

A COMMUNITY SURVEY ON PULIS KASANGGAYAHAN'S PERFORMANCE IN SORSOGON PROVINCE

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ABSTRACT

Section 5 of Article II, and Section 6 of the General Provisions of the 1987 Philippine Constitution, as well as Republic Acts 8551 and 6975 have provided the legal bases for the formation of the Philippine National Police (PNP) and its mandates as a community- and service-oriented agency responsible for the maintenance of peace and order and public safety. This descriptive-survey research determines the public ratings and feedback of various community sectors on the performance of Pulis Kasanggayahan in Sorsogon Province. The proportionate stratified sampling techniques (based on the voting population prorated per municipality) examine the 400 responses from various sectors, with 5% margin of error. Findings reveal that the public, regardless of the sectors to which they belong, have high respect for police officers because they perform well in the delivery of programs and services in the province, especially in times of emergency. However, in spite of the presence of the Pulis Kasanggayahan in the community, many Sorsogueños especially from the judiciary, elected government officials, the religious sector, media, and government employees sector, still worry about their security and safety. The verbal feedback section of the survey shows that the most critical issues and concerns involve drug abuse, illegal activities, inadequate deployment of police officers, insufficient equipment/training, and community relations.

Keywords: Philippine National Police, performance, community, programs and services, trust ratings, respect, security and safety, feedbacks, descriptive-survey, Sorsogon

INTRODUCTION

The government established by a democratic society exists solely to safeguard and uphold the freedom and interests of its citizens. Article II (Declaration of Principles and State Policies), Section 5 of the 1987 Philippine Constitution clearly states that,

"The maintenance of peace and order, the protection of life, liberty, and property, and promotion of the general welfare are essential for the enjoyment by all the people of the blessings of democracy."

It is on the basis of this principle that the Philippine National Police was formed. Organized both as a national and local police force, it is mandated to extend law enforcement services throughout the country. Hence, it exists for the sole purpose of protecting and serving the citizens of our country. This mandate is reinforced by Section 6 of the General Provisions:

"The State shall establish and maintain one police force, which shall be national in scope and civilian in character, to be administered and controlled by a national police commission. The authority of local executives over the police units in their jurisdiction shall be provided by law."

And consistent with these constitutional provisions, laws, such as Republic Act 8551, declare the state policy to "establish a highly efficient and competent police force that is national in scope and civilian in character, administered by a National Police Commission." And that the PNP shall be "a community- and service-oriented agency responsible for the maintenance of peace and order and public safety." In addition, it is organized to "ensure accountability and uprightness in the police exercise of discretion as well as to achieve efficiency and effectiveness of its members and units in the performance of these functions (Section 2)." Similarly, Section 24 (Powers and Functions) of RA 6975, the "Department of the Interior and Local Government Act of 1990," states that the PNP shall: (a) enforce all laws and ordinances relative to the protection of lives and property; and (b) maintain peace and order and take all necessary steps to ensure public safety.

Furthermore, the PNP believes that to restore public trust, there is a need to change police culture and commit to a community policing paradigm built on honor, service, and responsibility. The premises of this concept are: an interactive partnership between the police and the community, in which the citizens have inputs into the setting of local police department priorities; community police officers' manner of patrol which should be collaborative with and non-isolationist from the citizens; higher emphasis on human resources within and outside police departments, less on hardware and modern technology; police organizations' need for adaptability to changing environments and readiness to confront contemporary and emerging issues; emphasis on quality service, core values, accountability and cost effectiveness; partnership with the community as a central focus. Hence, the police are an important component of a community-wide effort to fight crime and also improve community life in general.

To realize this paradigm, the PNP Directorate for Police Community Relations (DPCR) was organized to “develop plans and programs designed to generate and shape good public perception towards the government in general and the PNP in particular (function 3)” and “conduct studies and researches to assist national policy-makers in developing laws, plans, and programs that are community-based, service-oriented and gender sensitive, and are geared towards the maintenance of peace and order and the enhancement of public safety (function 4).” It is on the latter function that this branch of the PNP conducts survey research studies such as this, in order to accomplish its first function.

The PNP’s effort in Police Community Relations is encompassing and over-arching all the other elements of QUAD. For instance, the police can only have a “working” intelligence net if the people cooperate with them. In the field of investigation, witnesses may willingly “come forward” and testify for the police because of their trust and confidence in the latter. Operational accomplishments are possible only if people support the police. Often, the latter is the recipient of information, logistical, human, educational, and financial assistance from corporate citizens and the community since it has motivated them to the ideals of good corporate citizenship and the virtues of nationalism and patriotism. Thus, PCR plays a vital role and is a unifying factor in the QUAD activities (PNP PCR Manual 2012, p. 141).

To solve the three-decade long insurgency problem, the Philippine Government has outlined and adopted an “all of government” approach with an overall strategy of “winning the peace”, currently involving the AFP, PNP, and other government instrumentalities. The PNP, for its part in this cooperative thrust, launched its Internal Security Operation (ISO) Plan “Samahan 2011”. In consonance with this, the PCR approach aims to “soften the ground” as the PNP advances to enhance the level of security and safety of every Filipino to a higher, improved dimension, and “smoothen the rough edges” when the stronger arm of the law creates some conflicts in the course of shaping the communities into a much safer environment (PNP PCR Manual 2012, p. 170).

This approach will be facilitated through, among others: forging relationships with partner agencies (AFP, POC, and LGUs) for harmonious working conditions and with the community to foster better understanding of shared responsibility in peace keeping (1); mobilizing people and communities for the advancement of their [social] well-being (4); and securing communities through community intervention and policing. The approach is directed towards making the PNP leadership develop, guide and steer a “community- and service-oriented” police organization by forging relationships, shaping perceptions, exerting influence, organizing and mobilizing the community so it can develop and by itself secure a safer place to live, work, and transact business. This direction could be accomplished by actively involving the LGUs, communities, and people’s organizations in improving and maintaining harmonious social conditions through the establishment of Peace and Order Councils or POCs (PNP PCR Manual 2012, pp. 170-171).

In the province of Sorsogon, the *Pulis Kasanggayahan* recognizes linkages with other agencies as an important part of not only forging relationships with the public but also in improving its services to the community. With this purpose, it sought the assistance of the Philippine Information Agency and the Sorsogon State College to determine the effectiveness and capability of its service delivery.

Purpose of the Study

This survey was aimed mainly to assess the public views and feedback from different sectors of the community regarding the performance of *Pulis Kasanggayahan* in Sorsogon Province. Specifically, it hopes to (1) determine the public ratings of the *Pulis Kasanggayahan* along delivery of services and programs, trust ratings, respect ratings, and security and safety of the community; (2) determine the sectoral ratings of the *Pulis Kasanggayahan* along the identified variables; and (3) identify reactions and public feedback on the service delivery of *Pulis Kasanggayahan*.

