



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

*DISCLAIMER: The CloudCT Project supports the use of citizen feedback and digital tools in decision-making, to promote citizen participation and make policies more inclusive, effective, and relevant. The findings in this report are purely based on the responses collected through the Digital survey co-created with the partner agency. The results do not necessarily reflect the views and opinions of the CloudCT team, Layertech, and its partners. Layertech holds no responsibility in whatever actions that may arise from using this report. Conducting additional ground validation and research is encouraged.*

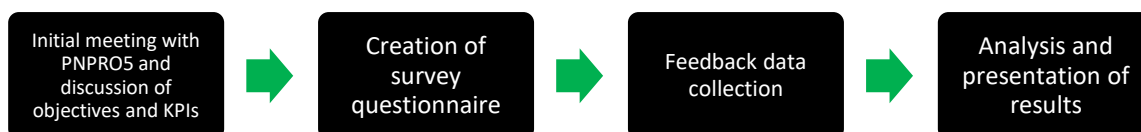
### Context:

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 ensure that their efforts to keep the community safe and secure is relevant to and felt by the community. With this, the PNPRO5, partnered with the CloudCT project to conduct an online community engagement survey to better understand how the agency can make its activities more effective and relevant to the community's needs.

### Objectives of the Survey:

- Gather the views and feedback of individuals from different sectors of the community and measure their perception of trust, respect, safety and security.
- Use the results of the survey in the formulation of plans, programs, and activities suited to the needs of the public.

### Methodology:



### Feedback Collection Process and Instruments:

The primary collection tool used is Google Forms, 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 March 15, 2023 until April 17, 2023 (33 days). Layertech Labs and PNPRO5 posted about the survey on their respective social media pages to encourage stakeholders to submit answers, in addition to PNPRO5 issuing an internal office memorandum to promote the survey to their respective stakeholders.

- Voting ran from **March 15, 2023, to April 17, 2023** (33 days)
- **1,241** sets of individual responses were recorded
- Wrangling tool used is R, visualization tool used is Tableau
- **All entries from PNP employees were automatically filtered out**

### 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 March 15, 2023 while final response was recorded on April 17, 2023. On April 14, 2023, there is a spike in the number of recorded responses.

Response Submission Timeline

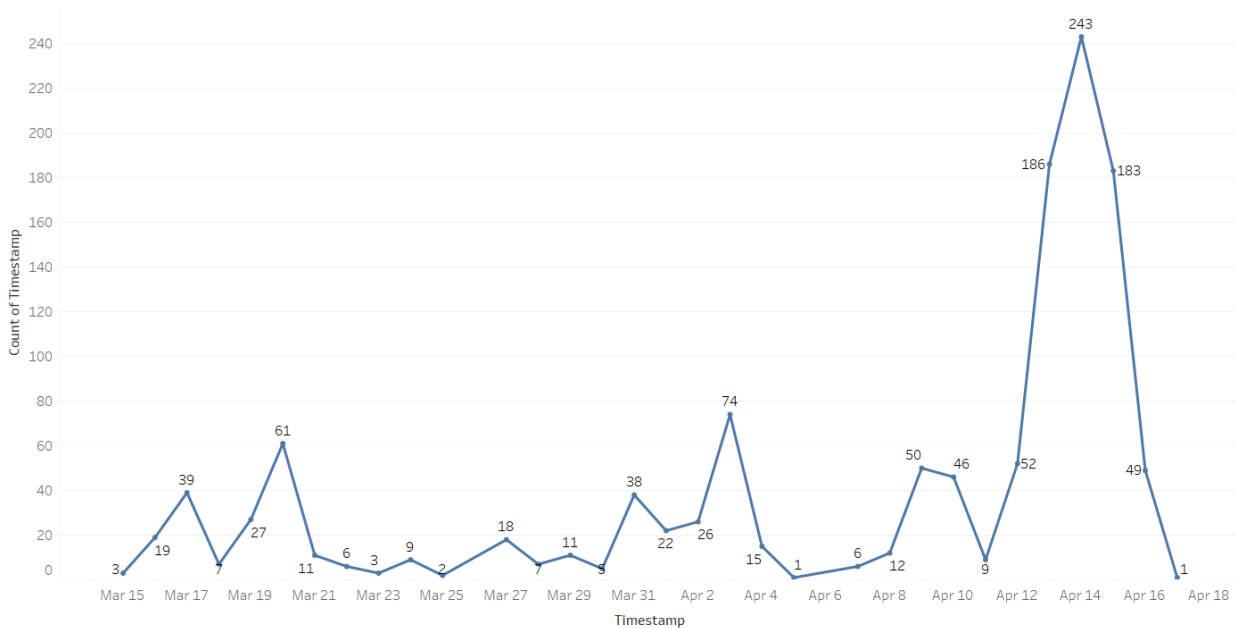


Figure 1: Number of submitted responses through March 15, 2023 to April 17, 2023



## Section 1 – About the Respondents

Figure 2 shows the breakdown of all respondents by gender. 45.58% of respondents are male while 51.57% of the respondents are female. 2.85% of respondents are LGBTQ+.

### Gender Breakdown of All Respondents

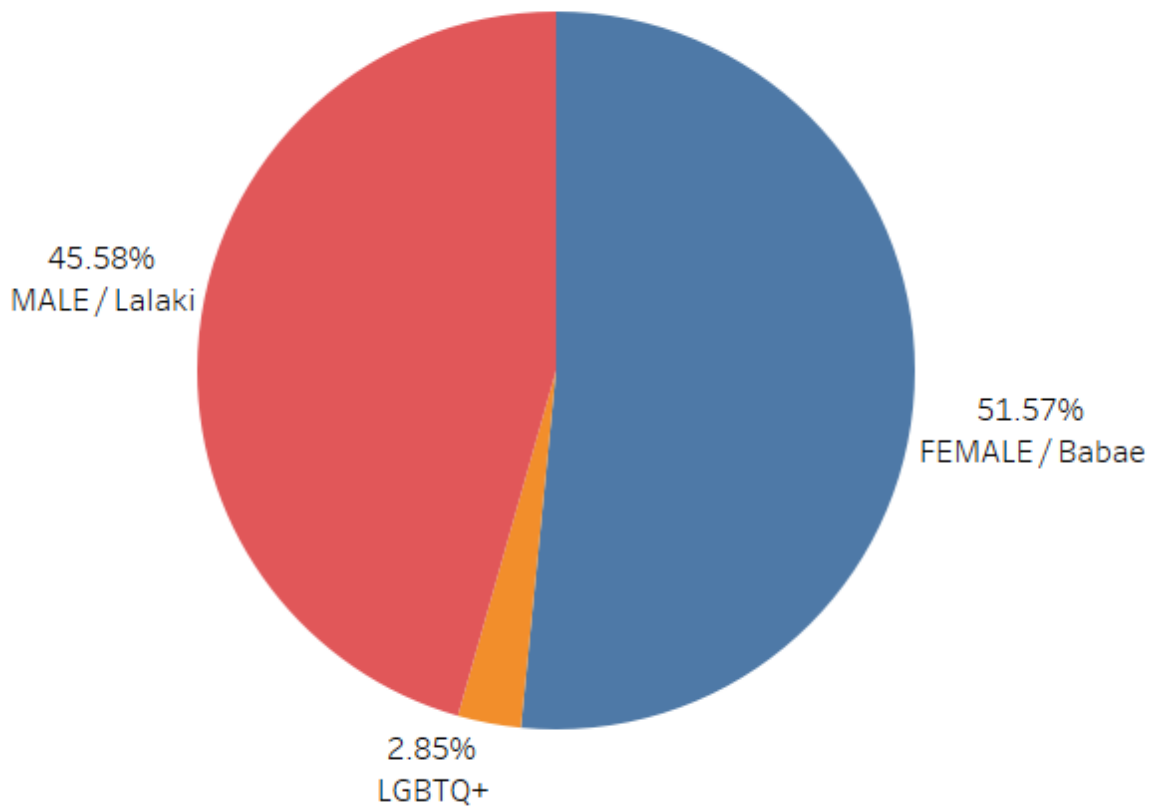


Figure 2: Breakdown of All Survey Respondents by Gender



Below are the gender breakdowns of the respondents by province:

