Community Engagement Survey Report on the Performance of the Philippine National Police Region 5 Office (PNPRO5)
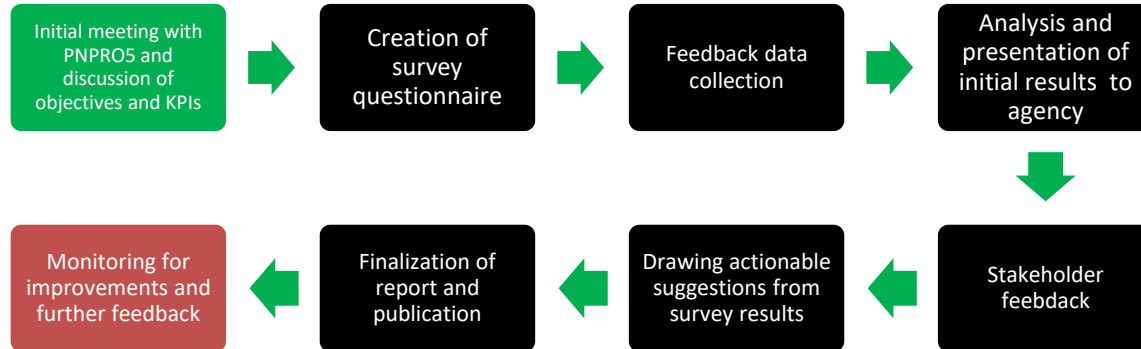
Context:

The Philippine National Police Regional Office 5 (PNPRO5) is mandated to enforce the law, prevent and control crimes, maintain peace and order, and ensure public safety and internal security while maintaining a strong partnership with stakeholders. PNPRO5 is committed to ensuring that its efforts to keep the community safe and secure are relevant to and felt by the community. With this, the PNPRO5, partnered with the CloudCT project to conduct a community engagement survey to better understand how they can make their efforts more effective and relevant to the community's needs.

Objectives of the Survey:

- o Gather the views and feedback of individuals from different sectors of the community and measure their perception of trust, respect, safety, and security.

- o Use the results of the survey in the formulation of plans, programs, and activities suited to the needs of the public.

Methodology:

```
Initial meeting with     →    Creation of       →    Feedback data     →    Analysis and
PNPRO5 and                    survey                 collection             presentation of
discussion of                 questionnaire                                 initial results to
objectives and KPIs                                                         agency
                                                                                 ↓
Monitoring for           ←    Finalization of   ←    Drawing actionable ←    Stakeholder
improvements and              report and             suggestions from        feebdack
further feedback              publication            survey results
```

Feedback Collection Process and Instruments:

The primary collection tool used is Google Forms, primarily because it is free, easy to use, simple, and target respondents are mostly already aware of how to use the tool. The feedback collection ran from October 31, 2022 until November 30, 2022 (30 days). Layertech Labs and PNPRO5 posted about the survey on their respective social media pages to encourage respondents, in addition to PNPRO5 issuing an internal office memorandum to promote the survey to their respective stakeholders.

The initial results of the survey were presented to the PNPRO5 on December 14, 2020 for feedback. Seeing that a significant number of respondents are employees of PNPRO5, the agency decided to generate another report but with the government employees' entries removed for comparison.

- o   Voting ran from **October 31, to November 30, 2022** (30 days)

- o   **625** sets of individual responses were recorded (original)

- o   After filtering out all rows from government employees as requested by PNRO5, **210** individual

     responses remained.

- o   Wrangling tool used is R, visualization tool used is Tableau

Survey Instrument:

The questionnaire is open-ended, written in Filipino, and is composed of four sections:

Section 1 – About the Respondent (name is optional)

Section 2 - Perception and Feelings Towards the PNP

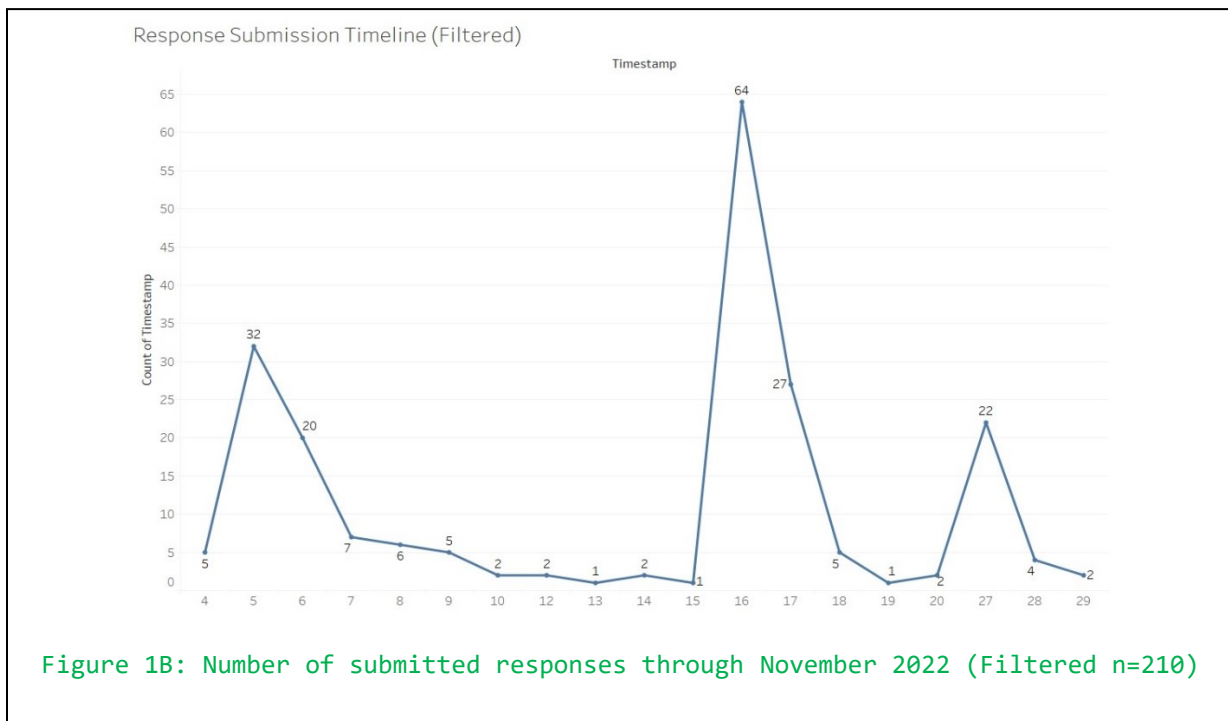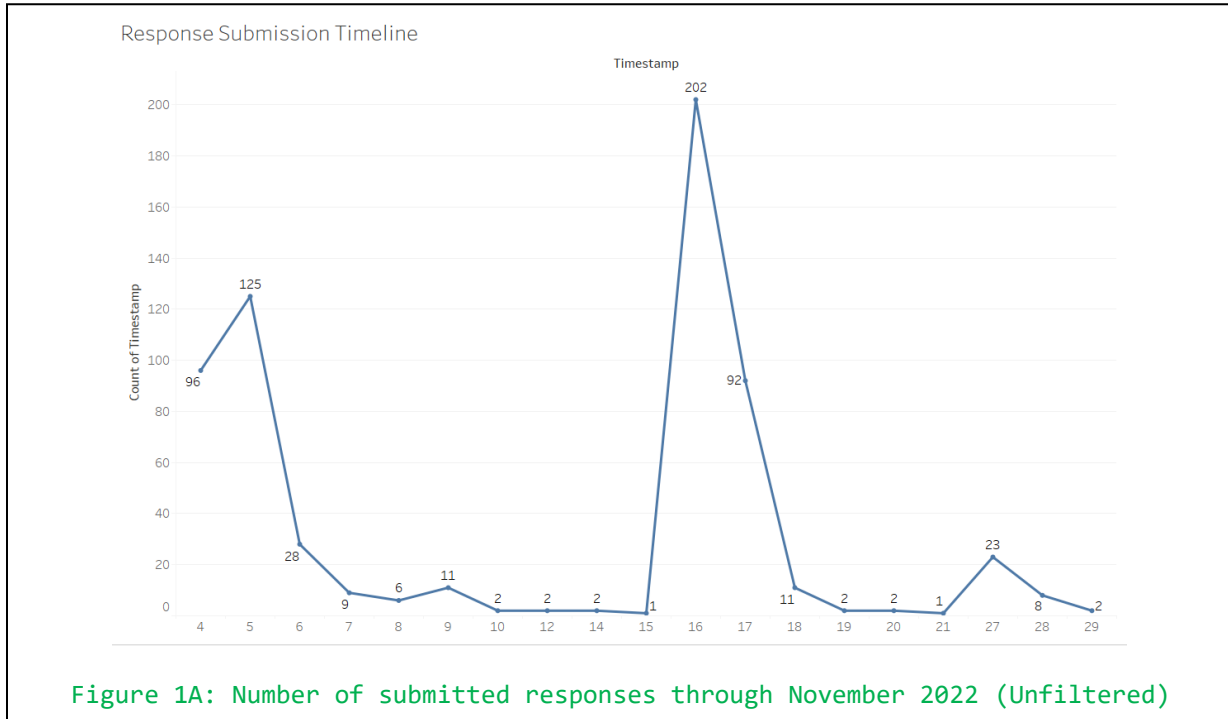Section 3 – How the Respondent can Support the PNP's Programs

Section 4 – Other Comments and Suggestions (open-ended)

The survey instrument was designed based on the indicators, objectives and priorities highlighted by the PNPRO5 representatives during the initial meeting. The instrument also underwent checking and validation of the PNPRO5 before it was released for feedback collection.

Attached as Appendix 1 is a copy of the survey instrument.

