanao. It is comprised of five provinces, namely: Misamis Oriental, Bukidnon, Misamis Occidental, Camiguin, Lanao del Norte, Cagayan de Oro City, and Iligan City. Cagayan de Oro City is the regional center. According to the 2020 Census (PhilAtlas, 2020), the population of the region was 5,022,768—which comprised 19.13% of the population of Mindanao and 4.61% of the Philippine population. Its population density is

computed at 246 inhabitants per square kilometer. In addition, the police to population ratio was reported to have improved from 1:691 in 2017 to 1:578. The hiring and training of new police officers to address criminality in the region resulted in an increase in police strength from 7,808 in 2017 to 8,412 in 2018. *Participants of the Study.* The participants of the study are the randomly selected survey participants and purposively selected key informants who met the criteria set in this study. First, they must be of legal age or at least 18 years old, which does not require the consent of their parents or guardians for them to participate in the study. Second, they must be a resident of one of the following areas in Region 10: Legislative Districts 1 and 2 of Cagayan de Oro City; Congressional Districts 1, 2, 3, and 4 of the province of Bukidnon; Camiguin province; Lanao del Norte; Misamis Occidental; Legislative Districts 1 and 2 of Misamis Oriental; and Iligan City. Third, they gave their free and prior informed consent to participate in the study. Fourth, they belong to the following sectors: government, academe, private institutions/organizations, religious, business, agriculture, industrial, elderly/senior citizens, persons with disabilities (PWDs), media, and indigenous peoples (IPs). The IPs are included in this study because the PNP is duty-bound to uphold and protect their welfare. They are considered a vulnerable group since they have been continuous "targets" of recruitment by the Communist Terrorist Groups (CTGs). There are a total of 12,740 survey participants and 117 key informants (KIs).

Sampling Technique. This study made use of the multi-stage cluster simple random sampling technique for data collection. The first stage is to cluster the areas of Region X into seven clusters, as follows: Cagayan de Oro City covers two legislative districts with a total of 80 barangays; the province of Bukidnon with four congressional districts and a total of 464 barangays; Camiguin province with 58 barangays; Iligan City with 44 barangays; Lanao del Norte with 462 barangays; Misamis Occidental with 490 barangays; and Misamis Oriental with 424 barangays. The second stage is to determine the 30% of the barangays included in the study using the simple random sampling (SRS) design.

TABLE 1. Distribution of Participants by Area Cluster

Cluster Area	Total Number of Barangays	30% of the total number of barangays multiplied by the number of sectors (11)	Actual number of survey participants	Difference
Bukidnon	464	1,531	3,428	+1,897
Cagayan de Oro City	80	264	359	+95
Camiguin	58	191	162	-29
Iligan City	44	145	965	+820
Lanao del Norte	462	1,525	1,749	+224
Misamis Occidental	490	1,617	2,119	+502
Misamis Oriental	424	1,399	3,958	+2,559
Total	2,022	6,672	12,740	

Table 1 shows the distribution of samples by area cluster, and it also displays the number of target participants per cluster area when the 30% is multiplied by the 11 sectors. This is the third stage, when the participants are clustered into sectors. This means that the enumerators randomly selected one sector representative from each sample barangay.

The table further shows that the total number of survey participants (n = 12,740) exceeded the 6,672 target. Of this number, only Camiguin Province did not meet the required target number of participants.

Instrumentation. The main research instrument used in the study is the survey questionnaire. It has three parts, and the first is the Free and Prior Informed Consent (FPIC), which stipulates the following: purpose of the research; type of research intervention; participant selection; voluntary participation; procedures; duration; risks; benefits; reimbursements; privacy and confidentiality; open data; right to refuse or withdraw; and who to contact. The second part is designed to obtain personal information such as sex, age, location, and sector. Meanwhile, the third part is designed to determine the satisfaction of the participants on the following indexes: community perception of safety and security; respect for the police; and trust in the police. In this section, the participants were required to react to the following items using the scale and description listed below:

TABLE 2. Scale and Level of Satisfaction

Scale	Mean Interval	Scale	Level of Satisfaction
6	5.17-6.00	Strongly Agree	Highly Satisfied
5	4.33-5.16	Agree	Satisfied
4	3.49-4.32	Somewhat Agree	Somewhat Satisfied
3	2.65-3.48	Disagree	Dissatisfied
2	1.81-2.64	Somewhat Disagree	Somewhat Dissatisfied
1	1.00-1.80	Strongly Disagree	Highly Dissatisfied

The open-ended interview questions for key informants are the second research tool (see Appendix B). It is intended to elicit data regarding the community's satisfaction with the PNP's efforts to uphold safety and security, as well as their faith in and respect for the law enforcement personnel.

