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## EFFECTIVENESS OF PUBLIC ORDER AND SAFETY OFFICE OF THE CITY GOVERNMENT OF TABUK, PROVINCE OF KALINGA, PHILIPPINES

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**Abstract:** *The Public Order and Safety Office formulate plans and programs that shall enhance and improve public order, security, and safety services in the city. The Public Order and Safety Office is mandated to provide assistance and secure the general public; augment Auxiliary Services and other agencies related to traffic management; formulate effective Plans and Programs that will improve Public Safety; provide protective and disaster relief services to the general public; and issue security clearances, monitor, and manage security agency operations. The purpose of this research is to help the public order and safety office in seeking effective solutions to lessen the major problems confronting the department.*

*The study delved to determine the level of effectiveness of Public Order and Safety Office as well as, to determine the extent of the factors affecting the level of effectiveness of the Public Order and Safety Office. The study revealed that the Public Order and Safety Office was much effective on their mandated duties and responsibilities. Also, the factors have much affected the level of effectiveness of the Public Order and Safety office.*

**Keywords:** *Public Order and Safety*

### INTRODUCTION

Public Safety refers to the welfare and protection of the general public. It is usually expressed as a governmental responsibility. Most countries have departments for public safety. The primary goal of the agency is prevention and protection of the public from dangers affecting safety such as crimes or disasters. In many cases the public safety division will be comprised of individuals from other organizations including police, emergency medical services, fire force, and others.

Today, the public order and safety domain face specific challenges. Law enforcement has become increasingly complicated with laws and regulations changing more often and more versatile than ever. Cooperation with an increasing number of organizations and institutions both in the public and the private sector requires a flexible and interactive administrative



organization. Keeping track of personnel, activities and the issuing and collecting of fines requires problems.

The government has been appointed by society to create a level of playing field for anyone who takes part in society. To do this, government imposes laws and regulations which encourage or discourage or even forbid certain actions or behavior. These laws and regulations can be considered as a model of society. But since, there are many different interests that need to be served, many different laws and regulations have been written over the years, so many that citizens, and even government and public organizations sometimes lose track. For society, this leads to annoyance over bad service and administrative burden, for government officials this leads to high costs, rigidity, inflexibility, high error rates and enforcement problems.

Failure to follow traffic rules has a negative effect on traffic safety, traffic congestion, emergency response, aggressive driving, air pollution, fuel consumption, direct and indirect medical costs and much more. There are many traffic safety laws, and adherence to it may be the most important. Not only is it a law, but also a guide on how to maintain order on today's busy roads and freeways. With an ever increasing amount of vehicles and usually between two and four lanes, strictly following traffic rules is the only way that motorists of differing speeds can share the road safely and orderly.

If all motorists obey the traffic rules or laws at all times there would be a reduction in traffic accidents, traffic fatalities and traffic congestion. Emergency response would also be improved resulting in even more lives being saved.

Public safety is a department which has the primary goal of protecting the public and keeping them safe. Countries can have a public safety department as part of the government. Colleges and other large organizations can also have public safety divisions. In many cases, a public safety division is comprised of individuals from many other organizations, including police, and public transportation officials.

Statistics show that one of the major causes of fatal or serious accidents in land transportation is the presence of disabled, stalled or parked motor vehicles along streets or highways without any appropriate early warning device to signal approaching motorists of their presence. The hazards posed by such obstructions to traffic have been recognized by international bodies concerned with traffic safety, the 1968 Vienna Convention on Road



Signs and Signals and the United Nations Organization (U.N.), the said Vienna Convention which was ratified by the Philippine Government under P.D. No. 207, recommended the enactment of local legislation for the installation of road safety signs.

The ever-irritating sight and noise of vehicle traffic in the city is no longer new to the public. We cannot pin-point of who or what is the main reason of this growing public frustration. But through proper coordination between the local government and the motorists, the problem of traffic will be soon avoided. Some excellent traffic methods include vehicle numbering systems, re-routing schemes of public vehicles, managing illegal parking of private vehicles and to execute traffic violations to irresponsible motorists.

