

Level of Community Satisfaction on Operational Performance of the 1st Provincial Mobile Force Company on Anti-Criminality Campaign in Basilan

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Abstract— This study examined the level of community satisfaction with the operational performance of the 1st Provincial Mobile Force Company (PMFC) in Basilan concerning its anti-criminality campaign. Using a descriptive research design, data were collected through a researcher-made survey questionnaire distributed among community sector-respondents in multiple municipalities under the jurisdiction of the 1st PMFC. Findings indicated varying levels of satisfaction across municipalities, with Lamitan City and Albarka Municipality reporting "Very Satisfactory" ratings, while areas such as Akbar, Tuburan, Tipo-Tipo, and Ungkaya Pukan showed "Satisfactory" ratings. The results suggested that while the 1st PMFC has demonstrated effective crime prevention and response strategies in some areas, further improvements are needed to enhance law enforcement efficiency, particularly in municipalities with lower satisfaction ratings. The study highlighted the importance of continuous evaluation, community engagement, and strategic police interventions to ensure public safety and maintain community trust in law enforcement agencies.

Keywords— Community satisfaction, operational performance, anti-criminality campaign, Provincial Mobile Force Company, Basilan.

I. INTRODUCTION

The updated vision of the PNP expresses that: "Seeking the assistance of the Almighty, by the year 2030, the PNP will become a highly capable, effective, and credible police service, collaborating with an engaged community towards achieving a safer environment for living, working, and conducting business." A safe and secure environment is an important factor in fostering investment and economic growth. The Philippine Development Plan 2011-2016 acknowledges this and, therefore, identifies the reduction of crime incidents as one of the approaches to enhancing and sustaining public order and internal stability. Nevertheless, the recent surge in robberies in the city and other prominent crimes has overshadowed the nation's peace and order situation (Cited in Crime Statistics at a Glance).

The PNP, under Republic Act 6975, otherwise known as the Department of the Interior and Local Government Act of 1990, is mandated to enforce the law, prevent and control crimes, maintain peace and order, and ensure public safety and internal security with the active support of the community.

Republic Act (RA) No. 8551, referred to as the PNP Reform and Reorganization Act of 1998, was passed to permit the restructuring of the PNP to effectively carry out its mission (CPSM, 2012). Given the numerous roles and responsibilities

of law enforcement officers in serving the public in their designated areas, particularly in remote locations, they face the reality that their numbers are insufficient to cover their jurisdictions. They also deal with various challenges, such as the availability of transport and personnel, especially during the pandemic, when additional responsibilities were assigned to law enforcement, including managing checkpoints and enforcing the provisions of the Bayanihan to Recover as One Act or Republic Act 11494 to control the virus's spread. To enhance its collaboration with the community and foster support and cooperation, the PNP aims to improve its effectiveness in delivering services.

The Provincial Mobile Force Company serves as a mobile strike force or reaction unit to augment municipal and city police forces in civil disturbance control, internal security operations, hostage rescue operations, search and rescue efforts during natural calamities, disasters, and national emergencies, as well as other special crime operations. These operations specifically focus on the following anti-criminality programs: murder, homicide, physical injury, rape, theft, robbery, carjacking, and motorcycle-related crimes.

The Philippine News Agency announced on February 22, 2022, through DILG Secretary Eduardo Año, that the country's crime rate had dropped by 73.76 percent in the first five years of President Duterte's term. Año stated that "index crimes in the country dropped to 34,552 in 2021 from 131,699 in 2016." He further added that total crime incidents in 2020 reached 374,277, whereas in 2021, they dropped to 360,573, reflecting a 3.66 percent decrease. In 2021, there were nearly 11.5 thousand cases of theft, classified as an index or focus crime, reported in the Philippines. Additionally, in 2020, the total count of rape victims in the Philippines reached 2,168, which was six cases higher than the year before (Statista Research Department, March 31, 2022). These offenses pose a significant challenge for the Philippine National Police in maintaining national security.

Basilan province is a unique island with two cities belonging to different regions: Lamitan City, which falls under the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), and Isabela City, which is part of Region 9. These two cities are surrounded by eleven municipalities, all under BARMM. The province has two city police stations: the Isabela City Police Station, under the command of the Philippine National Police Region 9, and the Lamitan City

Police Station, under the Philippine National Police Bangsamoro Autonomous Region in Muslim Mindanao.

Basilan province is supervised by the Provincial Headquarters located in Isabela City, Region 9. It oversees the Lamitan City Police Station, eleven municipal police stations, and two Provincial Mobile Force Companies (PMFCs). The 1st Provincial Mobile Force Company is stationed in Colonia, Lamitan City, while the 2nd Provincial Mobile Force Company is co-located at the Basilan Provincial Headquarters in Isabela City.