Sources of Data. The primary data and secondary data were two types of data that were used in this investigation. The primary data came from key informant interviews and survey questionnaires. The information from reliable sources like the Philippine News Agency, Manila Bulletin, 1 Numbeo, Rappler, and other news organizations using the social media platform was included in the secondary data that were investigated online. The spread of false and misleading material in social media was taken into account when validating the secondary sources. It is well known that some people and organizations utilize social media to disparage the PNP for a variety of reasons.

To complement the poll results, important articles from reputable media outlets that were published online were also scrutinized critically and studied. The Philippine Information Agency (PIDS) and other pertinent databases were also used to acquire reports on the community satisfaction survey. Each database produced a sizable number of results when the search terms "PNP community satisfaction survey," "community satisfaction on safety and security," and "respect and trust for

the police" were used. Out of all of these documents, only the most pertinent ones that contained the essential words and were published between January and July 2022 were kept.

Data Gathering Procedure. Before the actual data gathering, the researchers conducted an orientation to the enumerators on June 14, 2022, at Camp Alagar to ensure the uniformity of the data collection techniques. The data gathering started a week after the orientation, which lasted until July 16, 2022. Hence, it is noted here that the community satisfaction survey was conducted after the national election, when the PNP played a significant role in maintaining peace and order. Given this context, the PNP's active participation and visibility during the election could possibly influence the community's perception. Additionally, the 165 enumerators were community members who were chosen by the PNP unit for each cluster area. This protects the integrity of the data collection process' objectivity. The following methods were used for the key informant interviews (KIIs): in-person, phone, and messenger interviews.

Data Analysis. The quantitative data were analyzed using descriptive statistics such as frequency and percent distributions, and weighted means, whereas the key informant interview data were subjected to a qualitative data analysis to ensure objectivity. Objectivity in this respect refers to the degree to which the analysis is free from the researchers' personal opinions, judgments, inclinations, convictions, or sentiments.

Ethical Considerations. It must be noted that the study was based on the participants' freely volunteered informed consent. This means that the research undertaking was fully explained, particularly as to what it was about, its intentions and aims, and how it would be conducted. It was made clear what taking part in the research would involve, who would have access to the data and how it would be used and stored. The participants were informed of their right to refuse participation as well as the potential uses to which the data could be put.

V. RESULTS AND DISCUSSION

Profile of the Participants. As regards the profile of the participants, majority are female (52.6% or 6,039 out of 12,740) and distributed along various age groups from 18 years old and above. The age distribution is characterized as follows: 930 or 7.3% are 18 years old, 2,586 or 20.3% are 19 to 25 years old, 2,230 or 17.5% are 26 to 30 years old, 3,083 or 24.2% are 31 to 40 years old, 2,013 or 15.8% are 41 to 50 years, 1,172 or 9.2% are 51 to 60 years old, and 726 or 5.7% are 61 years old and above. This means that the survey participants are mainly between 19 to 60 years old which further implies that the cross section of the population along age groups is represented in the study.

Moreover, the frequency and percent distributions of the participants are described as follows: 31.1% (n = 3,958) are from Misamis Oriental; 26.9% (n = 3,428) from Bukidnon; 16.6% (n = 2,119) from Misamis Occidental; 13.7% (n = 1,749) from Lanao del Norte; 7.6% (n = 965) from Iligan City; 2.8% (n = 359) from Cagayan de Oro City; and 1.3% (n = 162) from Camiguin Province. This means that most of the participants are from Misamis Oriental, Bukidnon, and Misamis Occidental Provinces.

As to sectoral representation, 2,566 or 20.1% are from the government sector, 1,667 or 13.1% are from the academe, 1,668 or 13.0% are indigenous people, 1,563 or 12.3% are from private institutions/organizations, 1,402 or 11.0% are from the agriculture sector, 1,117 or 8.8% are from the business sector, 916 or 7.2% are from the religious sector, 752 or 5.9% are from the senior citizens or elderly, 447 or 3.5% are from the industrial sector, 389 or 3.1% are from the PWDs, or persons with disabilities, and 253 or 2.0% are from the media. This implies that the survey results captured the perceived satisfaction of the various sectors of the community. The number of participants by sector is more than doubled as compared to the survey conducted in 2021.