Methodology

For this descriptive-survey method a survey-questionnaire was the main instrument to gather the needed data. Actual field survey was undertaken in January 2016. The data gathered were supplemented with unstructured interviews of identified respondents whose responses were analyzed and organized into themes/codes.

The study utilized the Slovin's formula with 5% margin of error to determine the sample size based on the voting population of Sorsogon in 2010. With the use of the formula, 400 out of the 428,701 voters were identified as the sample size of the study. A proportionate stratified sampling design was utilized to determine the sample size per municipality. The municipality of Sta. Magdalena with the lowest number of voting population, or 2.4% of the entire province, had 10 samples while Sorsogon City with the largest share of voting population of 20.6% provides 82 samples; There were 12 samples identified in Barcelona and in Prieto Diaz, 50 in Bulan, 14 in Bulusan, 17 in Casiguran, 28 in Castilla, 21 in Donsol, 31 in Gubat, 30 in Irosin, 18 in both Juban and Magallanes, 22 in Matnog, and 35 samples identified in municipality of Pilar.

The identified samples were from different sectors in the province prorated per municipality. There were 41 from the business sector, 25 from the religious sector, 40 informal workers, 28 elected government officials, 49 parents, 47 youth leaders, 41 from the transportation sector, 28 agricultural workers, 26 government employees, 26 private employees, 30 media practitioners, and 19 from the judiciary.

Data Collection and Analysis

After the joint meetings between the Philippine National Police (PNP) and the Philippine Information Agency (PIA) and the Sorsogon State College (SSC) to identify the needs and priorities for the performance evaluation, and to critique the language use in the survey instrument, the form was used in a dry run conducted among teachers, student leaders, and government and private employees in the last week of November 2015. The finalized version was finetuned according to the dry run results.

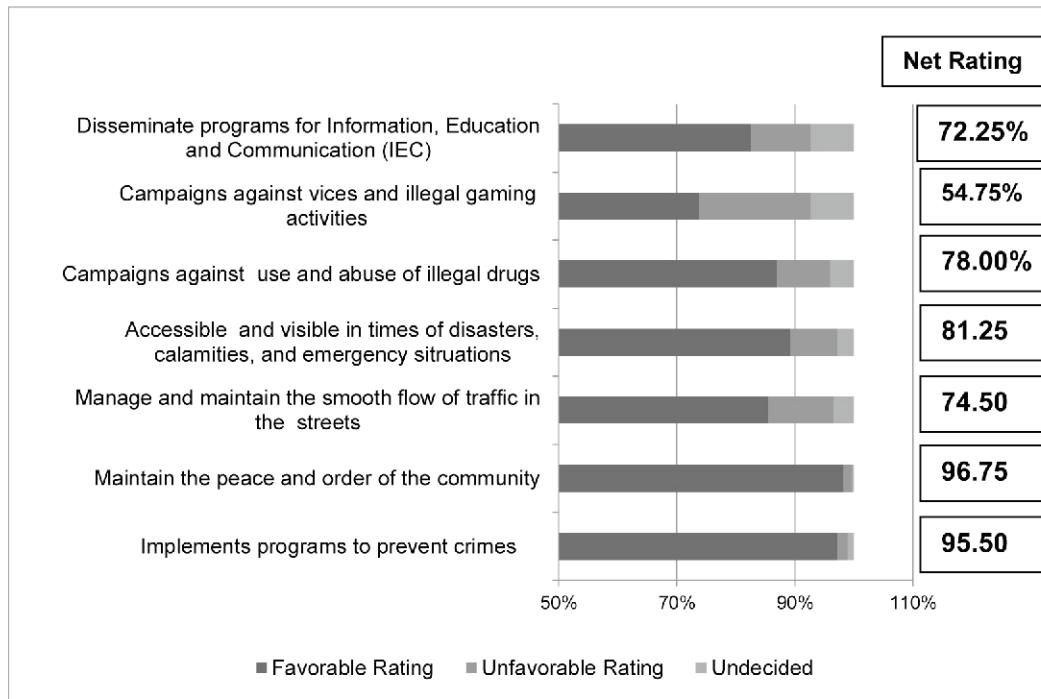
To ensure fair representation of the different sectors, all possible respondents per municipality were listed, then the final list was drawn via drawing of lots per municipality and sector. The questionnaires and the letter signed by the head of PIA Sorsogon, enclosed in envelopes, were simultaneously distributed among the identified respondents in the 14 municipalities and in Sorsogon City in the first and second weeks of January 2016. The accomplished survey questionnaires were retrieved in the last week of January 2016. In February, the data gathered were tabulated and analyzed, considering frequency count and percentage. Content analyses of the verbal responses followed after these were coded and summarized into thematic groupings.

RESULTS AND DISCUSSIONS

Ratings for delivery of programs and services, public trust, public respect, and public security and safety

Figure 1 shows the public ratings along programs and services of *Pulis Kasanggayahan* in the province of Sorsogon. Its programs and services appeared to be highly acceptable to the *Sorsogueños*. Of the seven aspects of this public service, it was maintaining peace and order in the community which got the highest favorable rating (98.25%) and net score, 96.75%. This was followed by the implementing programs to prevent crimes (95.50%), accessibility and visibility of the *Pulis Kasanggayahan* in times of disasters, calamities and emergency situations (81.25%), the campaign against the use and abuse of illegal drugs (78.00%), the management and maintenance of the smooth flow of traffic in the streets, the dissemination of programs for information, education and communication (72.25%), and the campaign against vices and illegal gaming activities (54.75%), the lowest ratings. The over-all net favorable rating on programs and services of *Pulis Kasanggayahan* was 79.00%.

Figure 1. Public Ratings along Programs and Services of Pulis Kasanggayahan



The positive net rating score of the *Pulis Kasanggayahanin* in all aspects included in this study indicates that the police are performing their duties and functions in the province well when it comes to peace and order, responsiveness in times of emergency, and information dissemination of programs and services. Almost all of the respondents provided favorable ratings that the *Pulis Kasanggayahan* is determined to implement programs on preventing crimes and maintaining peace and order in the province. Considering that the province of Sorsogon is considered a typhoon belt experiencing calamities every year, the assistance of the *Pulis Kasanggayahan* was considered reliable and responsive in times of emergency and disasters.

For every 10 *Sorsogueños*, 9 agreed that the *Pulis Kasanggayahan* has conducted campaigns against illegal drugs and could maintain the smooth flow of traffic in the streets. It is only in the City of Sorsogon with major services and establishments such as banks, supermarkets, churches, schools, hospitals and the like where heavy traffic is observed during rush hours, and especially during school days. The abuse of illegal drugs was rarely observed but ever-present. Moreover, 8 out of every 10 *Sorsogueños* have favorable ratings regarding the police campaign against vices and illegal gaming activities.

This indicates that there is still illegal gambling in the province that needs to be addressed. *Pulis Kasanggayahan* must continue to provide programs against such gaming activities.

However, the government must support the police in terms of logistics and other relevant assistance to combat illegal gambling.