Response Submission Timeline

Figure 1 shows the number of individual responses recorded with time. The earliest response was recorded on November 4th 2022 while final response was recorded on November 29th 2022. On November 16, 2022, there is a spike in the number of recorded responses. This is both true for both the unfiltered (Figure 1A) and filtered datasets (Figure2A).

Figure 1A: Number of submitted responses through November 2022 (Unfiltered)

Figure 1B: Number of submitted responses through November 2022 (Filtered n=210)

Section 1 – About the Respondents

Figure 2 shows the breakdown of the respondents by gender. The unfiltered gender breakdown (Figure 2A) shows that 58.4% (365) of respondents are male while 36.64% (229) of the respondents are female and 4.96% (31) of respondents are LGBTQ+. However, when the dataset is filtered, the percentage of females increased to 48% while the percentage of the males and LGBTQ+ decreased to 42.4% and 0.95% respectively.
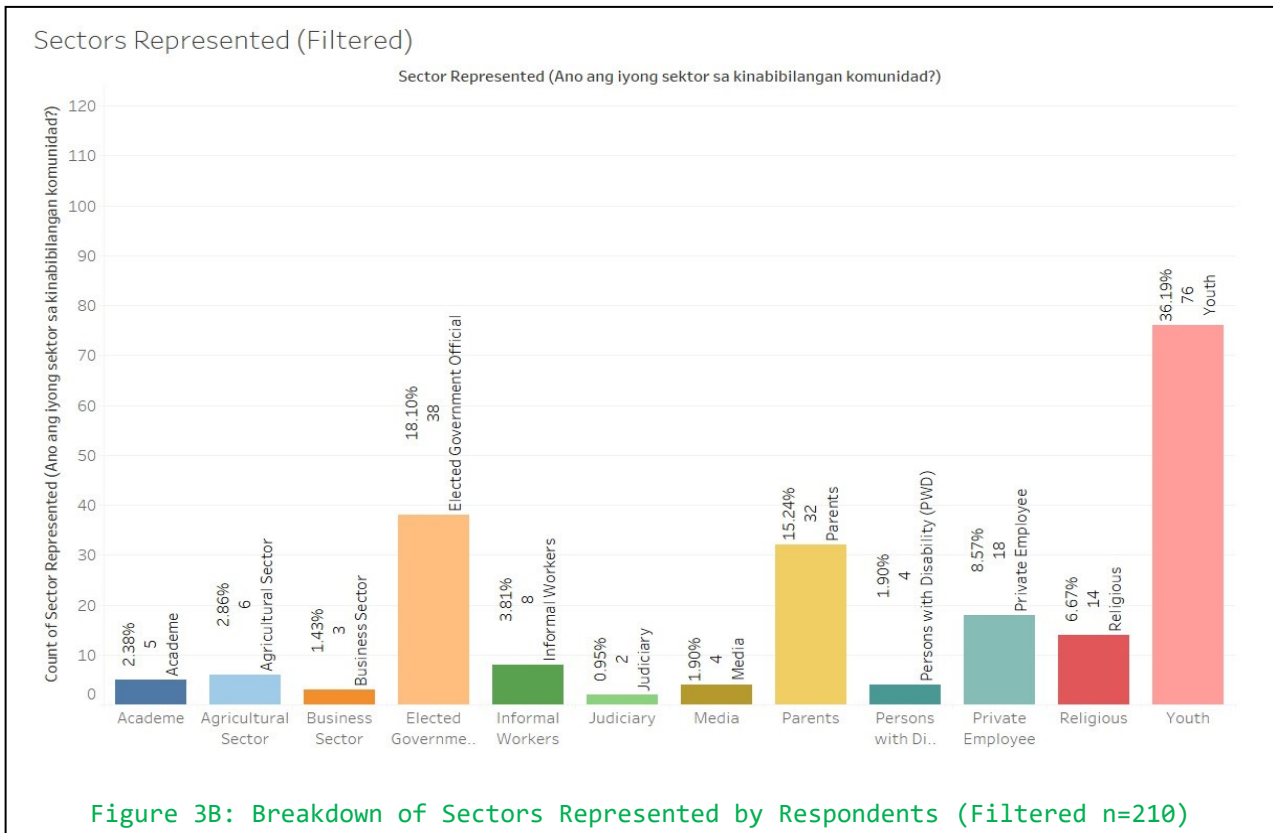

Figure 2A: Number of Respondents by Gender (Unfiltered)

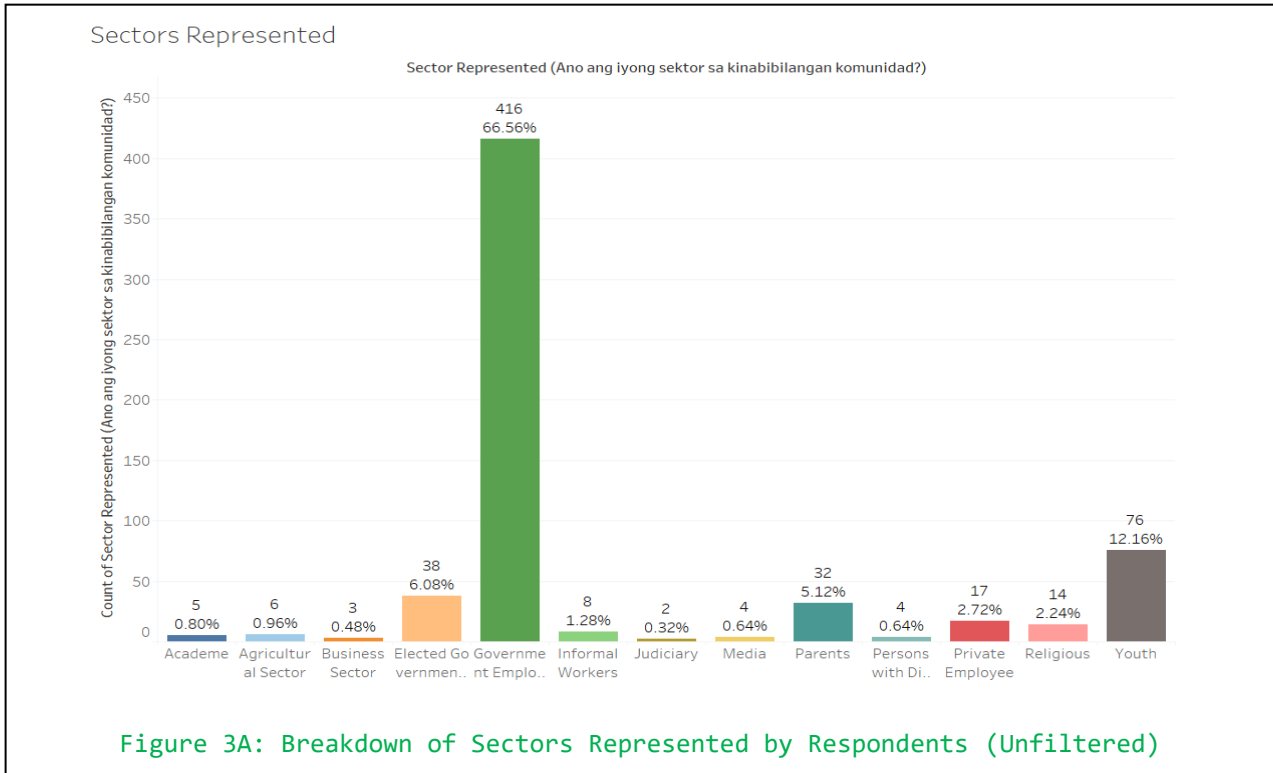Figure 2B: Number of Respondents by Gender (Filtered n=210)
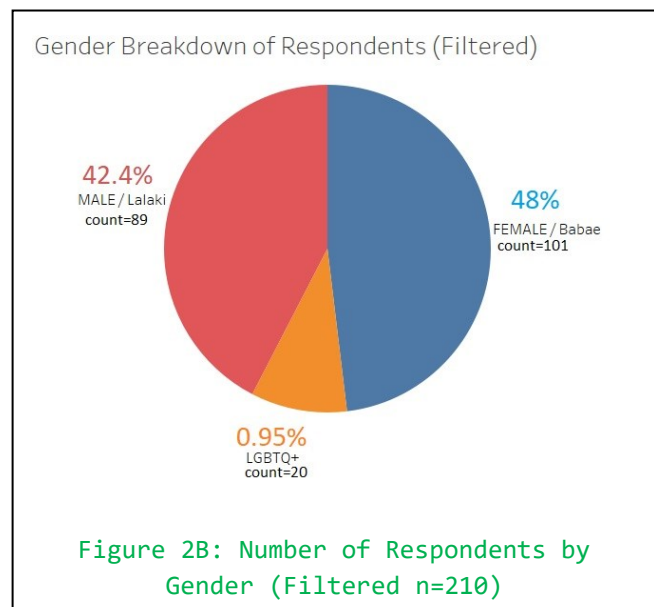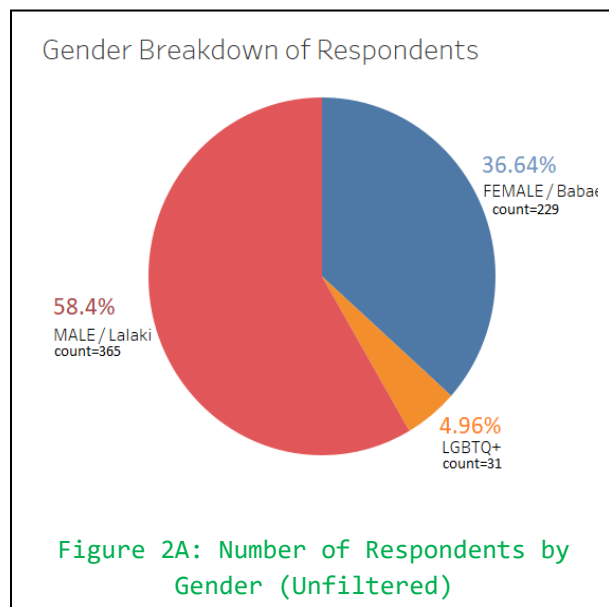
Figure 3 shows the breakdown of the respondents by sector. The sectors identified are from the previous community engagement surveys of the agency. As shown in Figure 3A, majority of the respondents (66.56%) are government employees, followed by the youth sector (12.16%). When the government employees were filtered out, Figure 3B shows that the new majority of the respondents comes from the Youth Sector (36.19%) followed by barangay elected officials (18.10%).

