



DELIVERY OF THE SERVICES OF THE PHILIPPINE NATIONAL POLICE: A COMMUNITY BASED ASSESSMENT

VICTOR V. MARTINEZ, MSCrim Faculty Member, College of Criminal Justice Education
Isabela State University Cabagan, Isabela, Philippines

ABSTRACT: *The Philippine National Police play an important role in the development and progress of the community. It is one of the implementing mechanisms of peace and order which has the primary task of ensuring that peace and order prevail in the community and the municipality in general. Peace and order in local communities translates to a sense of a shared feeling of security among the citizens. People who have this sense of security are more likely to participate in community activities that aim to improve the livelihood and well-being of all. In this sense, the maintenance of peace and order is part of the foundation for genuine, community-based development. This study was conducted to determine the level of satisfaction of community residents on the service delivery of the Philippine National Police and utilized the descriptive correlational research design. This design described the profile of the PNP and community residents and correlated the profile with the level of satisfaction of community residents on the PNP delivered services. The main instrument used in the study was questionnaire and interviews were also conducted to support the responses given in the questionnaire. The data were analyzed and tabulated using frequency counts and percentages. The weighted mean was used to measure the satisfaction of the community residents on the PNP services. From the emerged findings of study, it is therefore concluded that the PNP members are performing their functions in maintaining peace and order in the community. The positive responses of the residents are a reflection that the PNP have efficiently provided the services as mandated in their functions as peacekeepers. From the results of this study, it is recommended that the Philippine National Police should sustain its outstanding performance and further capacitate itself to provide swift response to emergency cases in the community.*

KEYWORDS: *peacekeepers, level of satisfaction, delivery of services, partnership, community-based assessment, community development and progress*

INTRODUCTION

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. In



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. In 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”. In 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).

The PNP, “Imploring the aid of the Almighty,” by 2030, envisions that it shall be a highly capable, effective and credible police service working in partnership with a responsive community towards the attainment of a safer place to live, work and do business” (pnp.gov.ph). The PNP’s mission is 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 (pnp.gov.ph).

The PNP is tasked to: enforce the law; maintain peace and order; prevent and investigate crimes and bring offenders to justice; exercise the vested powers from the Philippine Constitution and pertinent laws; detain an arrested person for a period not beyond what is prescribed by law; implement pertinent laws and regulations on firearms and explosives



control; and supervise and control the training and operations of security agencies (pnp.gov.ph).

The PNP Strategic Focus termed as “CODE-P: 2013 and Beyond,” clearly defines the PNP’s direction – where they are now, what resources they have, where they want to go and how they will face the challenges ahead. It shall serve as a guide to get the job done, including the simplification of the systems and processes and removing of unnecessary functions inside the organization. In furtherance of this Strategic Focus, redefining the fundamental role of a policeman shall be set forth focusing on its performance in attaining higher crime solution and by arresting more criminals (pnp.gov.ph.).

Further, according to the PNP, it has developed this Strategic Focus in order to effectively meet its goals of better serving and protecting the public and in order to implement this, the following main objectives shall be accomplished by them: (1) To enhance the knowledge, skills and attitudes (KSAs) of policemen through constant quality training and education to achieve the desired Competence levels; (2) To institute Organizational Development in the execution of the PNP Program Thrust; (3) To instill Discipline and inspire unwavering commitment in the execution of its mandated core functions without fear or favor; (4) To ensure Excellence in the performance of mandated tasks through the optimum use of resources; and (5) To cultivate personal commitment for Professional policing.

In an article published in the Daily Guardian (2015), all barangay councils are urged to maximize the presence of the PNP to intensify peace and order. The PNP has become a pillar in the local government affairs that provide direct and round-the-clock services to maintain and preserve peace and order. In spite of police efforts to deter crimes, there are still crimes against persons in different areas particularly during night time.

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-



car napping 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 average performance rate of the PNP was 90% (very satisfactory). He concluded that the PNP in Pangasinan has limited number of manpower serving a big population and operations with minimal budget with an array of public safety services programs rendered.