Under the 2nd District, the 1st Provincial Mobile Force Company is responsible for one city (Lamitan City) and seven municipalities: Ungkaya Pukan, Tipo-Tipo, Al-Barka, Akbar, Mohammad Ajul, and Tuburan. The 2nd Provincial Mobile Force Company serves the 1st District, which consists of four municipalities: Maluso, Lantawan, Tabuan Lasa, and Hadji Muhtamad. The 1st Provincial Mobile Force Company, whose mandate is to augment the police force in one city and seven municipalities, primarily focuses on the following anti-criminality programs: murder, homicide, physical injury, rape, theft, robbery, carnapping, and motorcycle-related crimes.

This study aims to determine the level of satisfaction among the city and communities regarding police operations, specifically focusing on the anti-criminality programs of the Duterte administration in the Basilan Provincial Mobile Force Company (BPMFC). Furthermore, it seeks to identify potential solutions to enhance the services provided by the BPMFC.

Statement of the Problem

This study will aim to determine the level of community satisfaction on the operational performance of the 1st Provincial Mobile Force Company on anti-criminality campaign in Basilan.

Conceptual Framework

The level of community satisfaction with the operational performance of the 1st Provincial Mobile Force Company (1st PMFC) in Basilan’s anti-criminality campaign plays a vital role in assessing the effectiveness of law enforcement efforts in maintaining peace and order. Community satisfaction serves as a key indicator of public trust and confidence in police operations, reflecting how well the 1st PMFC addresses crime-related concerns such as murder, homicide, physical injury, rape, theft, robbery, and carnapping. The effectiveness of anti-criminality initiatives, including patrolling, crime prevention strategies, and law enforcement visibility, directly influences public perception and cooperation. Understanding the relationship between operational performance and community satisfaction can help identify strengths, areas for improvement, and necessary policy interventions to enhance public safety and police-community relations.



Figure 1. Conceptual framework of the study

II. METHODOLOGY

Research Design

The purpose of this study was to determine the levels of community satisfaction and operational performance of the 1st Provincial Mobile Force Company on anti-criminality campaign in Basilan. The research design used was descriptive method in which the level of community satisfaction and operational performance were described.

Research Instrument

The research instrument of this study was a researcher made survey – questionnaire. The questionnaire delved on the community satisfaction on the operational performance of the 1st PMFC in anti-criminality campaign in terms of Murder, Homicide, Rape, Physical Injury, Theft, Carnapping and Robbery.

The survey questionnaire was developed based on the research problems and related literature. Then, the same survey questionnaire was referred to the adviser for comments and suggestions. The survey questionnaires were submitted to the panel of experts who evaluated the relevance, and suitability of the items to the research problems. The recommendations and comments from the panel were included in the final version.

The survey questionnaires were subjected to Cronbach’s Alpha reliability test. Fifty (50) copies of the survey questionnaires were fielded to the non-respondents in the identified (1) municipality non –respondents similar sectors identified. Then the data were computed and statistically analyzed using the Cronbach’s alpha. The computed Cronbach’s Alpha result was considered as to its reliability and acceptability.

Data Gathering Procedure

Permission was sought from the Provincial Director to allow the researcher to conduct the study. The researcher submitted the proposal to the Dean of the Graduate School for approval to gather data from the identified city and municipalities under the 2nd District, which is supervised by the Basilan 1st Provincial Mobile Force Company. Upon approval, the researcher sought permission from the city and municipal mayors to conduct the study within their respective Areas of Responsibility (AOR). Once all necessary approvals were secured, the research instrument and other research paraphernalia were prepared. The distribution and retrieval of survey questionnaires were carried out according to the scheduled timeline. The raw results were then tabulated and analyzed. The research instrument will be properly kept until the study is published.

In compliance with the Research Ethics Protocol, the researcher obtained informed consent from the survey respondents, ensuring their awareness of the study’s purpose and their voluntary participation. The respondents were informed of their right to disclose or withhold information, their freedom to withdraw from the study at any time if they felt uncomfortable, and their right to be informed of the results. Additionally, they were made aware of any potential benefits they might receive as a result of the study and were

assured of the confidentiality of their information and the anonymity of their identities.

Data Analysis

The data gathered in this study were analyzed using quantitative methods to ensure accurate interpretation. To address the research question, descriptive statistical tools particularly the mean was utilized. The mean or average was used as a criterion for computing the overall average, particularly in assessing the community satisfaction on operational performance of the 1st Provincial Mobile Force Company in anti-criminality campaign.