In an interview conducted to some officials and staff of the Office of Public Order and Safety, motorists are mostly violating the rules imposed by the City Government of Tabuk. The following are the violations made by various motorist as of January to July 2015: Used of slippers, sleeveless shirts, shorts or barefooted while driving hired vehicles; Driving without license; Broom-broom(C.O No. 002-2011); No mayors permit; Failure to carry drivers license, OR/CR; Student driver operating a motor vehicle without being accompanied by a license driver; Allowing another person to use his/her drivers license; Using expired or commemorative plates; Disregarding traffic officer; Employing insolent, discourteous or arrogant driver or conductor; No rearview mirror; No helmet when driving; No red rear lights; Overloading of passengers; Allowing passengers on top or on the roof of vehicles; Illegal entry; Truck ban; Plates are infirmly attached and invisible; Loading at prohibited places; Unregistered/improperly registered, delinquent or invalid registration; Tricycles from other town taking passengers within the territorial jurisdiction of the city; Failure to cover gravel and sand load. All these cited violations made by the motorist are believed to be the major problems confronting the Public Order and safety office of the City of Tabuk.

The purpose of this research is to help the public order and safety office in seeking effective solutions to lessen the major problems confronting the agency or department.

### **STATEMENT OF OBJECTIVES**

The study was conducted to assess the effectiveness of public order and safety office of the City Government of Tabuk in order to find answers to the following objectives:

1. To determine the level of effectiveness of Public Order and Safety Office.



2. To determine the extent of the factors affecting the level of effectiveness of the Public Order and Safety Office.

## **HYPOTHESES**

The following hypotheses guided the researchers in the conduct of the study.

1. The Public Order and Safety Office is moderately effective.
2. The factors have moderately affected the level of effectiveness of the Public Order and Safety Office.

## **CONCEPTUAL FRAMEWORK**

The formulation, coordination, and monitoring of policies, standards, programs and projects to rationalize the existing transport operations, infrastructure requirements, the use of thoroughfares, and promotion of safe and convenient movement of persons and goods, provision for mass transport systems and the institution of a system to regulate road users, and administration and implementation of all traffic enforcement operations, traffic engineering services and traffic education programs are the aligned responsibilities of the Public order and Safety Office.

Motorcycling was viewed as the most dangerous mode of transportation. Less experienced drivers have the least positive attitude towards motorcyclists and are more likely to be involved in accidents with them. Female drivers show less empathy towards motorcyclists, but display more skill in interacting with them. Most positive attitudes towards motorcyclists come from drivers who themselves are motorcyclists or have close relatives who are.

In the study conducted by (Musselwhite, et.al. 2010), their findings proved that, driving behavior is one of contributory factor in all accidents. Hence, safety is a key concern for motorists, but safety concerns center on the safety of other drivers rather than the drivers own behavior. What constitutes speeding is conceptualized differently for different drivers. Generally, drivers see speeding as dangerous and are aware of the link between speed and accidents. Reasons for speeding linked to attitudes include: speeding because other drivers do so; perceiving the speed limit as too low; a belief that they will not be caught by the police for speeding; not knowing they were speeding; a belief that speeding is not that dangerous; and views that link speeding to positive connotations. Both driving too fast and



too slow are linked to a perception of a dangerous driver. Driving at an appropriate speed is not seen as a quality of a good driver.

Various personality traits are linked to poor driving behavior, including sensation seeking, aggression and anger, a type A personality, intolerance, less empathy, impulsiveness, recklessness and mild social deviance. Drivers are not very good at assessing their own skill.

Road safety education also has the potential to improve road safety by raising community awareness and by influencing road user behavior and community attitudes. Driver training and school/community based education programs can also promote best road user practice and increase community awareness of road safety issues. The use of mass media information campaigns have also been shown to improve road safety. These campaigns increase awareness of road safety problems, stress the importance of, and need for, road safety countermeasures and can ensure that road users are aware of the risks associated with violating road traffic laws(Simpson, et. al. 2009).

Research literature dealing with the prevention and reduction of road accidents commonly refers to three approaches, namely environment/engineering solutions, education and enforcement. The importance of environmental or engineering approaches as a means of accident prevention and reduction is commonly stressed. Modifying the social environment can change societal attitudes towards road safety which is regarded as a necessary precursor to beneficial behavioral changes(Senserrick, Teresa 2007).

It is proven by various studies, that the final and most documented approach to the reduction and prevention of road accidents is that of, enforcement. The traffic laws and regulations which specify acceptable road user behavior are an important element in the development of a safe road environment, and it is the enforcement of these laws that is commonly regarded as one of the most effective means of moderating and reinforcing compliant road user behavior. Enforcement is based upon the assumption that not all road users will adhere to the specified traffic rules and regulations, and may need to be encouraged, educated and persuaded to do so.

## **METHODOLOGY**

The descriptive-survey method was employed by the researchers in the study with a set of questionnaire as the main instrument in gathering the needed data for a reliable and accurate answers to the specific questions posed in the study.



