



LEVEL OF SATISFACTION OF COMMUNITY RESIDENTS ON THE SERVICES OF THE PHILIPPINE NATIONAL POLICE

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ABSTRACT: *The Philippine National Police as one of the tri-bureaus under the Department of the Interior and Local Government as indicated under Republic Act 6975 or 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 & internal security with the active support of the community. "This study was conducted to determine the level of satisfaction of community residents on the services of the PNP. This undertaking utilized a total of one-hundred and fifty respondents who are direct beneficiaries of the services of the Philippine National Police in the area of study. It utilized the descriptive research design which described the profile and the level of satisfaction of community residents on the PNP services. It was conducted in Baggao, Cagayan. Random sampling was adopted to identify the respondents of the study with a questionnaire as a data gathering tool. Interview was also conducted to supplement the responses of the respondents. The results of this undertaking revealed the differences in the respondents' perceptions as to the different services rendered by the Philippine National Police in the area of study. Majority of the respondents positively assessed the provision of the services by the agency as very satisfied on the areas of "Locating Missing Person", "Issuing Police Clearance" and "Conducting rescue operations in coordination with concerned agencies during emergency and disasters" while a few of the affected respondents assessed the other mandates as otherwise. Differences in the perceptions of the respondents manifest inconsistencies on the level of their satisfaction, thus provisions which would warrant an excellent delivery of the mandate should be given priority by the agency. To maintain a notably high level of service satisfaction on the mandate of the Philippine National Police, it is recommended that the agency should revisit its mandate and devise a more specific and clearer procedure and program in the conduct of its services, the agency may continuously provide orientation and training to personnel on customer relations and*



services to meet the full satisfaction of the beneficiaries and more extensive study should be conducted to include areas and other variables connected to services satisfaction may be conducted.

KEYWORDS: *satisfaction, community, Philippine National Police, police clearance, rescue operations, emergency disasters, Republic Act 6975, crimes, profile*

INTRODUCTION

The Philippine National Police as one of the tri-bureaus under the Department of the Interior and Local Government as indicated under Republic Act 6975 or 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 & internal security with the active support of the community."

The PNP and policing in the Philippines began when the Constitution of the Revolutionary Government under General Emilio Aguinaldo established the Department of Police and Internal Order. This paved the way for the earliest accounts of Policing in the Philippines. On August 8, 1901, the Insular Constabulary was established which was created by Commission Act No. 175 with Capt. Henry T. Allen as its first Chief. In December 1902, the Insular Constabulary was renamed as the Philippine Constabulary (PC). Then in 1950, the PC became a Major Command of the Armed Forces of the Philippines (AFP) by virtue of Executive Order No. 389. On August 8, 1975, Presidential Decree No. 765 was issued authorizing the merging of the PC and Integrated National Police (INP) into a new organization, the PC/INP. This was necessary in addressing the need for integrating the peace and order and anti-criminality efforts of the diverse and fragmented local or municipal police units into the national peace and development program. In 1986, after the People Power Revolution (EDSA 1), a new Constitution was promulgated, providing for a police force, which is "national in scope and civilian in character". On January 29, 1991, Republic Act No. 6975 mandated the abolition of the PC/INP and the creation of the PNP with the members of the PC/INP as its nucleus and the absorption of selected members from the major service units of the AFP like the Philippine Air Force Security Command (PAFSECOM), the Philippine Coast Guard (PCG), Philippine Navy (PN) and the Philippine Army (PA) to be the



national police force. In February 17, 1998, Republic Act (RA) No. 8551 known as the “PNP Reform and Reorganization Act of 1998” was enacted, which allowed the reorganization of the PNP to effectively perform its mission (CPSM, 2012).

With the many functions and duties of law enforcers, serving the people in their area of responsibility, in remote areas, knowing that their number is not even enough to cover their area, confronted with different concerns like availability of transportation and personnel, especially at this time due to this pandemic where additional tasks are given to law enforcers to conduct checkpoints and enforcement of the provisions of the Bayanihan to Recover as One Act or Republic Act 11494 to curb the spread of virus. In order to strengthen its partnership with the community and develop support and cooperation, the PNP shall improve the performance in the delivery of its services.

In a study conducted by Espinosa (2011), he assessed the community policing towards peace and order sustenance in the eight municipalities of the 2nd District of Pangasinan. Respondents were PNP and barangay officials. He found out that the police have a wide array of services as follows: a) locating missing persons 2) issuing police clearance and anti-carnapping clearances; 3) conducting rescue operations in coordination with concerned agencies during emergency and disasters; 4) providing community policing through patrolling peacekeeping and counseling 5) providing security services on holidays and special occasions; 6) issuing firearm licenses; 7) executing court orders and municipal ordinances; 8) conduct of barangay information network and mediation to family feud; 9) conducting consultations with community members, and 10) providing security escorts to VIPs and foreign liaisoning.