III. RESULTS OF THE STUDY

Table 1

Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Akbar Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	2.95	Satisfactory
2. Treated the family of the murder victim	3.15	Satisfactory
3. Conducted of investigation on the murder case	3.1	Satisfactory
4. Filed the murder case	3.2	Satisfactory
5. Coordinated other law enforcement agency	3.1	Satisfactory
Weighted Mean	3.10	Satisfactory
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.50	Satisfactory
2. Provided assistance to the family of homicide victim	3.15	Satisfactory
3. Arrested the suspect in the homicide scene	3.00	Satisfactory
4. Provided safety assurance to both victims and suspects	3.05	Satisfactory
5. Quickly responded to the crime scene	2.95	Satisfactory
Weighted Mean	3.13	Satisfactory
C. Physical Injury		
1. Attended victims of physical injury	3.05	Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.10	Satisfactory
3. Asked related questions to victims	3.05	Satisfactory
4. Shown respect to both victim and suspect	3.15	Satisfactory
5. Explained both parties of the consequences of the action done	3.15	Satisfactory
Weighted Mean	3.10	Satisfactory
D. Rape		
1. Provided security to rape suspect	2.90	Satisfactory
2. Conducted the investigation with regards to rape case	3.05	Satisfactory
3. Handled and treated the rape victim during the investigation	3.05	Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.15	Satisfactory
5. Talked/communicated the rape victim and family	3.35	Satisfactory
Weighted Mean	3.10	Satisfactory
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	2.90	Satisfactory
2. Helped in recovering robbed items	3.00	Satisfactory
3. Endorsed suspect/s for proper investigation	2.95	Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.15	Satisfactory
5. Coordinated the local government on robbery in the community	2.95	Satisfactory
Weighted Mean	2.99	Satisfactory
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.40	Satisfactory
2. Prevented and solved rampant of theft incident in the community	2.95	Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.05	Satisfactory
4. Strategized campaign on theft in the community	3.00	Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	2.85	Satisfactory
Weighted Mean	3.05	Satisfactory
G. Car napping motor vehicle/ and motor cycle		
1. Operated camapping motor cycle /motor vehicle to the victim & suspect in the community	3.10	Satisfactory
2. Quickly responded on the victim's complaint	2.70	Satisfactory
3. Quickly solved carnapping motor cycle /motor vehicle in the community	3.15	Satisfactory
4. Dialogued with concern sector/ in the community with regards to motor cycle /motor vehicle to the victim	3.65	Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.65	Satisfactory
Weighted Mean	3.25	Satisfactory
Overall Weighted Mean	3.10	Satisfactory

Legend: (1) 1.00 – 1.49 = Very Dissatisfied; (2) 1.50 – 2.49 = Dissatisfied; (3) 2.50 – 3.49 = Satisfactory; (4) 3.50 – 4.49 = Very Satisfactory

Level of Satisfaction on the operational performance of 1st PMFC in Akbar Municipality regarding anti-criminality campaign

Table 1 shown the level of satisfaction of respondents on the

operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Akbar Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In this municipality, community sector-respondents obtained an overall weighted mean score of 3.10 which is rated as “Satisfactory”. This result indicates that community sector-respondents are satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Akbar Municipality in Basilan.

Level of Satisfaction on operational performance of 1st PMFC in Lamitan City regarding anti-criminality campaign

Table 2 presents the level of satisfaction of respondents on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Lamitan Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In Lamitan, the community sector-respondents obtained an overall weighted mean score of 3.85 which is rated as “Very Satisfactory”. This result indicates that community sector-respondents were very satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Lamitan Municipality in Basilan.

Table 2

Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Lamitan Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.95	Very Satisfactory
2. Treated the family of the murder victim	3.90	Very Satisfactory
3. Conducted of investigation on the murder case	3.95	Very Satisfactory
4. Filed the murder case	3.90	Very Satisfactory
5. Coordinated other law enforcement agency	3.90	Very Satisfactory
Weighted Mean	3.92	Very Satisfactory
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.95	Very Satisfactory
2. Provided assistance to the family of homicide victim	3.80	Very Satisfactory
3. Arrested the suspect in the homicide scene	3.80	Very Satisfactory
4. Provided safety assurance to both victims and suspects	3.85	Very Satisfactory
5. Quickly responded to the crime scene	3.85	Very Satisfactory
Weighted Mean	3.85	Very Satisfactory
C. Physical Injury		
1. Attended victims of physical injury	3.85	Very Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.80	Very Satisfactory
3. Asked related questions to victims	3.75	Very Satisfactory
4. Shown respect to both victim and suspect	3.90	Very Satisfactory
5. Explained both parties of the consequences of the action done	3.80	Very Satisfactory
Weighted Mean	3.82	Very Satisfactory
D. Rape		
1. Provided security to rape suspect	3.80	Very Satisfactory
2. Conducted the investigation with regards to rape case	3.85	Very Satisfactory
3. Handled and treated the rape victim during the investigation	3.80	Very Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.85	Very Satisfactory
5. Talked/communicated the rape victim and family	3.90	Very Satisfactory
Weighted Mean	3.84	Very Satisfactory
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.90	Very Satisfactory
2. Helped in recovering robbed items	3.75	Very Satisfactory
3. Endorsed suspect/s for proper investigation	3.65	Very Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.70	Very Satisfactory
5. Coordinated the local government on robbery in the community	3.80	Very Satisfactory
Weighted Mean	3.76	Very Satisfactory
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.85	Very Satisfactory
2. Prevented and solved rampant of theft incident in the community	3.80	Very Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.95	Very Satisfactory
4. Strategized campaign on theft in the community	3.80	Very Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.80	Very Satisfactory
Weighted Mean	3.84	Very Satisfactory
G. Car napping motor vehicle/ and motor cycle		
1. Operated carnapping motor cycle /motor vehicle to the victim & suspect in the community	3.90	Very Satisfactory
2. Quickly responded on the victim's complaint	3.95	Very Satisfactory
3. Quickly solved carnapping motor cycle /motor vehicle in the community	3.90	Very Satisfactory
4. Dialogued with concern sector/ in the community with regards to motor cycle /motor vehicle to the victim	3.90	Very Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.90	Very Satisfactory
Weighted Mean	3.91	Very Satisfactory
Overall Weighted Mean	3.85	Very Satisfactory