Sectors Represented

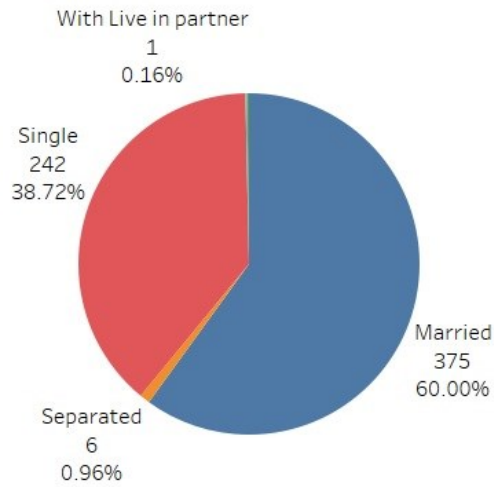Figure 3A: Breakdown of Sectors Represented by Respondents (Unfiltered)

Sectors Represented (Filtered)

Figure 3B: Breakdown of Sectors Represented by Respondents (Filtered n=210)

Civil Status of Respondents

With Live in partner
1
0.16%

Single
242
38.72%

Married
375
60.00%

Separated
6
0.96%

Figure 4A: Breakdown of Respondents by Civil Status (Unfiltered)

Age Group of Respondents

60 anyos pataas
10
1.60%

51-59 anyos
27
4.32%

20 anyos pababa
33
5.28%

41-50 anyos
144
23.04%

21-30 anyos
166
26.56%

31-40 anyos
245
39.20%
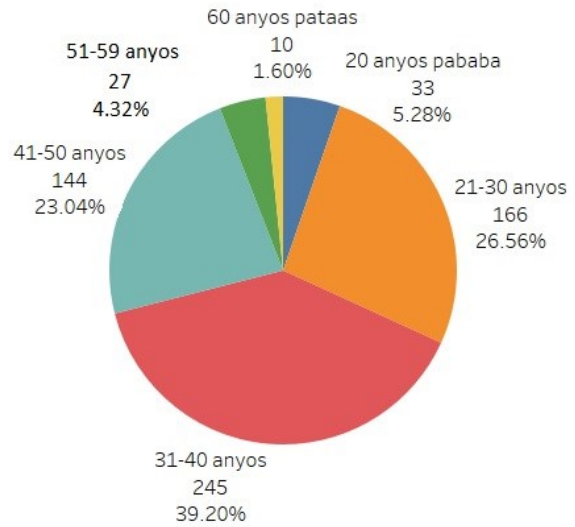
Figure 5A: Breakdown of Respondents by Age Group (Unfiltered)

Civil Status of Respondents (Filtered)

1
0.48%
With Live in partner

67
31.90%
Married

136
64.76%
Single

4
1.90%
Separated
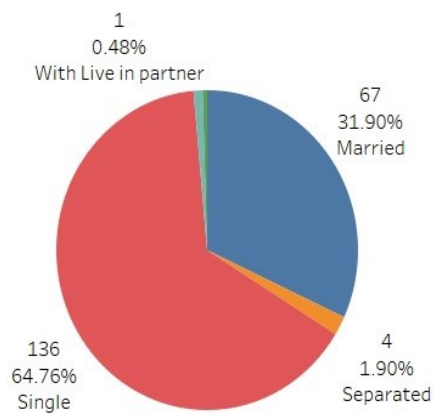
Figure 4B: Breakdown of Respondents by Civil Status (Filtered n=210)

Age Group of Respondents (Filtered)

4.76%
10
60 anyos pataas

15.24%
32
20 anyos pababa

13.33%
28
41-50 anyos

16.67%
35
31-40 anyos

43.81%
92
21-30 anyos
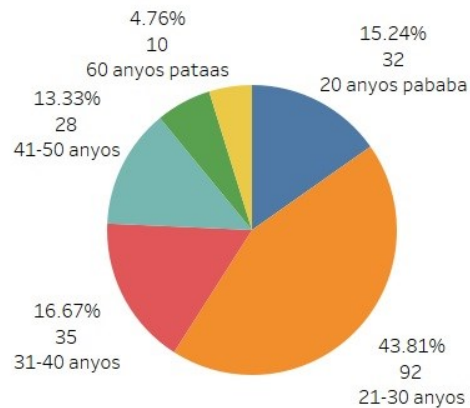
Figure 5B: Breakdown of Respondents by Age Group (Filtered n=210)

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Figures 4 and 5 shows the respondent breakdown by Civil Status and by Age group respectively. Majority of the respondents in the unfiltered dataset (60%) are married, and between the ages of 31-40 years old (39.20%). The filtered dataset however shows that the majority of the respondents are Single (64.76%) and between the ages of 21-30 years old (43.81%).
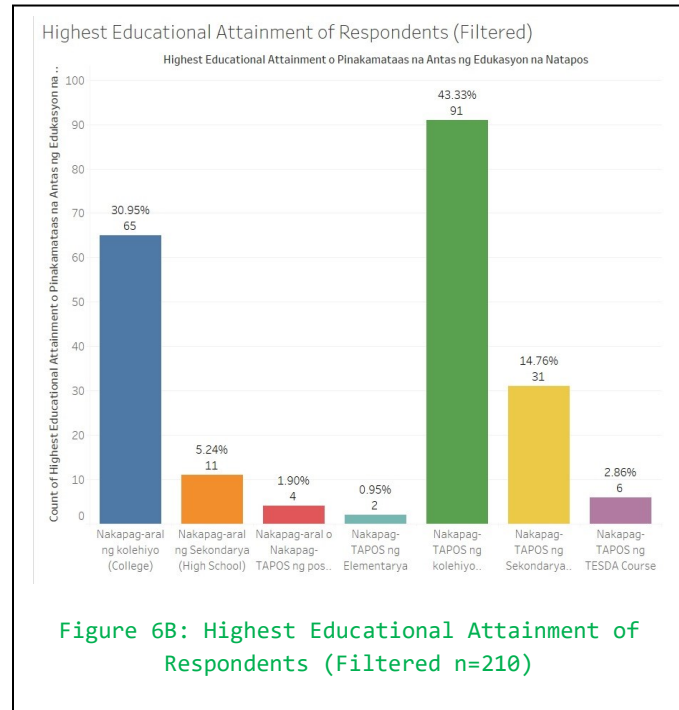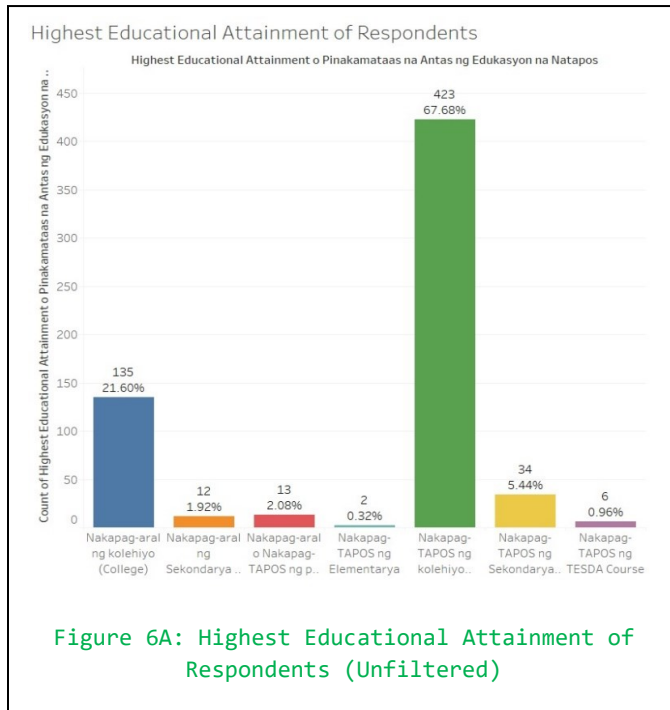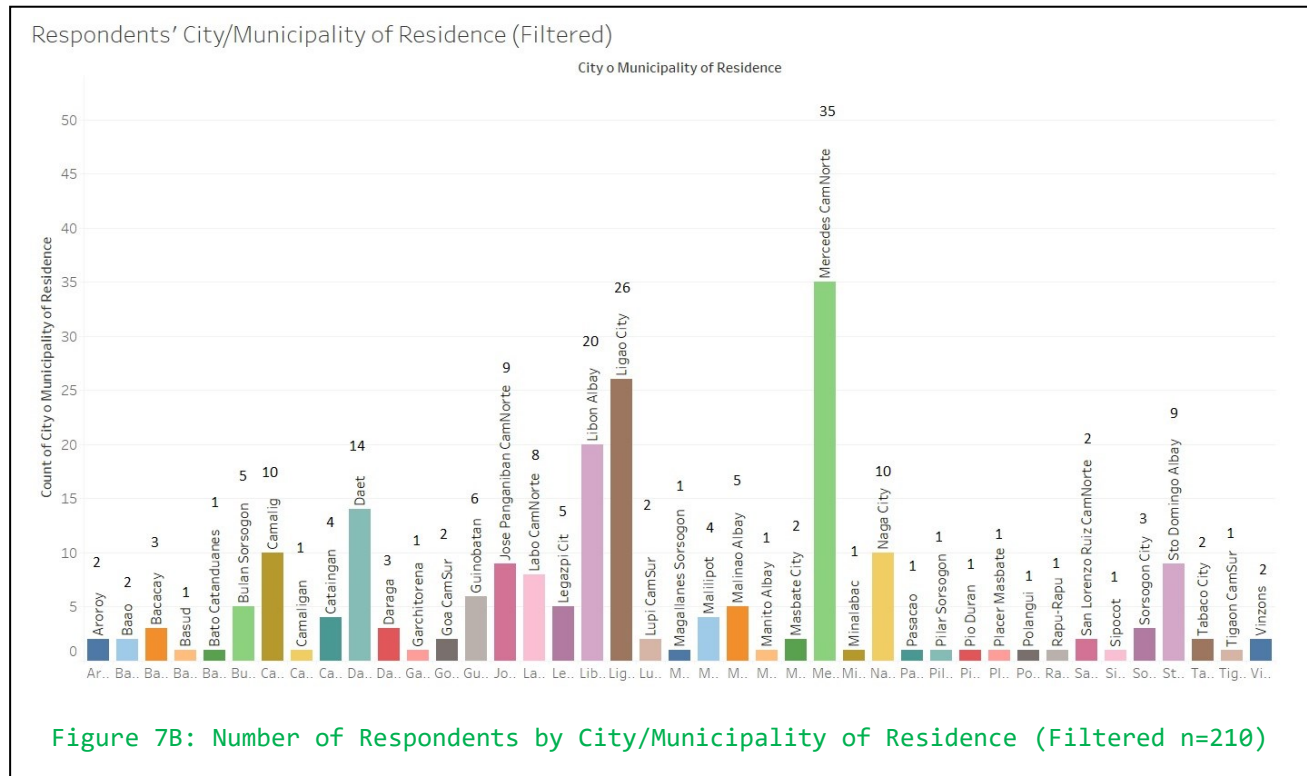