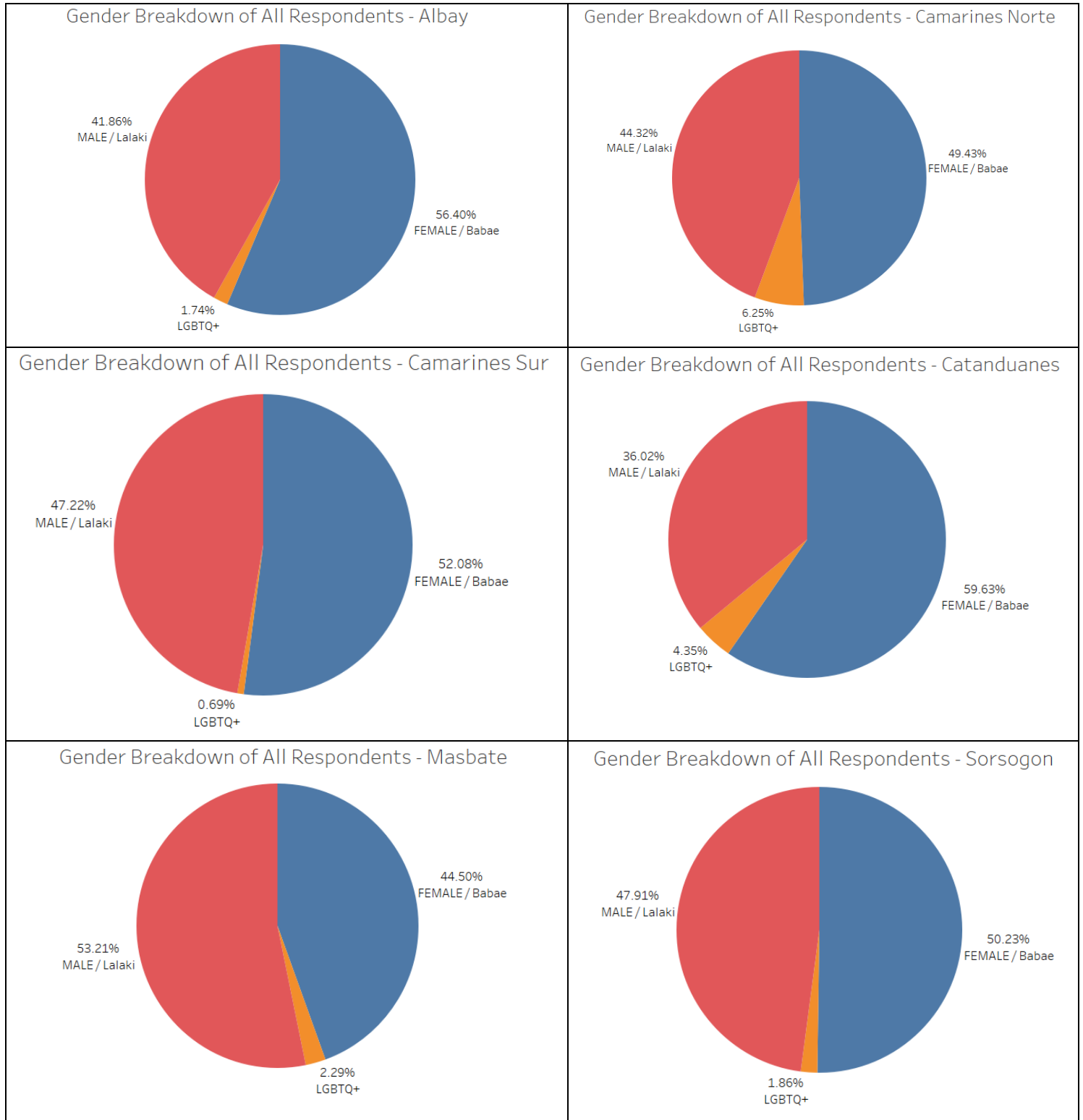


Figure 3 shows the breakdown of the respondents by sector. The sectors identified are from the previous community engagement surveys of the agency. Majority of the respondents are government employees, followed by the youth sector.