The respondents of the study were the residents, motorists, and the riding public from the seven barangays of Tabuk City located along the provincial highway. These barangays include, Bulanao Centro, Bulanao Norte, San Juan, Appas, Magsaysay, Dagupan Centro, and Dagupan West. There were a total of 350 respondents chosen through random sampling.

The researchers secured an authorization and approval from the College Dean, and the City Mayor of Tabuk for the conduct of the study. When the permission was granted the researchers administered the questionnaires to the respondents personally. The researchers had the opportunity to explain to their respondents the purpose of the study. They also did a constant follow-up on the progress in filling up the questionnaires until it was retrieved.

## RESULTS AND DISCUSSIONS

### Profile of the Respondents

Table 1 presents the population of the study as to gender.

**Table 1. Population of the Study as to Gender**

| Gender Grouping | Frequency  | Percentage    | Rank |
|-----------------|------------|---------------|------|
| Male            | 298        | 85.14         | 1    |
| Female          | 52         | 14.86         | 2    |
| <b>Total</b>    | <b>350</b> | <b>100.00</b> |      |

The table shows that majority of the respondents are males with 298 respondents or 85.14% of the total population while female respondents comprised of 52 or 14.86% of the total population.

Table 2 presents the population of the study as to age.

**Table 2. Population of the Study as to Age**

| Age Grouping | Frequency  | Percentage    | Rank |
|--------------|------------|---------------|------|
| 18-23        | 118        | 33.71         | 1    |
| 24-39        | 59         | 16.86         | 3    |
| 30-35        | 46         | 13.14         | 5    |
| 36-41        | 77         | 22.00         | 2    |
| 42 above     | 50         | 14.29         | 4    |
| <b>Total</b> | <b>350</b> | <b>100.00</b> |      |

The table shows that the respondents whose age falls within the bracket 18-23 ranked first with 118 respondents or 33.71% of the total population. Second ranked are the respondents of ages 36-41 with 77 respondents or 22% of the total population. Third ranked are the



respondents of ages 24-39 with 59 respondents or 16.86% of the total population followed by the respondents of ages 42 and above with 50 or 14.29%. Least ranked are respondents of ages 30-35 with 46 or 13.14% of the total population.

Table 3 presents the population of the study as to educational attainment.

**Table 3. Population of the Study as to Educational Attainment**

| <b>Educational Attainment Grouping</b> | <b>Frequency</b> | <b>Percentage</b> | <b>Rank</b> |
|--|------------------|-------------------|-------------|
| Elementary Graduate                    | 40               | 11.43             | 4           |
| High School Graduate                   | 116              | 33.14             | 2           |
| College Graduate                       | 150              | 42.86             | 1           |
| Vocational                             | 44               | 12.57             | 3           |
| <b>Total</b>                           | <b>350</b>       | <b>100.00</b>     |             |

The table shows that the respondents who are college graduates ranked first with 150 respondents or 42.86% of the total population followed by the respondents who are high school graduates with 116 or 33.14% of the total population. Third ranked are the respondents who are elementary graduates with 40 or 11.43% of the total population and least ranked are the respondents who obtained vocational courses with 44 or 12.57% of the total population.

#### **Level of Effectiveness of Public Order and Safety Office**

**Table 4. Level of Effectiveness of Public Order and Safety Office (N=350)**

| <b>Duties and Responsibilities of POSO</b>  | <b>Weighted Mean</b> | <b>Descriptive Equivalent</b> |
|---|----------------------|-------------------------------|
| 1. To monitor drivers with delinquent/improperly registered or invalid registration                             | 3.53                 | Much Effective                |
| 2. To apprehend vehicles with expired or commemorative plates   | 3.48                 | Much Effective                |
| 3. To keep an eye to overloading of passengers or allowing passengers to ride on top or on the roof of vehicles | 3.42                 | Much Effective                |
| 4. Prevention and protection of the public from dangers affecting safety such as crimes and disaster            | 3.50                 | Much Effective                |
| 5. Prevent crimes and reduce accidents on the road  | 3.48                 | Much Effective                |
| 6. Create and maintain a feeling of security in the community   | 3.44                 | Much Effective                |
| 7. To control and regulate traffic on the road and highways   | 3.59                 | Much Effective                |
| 8. Provide help to people in situation arising out of natural and man-made disasters                            | 3.43                 | Much Effective                |



|  |             |                       |
|--|-------------|-----------------------|
| 9. To execute traffic violation to irresponsible motorist                      | 3.61        | Much Effective        |
| 10. Reduced accidents on the road  | 3.41        | Much Effective        |
| 11. Facilitate orderly movement of vehicles                                    | 3.64        | Much Effective        |
| 12. Promote and preserve public order  | 3.66        | Much Effective        |
| 13. Prevent over speeding  | 3.37        | Moderately Effective  |
| 14. To give penalty to insolent, discourteous or arrogant Drivers              | 3.36        | Moderately Effective  |
| 15. To check motorist who do not have or failed to carry their drivers license | 3.51        | Much Effective        |
| <b>Total Average Weighted Mean</b>   | <b>3.51</b> | <b>Much Effective</b> |