Figure 6A: Highest Educational Attainment of Respondents (Unfiltered)

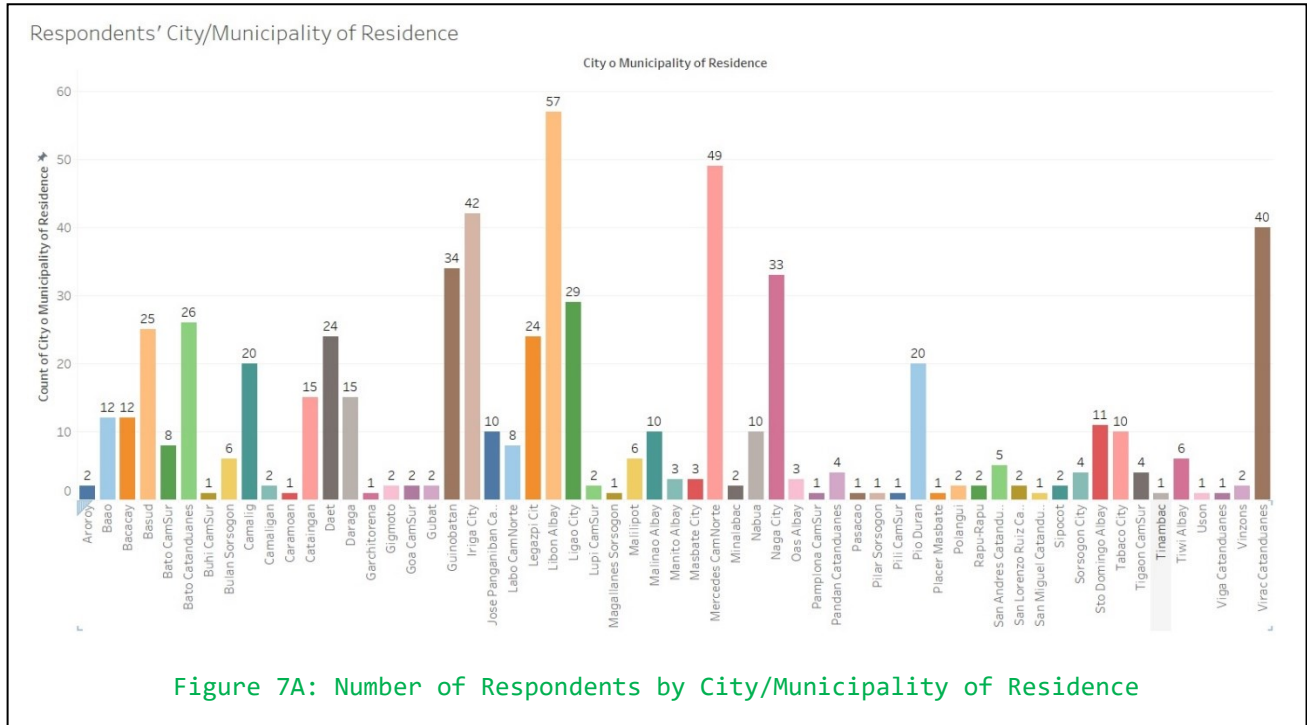Figure 6B: Highest Educational Attainment of Respondents (Filtered n=210)

Figure 6 shows the highest educational attainment of the respondents. Majority of the respondents in the unfiltered dataset (67.68%) are college graduates, while 21.6% have studied in college (but not yet graduated). In the filtered dataset, majority of the respondents are still college graduates (43.33%).

Figure 7 shows the   number of respondents by city or municipality of residence. Majority of the respondents are from Libon, Albay , followed by Mercedes, CamNorte, Iriga City, and Virac Catanduanes. There are responses recorded from 59 cities and municipalities, which is 51.75% of the total cities and municipalities in the Bicol Region (114). Meanwhile, the filtered dataset shows the highest respondent count is from Mercedes, Cam Norte, with a total of 41 cities and municipalities represented (35.96% of all Bicol region).

Respondents' City/Municipality of Residence

Figure 7A: Number of Respondents by City/Municipality of Residence

Respondents' City/Municipality of Residence (Filtered)

Figure 7B: Number of Respondents by City/Municipality of Residence (Filtered n=210)

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Section 2: Perception and Feelings Towards the PNP

Under the second section, respondents were asked to rate the following statements from 1 (Completely disagree) to 5 (Completely Agree). Figures 8-13 show the corresponding ratings of the participants about various statements about the police.

The ratings are split into 2: Unfiltered and Filtered dataset. The A part of the figures show the unfiltered dataset ratings while the B part of the figures show the ratings after removing all entries from government employees/PNP employees.

All statements received majority vote corresponding to "Completely Agree."

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Patuloy na pinaghuhusay ng ating mga Kapulisan ang kanilang mga programa ng laban sa kriminalidad.

627 responses
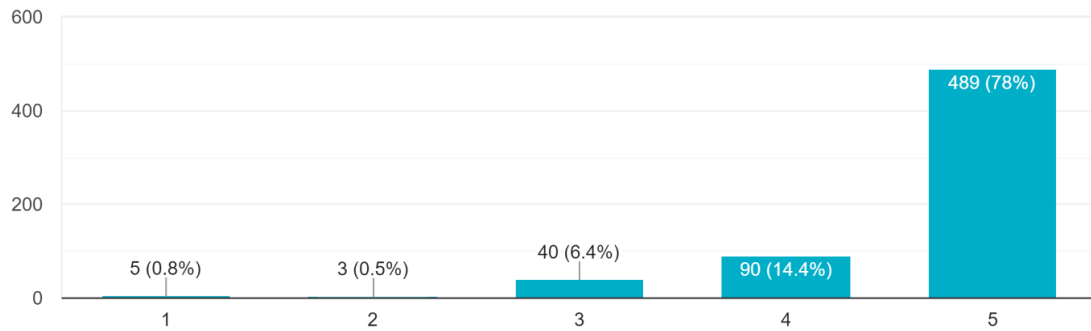
Figure 8A: Rating of Respondents to Statement about Continuous Improvement of Efforts Against Criminality (Unfiltered)

Patuloy na pinaghuhusay ng ating mga kapulisan ang kanilang programa laban sa kriminalidad (FIltered)
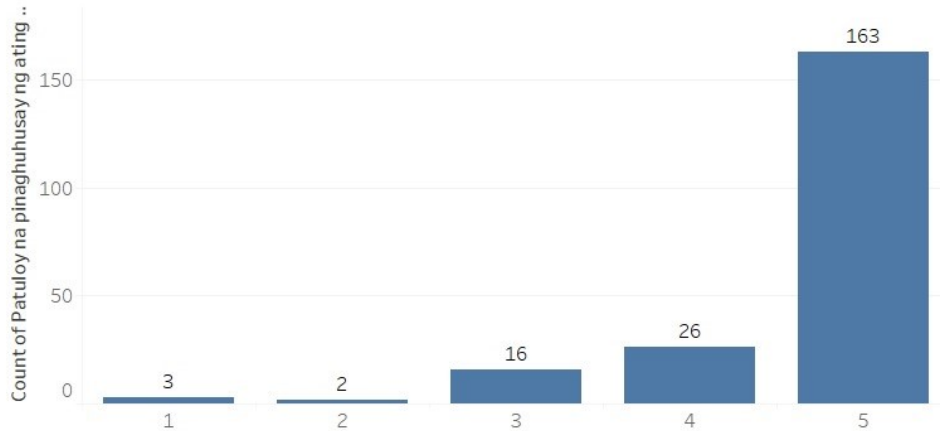
Figure 8B: Rating of Respondents to Statement about Continuous Improvement of Efforts Against Criminality (Filtered n=210)