### Sector Represented - All Respondents

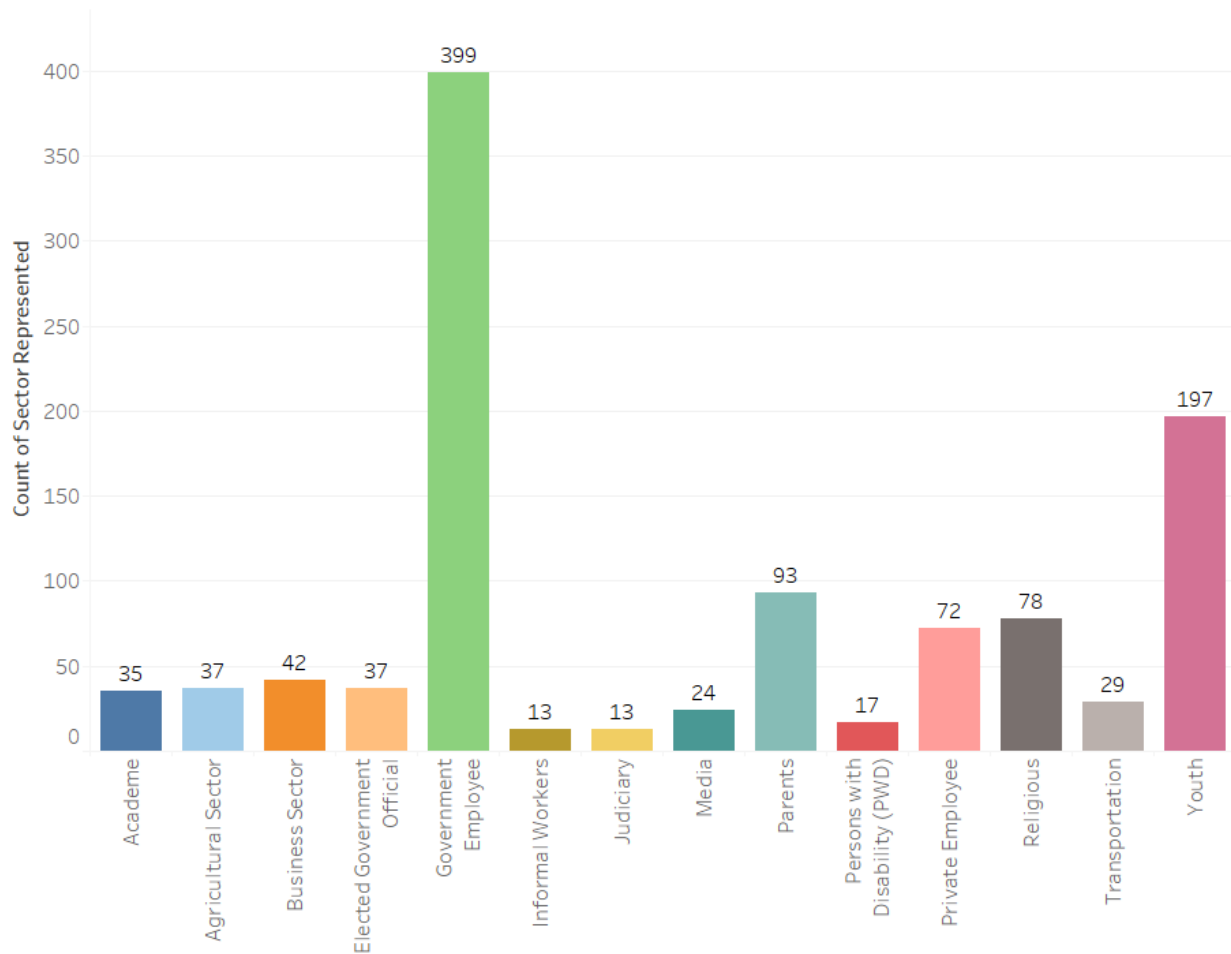
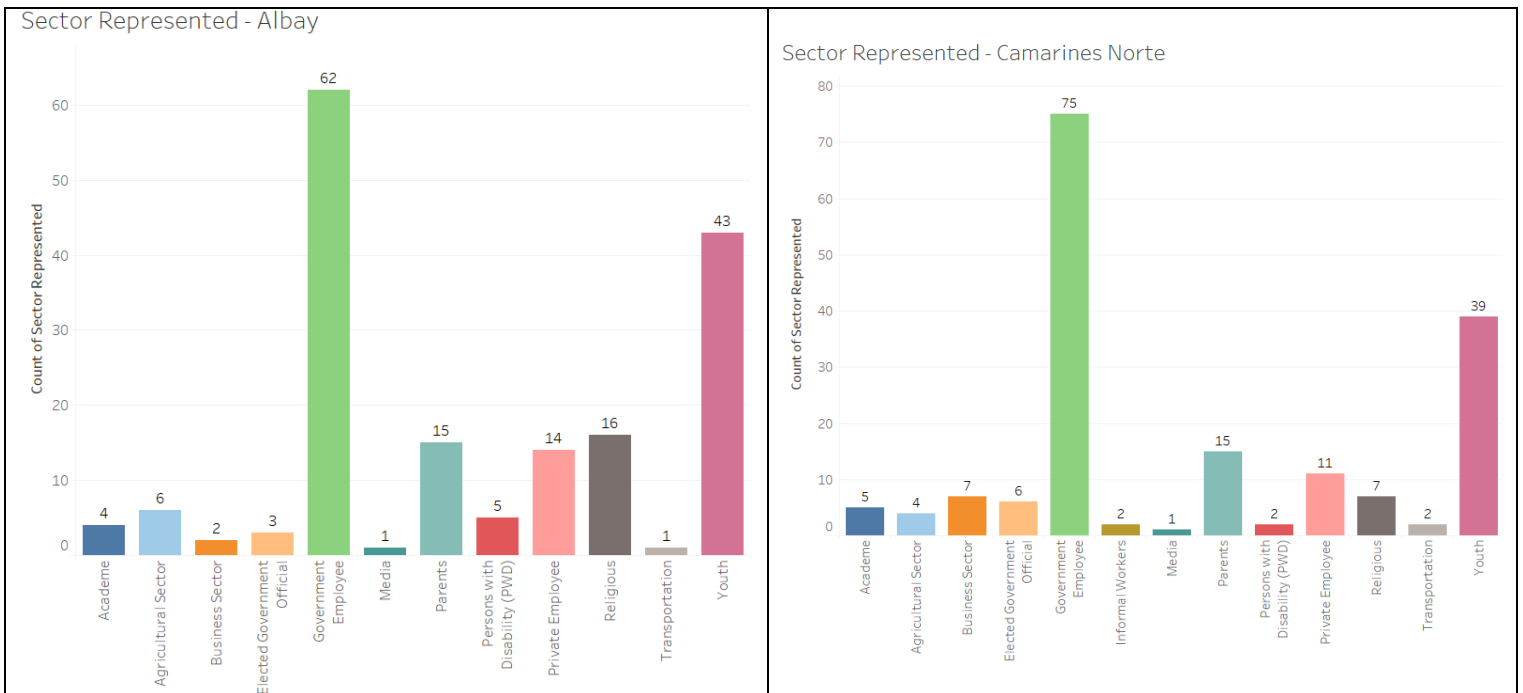
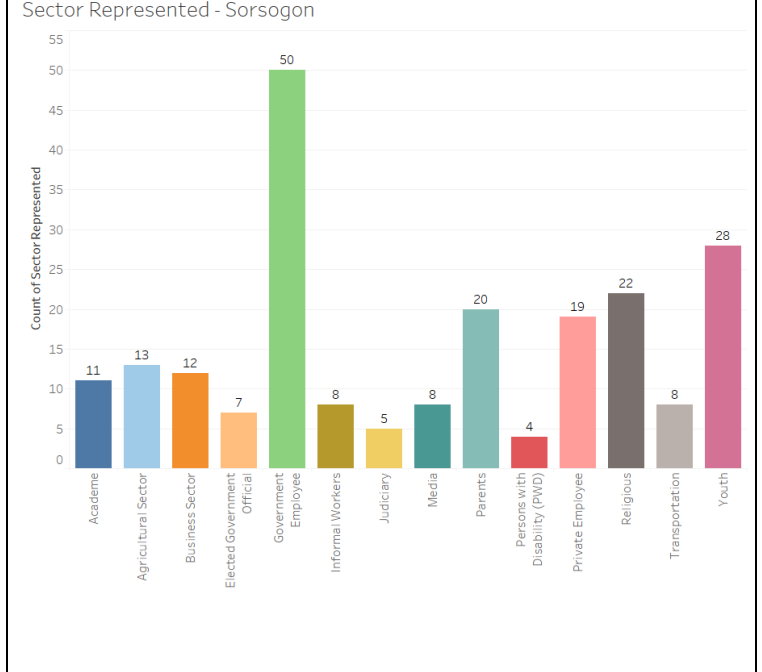
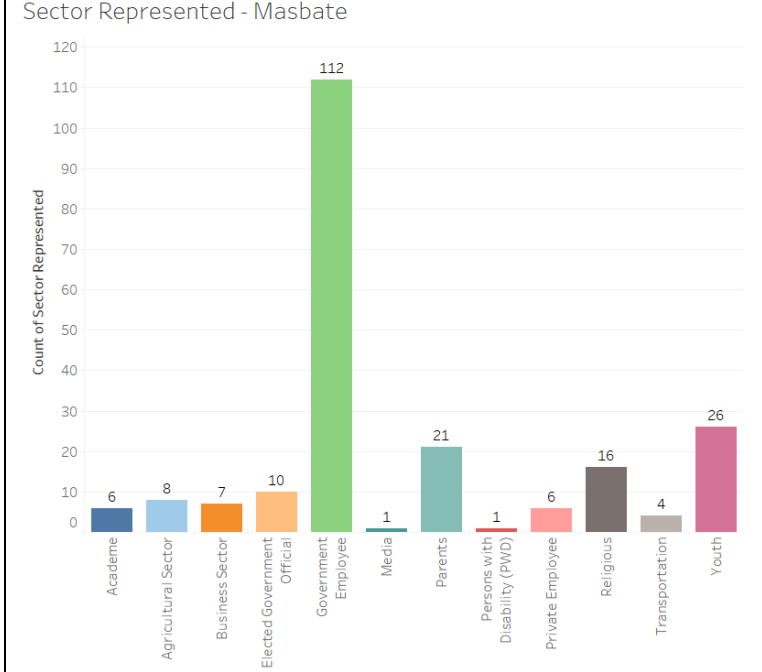
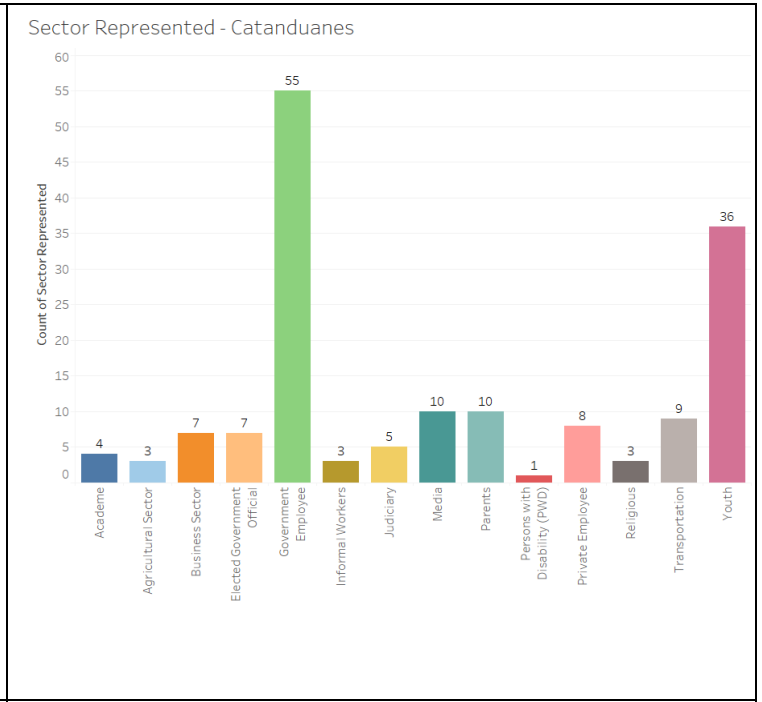
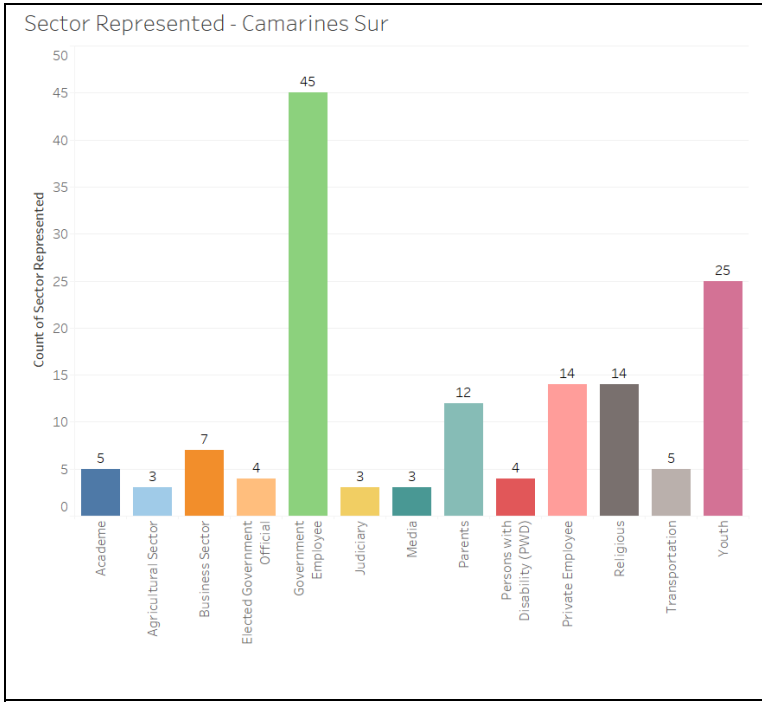


Figure 3: Breakdown of Sectors Represented by Respondents

Below are the sectors represented by the respondents by province:





Figures 4 and 5 shows the respondent breakdown by Civil Status and by Age group respectively. The breakdown of Civil Status and Age Groups per province follows the main figures.