Legend: (1) 1.00 – 1.49 = Very Dissatisfied; (2) 1.50 – 2.49 = Dissatisfied; (3) 2.50 – 3.49 = Satisfactory; (4) 3.50 – 4.49 = Very Satisfactory

Level of Satisfaction on the operational performance of 1st PMFC in Al-barka Municipality regarding anti-criminality campaign

Table 3 discloses the level of satisfaction of respondents on

the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Albarka Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In this municipality, community sector-respondents obtained an overall weighted mean score of 3.60 which is rated as “Very Satisfactory”. This result indicates that community sector-respondents in Albarka Municipality are very satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Albarka Municipality in Basilan.

Table 3
Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Albarka Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.85	Very Satisfactory
2. Treated the family of the murder victim	3.80	Very Satisfactory
3. Conducted investigation on the murder case	3.70	Very Satisfactory
4. Filed the murder case	3.80	Very Satisfactory
5. Coordinated other law enforcement agency	3.78	Very Satisfactory
	Weighted Mean	3.78
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.65	Very Satisfactory
2. Provided assistance to the family of homicide victim	3.70	Very Satisfactory
3. Arrested the suspect in the homicide scene	3.80	Very Satisfactory
4. Provided safety assurance to both victims and suspects	3.70	Very Satisfactory
5. Quickly responded to the crime scene	3.70	Very Satisfactory
	Weighted Mean	3.71
C. Physical Injury		
1. Attended victims of physical injury	3.70	Very Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.65	Very Satisfactory
3. Asked related questions to victims	3.60	Very Satisfactory
4. Shown respect to both victim and suspect	3.60	Very Satisfactory
5. Explained both parties of the consequences of the action done	3.60	Very Satisfactory
	Weighted Mean	3.63
D. Rape		
1. Provided security to rape suspect	3.85	Very Satisfactory
2. Conducted the investigation with regards to rape case	3.85	Very Satisfactory
3. Handled and treated the rape victim during the investigation	3.85	Very Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.65	Very Satisfactory
5. Talked/communicated the rape victim and family	3.85	Very Satisfactory
	Weighted Mean	3.81
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.65	Very Satisfactory
2. Helped in recovering robbed items	3.40	Satisfactory
3. Endorsed suspect/s for proper investigation	3.65	Very Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.60	Very Satisfactory
5. Coordinated the local government on robbery in the community	3.60	Very Satisfactory
	Weighted Mean	3.54
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.30	Satisfactory
2. Prevented and solved rampant of theft incident in the community	3.40	Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.25	Satisfactory
4. Strategized campaign on theft in the community	3.05	Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.25	Satisfactory
	Weighted Mean	3.25
G. Car rapping motor vehicle / and motor cycle		
1. Operated car rapping motor cycle /motor vehicle to the victim & suspect in the community	3.70	Very Satisfactory
2. Quickly responded on the victim's complaint	3.55	Very Satisfactory
3. Quickly solved car rapping motor cycle /motor vehicle in the community	3.40	Satisfactory
4. Dialogued with concern sector / in the community with regards to motor cycle /motor vehicle to the victim	3.55	Very Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.35	Satisfactory
	Weighted Mean	3.51
	Overall Weighted Mean	3.60

Legend: (1) 1.00 – 1.49 = Very Dissatisfied; (2) 1.50 – 2.49 = Dissatisfied; (3) 2.50 – 3.49 = Satisfactory; (4) 3.50 – 4.49 = Very Satisfactory

Level of Satisfaction on the operational performance of 1st PMFC in Mohammad Ajul Municipality regarding anti-criminality campaign

Table 4 shows the level of satisfaction of respondents on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Moh. Ajul Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In this municipality, community sector-respondents obtained an overall weighted mean score of 3.66 which was rated as “Very Satisfactory”. This result indicated that community sector-respondents in Moh. Ajul are very satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Moh. Ajul Municipality in Basilan.