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Buo ang aking tiwala sa mga pulis sa aming komunidad.
627 responses
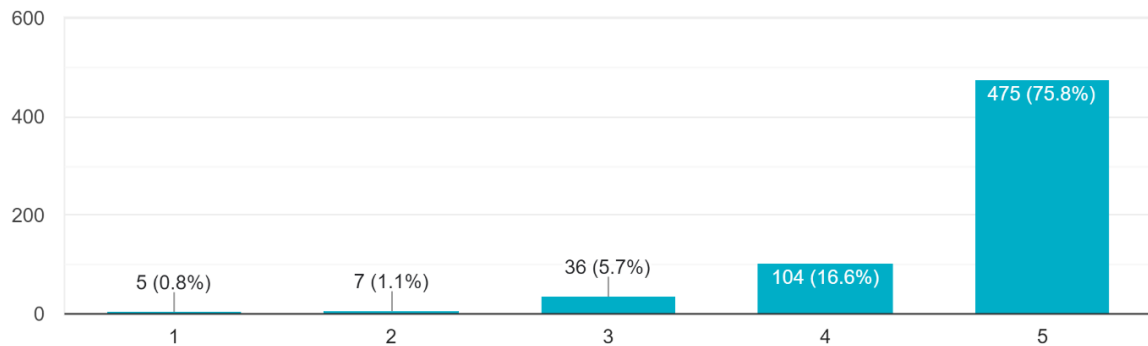
Figure 9A: Rating of Respondents to Statement About Trust in the Police (Unfiltered)

Buo ang aking tiwala sa mga pulis sa aming komunidad (FIltered)
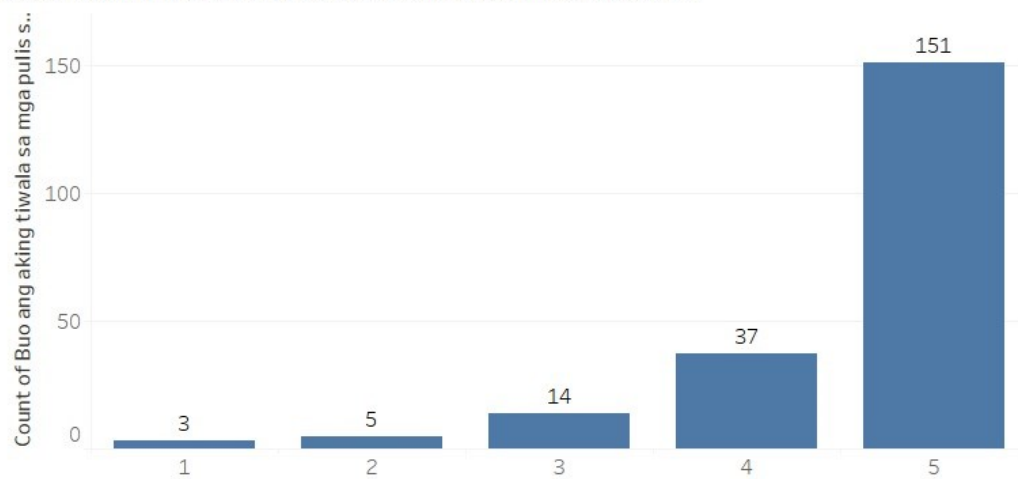
Figure 9B: Rating of Respondents to Statement about

Trust in the Police (Filtered n=210)

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Tinatrato ko ng may paggalang at dignidad ang mga pulis sa aming komunidad
627 responses
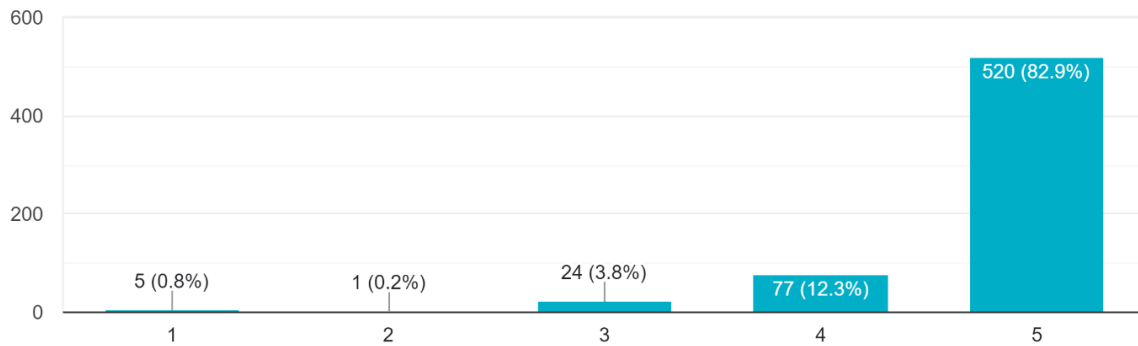
Figure 10A: Rating of Respondents to Statement about Dignity and Respect shown by the Police Towards the Community (Unfiltered)

Tinatrato ko ng may paggalang at dignidad and mga pulis sa aming komunidad (FIltered)
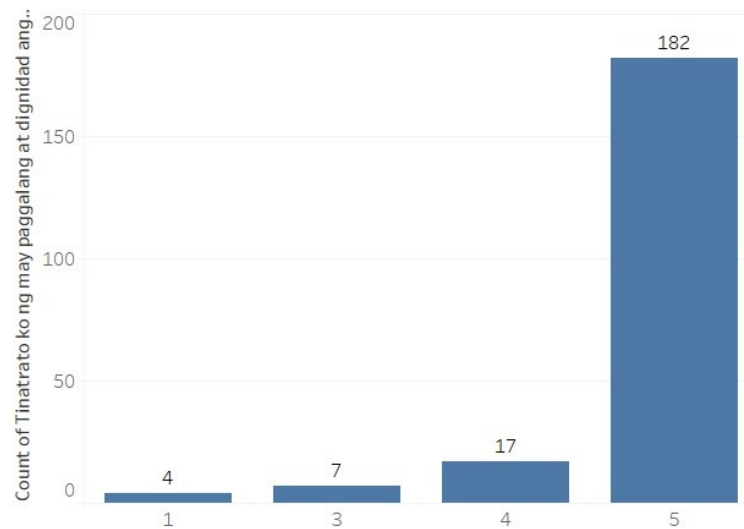
Figure 10B: Rating of Respondents to Statement about Dignity and Respect shown by the Police Towards the Community (Filtered n=210)

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Ako ay iginagalang ng kapulisan kahit ano pa man ang aking kasarian, edad, estado sa buhay o lahi na aking pinagmulan

627 responses
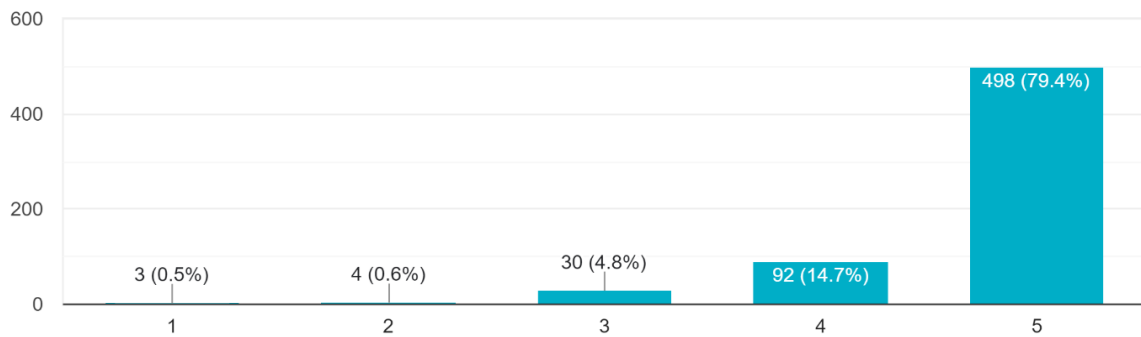
Figure 11A: Rating of Respondents to Statement about Fairness of Treatment
(Unfiltered)

Ako ay iginagalang ng kapulisan kahit ano pa man ang aking kasarian, edad, estado sa buhay o lahi na aking pinagmulan (FIltered)
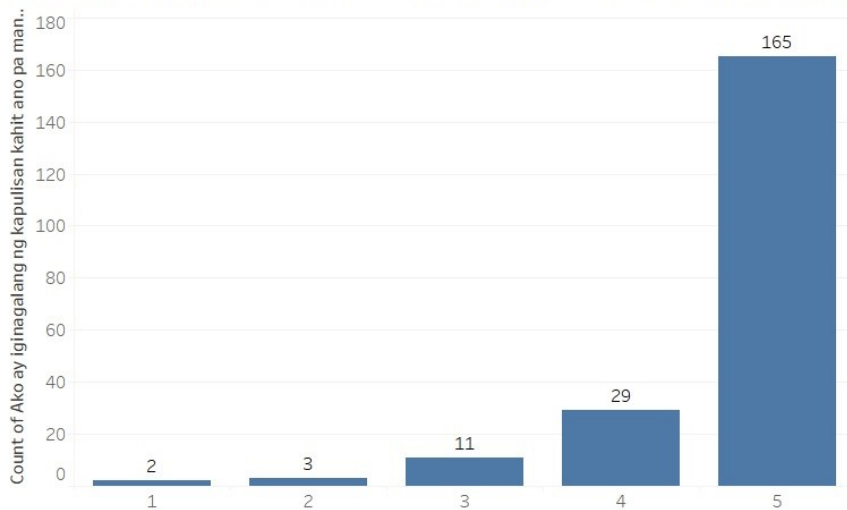

Figure 11B: Rating of Respondents to Statement about Fairness of Treatment
(Filtered n=210)