As shown on the table, the total average weighted mean obtained is 3.51 which fall into the descriptive equivalent of much effective. This indicates that the City Public Order and Safety Office is much effective in performing their respective duties and functions. A notable evidenced would be their being responsible in manning the traffic along the city's busy thoroughfares and overseeing the safety, and violations of motorists. They are also duty-bound to maintain the stream of traffic during the celebration of festivities. They too are the front liners looking after the safety of school children when they will crossover the pedestrian lanes. Lastly, they also served as responders in times of accidents, and disaster. These are some of the most remarkable duties of the Public Order and Safety Office that exceptionally put them to pedestal as one of the top performing departments of the City Government.

"To promote and preserve public order" obtained the highest weighted mean of 3.66 which is described as much effective. According to the City POSO, the purpose of their establishment is to provide an effective traffic and transportation management as well as to implement local ordinances that may contribute to the City's objective in having a disciplined society, and safe environment.

In order to be attuned to their goal of preserving public order and safety, the POSO had imposed a truck ban at the city's commercial center because of the prevalence of road accidents. The imposition was also due to mounting problem on traffic and road order. The ban would make roads safe for pedestrians especially young children who pass along the area to school. Aside from the truck ban, POSO has also designated common unloading and parking site for trucks to help ease the problem of traffic.



The POSO also imposed strict enforcement of the Helmet Law among motorcycle riders in the city, since, with the completion of road improvement and widening works in Tabuk, cases of road accidents involving motorcycles had tremendously increased. Hence, to ensure public safety, the POSO set up checkpoints to key areas.

In addition, the POSO team strictly mans the traffic during the celebration of cultural fares like the Ullalim and Matagoan Festival.

“Facilitate orderly movement of vehicles” obtained the second highest weighted mean of 3.64 which is described as much effective. A fast-urbanizing place like Tabuk, problems on traffic is an accompanying concern which needs comprehensive action.

In order to get rid of traffic woes, POSO had imposed effective traffic management system. Traffic aides were then deployed to key areas along the major thoroughfares in the City, public markets, and they were also assigned at school zones to keep school children and students safe from accident.

“To execute traffic violation to irresponsible motorist” obtained the third highest weighted mean of 3.61 which is described as much effective. Based on the Land Transportation Code, enforcement of traffic laws, rules and regulations require LTO deputation. With the goal of providing safety to both pedestrians and motorists, the Land Transportation Office deputized the City POSO to be its active partner in the strict implementation of traffic rules in the city.

To date, there are six city POSO members deputized as traffic aides by the Land Transportation Office in line with the efforts to maintain traffic order and safety.

As evidenced in the strict enforcement of traffic rules, the POSO had collected P528,000 from traffic penalties in the year 2015. The violations recorded are mostly driving without license, no vehicle side-rear mirrors, over-loading, violation of public utility driver dress ordinance as well as “broom-broom” motorcycles (news.pia.gov.ph).

“To give penalty to insolent, discourteous or arrogant drivers” obtained the lowest mean of 3.36 which is described as moderately effective. In their everyday work, POSO teams encounter apprehensive and pompous drivers, with this they have called for advance trainings on traffic rules and regulations for their personnel. In addition, the least that they can do when they encounter such drivers as this is to remain civil and noble.



“Prevent over speeding” obtained the second lowest mean of 3.37 which is described as moderately effective. It goes to show that they are not effective in apprehending motorists who over speed because they do not have speed detector to be used.

“Reduced accidents on the road” obtained the third lowest weighted mean of 3.41 which is described as much effective. This goes to show that road accidents are unpredictable, and it happens any moment. This was perceived the third lowest because the POSO has no control over the motorist that even when they are on their respective posts looking after the safety of everyone, still accidents do happen.