Table 4
Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Moh. Ajul Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.80	Very Satisfactory
2. Treated the family of the murder victim	3.85	Very Satisfactory
3. Conducted investigation on the murder case	3.70	Very Satisfactory
4. Filed the murder case	3.65	Very Satisfactory
5. Coordinated other law enforcement agency	3.70	Very Satisfactory
	Weighted Mean	3.74
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.65	Very Satisfactory
2. Provided assistance to the family of homicide victim	3.65	Very Satisfactory
3. Arrested the suspect in the homicide scene	3.80	Very Satisfactory
4. Provided safety assurance to both victims and suspects	3.80	Very Satisfactory
5. Quickly responded to the crime scene	3.60	Very Satisfactory
	Weighted Mean	3.70
C. Physical Injury		
1. Attended victims of physical injury	3.55	Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.65	Very Satisfactory
3. Asked related questions to victims	3.80	Very Satisfactory
4. Shown respect to both victim and suspect	3.85	Very Satisfactory
5. Explained both parties of the consequences of the action done	3.50	Very Satisfactory
	Weighted Mean	3.67
D. Rape		
1. Provided security to rape suspect	3.45	Satisfactory
2. Conducted the investigation with regards to rape case	3.6	Very Satisfactory
3. Handled and treated the rape victim during the investigation	3.65	Very Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.75	Very Satisfactory
5. Talked/communicated the rape victim and family	3.75	Very Satisfactory
	Weighted Mean	3.64
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.85	Very Satisfactory
2. Helped in recovering robbed items	3.7	Very Satisfactory
3. Endorsed suspect/s for proper investigation	3.6	Very Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.6	Very Satisfactory
5. Coordinated the local government on robbery in the community	3.6	Very Satisfactory
	Weighted Mean	3.63
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.50	Very Satisfactory
2. Prevented and solved rampant of theft incident in the community	3.60	Very Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.55	Very Satisfactory
4. Strategized campaign on theft in the community	3.55	Very Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.55	Very Satisfactory
	Weighted Mean	3.55
G. Car rapping motor vehicle / and motor cycle		
1. Operated car rapping motor cycle /motor vehicle to the victim & suspect in the community	3.60	Very Satisfactory
2. Quickly responded on the victim's complaint	3.60	Very Satisfactory
3. Quickly solved car rapping motor cycle /motor vehicle in the community	3.65	Very Satisfactory
4. Dialogued with concern sector / in the community with regards to motor cycle /motor vehicle to the victim	3.65	Very Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.90	Very Satisfactory
	Weighted Mean	3.68
	Overall Weighted Mean	3.66

Legend: (1) 1.00 – 1.49 = Very Dissatisfied; (2) 1.50 – 2.49 = Dissatisfied; (3) 2.50 – 3.49 = Satisfactory; (4) 3.50 – 4.49 = Very Satisfactory

Level of Satisfaction on the operational performance of 1st PMFC in Tuburan Municipality regarding anti-criminality campaign

Table 5 discloses the level of satisfaction of respondents on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Tuburan Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In this municipality, community sector-respondents in Tuburan Municipality obtained an overall weighted mean score of 3.15 which was rated as “Satisfactory”. This result indicates that community sector-respondents Tuburan Municipality were satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Tuburan Municipality in Basilan.

Level of Satisfaction on the operational performance of 1st PMFC in Tipo-tipo Municipality regarding anti-criminality campaign

Table 6 presents the level of satisfaction of respondents on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Tipo-Tipo Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation).