Kampante ako na ligtas kaming mag-anak kahit anong oras sa aming komunidad
627 responses
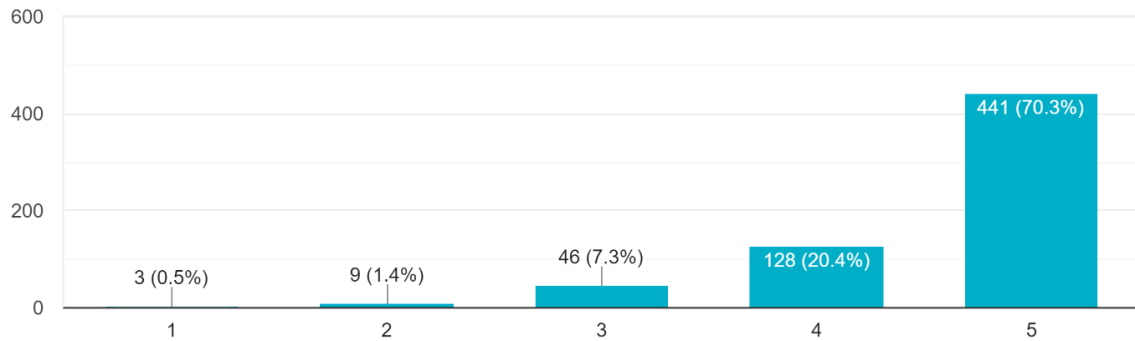
Figure 12A: Rating of Respondents to Statement about Feeling of Security and Safety in the Community (Unfiltered)
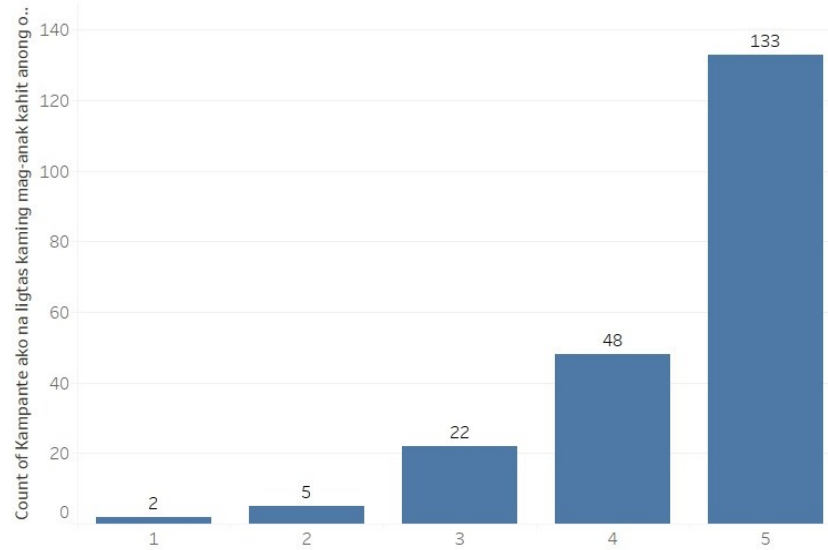

Figure 12B: Rating of Respondents to Statement about Feeling of Security and Safety in the Community (Filtered n=210)

Ang ating mga kapulisan ay aktibong nangangampanya laban sa illegal na droga sa komunidad.
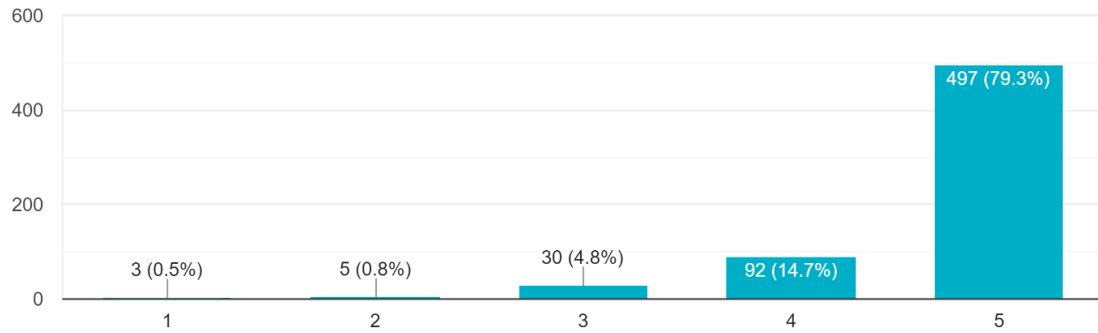627 responses

Figure 13A: Rating of Respondents to Statement About Campaign Against Illegal Drugs (Unfiltered)

Ang ating mga kapulisan ay aktibong nangangampanya laban sa illegal na droga sa komunisad (FIltered)
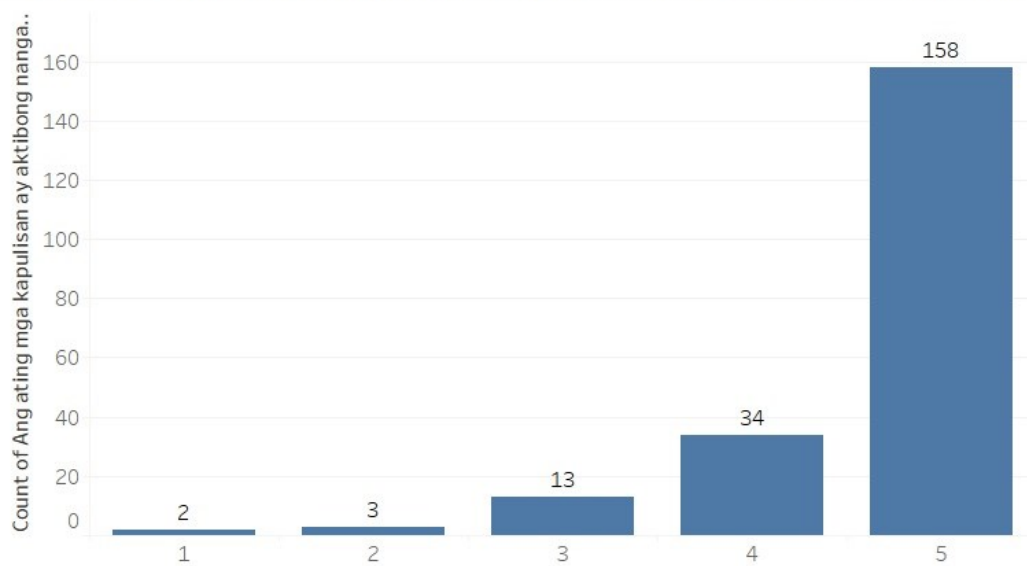

Figure 13B: Rating of Respondents to Statement About Campaign Against Illegal Drugs (Filtered n=210)

Projects the Respondents Like the Most (Respondent-specified):

Figure 14A: Top Categories Mentioned by Respondents (Best Programs-Unfiltered)

Figure 14B: Most Frequent Words mentioned (Filtered dataset, min freq=5)

Respondents were asked to name programs of PNPRO5 that they like. There is a total of 435 individual responses to this question (answers like NONE, N/A, and blanks are not counted). Top mentions are programs related to community outreach (e.g. Kasimbayanan, Adopt a family, feeding program, cleanups, etc.), police visibility, and anti drugs and criminality programs (e.g. KKDAT, sports kontra droga, etc.)

The filtered dataset resulted in a more specific set of topics when analyzed using Latent Dirichlet Allocation (LDA). Top topics include youth engagement programs, community awareness activities, training and seminars. This is expected because the highest number of respondents in the filtered dataset belongs to the youth sector. Figure 14B shows a word cloud generated using the most frequent words in the filtered dataset. Note that words such as 'na', 'ng', 'mas', 'ang', etc. were removed prior to analysis and visualization.

Projects the Respondents DO NOT Like (Respondent-specified):