Figure 2 shows the public trust ratings of the *Pulis Kasanggayahan*. That the force can be depended upon whenever untoward incidents occur is reflected by its highest public trust ratings (94.75%) with a net favorable rating of 92.25%. The public observed the dedication of *Pulis Kasanggayahan* in performing their mandate and their dedication to keeping the community safe (91.50%) with a net favorable rating of 86.75%. That *Pulis Kasanggayahan's* can be truly trusted is shown in its net favorable rating of 86.50%; its doing what is right and proper for the welfare of the citizenry and being readily available for public assistance both have net rating of 84.50%. Its ratings for enforcing laws and orders fairly (73.50%) and not being involved in any corrupt and illegal activities (52.75%) have the lowest net favorable ratings. In short, the *Pulis Kasanggayahan* has an overall net public trust rating of 80.11%.

For every 10 *Sorsogueños*, about 9 of them trust the *Pulis Kasanggayahan* in the delivery of their services. Police visibility in every place in the province especially in times of emergency provides a good impression to the public. This shows the dedication of the *Pulis Kasanggayahan* in performing their duties and responsibilities.

Figure 2. Public Trust Ratings of Pulis Kasanggayahan

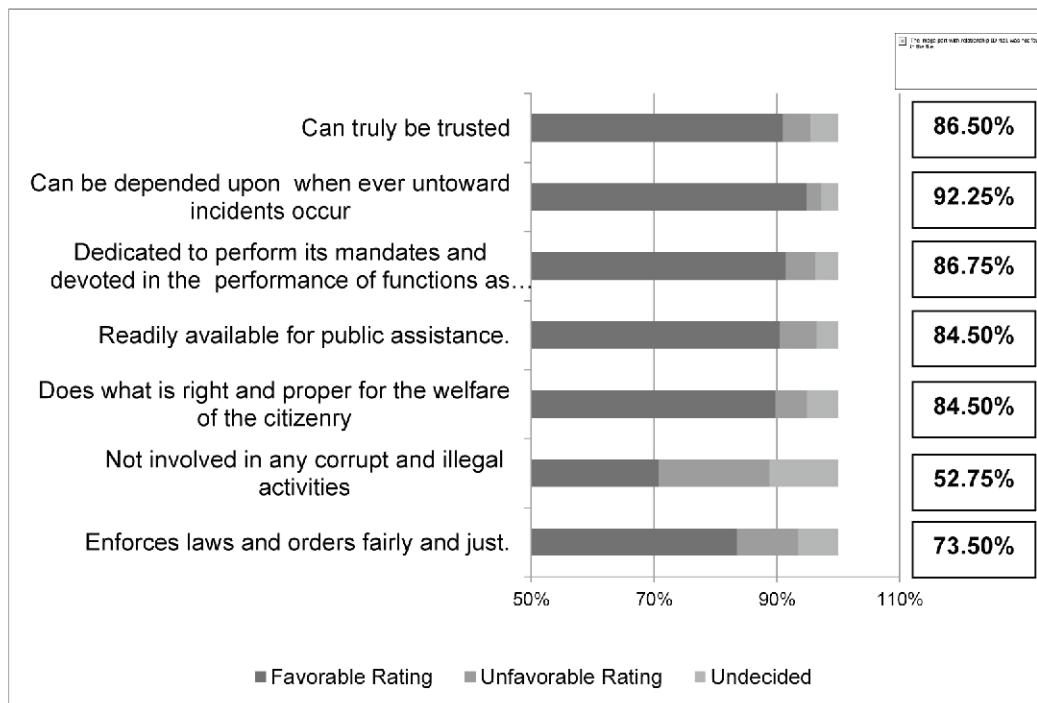


Figure 3 the Public respect ratings of *Pulis Kasanggayahan*, reveals a favorable rating of 97.75% on public respect for police officers, with a net respect rating of 96.25% the highest among the six indicators. The public recognize that the PNP uniform symbolizes law and authority (96.75%) which has a very high net favorable rating of 95.50%. This was followed

by the police officers' respect for individuals regardless of age, gender, economic status or race (90.00%); exhibit professionalism and integrity (87.50%); adhere to sound principles and conviction (87.00%); and show awareness of what is right and strongly defend it (74.25%) Such perception provided them a strong foundation to win public respect. The overall public net favorable rating on respect for the PNP was 88.42%.

The public respect rating again confirms the trust rating of the *Pulis Kasanggayahan* that for every 10 individuals, 9 of them have high respect for the PNP.