Table 5
Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Tubaran Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.25	Satisfactory
2. Treated the family of the murder victim	3.15	Satisfactory
3. conducted of investigation on the murder case	3.15	Satisfactory
4. Filed the murder case	3.15	Satisfactory
5. Coordinated other law enforcement agency	3.20	Satisfactory
Weighted Mean	3.18	Satisfactory
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.25	Satisfactory
2. Provided assistance to the family of homicide victim	3.25	Satisfactory
3. Arrested the suspect in the homicide scene	3.25	Satisfactory
4. Provided safety assurance to both victims and suspects	3.20	Satisfactory
5. Quickly responded to the crime scene	3.25	Satisfactory
Weighted Mean	3.16	Satisfactory
C. Physical Injury		
1. Attended victims of physical injury	3.20	Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.10	Satisfactory
3. Asked related questions to victims	3.20	Satisfactory
4. Shown respect to both victim and suspect	3.10	Satisfactory
5. Explained both parties of the consequences of the action done	3.15	Satisfactory
Weighted Mean	3.15	Satisfactory
D. Rape		
1. Provided security to rape suspect	3.15	Satisfactory
2. Conducted the investigation with regards to rape case	3.05	Satisfactory
3. Handled and treated the rape victim during the investigation	3.25	Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.20	Satisfactory
5. Talked/communicated the rape victim and family	3.25	Satisfactory
Weighted Mean	3.20	Satisfactory
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.05	Satisfactory
2. Helped in recovering robbed items	3.15	Satisfactory
3. Endorsed suspect/s for proper investigation	3.05	Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.25	Satisfactory
5. Coordinated the local government on robbery in the community	3.15	Satisfactory
Weighted Mean	3.19	Satisfactory
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.05	Satisfactory
2. Prevented and solved rampant of theft incident in the community	3.00	Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.15	Satisfactory
4. Strategized campaign on theft in the community	3.00	Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.05	Satisfactory
Weighted Mean	3.05	Satisfactory
G. Car napping motor vehicle / and motor cycle		
1. Operated carnapping motor cycle /motor vehicle to the victim & suspect in the community	3.25	Satisfactory
2. Quickly responded on the victim's complaint	3.00	Satisfactory
3. Quickly solved carnapping motor cycle /motor vehicle in the community	3.20	Satisfactory
4. Dialogued with concern sector/ in the community with regards to motor cycle /motor vehicle to the victim	3.25	Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.15	Satisfactory
Weighted Mean	3.09	Satisfactory
Overall Weighted Mean	3.15	Satisfactory

Legend: (1) 1.00 – 1.49 = Very Dissatisfied; (2) 1.50 – 2.49 = Dissatisfied; (3) 2.50 – 3.49 = Satisfactory; (4) 3.50 – 4.49 = Very Satisfactory

Table 6
Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Tipo-Tipo Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.10	Satisfactory
2. Treated the family of the murder victim	3.10	Satisfactory
3. conducted of investigation on the murder case	3.20	Satisfactory
4. Filed the murder case	3.15	Satisfactory
5. Coordinated other law enforcement agency	3.30	Satisfactory
Weighted Mean	3.17	Satisfactory
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.20	Satisfactory
2. Provided assistance to the family of homicide victim	3.25	Satisfactory
3. Arrested the suspect in the homicide scene	3.10	Satisfactory
4. Provided safety assurance to both victims and suspects	3.25	Satisfactory
5. Quickly responded to the crime scene	3.15	Satisfactory
Weighted Mean	3.19	Satisfactory
C. Physical Injury		
1. Attended victims of physical injury	3.15	Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.00	Satisfactory
3. Asked related questions to victims	3.20	Satisfactory
4. Shown respect to both victim and suspect	3.20	Satisfactory
5. Explained both parties of the consequences of the action done	3.15	Satisfactory
Weighted Mean	3.14	Satisfactory
D. Rape		
1. Provided security to rape suspect	3.25	Satisfactory
2. Conducted the investigation with regards to rape case	3.2	Satisfactory
3. Handled and treated the rape victim during the investigation	3.3	Satisfactory
4. Provided fair treatment to the rape suspect during investigation	3.25	Satisfactory
5. Talked/communicated the rape victim and family	3.35	Satisfactory
Weighted Mean	3.27	Satisfactory
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.15	Satisfactory
2. Helped in recovering robbed items	3.25	Satisfactory
3. Endorsed suspect/s for proper investigation	3.25	Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.05	Satisfactory
5. Coordinated the local government on robbery in the community	3.2	Satisfactory
Weighted Mean	3.18	Satisfactory
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.25	Satisfactory
2. Prevented and solved rampant of theft incident in the community	3.25	Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	3.20	Satisfactory
4. Strategized campaign on theft in the community	3.25	Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.25	Satisfactory
Weighted Mean	3.26	Satisfactory
G. Car napping motor vehicle / and motor cycle		
1. Operated carnapping motor cycle /motor vehicle to the victim & suspect in the community	3.3	Satisfactory
2. Quickly responded on the victim's complaint	3.35	Satisfactory
3. Quickly solved carnapping motor cycle /motor vehicle in the community	3.3	Satisfactory
4. Dialogued with concern sector/ in the community with regards to motor cycle /motor vehicle to the victim	3.25	Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	3.25	Satisfactory
Weighted Mean	3.29	Satisfactory
Overall Weighted Mean	3.21	Satisfactory

Legend: (1) 1.00 – 1.49 = Very Dissatisfied (Very Low Extent); (2) 1.50 – 2.49 = Dissatisfied (Low Extent); (3) 2.50 – 3.49 = Satisfactory (High Extent); (4) 3.50 – 4.49 = Very Satisfactory (Very High Extent)

In this municipality, community sector-respondents obtained an overall weighted mean score of 3.21 which was rated as

“Satisfactory”. This result indicates that community sector-respondents in Tipo-Tipo are satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Tipo-Tipo Municipality in Basilan.