In the filtered dataset, there are only 37 comments recorded under this section this is 17.7% of total responses in the filtered dataset. Note that the entries 'wala', 'none' and variations of the two are removed. The top mentions under this category are:
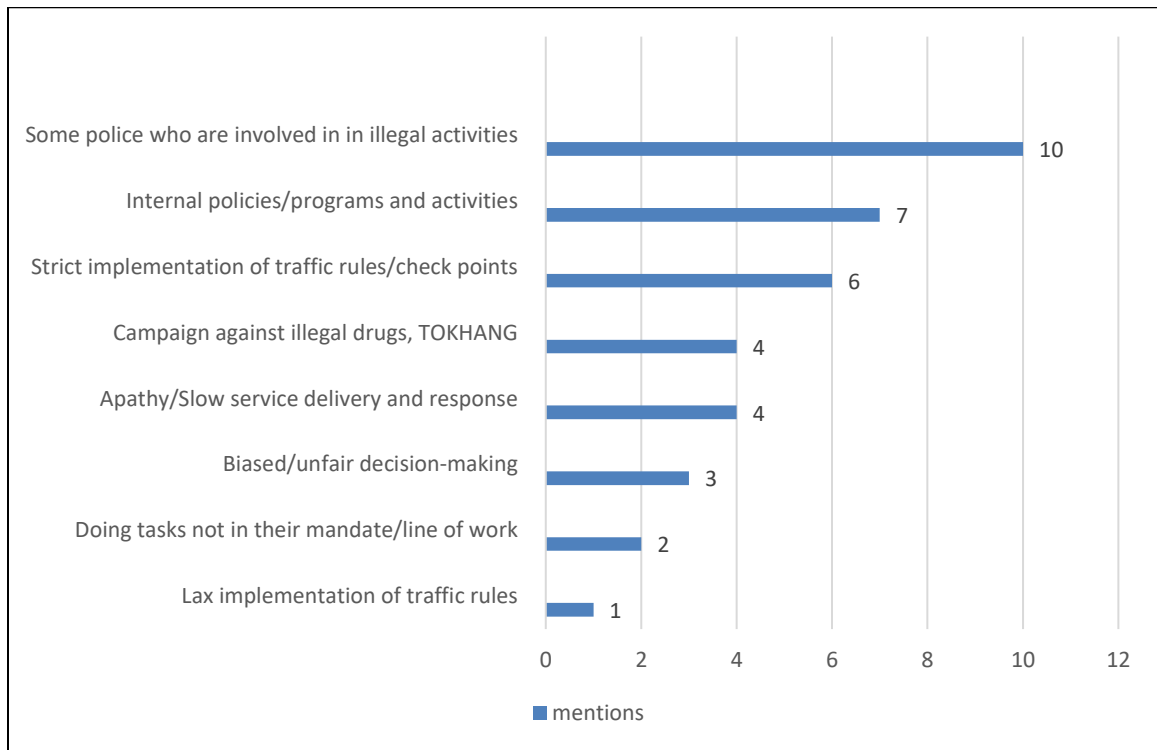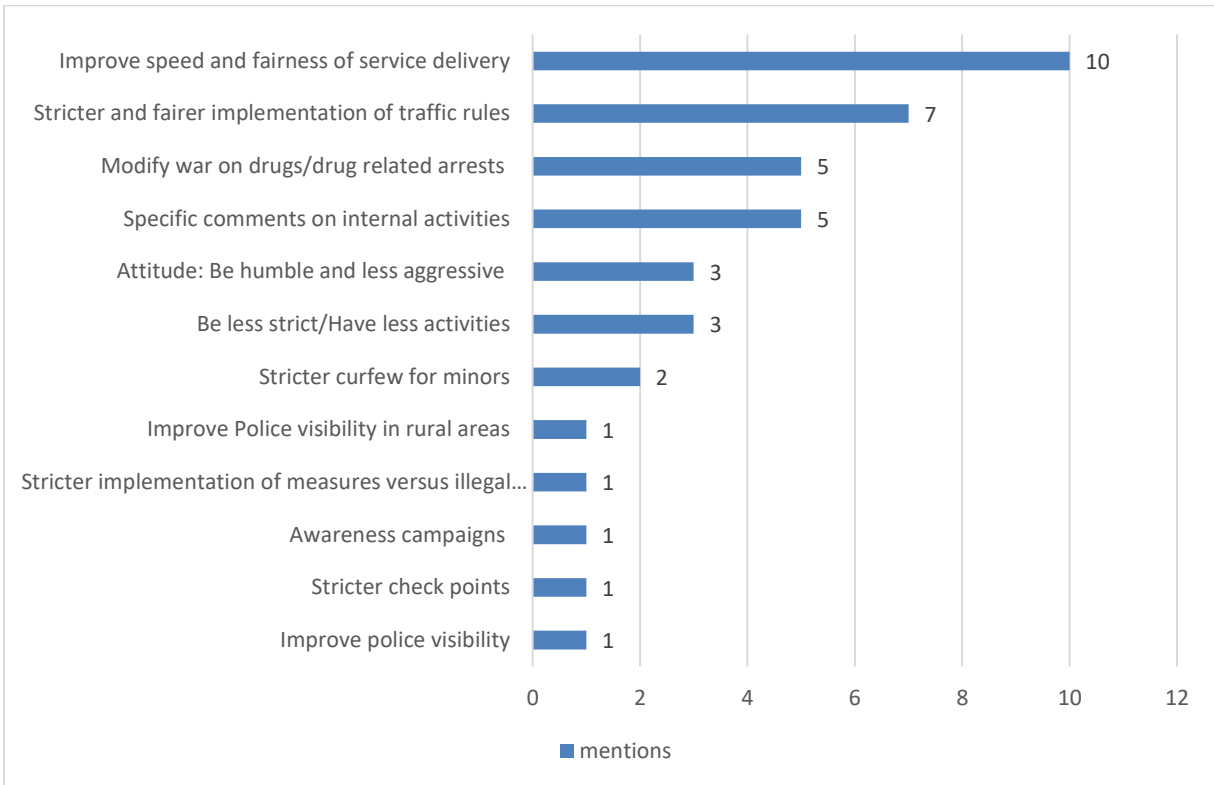

Figure 15: Disliked Projects and Activities of the PNPRO5 (Filtered dataset, n=37)

Projects the Respondents think should be changed/modified (Respondent-specified):

Similar to the previous question, In the filtered dataset, there are only 40 comments recorded under this section this is 19% of total responses in the filtered dataset. Note that the entries 'wala', 'none' and variations of the two are removed. The top mentions under this category are:

Figure 16: Projects and Activities of the PNPRO5 that needs modification (Filtered dataset, n=40)

Section 3 – How the Respondent can Support the PNP

Under this section, respondents rated the following community problems according to priority, 1 being the least priority and 5 being the top priority. Figures 15 to 18 shows the corresponding priority ratings of the respondents to the problem of Illegal Drugs, Terrorism, Riding-in-Tandem, and Illegal Gambling.

Majority of the respondents rated all of the specified problems to be "Top Priority."

Problema sa Illegal na Droga

627 responses
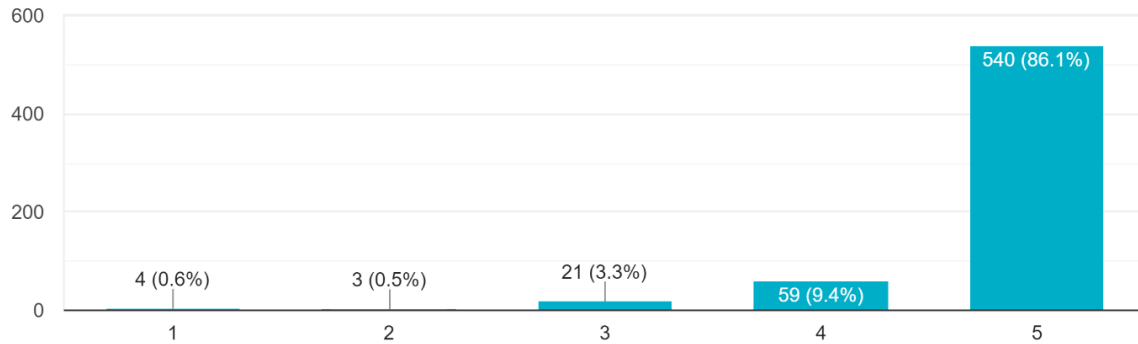
Figure 17A: Priority Rating of Respondents to the Problem of Illegal Drugs (Unfiltered)

Problema sa Illegal na Droga (Filtered)
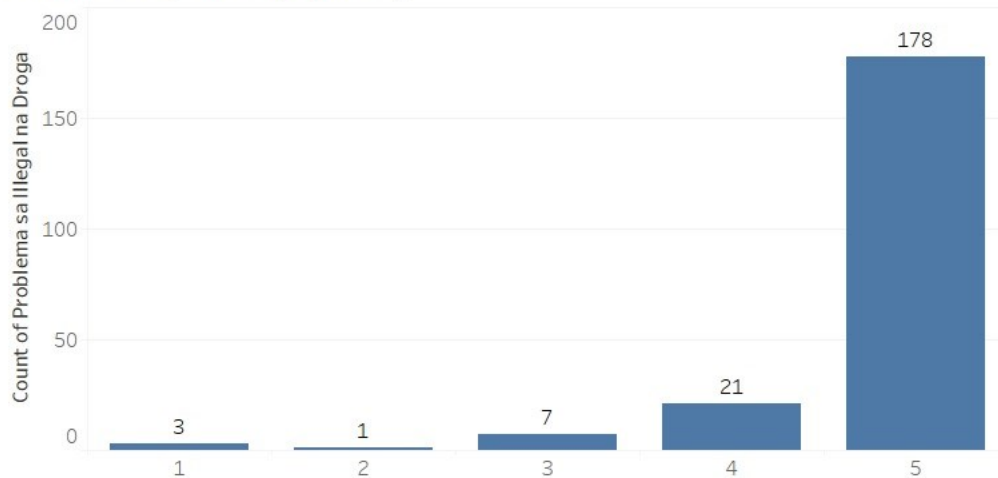
Figure 17B: Priority Rating of Respondents to the Problem of Illegal Drugs (Filtered n=210)

Problema sa Terorismo
627 responses
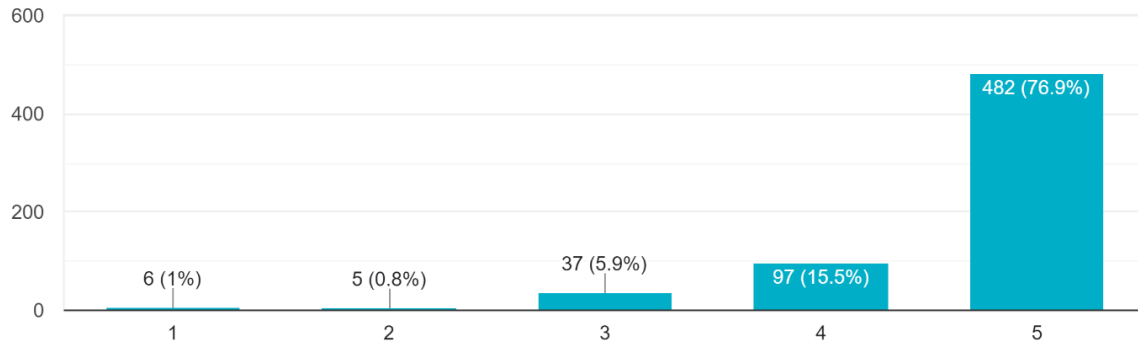
Figure 18A: Priority Rating of Respondents to the Problem of Terrorism (Unfiltered)