Figure 3. Public respect ratings of Pulis Kasanggayahan

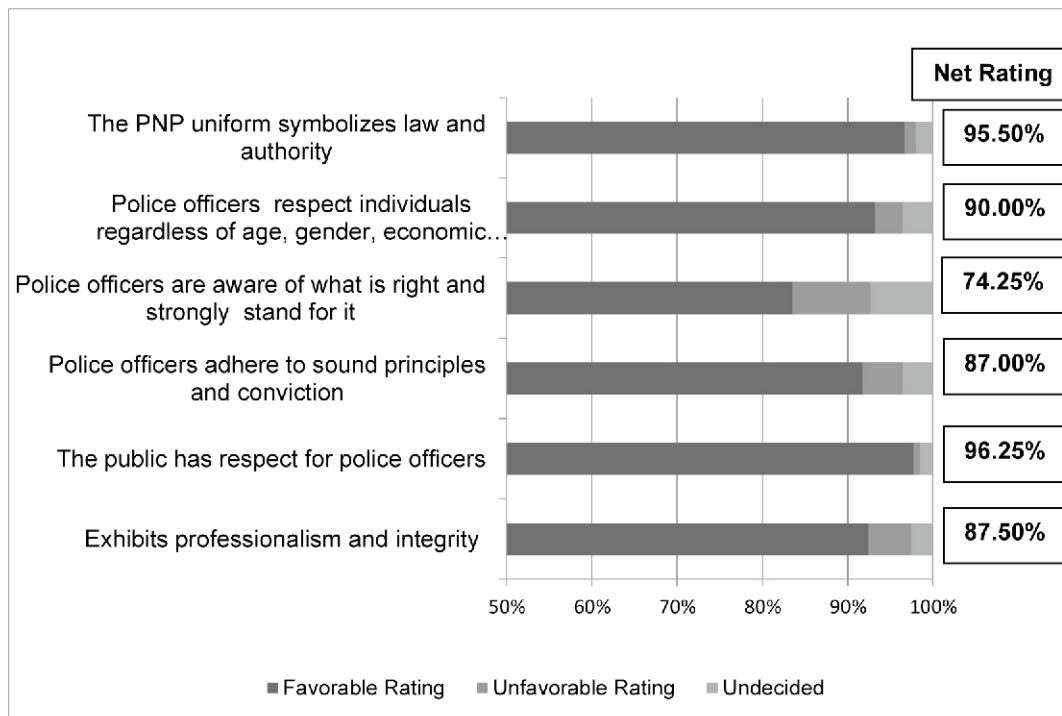


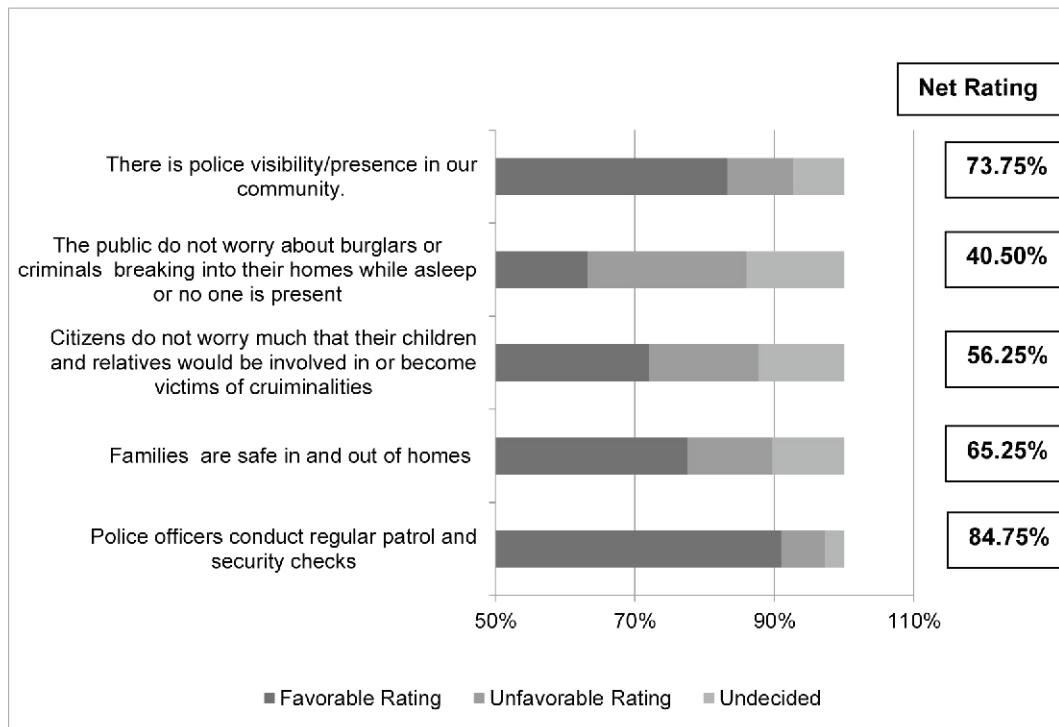
Figure 4 shows the ratings of *Pulis Kasanggayahan* along public security and safety. Here, 91.00% of the respondents provide a favorable rating on the conduct of regular patrol and security needs which resulted in a net favorable rating of 84.75%. Police visibility and presence in the community was given an 83.25% favorable rating, with 73.75% net rating.

These were followed by a net favorable rating of 65.25% for safety of the families in and out of the homes, 56.25% net rating for the citizens not to worry much that their children and relatives would be involved in or become victims of criminalities, and the lowest net rating was the public confidence regarding home safety from burglars or criminals breaking into their homes while asleep or no one is present which was 40.50% net favorable rating. The over-all net favorable rating of the *PNP* along this variable was 64.10%.

These results on community security and safety show lower public rating compared to the previous three variables included in the survey. Although the public gave higher ratings on

programs and services, higher trust ratings and ratings on respect for the PNP, the public did not show much confidence in their security and safety. About 8 for every 10 *Sorsogueños* have favorable ratings on community security and safety.

Figure 4. Ratings of *Pulis Kasanggayahan* along Public Security and Safety

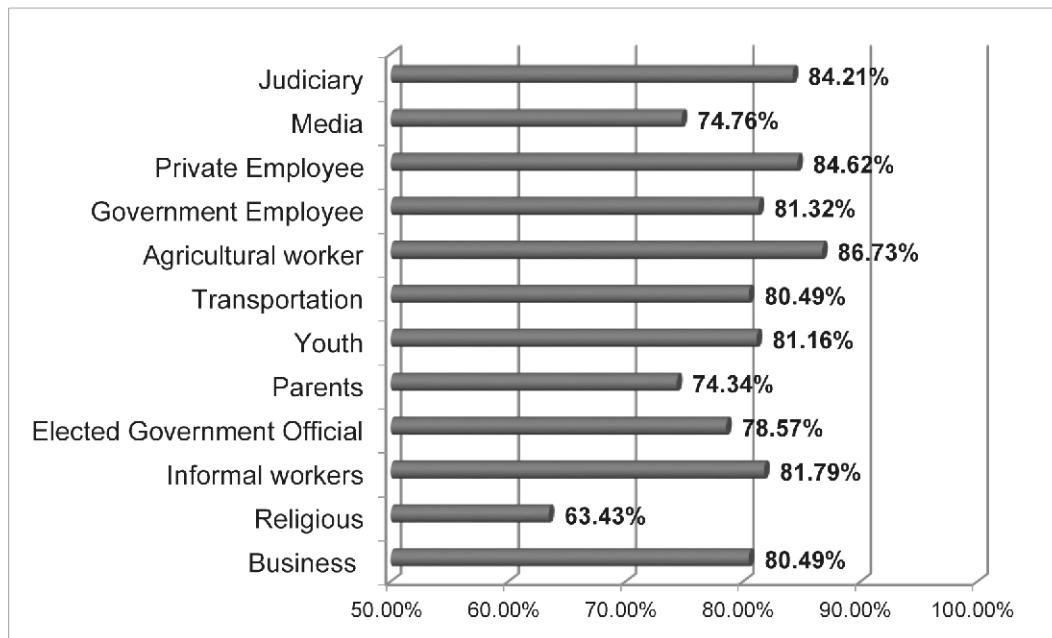


Goldsmith (2003) contends that the capability of the police force in giving citizens security and safety is linked to the latter's trust in the security force. Dedication and devotion to duty by the police are part of how this trust is established among the people served. It is therefore the people's judgment on whether they could be safe in the hands of the officers who are duty-bound to look after them that they could readily say these men can be trustworthy.

Sectoral Ratings of the *Pulis Kasanggayahan*

Figure 5 shows the sectoral net favorable ratings on programs and services. Among the sectors included in this survey, the agricultural workers gave the highest net favorable rating of 86.73% on the programs and services provided by the *Pulis Kasanggayahan* (*PK*). The private employee (84.62%), judiciary (84.21%), informal workers (81.79%), government employee (81.32%), youth (81.16%), business (80.49%), and the transportation (80.49%) sectors in the province provided net favorable ratings of at least 80% for the programs and services of *PNP*. The elected government officials (78.57%), media (74.76%), and parents (74.34%) offered a positive net favorable rating of more than 70%. The religious sector has the lowest net favorable ratings which is 63.43% given to the *PNP* programs and services.