Level of Satisfaction on the operational performance of 1st PMFC in Ungkaya Pukan Municipality regarding anti-criminality campaign

Table 7 shows the level of satisfaction of respondents on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Ungkaya-Pukan Municipality, Basilan in terms of: Murder, Homicide, Physical Injury, Rape, Robbery (using force and intimidation), and Theft (without using force or intimidation). In this municipality, community sector-respondents obtained an overall weighted mean score of 3.16 which was rated as “Satisfactory”. This result indicated that community sector-respondents are satisfied on the operational performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign at Ungkaya-Pukan Municipality in Basilan.

Table 7
Level of Satisfaction of Respondents on the Operational Performance of the 1st Provincial Mobile Force Company in the Anti-Criminality Campaign

Ungkaya-Pukan Municipality	Mean	Description
A. Murder		
1. Responded the case of murder	3.20	Satisfactory
2. Treated the family of the murder victim	3.40	Satisfactory
3. conducted of investigation on the murder case	3.25	Satisfactory
4. Filed the murder case	3.30	Satisfactory
5. Coordinated other law enforcement agency	3.20	Satisfactory
Weighted Mean	3.30	Satisfactory
B. Homicide		
1. Communicated with people in the community when conducting investigation	3.05	Satisfactory
2. Provided assistance to the family of homicide victim	3.15	Satisfactory
3. Arrested the suspect in the homicide scene	3.10	Satisfactory
4. Provided safety assurance to both victims and suspects	3.20	Satisfactory
5. Quickly responded to the crime scene	3.25	Satisfactory
Weighted Mean	3.15	Satisfactory
C. Physical Injury		
1. Attended victims of physical injury	3.25	Satisfactory
2. Endorsed women, child and men to proper investigating officer	3.20	Satisfactory
3. Asked related questions to victims	3.20	Satisfactory
4. Shown respect to both victim and suspect	3.30	Satisfactory
5. Explained both parties of the consequences of the action done	3.15	Satisfactory
Weighted Mean	3.19	Satisfactory
D. Rape		
1. Provided security to rape suspect	3.30	Satisfactory
2. Conducted the investigation with regards to rape case	3.20	Satisfactory
3. Handled and treated the rape victim during the investigation	3.25	Satisfactory
4. Provided fair treatment to the rape suspect during investigation	2.95	Satisfactory
5. Talked/communicated the rape victim and family	3.05	Satisfactory
Weighted Mean	3.15	Satisfactory
E. Robbery (using force and intimidation)		
1. Assisted the victim in their complaint with regards to robbery	3.00	Satisfactory
2. Helped in recovering robbed items	2.95	Satisfactory
3. Endorsed suspect/s for proper investigation	3.25	Satisfactory
4. Explained the degree of penalty/punishment to both victim and suspect/s	3.20	Satisfactory
5. Coordinated the local government on robbery in the community	3.15	Satisfactory
Weighted Mean	3.11	Satisfactory
F. Theft (without using force or intimidation)		
1. Coordinated LGU, DSWD, Religious sector with regards to theft in the community	3.25	Satisfactory
2. Prevented and solved rampant of theft incident in the community	2.95	Satisfactory
3. Endorsed properly children below 18 years old to the DSWD	2.95	Satisfactory
4. Strategized campaign on theft in the community	3.25	Satisfactory
5. Handled in the investigation to theft suspect Theft (without using force or intimidation)	3.15	Satisfactory
Weighted Mean	3.11	Satisfactory
G. Car napping motor vehicle / and motor cycle		
1. Operated carnapping motor cycle /motor vehicle to the victim & suspect in the community	2.95	Satisfactory
2. Quickly responded on the victim's complaint	3.15	Satisfactory
3. Quickly solved carnapping motor cycle /motor vehicle in the community	3.25	Satisfactory
4. Dialogued with concern sector/ in the community with regards to motor cycle /motor vehicle to the victim	3.25	Satisfactory
5. Properly returned and accounted for the motor cycle /motor vehicle to the victim	2.95	Satisfactory
Weighted Mean	3.11	Satisfactory
Overall Weighted Mean	3.16	Satisfactory

Legend: (1) 1.00 – 1.49 = Very Dissatisfied (Very Low Extent); (2) 1.50 – 2.49 = Dissatisfied (Low Extent); (3) 2.50 – 3.49 = Satisfactory (High Extent); (4) 3.50 – 4.49 = Very Satisfactory (Very High Extent)

IV. DISCUSSION OF RESULTS

The findings of this study indicated varying levels of satisfaction among community sector-respondents regarding the operational performance of the 1st Provincial Mobile

Force Company (PMFC) in different municipalities of Basilan. In Akbar Municipality, the respondents reported an overall weighted mean score of 3.10, which corresponded to a "Satisfactory" rating. This suggested that while the efforts of the 1st PMFC in curbing crimes such as murder, homicide, physical injury, rape, robbery, and theft were recognized, there was still room for improvement in ensuring heightened security and crime prevention.