More over, Provincial Police Director PSSupt. Edgardo G. Tinio also stressed the need to intensify the police integrated system as he sought the assistance of barangay tanods in the prevention of crime in their respective areas of jurisdiction. Tinio said that the active involvement, commitment and participation of barangay officials matter a lot in the realization of law enforcement-related programs and activities.

He further encouraged the local officials and ordinary community residents alike to be proactive and be involved in PNP's text volunteer brigade dubbed "I Text Mo, Aksyonan Ko" by reporting any known crime-related incident. While they cooperate with the [Philippine National Police](#) (PNP), they are not a part of the PNP (<http://www.sunstar.com.ph>).

They do not have the same authority as police officers. Rather tanods augment the police and fulfill "certain functions which the police force cannot immediately discharge especially with respect to the implementation of national and local laws within barangays. The [Local Government Code](#) of the Philippines sets out the basic duties and responsibilities of a tanod. The [Department of Interior and Local Government](#) provides training and a fuller definition of duties.



They may be either unarmed or armed simply, say with a [truncheon](#) or a [bolo](#), a type of [machete](#), (Vestil et.al., 2008). They are not officially armed with guns, though some do carry arms. Those who do carry a gun may have obtained a private license as a private citizen and not as part of their official tanod duties, while others carry the firearms illegally.

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.

The primary function of law enforcement is the application of the criminal code to specific, developing situations. But the process of enforcing laws is not as clear-cut as you might expect there are more laws in criminal codes than police can routinely enforce maintaining order peacekeeping activities, including enforcement of quality of life laws such as no loitering law enforcement.

The Philippine National Police (PNP) enjoyed an all-time high rating in a recent performance survey. A Social Weather Stations (SWS) survey showed that six out of 10 Filipinos were satisfied with the performance of the PNP, which garnered an all-time high 50 percent net satisfaction rating. The SWS was commissioned by the PNP to conduct the survey from Dec. 8 to 11, 2012. The survey involved 1,200 respondents nationwide, with 300 respondents each from Metro Manila, Luzon, the Visayas and Mindanao.



Vladymir Joseph Licudine, SWS deputy director for surveys, said the poll also showed that 31 percent of respondents opted not to report a crime, considering it “too small a thing,” while 10 percent believed “no police action (or) nothing would be done.” Licudine said the survey showed 66 percent were satisfied with police action against pickpockets and only 34 percent were dissatisfied.

The attempt of the Philippine National Police (PNP) management to eliminate corruption and misconduct within the organization and render true public service or ‘*serbisyong makatotohanan*’ is in line with its newly revised vision, “Imploring the aid of the Almighty, by 2030, it shall be a highly capable, effective and credible police service, working in partnership with a responsive community towards the attainment of a safer place to live, work and do business” (www.napolcom.gov.ph). In the Corruption Perceptions Index (CPI) 2011, the Philippines ranked 129th out of 182 countries. Eradicating such corruption within the bureaucracy, local governments and private enterprises will not be easy due to weak law enforcement. Corruption varies from minor bribes demanded by an ordinary traffic police to multimillion dollar proposals allegedly done at the highest seats of power, which is widespread in public as well as in private sectors in the Philippines (*Philippines: Anti-corruption drive faces tough tests*, 2011).

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).

The Department of the Interior and Local Government (DILG), including the PNP and various local governments, is the number 1 among the top 10 most corrupt departments in the Philippines from 1990 to 1995 (Batalla, 2000). In fact, the former President of the Philippines, Mrs. Gloria Macapagal-Arroyo, acknowledged the severe problem of corruption in the police organization on July 17, 2003 when she was interviewed about the escape of an



Indonesian bomber, Fathur Rohman al-Ghozi who was under the custody of the PNP, allegedly in exchange for a huge amount of money (Robles, 2003). Additionally, the government's failure to deal with crimes, specifically the increasing rates of kidnapping, killing and bank robberies in Manila, capital city of the Philippines, caused so much frustration among the rich and middle classes (Cumming-Bruce, 1996).