The Community's Satisfaction on Safety and Security. Table 3 presents the perception of the community on safety and security issues. The results revealed that more than half of the participants strongly agreed that: they feel safe and secure in their community because the police are doing their job (56.6%); they can go around in the community without fear because the police are faithful in fulfilling their duties and responsibilities (53.6%); they believe their community experiences peace and security because the police are visible in the area (52.9%); while only a few (0.8%) agreed to the statement; and that the police in the community conduct programs and activities that maintain peace and order in the community (52.9%) while only a few (n=96, 0.8%) disagreed with the statement. A little over half of the participants believed that their lives and properties in the community are safe and secure because they know the police will always be there when they're needed (51.0%), while 95, or 0.7%, of the participants disagreed with the statement. These results imply that the community is highly satisfied with safety and security in the region. In fact, none of the 12,740 participants disagreed with the statement that they feel safe and secure in their community because the police are doing their job.

Moreover, 51.0% of the participants strongly agree that police officers are visible in the streets. Meanwhile, less than half feel safe staying at home and/or walking alone (45.1%), do not worry that a criminal might enter their house while sleeping (40.2%), and do not worry that their children might be victimized by gangs or criminals (41.2%). The grand weighted mean of 5.39 suggests that the community is highly satisfied with the safety and security of the area. However, with the number of survey participants who answered "somewhat agree," the PNP needs to further improve police operations that guarantee the protection and safety of the community.

The Community's Respect for the Police. Table 4 displays the results of the community's respect for the police, and data shows that more than half of the survey participants perceived that: people in the community respect the police because they conduct themselves in a professional manner and show pride and commitment to service (54.7% strongly agree); the police treat the community with respect and dignity, and so they are also accorded with support and due respect (55.0% strongly agree); people have high regard for the police in the community because they uphold the values important to them (52.6% strongly agree); the police must be obeyed and respected because they put themselves on the line to protect the

community’s public order and safety (56.9% strongly agree); and when the police wear their uniform, they embody law and authority and must be respected (55.7% strongly agree). This implies that the police are well-respected in the community. As

compared to the previous survey in 2021, the respect rating given by the community to the police has significantly increased from 51.2% who strongly agree (average percentage) in 2021 to 55.0% (average percentage).

TABLE 3. Community Satisfaction on Safety and Security

Indicators	Rating	f	%	Level of Satisfaction
1. I feel safe and secure in our community because our police officers are doing their job.	Strongly Agree	7,213	56.6	Highly Satisfied (Weighted Mean= 5.51)
	Agree	4,803	37.7	
	Somewhat Agree	724	5.7	
	Disagree	0	0.0	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	No Answer	0	0.0	
Total	12,740	100.0		
2. I can go around in our community without fear because our police officers are faithful to fulfill their duties and responsibilities.	Strongly Agree	6,832	53.6	Highly Satisfied (Weighted Mean= 5.46)
	Agree	5,020	39.4	
	Somewhat Agree	823	6.5	
	Disagree	65	0.5	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	No Answer	0	53.6	
Total	12,740	100.0		
3. I believe our community experiences peace and security because the police are visible in the area.	Strongly Agree	6,744	52.9	Highly Satisfied (Weighted Mean= 5.44)
	Agree	5,023	39.4	
	Somewhat Agree	890	7.0	
	Disagree	83	0.7	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	No Answer	0	0.0	
Total	12,740	100.0		
4. The police in our community conducts programs and activities that maintain order and peace in the community.	Strongly Agree	6,740	52.9	Highly Satisfied (Weighted Mean= 5.92)
	Agree	5,033	39.5	
	Somewhat Agree	871	6.8	
	Disagree	96	0.8	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	No Answer	0	0.0	
Total	12,740	100.0		
5. I believe our lives and properties in the community are safe and secure because we know the police will always be there when we need them.	Strongly Agree	6,502	51.0	Highly Satisfied (Weighted Mean= 5.42)
	Agree	5,206	40.9	
	Somewhat Agree	937	7.4	
	Disagree	95	0.7	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	No Answer	0	0.0	
Total	12,740	100.0		
6. Police officers are visible in our streets/community and conduct regular patrol and/or security checks in various parts of the community.	Strongly Agree	6,492	51.0	Highly Satisfied (Weighted Mean= 5.40)
	Agree	5,090	40.0	
	Somewhat Agree	1,004	7.9	
	Disagree	105	0.8	
	Somewhat Disagree	49	0.4	
	Strongly Disagree	0	0.0	
	No Answer	0	0.0	
Total	12,740	100.0		
7. I feel safe staying at home and/or walking alone in the streets during the day and after dark.	Strongly Agree	5,746	45.1	Satisfied (Weighted Mean= 5.28)
	Agree	5,323	41.8	
	Somewhat Agree	1,305	10.2	
	Disagree	212	1.7	
	Somewhat Disagree	102	0.8	
	Strongly Disagree	52	0.4	
	No Answer	0	0.0	
Total	12,740	100.0		
8. I do not worry that a criminal might enter in our house while we are sleeping.	Strongly Agree	5,116	40.2	Satisfied (Weighted Mean= 5.04)
	Agree	4,966	39.0	
	Somewhat Agree	1,568	12.3	
	Disagree	624	4.9	
	Somewhat Disagree	170	1.3	
	Strongly Disagree	296	2.3	
	No Answer	0	0.0	
Total	12,740	100.0		