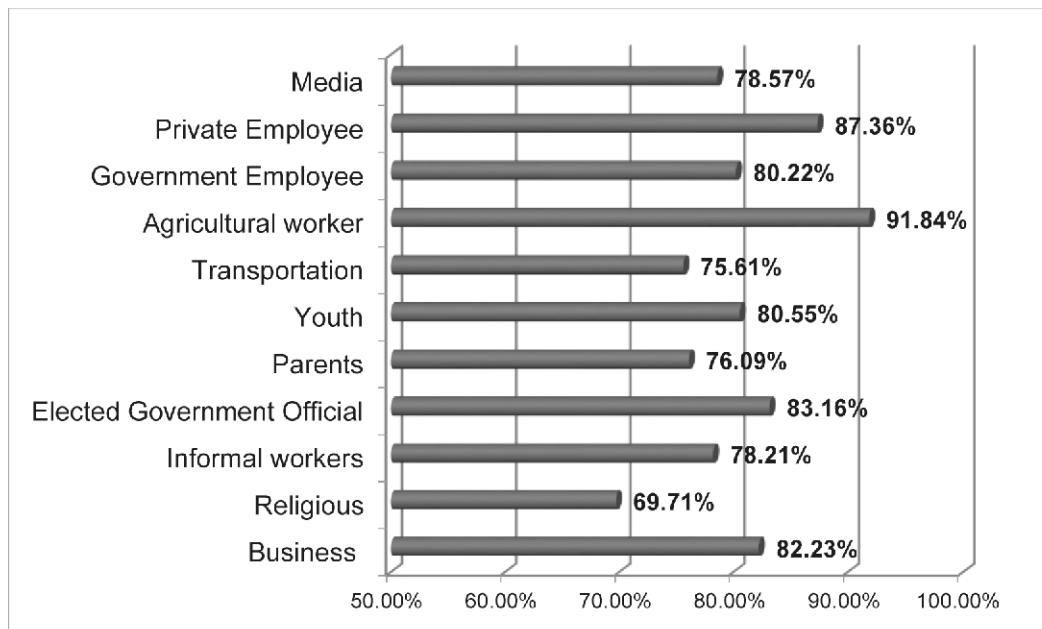
Figure 5. Sectoral Net Favorable Rating on Programs and Services of the PK



The aforementioned result revealed that the *Pulis Kasanggayahan* would be able to deliver well their sectoral programs and services in the province as shown by the positive net favorable ratings for every sector. Because Sorsogon is an agricultural province, the favorable ratings provided by the agricultural sector, the highest among all sectors included, indicates how well they could deliver their programs and services, especially to the agricultural community. This view is not shared by the religious sector which gave the lowest net ratings along PK programs and services.

Figure 6 presents the sectoral net trust rating of the *Pulis Kasanggayahan*. From among the sectors included in this investigation, the agricultural sector again gave the highest trust rating (91.84%), followed by the private employees (87.36%), elected government officials (83.16%), the judiciary (82.71%), business sector (82.23%), youth sector (80.55%), and government employees (80.22%) --- all higher than 80% trust rating. Other sectors such as media (78.57%), informal workers (78.21%), parents (76.09%), transportation sector (75.61%), and religious sector (69.71%) gave lower trust ratings.

Figure 6. Sectoral Net Trust Rating of Pulis Kasanggayahan

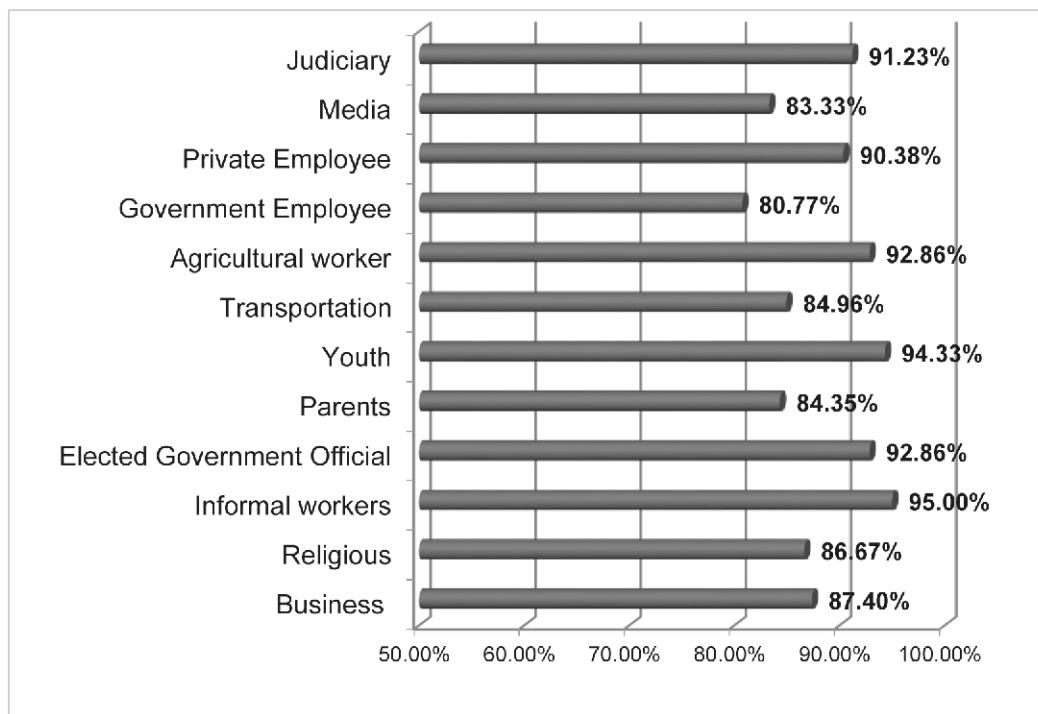


Tyler's argument (as cited in Boateng, 2012) has shown that institutional trust motivates compliance with the law. Since there are more citizens who view the PK as honest and caring about their interest, the more the public would follow the police directives and decisions. This reflects that the public's trust in them as an institution means they have the mandate and capability to protect society.

Figure 7 provides information on the sectoral net favorable ratings on respect for the *Pulis Kasanggayahan*. The informal workers sector has the highest (95.00%) regard for the PK; followed by the youth sector (94.33%), the agricultural sector (92.86%) and elected government officials (91.86%), the judiciary (91.23%), and private employees (90.38%).

All of the sectors offered higher than 80% on respect for the *Pulis Kasanggayahan*, the business sector has 87.40% net rating, the religious sector, 86.67%; the transportation sector, 84.96%; the parents sector, 84.35%; the media, 83.33%; and the government employee, 80.77%, which was the lowest.