Majority of the respondents are single, and between 21 to 30 years of age.



### Civil Status Breakdown of All Respondents

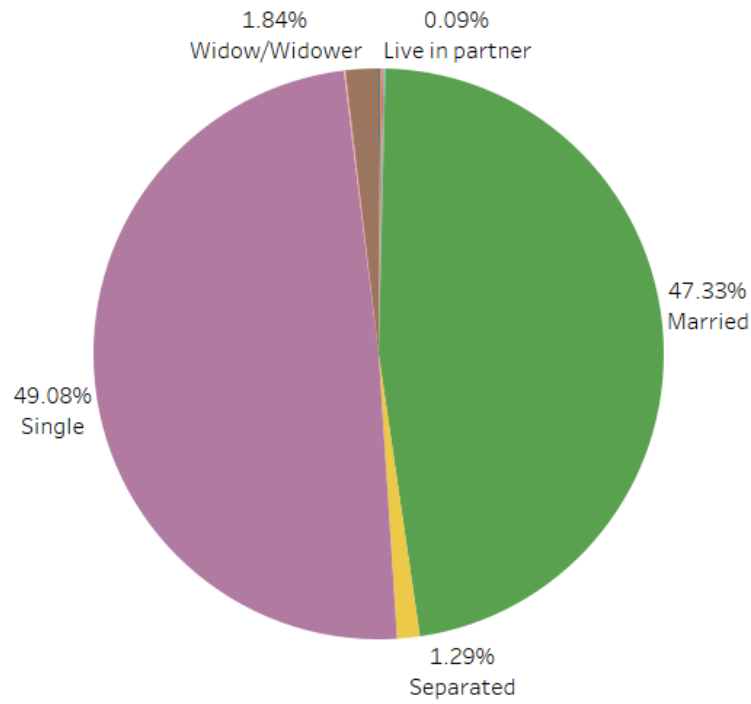


Figure 4: Number of Respondents by Civil Status





## Age Group of All Respondents

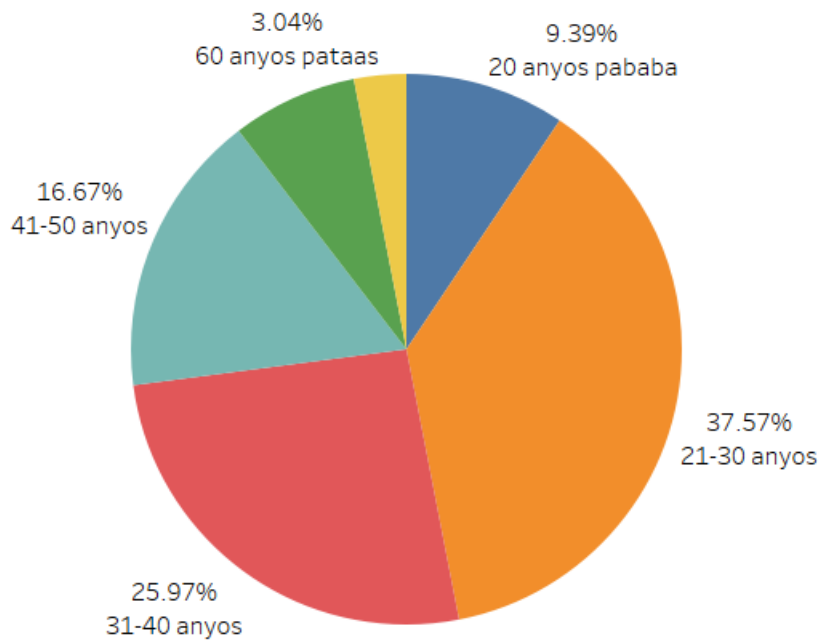


Figure 5: Number of Respondents by Age Group

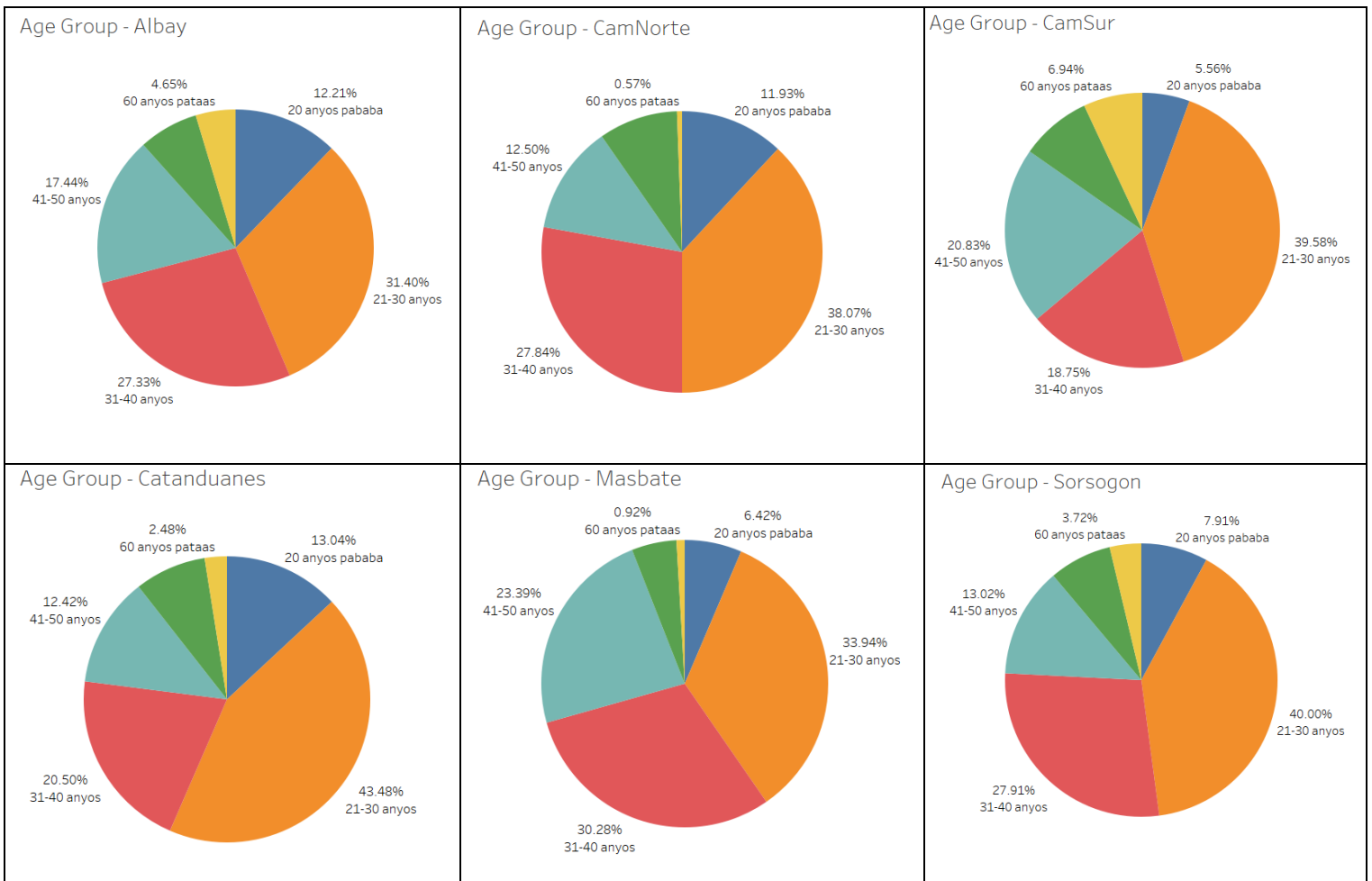






Figure 6 shows the highest educational attainment of the respondents. Majority of the respondents are college graduates, followed by those who studied/still studying in college (but not yet graduated).