In contrast, respondents from Lamitan City demonstrated a higher level of satisfaction, with a weighted mean score of 3.85, classified as "Very Satisfactory." This indicated that the community perceived the anti-criminality campaign in Lamitan as more effective compared to Akbar Municipality. The relatively higher satisfaction rating might have been attributed to more efficient law enforcement strategies, increased police presence, or stronger community cooperation in crime prevention initiatives.

Similarly, the community sector-respondents in Albarka Municipality also rated the operational performance of the 1st PMFC as "Very Satisfactory," with an overall weighted mean score of 3.60. This result reflected the effectiveness of law enforcement efforts in the area, particularly in addressing crimes involving violence and theft. The findings suggested that residents in Albarka Municipality felt relatively safer and more confident in the police force's ability to maintain peace and order.

Meanwhile, the satisfaction level in Mohammad Ajul Municipality was recorded at 3.66, also classified as "Very Satisfactory." The results implied that the respondents in Mohammad Ajul viewed the efforts of the 1st PMFC positively, recognizing the force's efficiency in mitigating criminal activities. This might have been due to strategic policing measures, stronger coordination with local authorities, or improved crime response mechanisms in the municipality.

Conversely, Tuburan Municipality reported a lower level of satisfaction, with a weighted mean score of 3.15, rated as "Satisfactory." While the respondents acknowledged the operational performance of the 1st PMFC, the results indicated that further enhancement in crime prevention measures was necessary. The police force might have needed to strengthen its engagement with the community and implement more proactive strategies to improve public perception of security.

The findings in Tipo-Tipo Municipality aligned with those of Tuburan, as the community sector-respondents rated their satisfaction at 3.21, also classified as "Satisfactory." This suggested that while law enforcement efforts were acknowledged, there remained a need for increased police visibility and responsiveness to crime-related concerns. Strengthening community partnerships and law enforcement initiatives could have helped address persisting issues.

In Ungkaya Pukan Municipality, the level of satisfaction was recorded at 3.16, maintaining the "Satisfactory" rating. The results implied that while respondents appreciated the efforts of the 1st PMFC, they expected further improvements in crime deterrence and response. The findings suggested that law enforcement agencies should have considered refining their crime prevention approaches to boost public confidence.

Overall, the operational performance of the 1st PMFC in the anti-criminality campaign across the different municipalities of Basilan received mixed feedback. Municipalities such as Lamitan, Albarka, and Mohammad Ajul reported higher satisfaction ratings, indicating effective crime prevention strategies. Meanwhile, areas like Akbar, Tuburan, Tipo-Tipo, and Ungkaya Pukan exhibited moderate satisfaction, suggesting the need for further enhancements in law enforcement operations. These findings underscored the importance of continuous evaluation and improvement of policing strategies to ensure safety and security across Basilan.

V. OTHER RECOMMENDATIONS

Based on the findings of this study, we recommend that the 1st Provincial Mobile Force Company (PMFC) enhance its community engagement efforts to improve public trust and satisfaction. It should strengthen the police visibility through regular patrols, establish closer collaboration with local government units, and implement proactive crime prevention strategies and these measures can help address the concerns of communities with lower satisfaction ratings. Additionally, provide continuous training for law enforcement officers on effective crime response, community relations, and human rights adherence will also further improve the overall operational performance of the PMFC. These initiatives will not only boost public confidence but also reinforce the partnership between law enforcement agencies and the community in ensuring a safer environment.

VI. CONCLUSIONS

This study assessed the level of community satisfaction on the operational performance of the 1st Provincial Mobile Force Company (PMFC) in Basilan in relation to its anti-criminality campaign. The results revealed varying degrees of satisfaction across different municipalities, with some areas rating the operational performance as "Very Satisfactory" while others indicated "Satisfactory" levels. Among the municipalities, Lamitan City and Albarka Municipality reported the highest satisfaction levels, suggesting effective crime prevention measures and stronger community-police collaboration. Conversely, areas such as Akbar, Tuburan, Tipo-Tipo, and Ungkaya Pukan exhibited moderate satisfaction, indicating the need for further improvements in law enforcement strategies.

Overall, while the 1st PMFC has demonstrated commendable efforts in combating crime, continuous evaluation and improvement in law enforcement strategies are necessary to sustain and enhance public trust and safety.

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