The Philippine National Police plays an important role in the development and progress of the community. It is one of the implementing mechanisms of peace and order which has the primary task of ensuring that peace and order prevail in the community and the municipality in general. Peace and order in local communities translates to a sense of a shared feeling of security among the citizens. People who have this sense of security are more likely to participate in community activities that aim to improve the livelihood and well-being of all. In this sense, the maintenance of peace and order is part of the foundation for genuine, community-based development.

Peacekeeping is the basic function of the police. And police visibility is one of the main thrusts of the peacekeeping activity. Without this, it would be very difficult to maintain peace and order. However, enhanced police visibility may not work in all situations or fail to achieve its objective of addressing criminality. This is where the police must share the mantle of responsibility for fighting crime with the members of the community. Community cooperation and support is indispensable. In fact, the basic mission of the PNP expressly states that peace and order and public safety can be assured only with the active involvement of the community.

The PNP is the backbone of public safety. From patrol to crime prevention to investigation, the police operations perform a variety of duties to protect and improve the peace and well-being enjoyed by community residents and visitors. Community safety begins with the aggressive pursuit of criminal activity, and with the equally aggressive protection of individual rights to peace, privacy and freedom. The PNP seeks to prevent and deter crime whenever possible. They stand ready to pursue individuals who present a threat to people, property, and community order.



The popular image of law enforcement officer is that of a heroic crime fighter who puts his or her life on the line every day. In the movies and on television, police officers spend most of their time combating criminals and rescuing victims from the grip of gun-toting, drug-sniffing thieves, killers and psychopaths. The reality of law enforcement, however, is a far less dramatic story.

STATEMENT OF THE PROBLEM

Generally, this study was conducted to determine the level of satisfaction of community residents on the service delivery of the Philippine National Police. Specifically, it sought to answer to 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. Is there a significant difference in the level of satisfaction of respondents when grouped according to their profile?
4. What problems and suggestions do respondents propose to improve the PNP services in the area?

METHODOLOGY

This study utilized the descriptive correlational research design. This design described the profile of the PNP and community residents and correlated the profile with the level of satisfaction of community residents on the PNP services. This study took the community residents as the primary source of data as needed in the conduct of the study. Random sampling was adopted in selecting the community residents.



DATA GATHERING INSTRUMENTS

The main instrument used in the study was questionnaire and interviews were also conducted to support the responses given in the questionnaire. Documentary analysis was likewise made to look into the physical resources available.

DATA ANALYSIS

The data were analyzed and tabulated using frequency counts and percentages. The weighted mean was used to measure the satisfaction of the community residents on the PNP services using the scale below:

- 3 – very satisfied
- 2 – satisfied
- 1 – not satisfied

RESULTS AND DISCUSSIONS

Table 1. Frequency and Percentage Distribution of Respondents according to Age

Age	Frequency	Percentage
33-35	45	45.00
38-40	18	18.00
43-45	7	7.00
48-50	10	10.00
53-55	5	5.00
56-60	5	5.00
61-65	5	5.00
66-70	5	5.00
TOTAL	100	100.00
Mean = 42.16 SD = 7.89		

Table 1 showed the frequency and percentage distribution of respondents as to age. As gleaned from the table, most of them (45 or 45 percent) are within the age bracket of 33-35 with a mean age of 42.16 which implies that the community residents are matured enough in assessing the level of the delivered services of the



Philippine National Police in their locality.

Table 2. Frequency and Percentage Distribution of Respondents according to Sex

SEX	Frequency	Percentage
Male	65	65.00
Female	35	35.00
TOTAL	100	100.00

As reflected from the table, majority of the respondents are male with a frequency of 65 or 65.00 percent. This implies that protection of the family and the community is expected to be in the hands of the fathers or heads of family.

Table 3. Frequency and Percentage Distribution of Respondents Residents as to Their Highest Education Attainment

Educational Attainment	Frequency	Percentage
Elementary Level	8	8.00
Elementary Graduate	34	34.00
Secondary Level	15	15.00
Secondary Graduate	28	28.00
College Level	5	5.00
College Graduate	10	10.00
TOTAL	100	100.00

Table 3 revealed the frequency and percentage distribution of the respondents according to their highest educational attainment. the highest educational attainment of the community residents. Most of the respondents are elementary graduates with a frequency of 34 Or 34 percent. This finding showed that respondents realized the importance of education in their lives. Furthermore, the high level of literacy among the respondents is reflective of their capacity to intermingle with people who are highly educated.