### Extent of the Factors Affecting the Level of Effectiveness of the Public Order and Safety Office

**Table 5. Extent of the Factors Affecting the Level of Effectiveness of the Public Order and Safety Office (N= 350)**

| Factors  | Weighted Mean | Descriptive Equivalent |
|--|---------------|------------------------|
| 1. Negative feedback on the performance of law enforcer                      | 3.55          | Much Affected          |
| 2. Negative attitude of the POSO enforcer                                    | 3.46          | Much Affected          |
| 3. Inconsistency of the enforcer   | 3.37          | Moderately Affected    |
| 4. Fear from revenge by the motorist   | 3.30          | Moderately Affected    |
| 5. Bad critics of the motorist to the public Order and safety enforcement    | 3.37          | Moderately Affected    |
| 6. Absenteeism of the POSO enforcer  | 3.44          | Much Affected          |
| 7. Inadequate knowledge and training of the public order and safety enforcer | 3.60          | Much Affected          |
| 8. Organized corruption of the law enforcer                                  | 3.36          | Moderately Affected    |
| 9. Lack of cooperative of the motorist                                       | 3.35          | Moderately Affected    |
| 10. Favoritism of the law enforcer   | 3.65          | Much Affected          |
| 11. Laziness of the enforcer   | 3.44          | Much Affected          |
| 12. Supervising style/ management style of the POSO Supervisor               | 3.38          | Moderately Affected    |
| 13. Lack of commitment of the enforcer in performing their duties            | 3.43          | Much Affected          |
| 14. Performing their duties under the influence of liquor                    | 3.40          | Moderately Affected    |
| 15. Impatience and low tolerance of enforcement to the motorist              | 3.25          | Moderately Affected    |
| <b>Total Average Weighted Mean</b>   | <b>3.42</b>   | <b>Much Affected</b>   |



The table shows that the factors much affected the level of effectiveness of the Public Order and Safety Office as evidenced on the obtained total weighted mean of 3.42. These then means that, the POSO team are much affected with the various factors cited. Factors such as behavior of the motorist, the lack of proper training, and the support or benefit they get from the City Government are few of the notable dilemmas confronting the department and its staff.

The highest weighted mean with 3.60 or described as much affected is obtained by the factor "favoritism of the law enforcer". Based on an interview with some motorist, favoritism, and being subjective is the usual scenario they come across because of the "kumpadre/ karuba/kabagyan system". At the same time, some amount of money as a form of extortion is given to the traffic officer just to skip the violations made/incurred. This then, has been an issue confronting the department.

The second highest is obtained by the factor "inadequate knowledge and training of the public order and safety enforcer" with a weighted mean of 3.55 or much affected. This is due to the fact that, the traffic enforcers are not given proper and enough training before being deployed. Hence, they are ineffective in the performance of their duty because they lack the technical expertise in traffic management. Furthermore, they come from different courses and background.

"Negative feedback on the performance of law enforcer" obtained the third highest weighted mean of 3.55 which is described as much affected. With an interview conducted, this would then attest on the inconsistencies, the lack of knowledge and skills on the job, and some do not regularly attend to their respective area.

"Impatience and low tolerance of enforcers" obtained the lowest mean with 3.25 or described as moderately affected. The enforcer's safety sometimes is at stake because of the lack of respect and discipline of the motorists. But then, enforcers are duty-bound to apprehend these traffic violators whatever the situation is.

## **SUMMARY, CONCLUSION, AND RECOMMENDATIONS**

### **Findings**

The following are the findings of the study:

The study revealed that the Public Order and Safety Office was much effective as evidenced on the obtained weighted mean of 3.51.



The study also disclosed that the factors have much affected the level effectiveness of the Public Order and Safety Office as evidenced on the obtained weighted mean of 3.42.

### **Conclusions**

Based on the aforementioned findings of the study, the following are the conclusions:

1. The Public Order and Safety Office was much effective.
2. The factors have much affected the level of effectiveness of the Public Order and Safety office.

### **Recommendations**

The following are hereby recommended:

1. The Public Order and Safety Office must rigorously implement the policy penalizing motorists who are insolent, discourteous or arrogant with a corresponding penalty of 400 pesos.
  - 1.1 The Public Order and Safety Office may procure speed detector for them to use so that they can strictly implement the speed limit policy and the corresponding penalty.
  - 1.2 The Public Order and Safety Office should continuously deploy their traffic enforcers to their designated post so that they can consistently monitor the flow of moving vehicles.
2. The Public Order and Safety Office may always put into practice the Code of Professional Ethics in order to better serve the community with honor and dignity.
  - 2.1 The Public Order and Safety Office may provide sufficient training to traffic enforcers in order for them to enhance their skills and to upgrade their technical know-how on traffic rules.
  - 2.2 The Public Order and Safety Office may regularly monitor the performance of their staff and evaluate the negative feedbacks for the improvement of their employees.

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