9. I do not worry that my children/younger siblings might be part of or be victimized by gangs or criminals.	Strongly Agree	5,252	41.2	Satisfied (Weighted Mean= 5.03)
	Agree	4,865	38.2	
	Somewhat Agree	1,416	11.1	
	Disagree	631	5.0	
	Somewhat Disagree	173	1.4	
	Strongly Disagree	403	3.2	
Total		12,740	100.0	
Grand Weighted Mean				Highly Satisfied (5.39)

TABLE 4. The Community’s Respect for the Police

Indicators	Rating	f	%	Level of Satisfaction
1. The people in the community respect the police because they conduct themselves in a professional manner and show pride and commitment to service.	Strongly Agree	6,964	54.7	Highly Satisfied (Weighted Mean= 5.48)
	Agree	5,049	39.6	
	Somewhat Agree	671	5.3	
	Disagree	33	0.3	
	Somewhat Disagree	23	0.2	
	Strongly Disagree	0	0.0	
Total		12,740	100.0	
2. The police treated the community with respect and dignity, and so they also deserve my support and respect.	Strongly Agree	7,001	55.0	Highly Satisfied (Weighted Mean= 5.50)
	Agree	5,010	39.3	
	Somewhat Agree	708	5.6	
	Disagree	21	0.2	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
Total		12,740	100.0	
3. I believe the people have high regard for the police in the community because they uphold the values important to them.	Strongly Agree	6,697	52.6	Highly Satisfied (Weighted Mean= 5.46)
	Agree	5,264	41.3	
	Somewhat Agree	753	5.9	
	Disagree	26	0.2	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
Total		12,740	100.0	
4. The police must be obeyed and respected because they put themselves on the line to protect the community’s public order and safety.	Strongly Agree	7,254	56.9	Highly Satisfied (Weighted Mean= 5.51)
	Agree	4,824	37.9	
	Somewhat Agree	641	5.0	
	Disagree	21	0.2	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
Total		12,740	100.0	
5. When the police wear their uniform, they embody law and authority. Therefore, people in the community respect them.	Strongly Agree	7,092	55.7	Highly Satisfied (Weighted Mean= 5.50)
	Agree	5,022	39.4	
	Somewhat Agree	608	4.8	
	Disagree	0	0.0	
	Somewhat Disagree	18	0.1	
	Strongly Disagree	0	0.0	
Total		12,740	100.0	
Grand Weighted Mean				Highly Satisfied (5.49)

The Community’s Trust in the Police. Table 5 exhibits the community’s trust in the police, and as can be gleaned from the table, the majority of the participants perceive that the police enforce the law without fear or reservation (53.7% strongly agree while 40.0% agree). Combining those who strongly agree and agree on the trust index, the majority of the participants: know that the police do not yield to bribery and corruption (47.2% strongly agree while 40.8% agree); believe that the police do what is right for the community (52.9% strongly agree while 40.6% agree); perceive that police officers are reliable whenever people in the community seek assistance (52.4% strongly agree while 40.2% agree); and are confident that the police in the community do their job well and act accordingly to the community’s best interest (52.7% strongly agree while 41.1% agree). The highest composite index is along the statement "I will definitely call the police if a crime occurs near

to where I live and work" (94.8% taken from 56.3% strongly agree and 38.5% agree). These findings reveal that the community has a high trust rating in the police’s performance of their duties and responsibilities.