Table 4. Frequency and Percentage Distribution of Respondents according to Occupation

Occupation	Frequency	Percentage
Farming	45	45.00
Housekeeping	10	10.00
Laborers	33	33.00
Vegetable Vendor	2	2.00
Government Employee	10	10.00
TOTAL	100	100.00

Table 4 presented the frequency and percentage distribution of the respondents according to their occupation. As reflected in the table, majority of the respondents are farmers with a frequency of 45 or 45 percent. This data reflects the main source of livelihood of the people in the community which is farming.

Table 5. Summary of the Item Mean on the Level of Satisfaction of Community Residents on the delivery of Services of the PNP

Services	Weighted Mean	Adjectival Value
Locating missing person	2.89	Very Satisfied
Issuing police clearance	3.00	Very satisfied
Providing community policing through patrolling, peacekeeping and counseling	2.78	Very satisfied
Conducting rescue operations in coordination with concerned agencies during emergency and disaster	2.65	Very satisfied
Providing security services on holidays and special occasions	2.38	Satisfied
Overall Mean	2.74	Very satisfied

The data revealed that the respondents are very satisfied with an over-all mean of 2.74 on the delivered services of the PNP which are extended in the community particularly on the items of locating missing persons, issuing police clearance, conducting rescue operations,



patrolling, and providing security services during special occasions. This data imply that the law enforcers of the PNP are functioning well in their mandated duties.

CONCLUSION

From the emerged findings of study, it is therefore concluded that the PNP members are performing their functions in maintaining peace and order in the community. The positive responses of the residents are a reflection that the PNP have efficiently provided the services as mandated in their functions as peacekeepers.

RECOMMENDATIONS

From the results of this study, it is recommended that the Philippine National Police should sustain its outstanding performance and further capacitate itself to provide swift response to emergency cases in the community. It is likewise recommended that the community residents as the immediate clients should provide the essential support to the proper authorities especially on the occurrence of possible terrorists and provide information that may hinder the peace and order situation in the community.

BIBLIOGRAPHY

- Ahmad, S. (2002). The importance of recruitment and selection process for sustainability of total quality management. *The International Journal of Quality and Reliability Management*, 19(5), p.541-545.
- Amado, R. (2001). "Checks, Balances, and Appointments in the Public Service: Israeli Experience in Comparative Perspective." *Public Administration Review* 61(5), p.569-584.
- Asia: Manila showdown; the police in the Philippines. (2010). United States: The Economist Intelligence Unit. <http://search.proquest.com/docview/748091676?accountid=130127>.
- Barrett, G. et.al, (2003). Practical issues in the use of personality tests in police selection. *Public Personnel Management*, 32(4), p.497. Retrieved from <http://search.proquest.com/docview/215942646?accountid=130127>.
- Batalla, E. (2000). De-institutionalizing Corruption in the Philippines .



- Benitez, B. (2011). Community Policing Towards Peace and Order Sustenance in the 2nd district of Pangasinan. Masteral Thesis. South western University, Dagupan City.
- Bozeman, D.P. et al., (1996). An examination of reactions to perceptions of organizational politics, paper presented at the southern management association meeting, New Orleans, L.A.
- Institutionalizing Strategies to Combat Corruption: Lessons from East Asia Conference. Makati, Philippines: Social Development Research Center.
- Philippine National Police. (2012). About the philippine national police. Retrieved August 12, 2012 from <http://pnp.gov.ph/portal/features11/organization>.
- Philippine National Police.(2013). PNP strategic focus.Retrieved March 31, 2014 from <http://pnp.gov.ph/portal/images/cpnp/4star/strategic.pdf>.
- Philippine National Police (January 16, 2014). PNP annual accomplishment report 2013 submitted by the CPNP to the President of the Philippines. Press Information Office. Philippines: QC. Philippine National Police Directorate for Plans. Powers and functions of PNP units/offices.Retrieved on August, 2013.