### Highest Educational Attainment of All Respondents

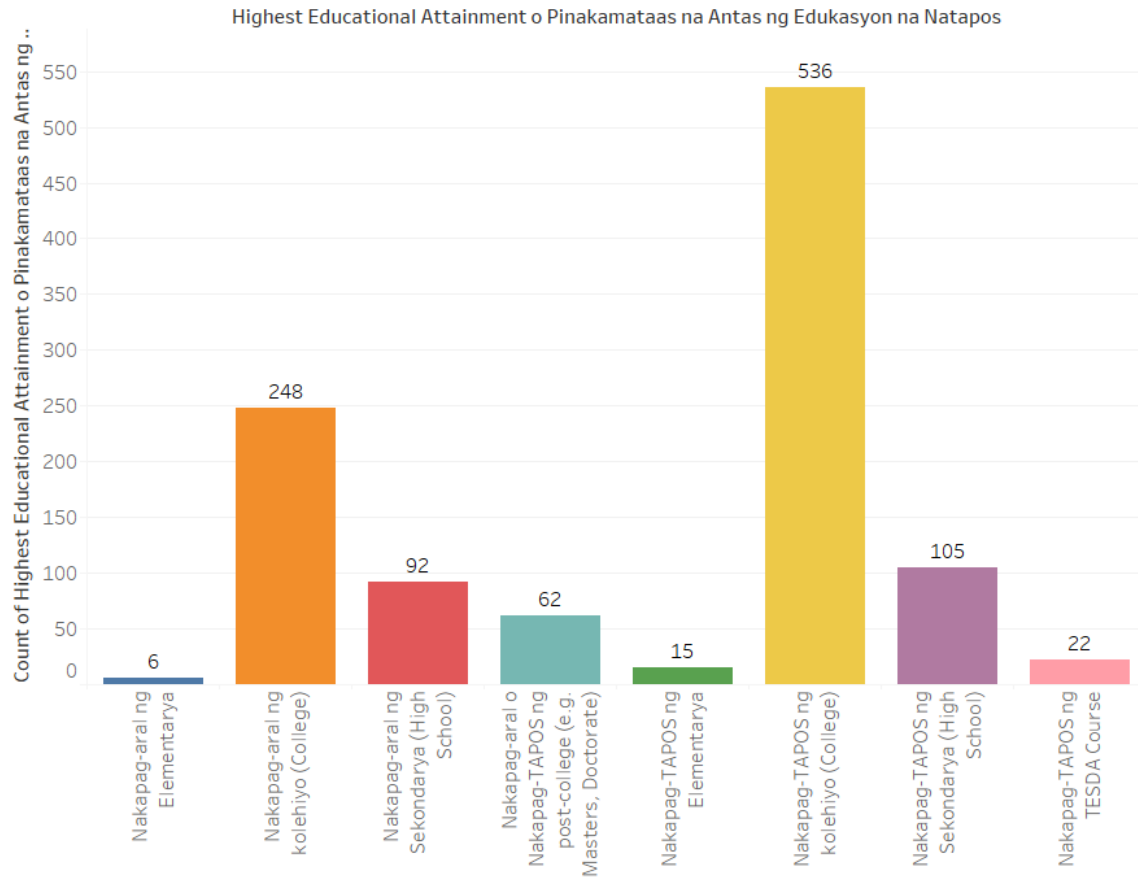
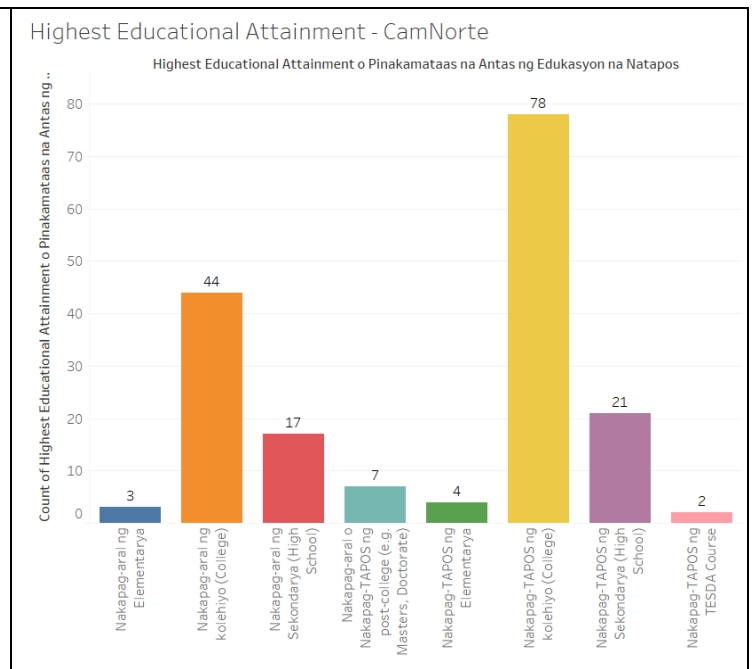
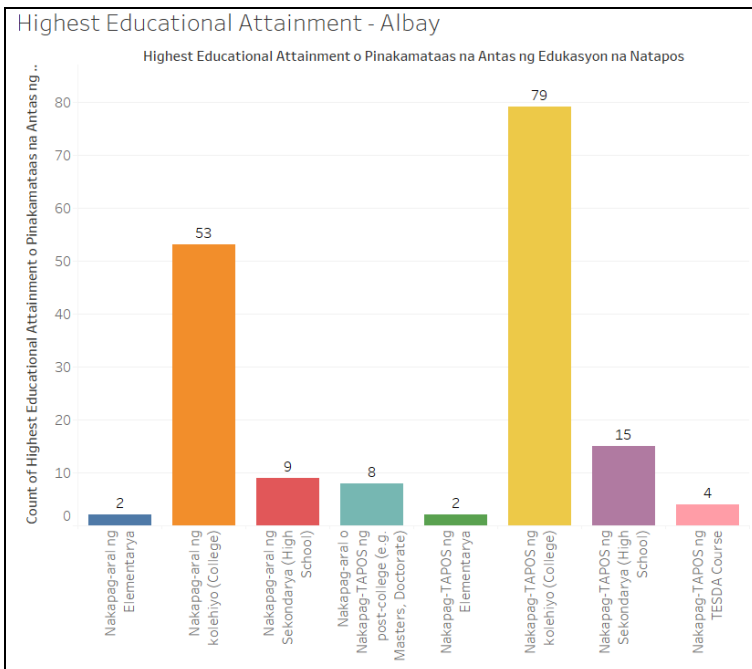
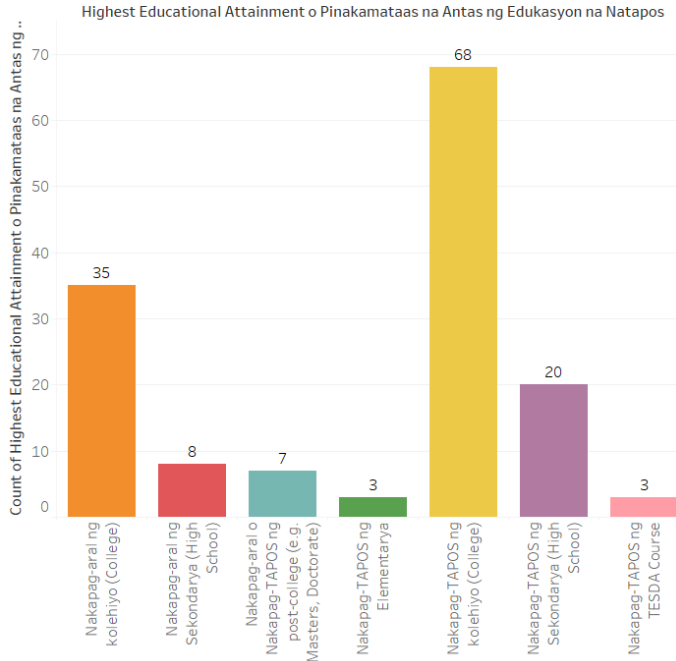