The first of the three major policing roles is maintaining order or keeping the peace, the goal of which is to reinforce informal control mechanisms already operating in the community. Sometimes this role involves enforcement of local statutes and laws, such as when the police respond to complaints sometimes is disturbing the peace. At other times the peacekeeping role involves activities undertaken to maintain the civility of life in the community. In fact, police officers respond to many incidents not by enforcing the law but rather by handling the situation.

Typical examples of maintaining order, or the peacekeeping function, include traffic control and crowd management during sporting events, concerts, and parades. Officers engaged in



maintaining order typically use informal sanctions such as warnings far more than formal sanctions such as citations and arrests.

Further, according to Prenzler (2002), the word “corruption” can be used broadly along with common terms such as “misconduct” and “deviance” to cover any behavior by police that is considered illegal or unethical. However, aforementioned author also defined corruption as soliciting or accepting a bribe. An example would be a police officer accepting money from a drug dealer in return for not charging the dealer with trafficking. Misconduct may also be as simple as drinking on duty and sleeping on duty according to Barker (1983).

With all the controversies and problems, the organization is facing from corruption, police brutality, violation of laws by law enforcement officers, bad image as created by some members and the like, for many reasons. This study is deemed necessary for the improvement of the services of the Philippine National Police. It shall be of help in the planning and proper implementation of its different services in order to increase the level of satisfaction of community residents they serve on the delivery of their services. For this, the researchers decided to conduct this study in order to assess the level of satisfaction of community residents on the delivery of services of the Philippine National Police in Baggao, Cagayan.

STATEMENT OF THE PROBLEM

Generally, this study was conducted to determine the level of satisfaction of community residents on the services of the PNP. Specifically, it sought to answer the following questions:

1. What is the profile of respondents as to:
 - 1.1 Age
 - 1.2 Sex
 - 1.3 Highest educational attainment
 - 1.4 Occupation
2. What is the level of satisfaction of community residents on the services of the PNP in keeping public order in the municipality and communities?
3. What problems and suggestions do respondents propose to improve the PNP services in the area?



RESEARCH METHODOLOGY

This undertaking utilized a total of one-hundred and fifty respondents who are direct beneficiaries of the services of the Philippine National Police in the area of study. It utilized the descriptive research design which described the profile and the level of satisfaction of community residents on the PNP services. It was conducted in Baggao, Cagayan. Random sampling was adopted to identify the respondents of the study with a questionnaire as a data gathering tool. Interview was also conducted to supplement the responses of the respondents.

RESULTS AND DISCUSSION

Table 1a: Frequency and Percentage Distribution of Respondents as to Age

<i>Age</i>	<i>Frequency</i>	<i>Percentage</i>
13-17 years old	7	4.67
18-22	29	19.33
23-27	42	28.00
28-32	20	13.33
33-37	7	4.67
38-42	10	6.67
43-47	9	6.00
48 and above	26	17.33
Total	150	100.00
Mean age: 31.23		

This undertaking included one-hundred and fifty respondents of which table 1a presents the age structure of the study. Almost half of the respondents are younger people of which the highest frequency of 42 or 28.00 percent belong to the age bracket of 23-27 years old with a mean age of 31.23. This data implies that the respondents are young, energetic, and enthusiastic and in a period of active participation in the different affairs in their locality.



Table 1b: Frequency and Percentage Distribution of Respondents as to Sex

Sex	Frequency	Percentage
male	72	48.00
female	78	52.00
Total	150	100.00

Results in table 1b showed that majority of the respondents are females with a frequency of 78 or 52.00 percent, an implication that women nowadays are no longer confined in the homes but are active participants in the affairs of the society especially on the incidents that may affect them.

Table 1c: Frequency and Percentage Distribution of Respondents as to Highest Educational Attainment

Educational Attainment	Frequency	Percentage
Elem level	10	6.67
Elem grad	10	6.67
Hs level	15	10.00
Hs grad	12	8.00
College level	29	19.33
College grad	69	46.00
Post grad	5	3.33
Total	150	100.00

The data in the table showed that almost majority of the respondents are degree holders in which 69 or 46.00 percent are college graduates thereby providing them with more knowledge and wider perspective of the services which the Philippine National Police may offer them. Further, their being degree holders guarantees their fitness to provide a more critical, objective, and reasonable assessment of the services of the agency.

Table 1d: Frequency and Percentage Distribution of Respondents as to Occupation

Occupation	Frequency	Percentage
Farming	33	22.00
House Keeping	14	9.33
Gov't Employee	8	5.33



Private Employee	15	10.00
Teaching	51	34.00
Driving	14	9.33
Carpentry	3	2.00
Electrician	7	4.67
Mechanics	3	2.00
Self employed	2	1.33
Total	150	100.00

Considering the highest educational attainment of almost a majority of the respondents as college graduates, 51 or 34.00 percent of them are engaged in the noble teaching profession, an implication of their being knowledgeable on the effective assessment of the services of the Philippine National Police in their area. Further, with the nature of the occupation of the majority of the respondents as teachers, private, and government employees, their sensitive and keen observations on the delivery of the services of the agency is well evident.