Figure 7. Sectoral Net Favorable Rating on Respect for the Pulis Kasanggayahan

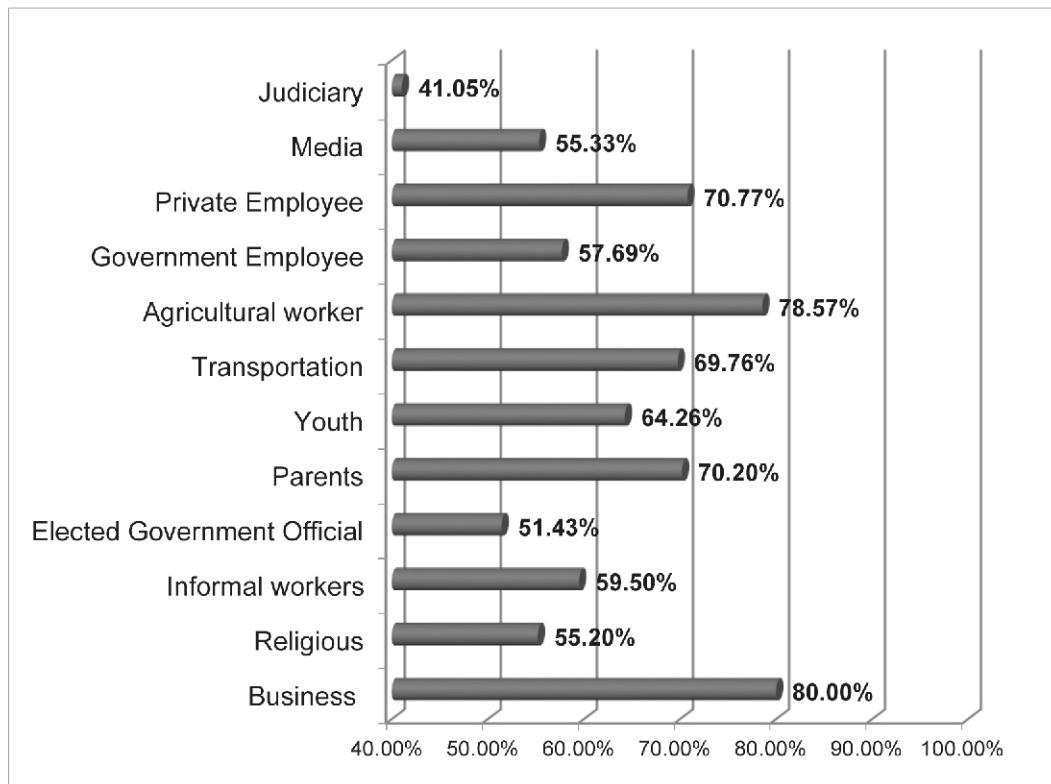


These results clearly show that the public, regardless of the sectors they belong to, have high respect for the police officers in the province.

Figure 8 reveals the sectors' net favorable ratings of PK in terms of public security and safety. Among the identified sectors, only the business sector (80.00%) provided a net favorable rating of at least 80%. It was followed by the agricultural sector, 78.57% net favorable ratings. Both of the mentioned sectors provide information that for every 10 members of the sector, 8 would think of the police favorably in terms of public security and safety. All other sectors, such as the private employee (70.77%), parents (70.20%), transportation sector (69.76%), youth sector (64.26%), informal workers (59.50%), government employee (57.69%), media (55.33%), and religious sector (55.20%) rated them lower. Moreover, more than half of the government officials (67.14%) gave favorable ratings on public security and safety, but 15.71% of them gave unfavorable ratings with 17.14% undecided, see *Appendix B*.

This response led to the net favorable rating of 51.43% for public security and safety. In other words, for every 10 elected officials, 7 gave favorable ratings, 3 had either unfavorable ratings or were undecided.

Figure 8. Sectoral Net Favorable Rating on Public Security and Safety



Only the judiciary sector (41.05%) provided net ratings of 50% which were shared by 69.47% favorable ratings and 28.42% unfavorable ratings (see Appendix F). This means that for every 10 individuals in the judiciary, 7 perceive the PK work on public security and safety favorably, but 3 perceive them unfavorably. The members of the judiciary, being prone to crime victimization because of the nature of their work, compared to the other sectors, provided the lowest net ratings.

The satisfaction with police performance needs to be considered closely for this response has immediate bearing on officer safety. The positive attitude towards enforcement officers adds to the desire and willingness of the public to accept police decisions (Hinds & Murphy, 2007).

Public Reactions and Feedback on the Service Delivery of *Pulis Kasanggayahan*

This section of the survey examines the verbal feedback/response from the 12 Sectors (business, religious, informal workers, elected official, parents, youth, transport, agricultural worker, government employee, private employee, media, and judiciary) and collected from the 14 municipalities of the Province and from Sorsogon City. A total of more or less 336 sentences and clauses (separated by semi-colons) compose this portion, most of which were

written in Filipino and are provided English translations in this study. Other sentences connected by conjunctions (e.g. *at*, and; *o*, or) are considered/ counted as one unit unless the clauses combined express different subject matters/topics. These sentences are dominantly imperative (i.e. requests, command, order) that call/ appeal for appropriate action/response; others are declaratives that also express this, using modal auxiliaries and words such as *dapat*, *baka puede*, *kung maaari* and *sana* (should, must, if possible, I/we hope).

After the contents of these verbal structures were analyzed, these themes and their subtopics were identified:

1. Approval/commendation of the PNP by the Public

Most of these sectors –if not represented in all of the municipalities –have expressed their favorable impression, appreciation of and gratitude for the efforts and past/present performance of the PNP in the accomplishment of their duties. Statements expressing these are often accompanied by those that state their hope that such actions will continue in the future.

"Ipagpatuloy lang ang kanilang magandang nasimulan para sa ikabubuti ng mga mamamayan at ng bayan." (Just continue their [PNP] good start for the benefit of the citizens and the country.)

"Ipagpatuloy ang magandang imahe ng pulis." (Maintain the good image of the police.)

"Maaasahan sila kahit anong oras na kailangan." (They are reliable/dependable at all times.)

There is also one exemplary that articulated emphatic admiration of the general appearance of PNP personnel in their town:

"Keep up the good work! Manatiling pog, maganda at mabangong pulis!" (Stay handsome, beautiful and fragrant police [officers].)

2. Public Image, Respect and Integrity

Comments and suggestions about police involvement in criminal/illegal activities, corrupt politics and immoral acts such as bribery and philandering:

"Di dapat nasasangkot ang mga pulis sa anumang anomalya at illegal na droga kasi sila ang nagpapatupad ng batas, sila rin ang sumisira sa sistema at dahilan ng pagkabulok nito." (The police must not be involved in any [criminal] complicities and illegal drugs since they enforce the law, they themselves will also tarnish the [legal] system and cause its corruption.)

"Kailangan laging aktibo lalo pag nasa duty, 'di dapat nasusuhulan; ipatupad ang dapat; bawal mambabae dahil nakakasira sa pamilya." (It is necessary that [the police] should always stay active especially when on duty, must not be bribed; implement ban on womanizing because it damages families.)