Figure 6: Highest Educational Attainment of Respondents

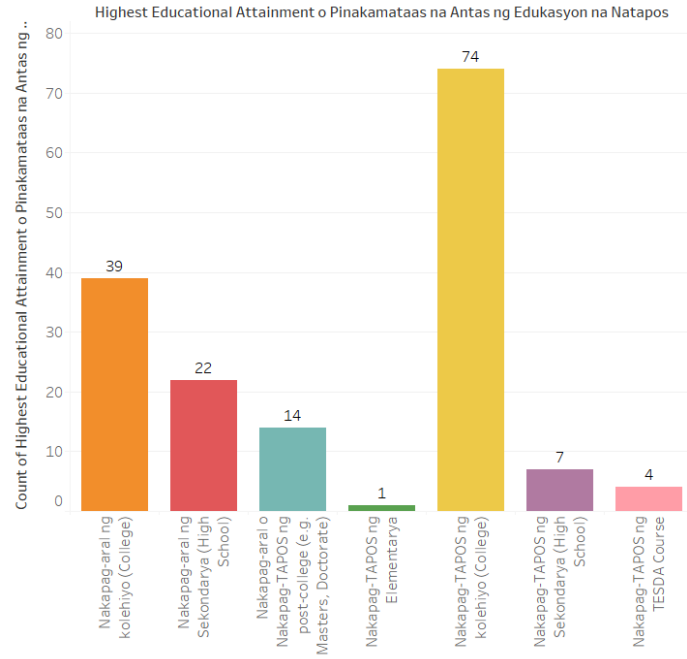




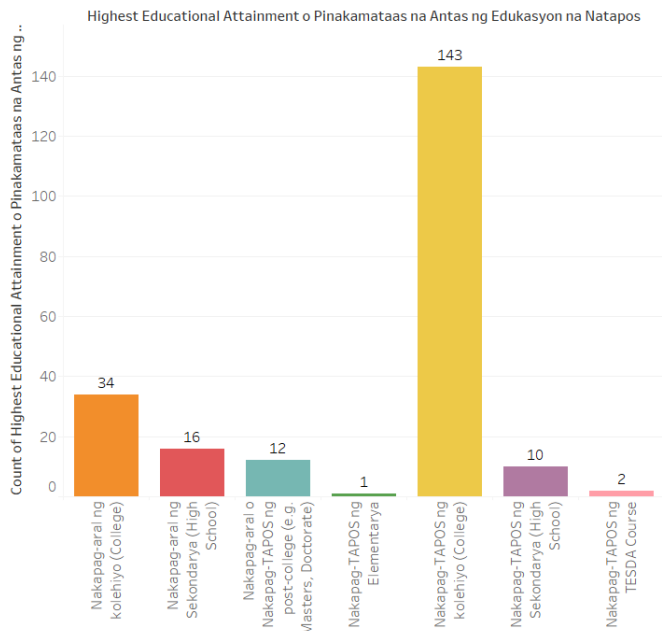
### Highest Educational Attainment - CamSur



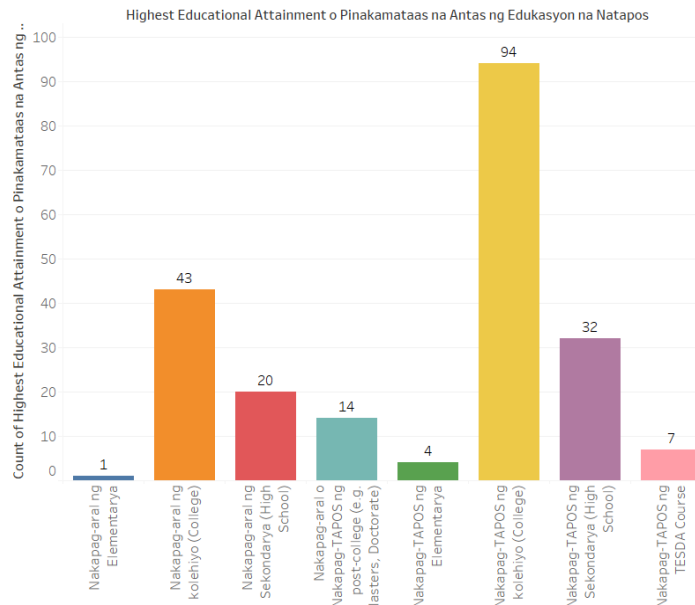
### Highest Educational Attainment - Catanduanes



### Highest Educational Attainment - Masbate



### Highest Educational Attainment - Sorsogon



Lastly, Figure 7 shows the number of respondents per province. The number of respondents by city or municipality of residence, grouped by province, follows the main figure.



## Respondents per Province

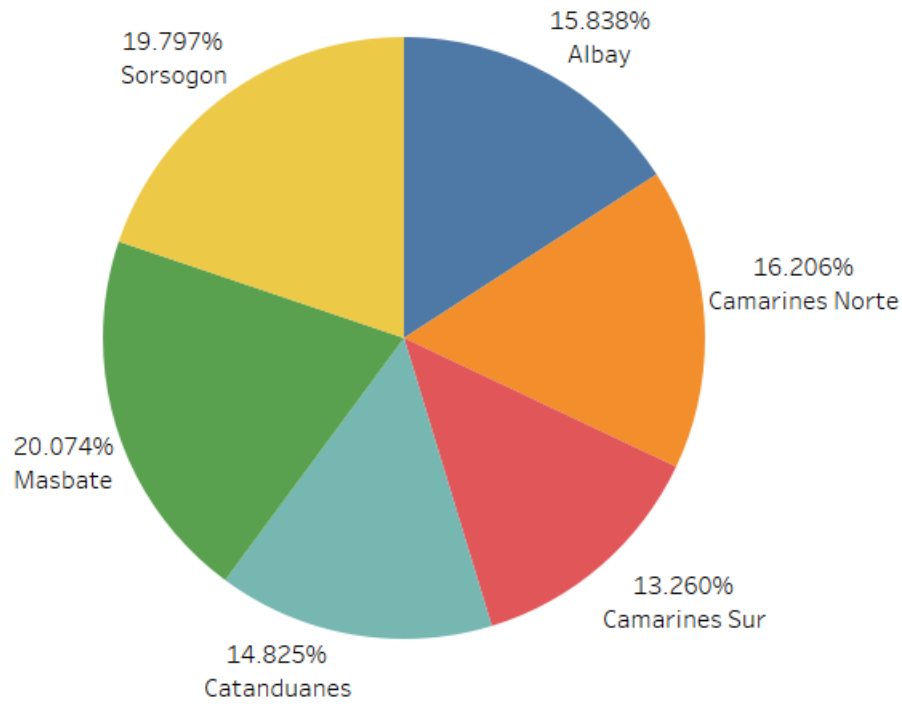
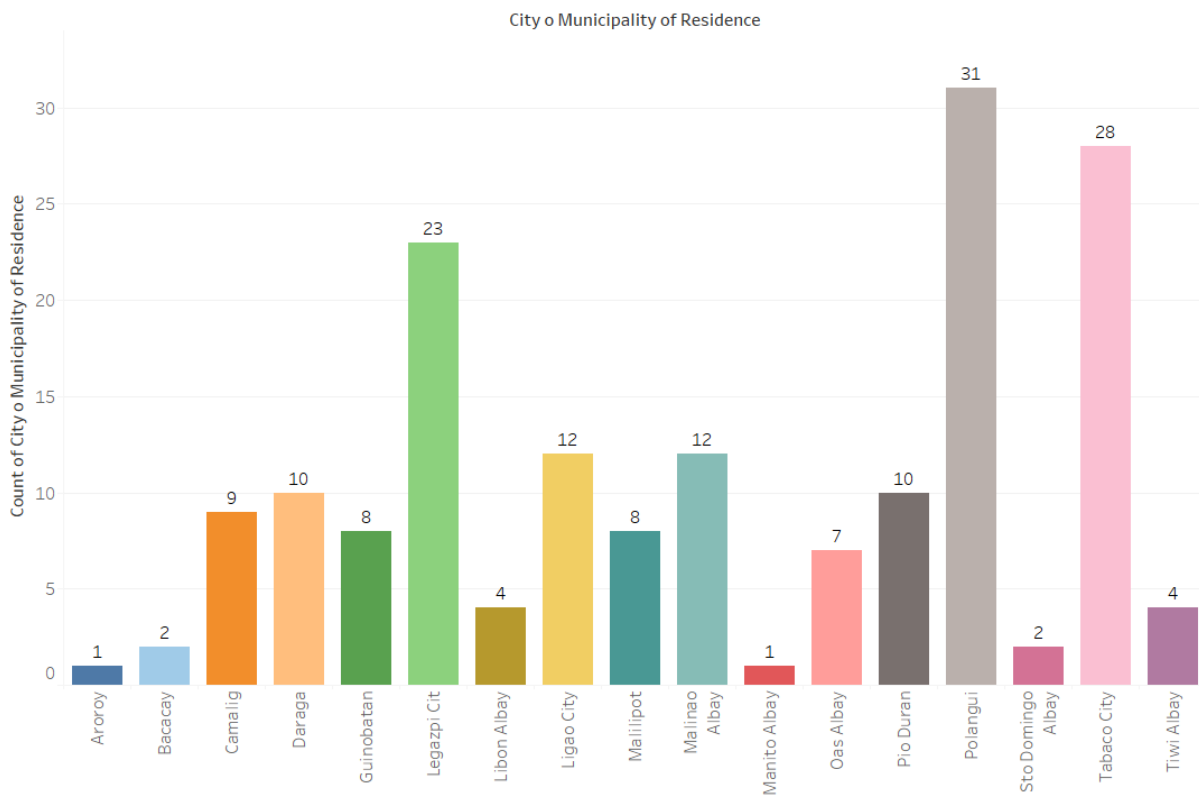