Table 2: Rank Distribution of Services of the Philippine National Police

Services of PNP	Rank
Locating Missing Person	3
Issuing Police Clearance	2
Conducting rescue operations in coordination with concerned agencies during emergency and disasters	3
Providing community policing through patrolling, peacekeeping, and counseling	1`
Providing security services on holidays and special occasion	3
Providing security escort to VIPs and foreign liaison	4

Success of an endeavor in any organization is reflected in the satisfaction of the beneficiaries of the program, thus, the objective assessment by them is very significant. The respondents of this study have assessed the different services of the Philippine National Police and revealed that “**Providing community policing through patrolling, peacekeeping and counseling**” has been ranked 1 of all the services being offered by the agency and as observed by them “**Providing security escort to VIPs and foreign liaison**” has been the least services afforded by the agency. These data imply that the respondents are very well vigilant of the different services of the Philippine National Police and how these services are being delivered.



Table 3: Item Mean on the Services of the Philippine National Police to Community Residents

<i>Services of PNP</i>	<i>Item mean</i>	<i>Descriptive value</i>
Locating Missing Person	2.53	very satisfied
Issuing Police Clearance	2.37	very satisfied
Conducting rescue operations in coordination with concerned agencies during emergency and disasters	2.38	very satisfied
Providing community policing through patrolling, peacekeeping, and counseling	2.21	satisfied
Providing security services on holidays and special occasion	2.29	satisfied
Providing security escort to VIPs and foreign liaison	2.11	satisfied
Over-all Weighted Mean:	2.32	satisfied

The level of contentment or satisfaction of the beneficiaries on the services offered by the Philippine National Police is the breadth of the success of the mandate of the agency. Thus, results of this undertaking showed that the respondents are *very satisfied* of the mandate of the agency as to “*Locating Missing Person*”, “*Issuing Police Clearance*” and “*Conducting rescue operations in coordination with concerned agencies during emergency and disasters*” with the item mean of 2.53, 2.37, and 2.38, respectively. This data imply that the agency have been very effective in the delivery of these mandates. On the other hand, the agency was appraised by the respondents on the areas of “Providing community policing through patrolling, peacekeeping, and counseling”, “Providing security services on holidays and special occasion” and “Providing security escort to VIPs and foreign liaison” only as *satisfied*, an implication of the inadequate delivery of the agency on their mandate.

Table 4: Rank Distribution on the Problems in the Delivery of the Services of the Philippine National police

<i>Problems</i>	<i>Rank</i>
Policemen are not approachable/disrespectful	3
Don't follow protocols	8
These services are only evident in centers of business but not in remote barangays	4



Unfair treatment/palakasan	1
Late in responding	2
Inconsistency of implementation	5
Not in uniform	6
They themselves are violators	7

Notwithstanding the success of any endeavor an agency may bring, glitches or problems are still inevitable. Thus, this study presents the different glitches or problems in carrying out the mandate of the agency as observed by the respondents. *“Unfair treatment/palakasan”* *“Late in responding”* and *“Policemen are not approachable/disrespectful”* ranked *first, second and third* respectively which have emerged as the primordial problems experienced by the respondents, an implication that until to date the Filipino culture of pressure is still widespread in any organization, the delay in responding to disaster or any incidents and the attitude of not clientele-friendly may hamper the successful provision of the agency’s mandate to the people.

Table 5: Rank Distribution on the Respondents’ Suggestions in the Delivery of the Services of the Philippine National Police

Suggestions	Rank
They should give due respect and due process to violators	4
Should go for further training	9
Police visibility should be evident in remote barangays	3
They should be consistent in implementing laws/guideline	6
Be fair	1
Improve self discipline	8
They should serve as models	5
Be prompt in responding	2
They should be in uniform when on duty	7

In response to the glitches or problems on the provision of the mandate of the Philippine National Police as observed by the respondents, they urged that the agency *“Be fair”* and *“Be prompt in responding”* in the conduct of its services ranked *first* and *second*, respectively. This implication is in consonance to the primordial glitch or problem on *“Unfair treatment/palakasan”* and *“Late in responding”*, as showed in the preceding table.



CONCLUSION

The results of this undertaking revealed the differences in the respondents' perceptions as to the different services rendered by the Philippine National Police in the area of study. Majority of the respondents positively assessed the provision of the services by the agency as very satisfied on the areas of "Locating Missing Person", "Issuing Police Clearance" and "Conducting rescue operations in coordination with concerned agencies during emergency and disasters" while a few of the affected respondents assessed the other mandates as otherwise. Differences in the perceptions of the respondents manifest inconsistencies on the level of their satisfaction, thus provisions which would warrant an excellent delivery of the mandate should be given priority by the agency.

RECOMMENDATION

To maintain a notably high level of service satisfaction on the mandate of the Philippine National Police, the following areas are recommended:

- The agency should revisit its mandate and devise a more specific and clearer procedure and program in the conduct of its services.
- A stricter policy implementation against the area of palakasan /unfair treatment should be monitored
- The agency may continuously provide orientation and training to personnel on customer relations and services to meet the full satisfaction of the beneficiaries.
- A more extensive study should be conducted to include areas and other variables connected to services satisfaction may be conducted.

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