Getting the average percentage of those who strongly agree among the three indices, the respect index registered the highest rating of 55.0%, which is higher than that of 2021 (51.2%). This is closely followed by the trust index (52.5%), with a percentage difference of 3.4% from the last year’s rating. The safety and security index registered an average of 49.4%, the lowest this year but with an increase of 2.5% as compared to last year’s rating. This implies that the safety and security, respect, and trust indices have increased in less than a year, with the respect index registering the highest increase.

The improved safety and security, respect and trust rating indices of this independent study are a reflection of the

significant decrease in the crime rate in Northern Mindanao from January to June 2022 as reported by the Police Regional Office (PRO)-10 (Rosete, 2022). More details were published in the Manila Bulletin dated July 4, 2022 and highlighted as follows:

According to a statement, the Regional Investigation and Detective Management Division (RIDMD) recorded 7,280 incidents in the first six months of the year, which is 755 incidents or 9.40 percent less than the 8,035 incidents recorded from January to June of 2021.

From January to June this year, the regional police arrested 1,147 individuals

in anti-illegal drug operations and confiscated 4,193.553 grams of suspected shabu with an estimated standard drug price of P28.5 million.

The PRO-10 arrested 147 wanted persons in their Simultaneous Anti-Criminality and Law Enforcement Operation (SACLEO), several of whom were high-ranking wanted persons.

The PRO-10 held 1,848 operations against loose firearms through the different city and provincial police offices in the region. 225 individuals were arrested, and 387 firearms were surrendered and recovered.

TABLE 5. The Community's Trust in the Police

Indicators	Rating	f	%	Level of Satisfaction
1. Our police enforces the law without fear or reservation.	Strongly Agree	6,837	53.7	Highly Satisfied (Weighted Mean= 5.47)
	Agree	5,101	40.0	
	Somewhat Agree	766	6.0	
	Disagree	36	0.3	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
2. I know that the police in our community do not yield to bribery and corruption.	Strongly Agree	6,010	47.2	Satisfied (Weighted Mean= 5.33)
	Agree	5,202	40.8	
	Somewhat Agree	1,331	10.4	
	Disagree	130	1.0	
	Somewhat Disagree	67	0.5	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
3. I believe that the police do what is right for my community.	Strongly Agree	6,734	52.9	Highly Satisfied (Weighted Mean= 5.46)
	Agree	5,170	40.6	
	Somewhat Agree	795	6.2	
	Disagree	41	0.3	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
4. The police officers are reliable whenever people in the community seek assistance.	Strongly Agree	6,673	52.4	Highly Satisfied (Weighted Mean= 5.44)
	Agree	5,118	40.2	
	Somewhat Agree	856	6.7	
	Disagree	54	0.4	
	Somewhat Disagree	39	0.3	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
5. I am confident that the police in my community do their job well and act accordingly to the community's best interest.	Strongly Agree	6,720	52.7	Highly Satisfied (Weighted Mean= 5.46)
	Agree	5,242	41.1	
	Somewhat Agree	746	5.9	
	Disagree	32	0.3	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
6. I will definitely call the police if a crime occurs near to where I live and work.	Strongly Agree	7,168	56.3	Highly Satisfied (Weighted Mean= 5.51)
	Agree	4,911	38.5	
	Somewhat Agree	634	5.0	
	Disagree	27	0.2	
	Somewhat Disagree	0	0.0	
	Strongly Disagree	0	0.0	
	Total	12,740	100.0	
Grand Weighted Mean				Highly Satisfied (5.45)

In the words of Police Brig. Gen. Benjamin Acorda Jr., PRO-10 Director, "... the decrease in the crime rate is a manifestation of effective law enforcement operations by the

authorities. It is attributed to the PRO-10's intensified and continuous conduct of Simultaneous Anti-Criminality Law

Enforcement Operation, One-Time, Big-Time Operation, and other law enforcement operations" (Rosete, 2022).

VI. CONCLUSION

The results of the independent community satisfaction survey strongly imply that the PNP's community involvement projects, programs, and activities are well-liked by the community. This is especially true in regard to how the community views safety and security, respect for, and trust in the PNP Region X, which has been expressed favorably. This shows that the police are fulfilling their obligations to the community they vowed to serve. In reality, none of the 12,740 poll respondents disagreed with the claim that they feel safe and secure in their neighborhood because the police are carrying out their duties.

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