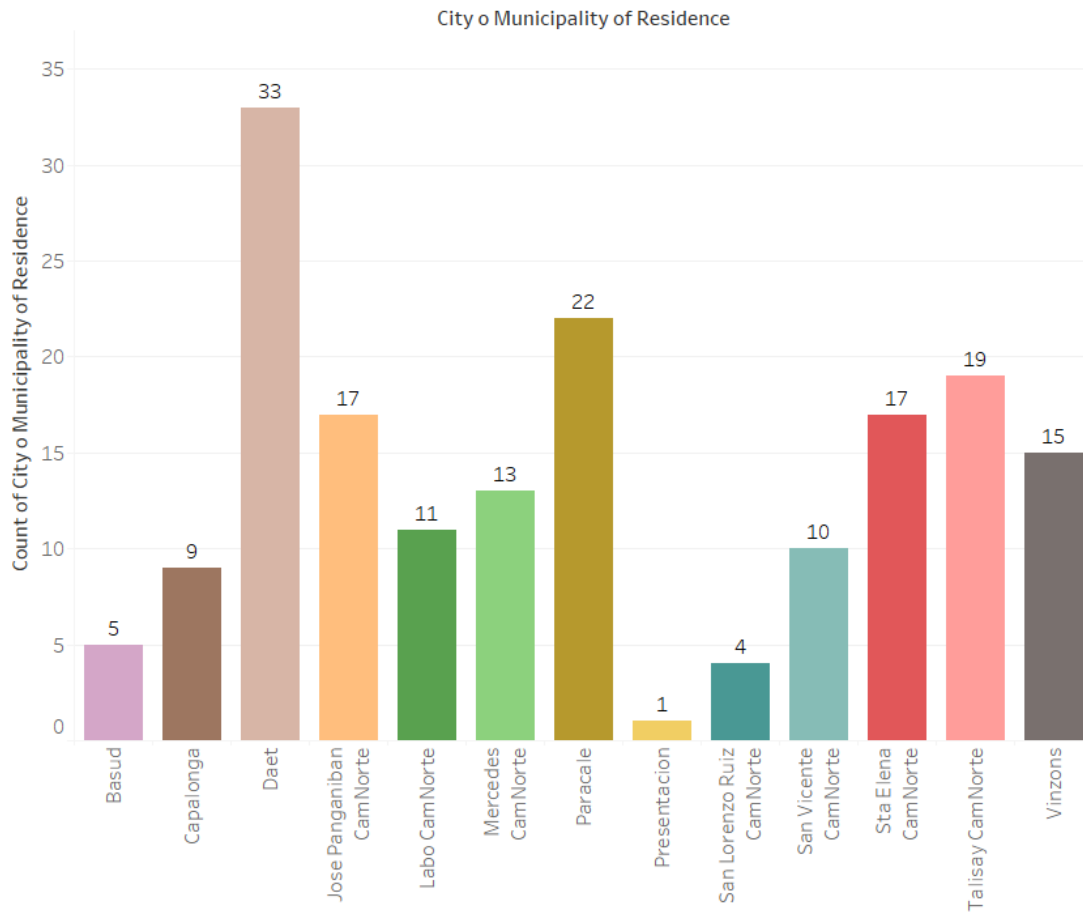
Figure 7: Number of Respondents per Province

