

**EFFECTIVENESS OF POLICE OPERATION IN GAINING PUBLIC TRUST AND
CONFIDENCE**

A Bachelor's Thesis

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Bachelor of Science in Criminology

by

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ABSTRACT

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Summary

The purpose of the study aimed to determine the level of trust and confidence of police operation and community relation of PNP Mahayag, Zamboanga, del Sur for the year 2019. The research design used in this study was descriptive- survey method with the questionnaire-checklist was administered as the data gathering instrument. The data gathered were analyzed and interpreted using the Weighted Arithmetic Mean. The respondents of the study were 30 PNP personnel, 30 students, 30 civilians from public and 30 barangay officials of Mahayag, Zamboanga del Sur.

The results revealed that majority of the PNP were 35 42 years old, most of them are males, and many of them were married and had reached 6 years and above in service.

The activities conducted by police officers to interact with the people in the community were assisting in medical, dental,

bloodletting, discussing topics of juvenile delinquency at schools, and assisting in the promotion of culture and traditions. The Police officers' rated themselves as proficient on their duty on community relations in the Municipality of Mahayag.

Both the General Public and Students in Mahayag perceived that the extent of police operation to ensure public trust and confidence was "Very Effective". However, Barangay officials believed that the said police operation was "Effective".