"Wag magpagamit ang ating mga kapulisan sa makasariling hangarin ng ilan at sa political na interes ng mga pulitiko o kaya para proteksyunan ang mga illegal nagawain [nang] ilan nating mga kababayan." (The police must not be manipulated by the few for their selfish motives nor for political interests, or to protect the illegal activities of some of our town-mates.)

And an ominous sign, this one: *"Refrain from using prohibited drugs."*

About drinking and gambling in uniform and while on duty:

"...hindi makikipag-inuman, nagsusugal, nagsasabong kung naka-uniform." (...do not engage in drinking, gambling, cockfighting when still in [PNP] uniform.)

However, it would be much better if, *"... alisin nila ang lahat ng bisyo, paninigarilyo at pag-inom ng alak."* (... they [must] stop all vices, [like] cigarette smoking and drinking alcoholic beverages.)

Comments and recommendations on personal attitude and behavior:

"... mayroong magaspang ang ugali... pero mas marami naman ang mababait." (...there are those with abrasive personality... but there are more who are kind-hearted.)

From the religious sector: *"Ang bawat pulis ay dapat na maging totoo, maka-Diyos, makabayan at makakalikasan. Strengthen more the PNP's values and spiritual formation."* (Each police personnel should be honest, godly [pious], patriotic and environment-friendly.)

"Maging modernong pulis at 'wag maging tradisyunal." (Be a modern police officer, not traditional.) The latter may connote negative characteristics of the police force in the past.

"Be a role model. Maintain [a] decent, moral, simple life. Continue to be an advocate for change, value family and human life."

A simple and straightforward advice from an elected official: *"Be alert, respect the people and always pray to God."*

There is also one appeal regarding practice or indiscriminate (?) firing within police station, especially since it was already attacked by the NPA. Nearby residents are apprehensive since [their lives and properties] may be endangered.

A positive comment accompanied by a query:

"Active and alert. Pantay-pantay ang pagtingin sa lahat. Iginagalang ang kapulisan dito (Prieto Diaz) at iginagalang din nila kami." (Equal treatment for all. The police are respected here and they also respect us.)

But at the end of this feedback, there is this seemingly irrelevant yet evocative question: *"Bakit may mga magulang na ginagawang panakot sa kanilang mga anak ang pulis?"* (Why are there parents who use the [reference of] police to scare their [small] children?)

3. Law Enforcement and Service Delivery

Observations denoting inadequate numbers of police officers deployed in communities, its negative consequence (high criminality), and requests for additional personnel abound in the feedback.

A sympathetic and considerate observation: "*The police are trying their very best to do their assigned tasks but due to lack of manpower, it is impossible for them to do it effectively.*"

"Karagdagang pulis po." (Additional police officers please.)

There is also a general/universal appeal/call for the increase/intensification of PNP anti-crime campaign especially against drugs, alcohol, gambling and other illegal activities such as quarrying, logging, and fishing.

"Higpitang pagmamanman sa illegal na droga at pagpuputol ng puno pati na ang quarrying." (Intensify monitoring against illegal drugs and logging as well as quarrying.)

Requests for police visibility through patrols, checkpoints, and curfews are also expressed.

"Panatilihin ang police visitation at visibility sa mga barangay upang mapalapit sa mga residente." (Maintain police visitation and visibility in barangays so that the residents will become acquainted/familiar to [the police].)

"Upang magkaroon ng seguridad, ipatupad ang curfew hours para sa menor de edad ... para maiwasan ma-involve sa masamang gawain." (To guarantee security, implement curfew hours for the minor aged [youth] ... to prevent their involvement in misdemeanors.)

"Dagdagan ang outpost ng kapulisan lalo na sa mga lugar na madaling lapitan ng mamamayan." (Add police outposts especially in places conveniently accessible to the public.)

"More police visibility during night than morning, critical hours is [sic] 11pm and 3am." (Business)

This is better understood in the context of the 1st sentence, which states, "*Bantayan ang mga kabataan lalo na sa paaralan upang hindi malulong sa mga bisyo tulad ng sugal, droga at iba pa, kasi dumadami ang abusado.*" (Protect the youth especially in the school so they may not become involved with/addicted to vices such as gambling, drugs and others because abusive persons [drug addicts?] are increasing.)

However, there is this remark from an elected official in Bulan: "*Police visibility is concentrated only in the central part of the town, it must be in all corners of the town proper, halos lahat ay nasa Mercury Drugstore.*" (... almost all are near...)

This was reiterated by a respondent from the youth in the same town, in his comment, "... *Paigtingin ang tamang pagbabantay sa tamang daanan tulad ng pedestrian lane at di puroupo sa gilid ng Mercury Drug at Cebuana Lhuiller.*"

(Intensify proper monitoring of pathways such as pedestrian lanes and not just sitting beside ... and ...)

A colleague who is an administrator at SSC Bulan Campus expressed that the police presence in the area is justified since most of the financial establishments are in this location. And it is also an intersection and traffic flow can easily be monitored from this vantage point.

An observation implies security from police presence: "*Mas maraming kapulisan, mas matahimik na lugar.*" (The more police officers [in an area], the more peaceful it is.)

Although these tasks have long been relegated to city/municipal traffic enforcers and LTO personnel, these are still perceived by many as the responsibility of the PNP, as observed in these comments:

"Higpitang pa ang pag-inspeksyon sa lisensya ng mga drayber ng kahit anong uri ng transportasyon lalong lalo na sa mga menor de edad." (Strictly inspect the license of drivers of any vehicle especially the minors.)

"Alalayan ng pulis ang bawat dumadaan o daraan pang bata o matanda sa pedestrian." (The police must assist children or the elderly while crossing pedestrian [lanes].)

"Baka pwede magkaroon ng regulation na "No Plate, No Travel" sa sentro ng bayan para maiwasan ang riding in tandem na kaso dito sa bayan ng Gubat kasi ang dami nang cases nito na as far as my knowledge is concerned lahat ay 'di resolved." (Maybe it is possible that a "No Plate, No Travel" regulation be implemented in the town center of Gubat to prevent riding in tandem cases here since as far as I know the many cases were yet unsolved.)

Another colleague noted that the above demand is almost futile in their municipality since many of these violators are either insurgents or their supporters and may violently react when apprehended.

There are also requests for additional information dissemination/campaign.

"Maglagay ng billboards sa mga strategic places sa komunidad kung saan visible ang hotline numbers ng PNP para sa madaliang pagtawag kung may emergency." (Post billboards in strategic locations in the community with [clearly] visible PNP hotline numbers accessible during emergencies.)

"Ang hotline ng pulis ay dapat malaman ng mamamayan." (The public must be aware of the police hotline.)

"Dagdag impormasyon o sticker sa mamamayan para sa mabilisang komunikasyon." (Additional information [in the form of] stickers for fast, convenient communication.)

"To post and inform the public who are the criminals and most wanted persons."