Problema sa Terorismo (FIltered)
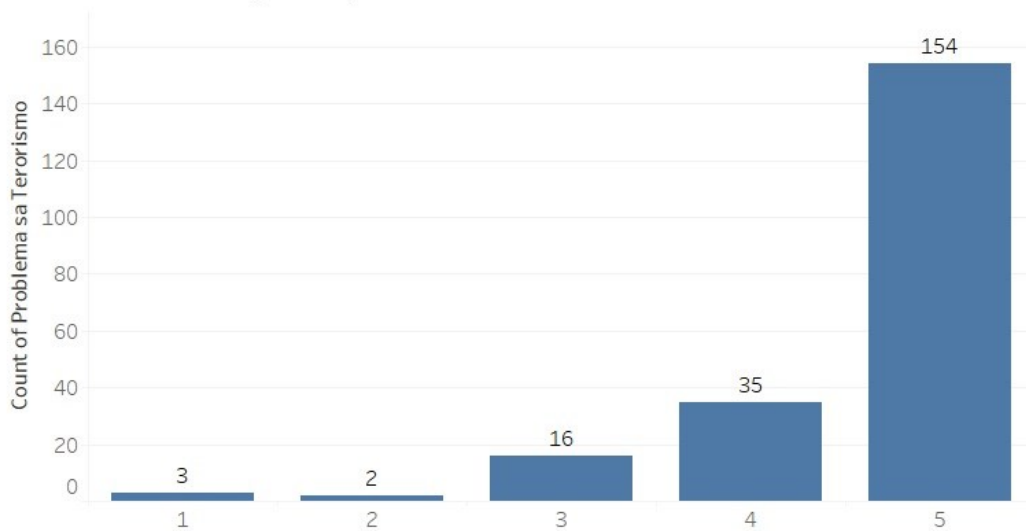
Figure 18B: Priority Rating of Respondents to the Problem of Terrorism

(Filtered n=210)

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Riding in Tandem
627 responses
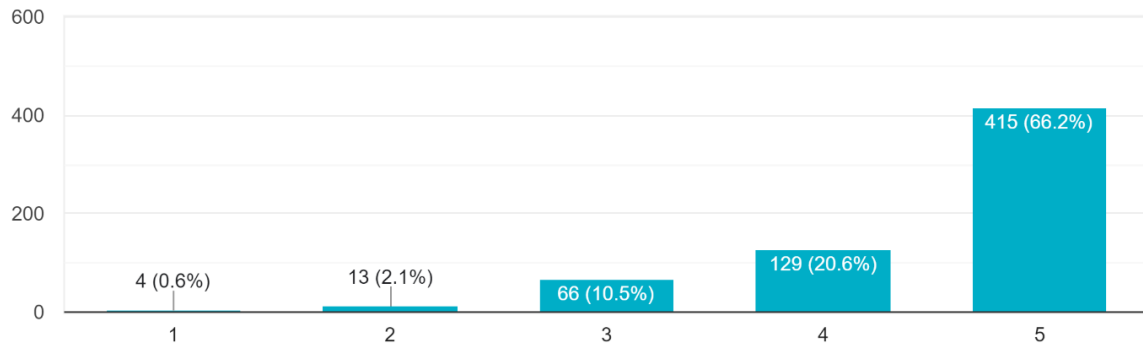
Figure 19A: Priority Rating of Respondents to the Problem of Riding-in-Tandem (Unfiltered)

Figure 19B: Priority Rating of Respondents to the Problem of Riding-in-Tandem (Filtered n=210)

Problema ng Illegal na sugal
627 responses
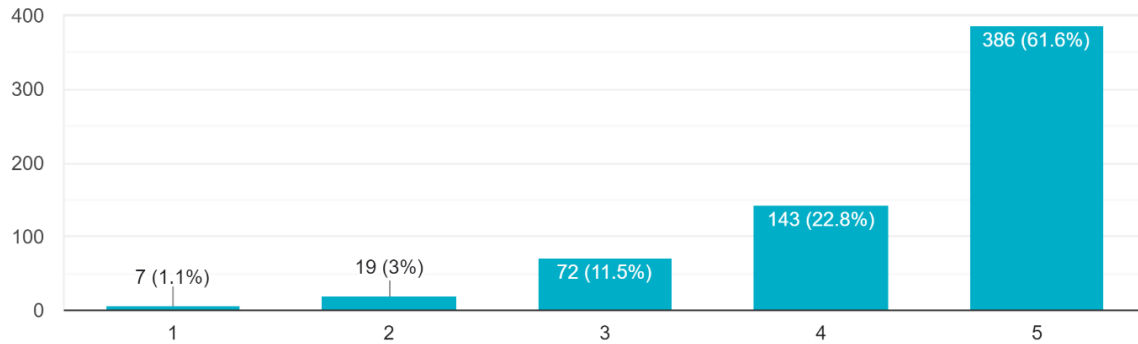
Figure 20A: Priority Rating of Respondents to the Problem of Illegal Gambling (Unfiltered)

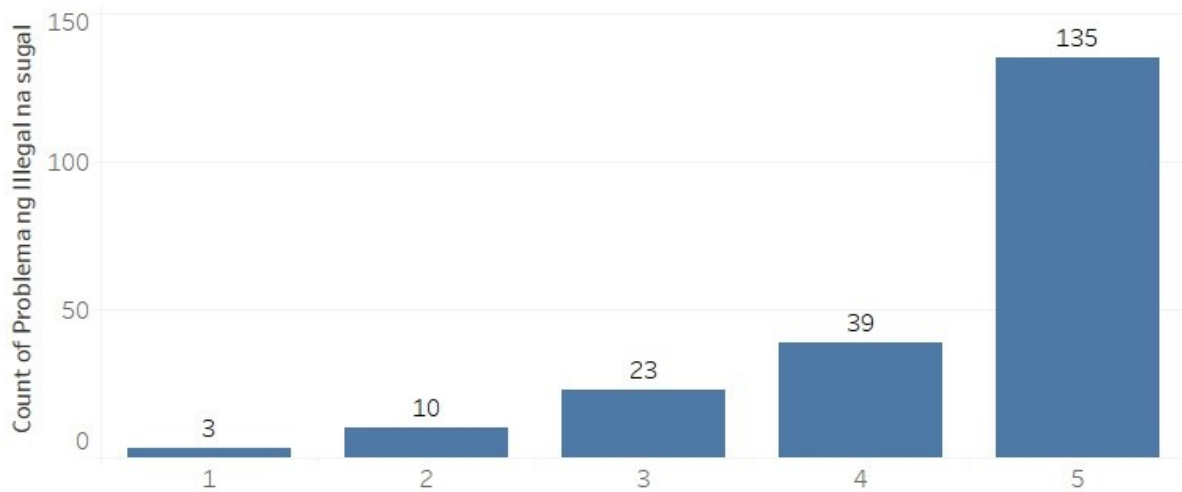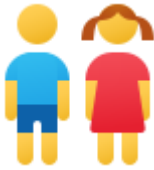Problema ng Illegal na Sugal (FIltered)

Figure 20B: Priority Rating of Respondents to the Problem of Illegal Gambling (Filtered n=210)

Other than the challenges mentioned above, the respondents also mentioned the need to resolve the following:

	Protection and welfare of youth/children – 22 mentions (kidnapping, child abuse, child trafficking and porn, street children) **Minors in conflict with the law** – 13 mentions **Must have curfew for minors** – 12 mentions
	Robbery and Theft – 25 mentions (*Akyat bahay*, hold-up, carnapping/motor-napping, etc.) **Murder and violence** – 3 mentions
	Gender-based violence including discrimination to LGBTQA+ - 2 mentions **Violence against women and children** – 8 mentions **Rape** – 14 mentions **Sexual Harassment** - 1 mention
	Cybercrime and Cyberbullying – 17 mentions (Online scams, cyberbullying, suicide and mental health issues due to online bullying, addiction to online games and gambling)
	Corruption and Vote Buying - 12 mentions **Need for internal cleansing** – 3 mentions **Unlicensed Firearms** – 3 mentions
	Traffic-related incidents, violations and accidents – 14 mentions (Driving without license, drunk driving, noisy and dangerous vehicles, etc.)

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Section 4 – Other Comments and Suggestions

Crimes related to the protection of the environment – 6 mentions
(Illegal logging, Illegal fishing, etc.)

Community Safety and Security -8 mentions
(Noisy pub houses, petty crimes, *tambays* and drunkards, street vendors occupying sidewalks, *chismis*, street prostitution)

OTHERS: 7 mentions
(organized crimes, protection of PWD, congested facilities, speed of police response, doing work of other agencies, etc.)

There are 267 respondents who submitted entries to the open-ended feedback section. The top categories of the feedback received are:

More police visibility, security, especially on dangerous and accident-prone areas.

Continue working with the community and stakeholders to build and strengthen trust and confidence.

- Continue to strengthen relations with the community, and continue reaching out to stakeholders for more programs.
- More outreach programs and participate in community activities (e.g. weekly Zumba/exercise activities)
- Strengthen communication and coordination with the citizens, barangay officials and other agencies

	• More information education campaigns to let people know about police programs and activities • More youth engagement programs • Continue existing programs and activities that benefit the community, and remove/improve those that do not benefit the community.
👍	Always show fair, professional and consistent service delivery implementation of programs in the community. (with mentions of gender sensitivity and inclusivity)
	Build the capacity of police. • More trainings on first aid, legal matters, investigation, modern crimes, self-defense, work-life balance, and community engagement • Conduct performance evaluations • Efficient office work • Time for faith and religion • Flexibility in duty schedules, proper equipment, training, compensation, and benefits for the police. • Be good examples in the community, demonstrating commitment to sword duties and responsibilities, not easily influenced by other powers.
	Organizational improvements and anti-corruption programs
	Others (Stricter implementation of curfews, Reiteration of crimes previously mentioned in the survey (coercion, theft and robbery, etc.), etc.)

Actual responses (CSV File) turned over to PNPRO5. No names were collected.

Appendix 1:

Survey Instrument Used - APPENDIX1_SurveyInstrument_PNPRO52022.pdf

Acknowledgement:

Icons from Icons8.

END OF REPORT
Revised: 3/1/2023