Some suggestions are constructive and helpful, such as these:

"Iwasan ang ningas-cogon." (Figuratively, do not initiate programs/projects with initial enthusiasm that eventually fades.)

"Huwag hayaang magkaroon ng katotohanan ang mga haka-hakang maling ukol sa panunungkulan ng PNP." (Do not allow that incorrect rumors/misconceptions about PNP service be realized.)

Others are irrelevant and beyond police jurisdiction/mandate, and may even sound absurd:

"Magkaroon na rin ng batas tulad ng death penalty upang katakutan ang mga pulis ng criminal nang sagayon ay mabawasan ang kriminalidad sa bansa." (We must finally have laws like the death penalty so criminals may fear the police and criminality will be reduced in the nation.)

There are even those which are outright sarcastic:

"Hindi dapat matakot sa init ang ibang kalalakihang pulis sa pag-checkpoint at pag-traffic." (Some male police officers must not be afraid of the heat [of the sun] during checkpoint and traffic duties.)

And also this one: *"Dakpin ang mga galang aso sa kalsada para maiwasan ang aksidente sa lansangan at ayusin ang trapiko sa komunidad."* (Stray dogs must be impounded to prevent road accidents and [also] manage the traffic flow in the community.)

These imply that some members of the public are not completely aware of the official duties of the PNP.

4. Equipment and Training

The respondents have accurately determined the role of the national and local governments to provide adequate compensation, salaries and incentives, modern equipment and weapons, updated and relevant trainings to the police officers to accomplish their duties effectively.

"Suportahan ng gobyerno ang gastusin ng mga pulis para sa araw-araw na pangangailangan sa patrulya para mas lalo silang makapagbisita sa iba't-ibang area of responsibility nila para mas mabawasan ang mga illegal activities." (The government should support the police in their daily operational needs so that they will be able to intensify their patrols in areas of responsibility and reduce illegal activities.)

"Mas mabuting tutukan ng ating pamahalaan ang ating kapulisan sa kanilang pangangailangan tulad ng karagdagang sweldo, mga gamit at mga kasangkapang mas lilinang sa kanilang kakayahang trabaho." (Our government must focus on the need of the police, like salary increase and equipment that will enhance their professional capability.)

"More manpower/personnel; better facilities/separate building for them. Pagkalooban ang Bulan MPS ng mga makabagong kagamitan sa pagganap ng kanilang tungkulin (halimbawa, tulad nung sa New Zealand na gamit ng pulis). (... Provide Bulan MPS with modern equipment in the discharge of their duty. For example, like those used by NZ police.)

"Bigyan ng values orientation ang mga pulis upang mahubog ang integridad at disiplina sa sarili." (The police must have values orientation to [further] develop their integrity and self-discipline.)

"Additional vehicles like motorcycles for [male police officers] to immediately respond to any emergency."

A media practitioner proposed investigative as well as journalism and language skills training: *"Palawakin ang training sa criminal case investigation or basic news reporting, proper grammar and correct usage of English."* (Expand their training in ...)

An elected official also recommended legal training: *"Turuan pa ng naaayon sa batas na pagganap sa tungkulin ang ating kapulisan."* (Our police must be taught to conduct their duty according to the law.)

And this is a very perceptive suggestion from the judiciary: *"Kailangan ng bawat pulis ang mga "seminar" hinggil sa criminal law and procedures nangsaganun ay bihira sa mga kasong isinampa nila ang natatalo o nadidismis sa dahilang teknikalidad."* (Each police officer needs training about criminal law and procedures so that the cases they filed will not be dismissed due to [legal] technicalities.)

5. Community Partnership and Involvement

The following comments and recommendations express the need for the PNP to commit itself as an institution to engage actively in community relations to accomplish its peace and order and public safety mission effectively:

"Kailangan ang komunikasyon sa pagitan ng taong-bayan at kapulisan para sa pagkakaisa at pagtutulungan na maitupad ang magagandang programang PNP." (Communication between the public and police is necessary for unity and cooperation in accomplishing worthwhile PNP programs.)

"Maging community-friendly ang mga pulis." (The police must be community-friendly.)

"Maging aktibong bahagi ng aktibidad sa komunidad bilang kanilang partner sa lahat ng panahon." (Be an active member in community activities as their partner at all times.)

"... pagpupulong sa lahat ng mga barangay (information dissemination)." (...assembly meetings in all barangays.)

"Magkaroon ng programa ang kapulisan ukol sa kabataan na maglalayo sa kanila sa masasamang bisyo at magpursige ng makagawa ng magandang ambag sa komunidad." (The police must have a program for the youth that will divert them from vices and instead persevere to contribute positively to the community.)

A parent from Bulan creatively and meaningfully expressed his counsel in this manner, which form an obvious acronym: *"Patrulyahan ang mga komunidad, Unahin ang iba bago ang sarili, iLigtas at maging tapat sa kapwa, bigyang Seguridad ang bawat mamamayan."* (Patrol the communities, Serve others first before self, Save and be truthful to others, Maintain the security of each citizen.)

These comments and suggestions reveal that the most critical issues and vital concerns for the respondents were about drug abuse, involvement of some PNP personnel in illegal activities, inadequate police officers deployed, insufficient equipment/training, and community relations. Despite these, it is notable that most of the respondent sectors still express their favorable impression, gratitude and commendation of the *Pulis Kasanggayahan* for their dedicated and selfless public service.

CONCLUSIONS AND RECOMMENDATIONS

The *Pulis Kasanggayahan* performed well in the delivery of programs and services in the province of Sorsogon as revealed by the public positive net rating score in all indicators and feedback included in this survey. Almost all of the respondents provided favorable ratings that the *Pulis Kasanggayahan* was determined to implement programs on crime prevention and maintaining peace and order in the province.

The net favorable ratings provided by the agricultural sector, which is the highest among all sectors included, is an indication that the *Pulis Kasanggayahan* has been able deliver their programs and services to the agricultural community effectively. Although the religious sector has provided the lowest net ratings along programs and services of the *Pulis Kasanggayahan*, people still see them as responsive to the needs of the community especially during crucial times. The *Pulis Kasanggayahan* has maintained high net trust ratings of at least 70% regardless of the sector – notwithstanding the lowest trust ratings from the religious sector.

Various sectors of the public have high esteem for most police officers in Sorsogon. The dedication of the *Pulis Kasanggayahan* in performing their duties and responsibilities has made them trustworthy and highly respected individuals in the community. In spite of the presence of the *Pulis Kasanggayahan* in the community, the judiciary, elected government official, religious, media, and government employee sectors still have worries about their security and safety.

The *Pulis Kasanggayahan* may persistently and actively respond to future incidents wherein public security and safety are at risk. Based on the results of this survey, it is highly recommended that the PNP Sorsogon Provincial Office should maintain the positive aspects

of its public image and performance and strive to further improve those that were identified as their weak points. Not only to impress the public and improve their approval ratings, but to accomplish their sacred duty to serve and to protect the people of Sorsogon and the Philippines.

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