## City/Municipality of Residence - Albay

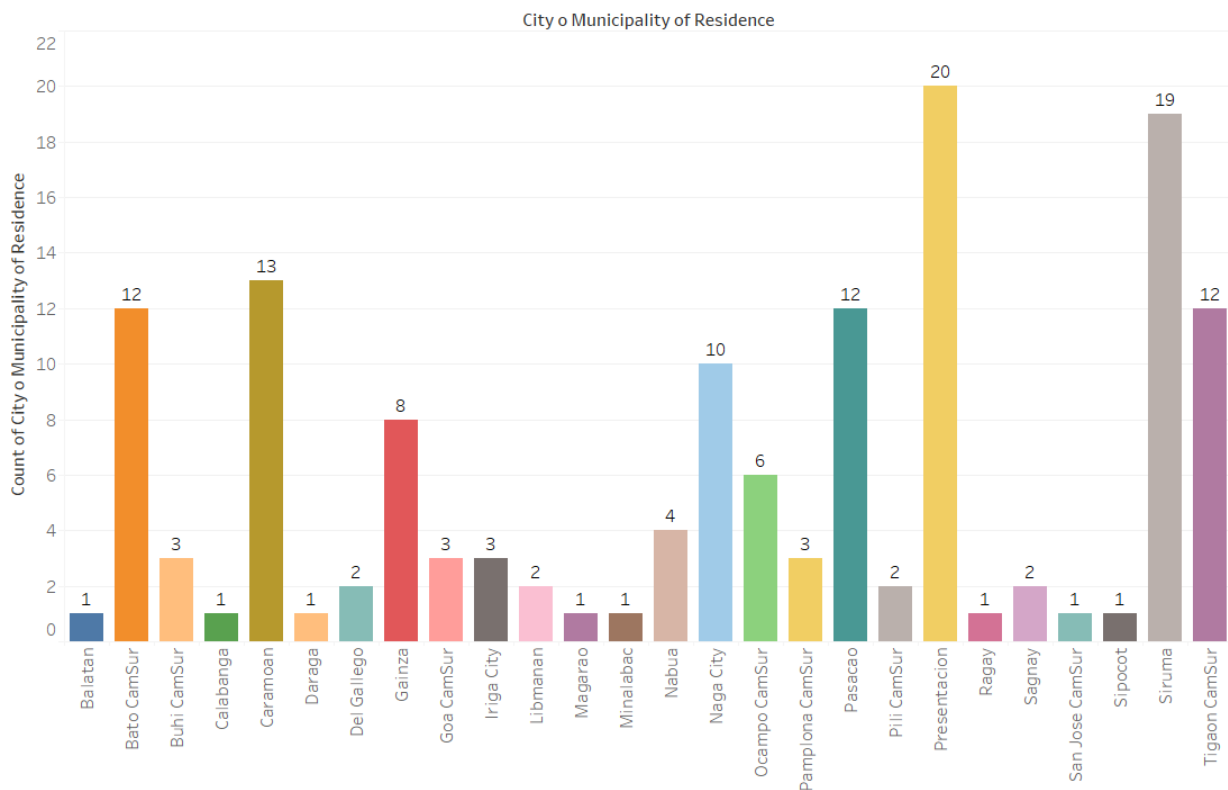




### City/Municipality of Residence - CamNorte

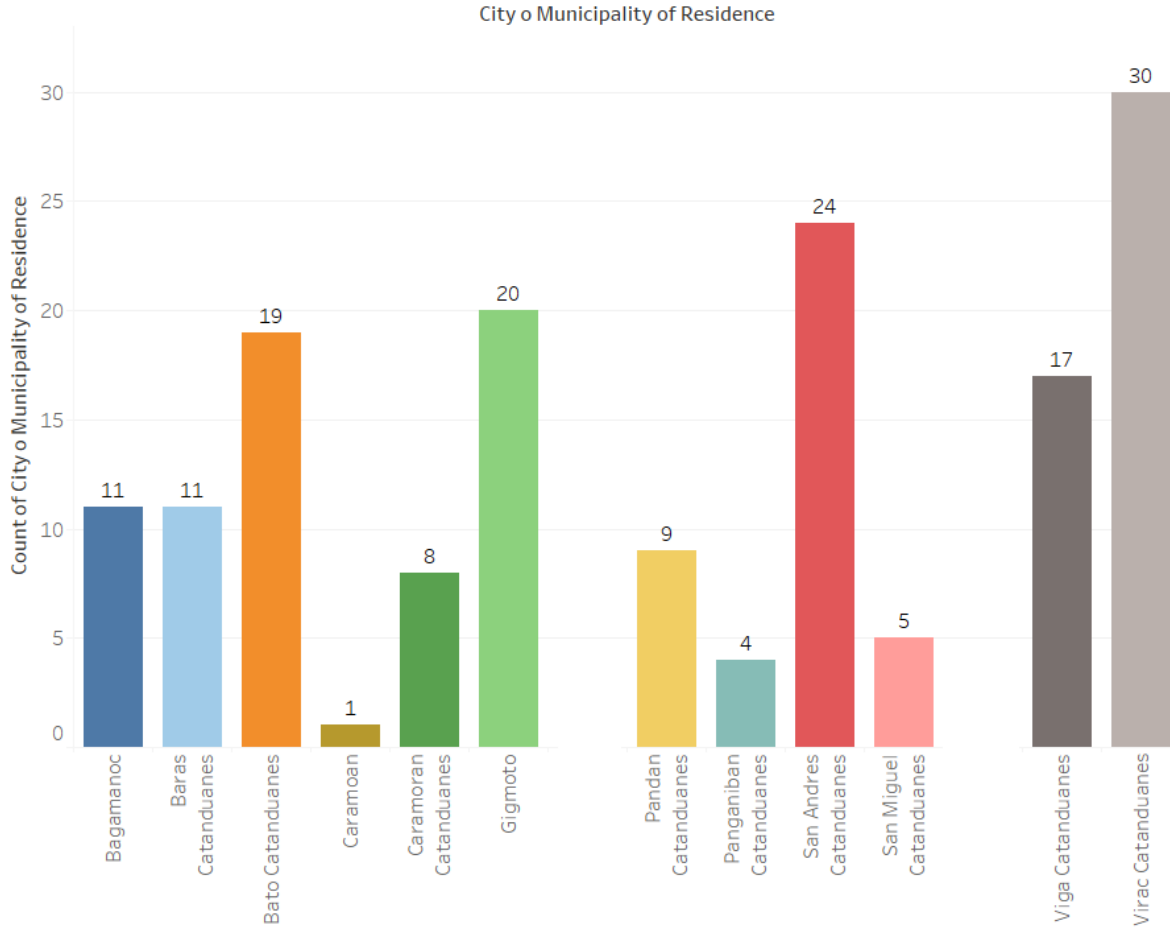


### City/Municipality of Residence - CamSur

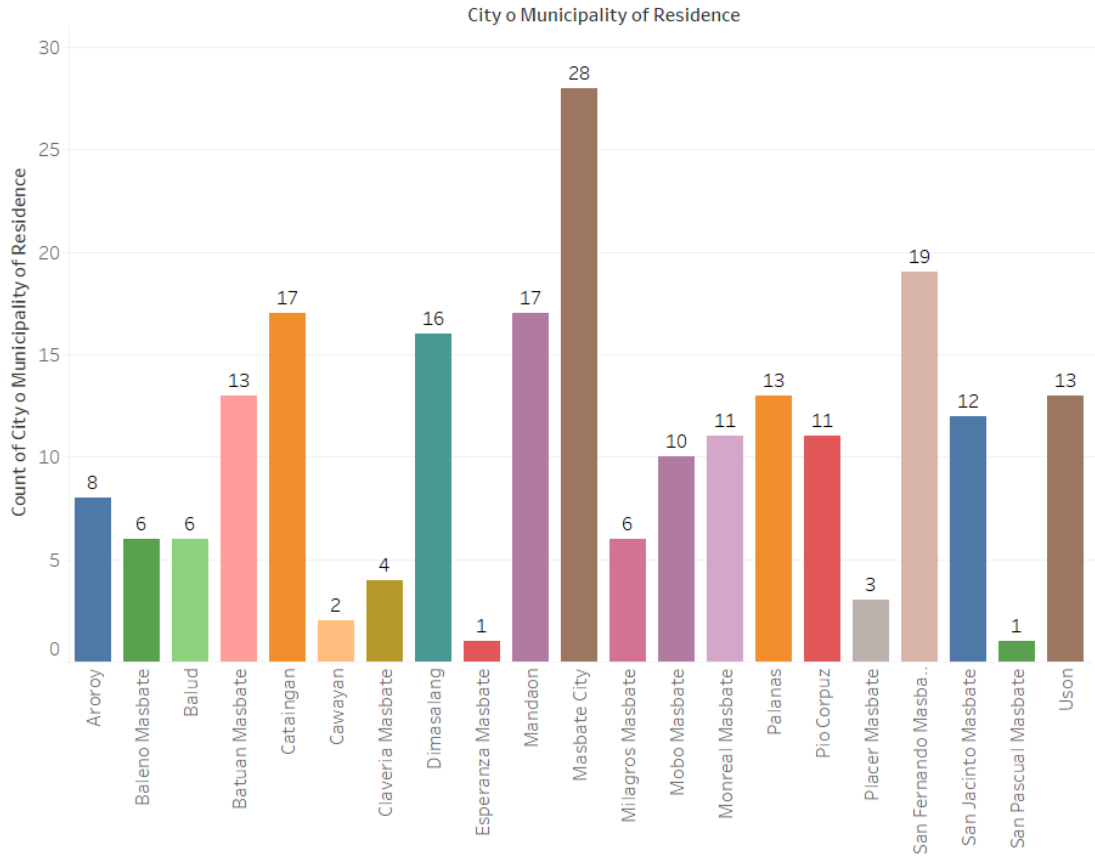




### City/Municipality of Residence - Catanduanes

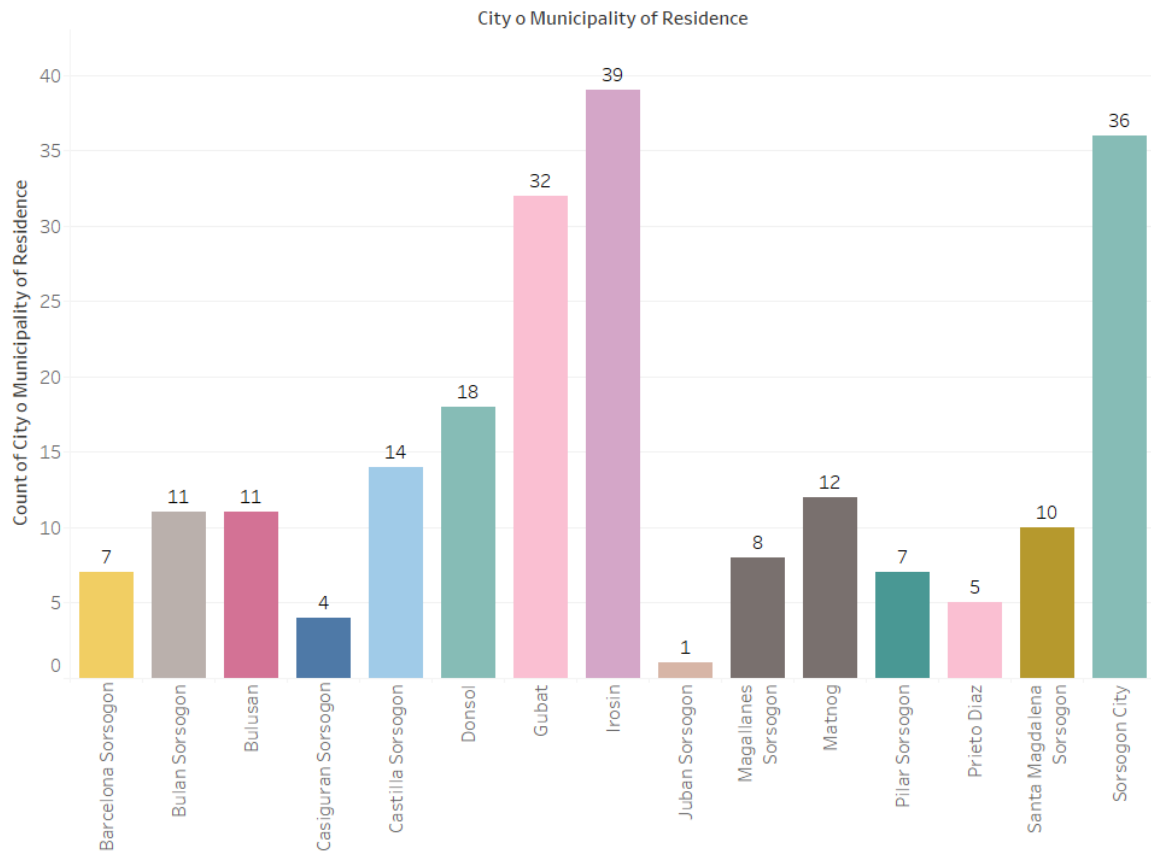


### City/Municipality of Residence - Masbate





### City/Municipality of Residence - Sorsogon





## 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.

All statements received majority vote corresponding to “Completely Agree.”

### Patuloy na Pinaghuhusay ang Laban sa Kriminalidad

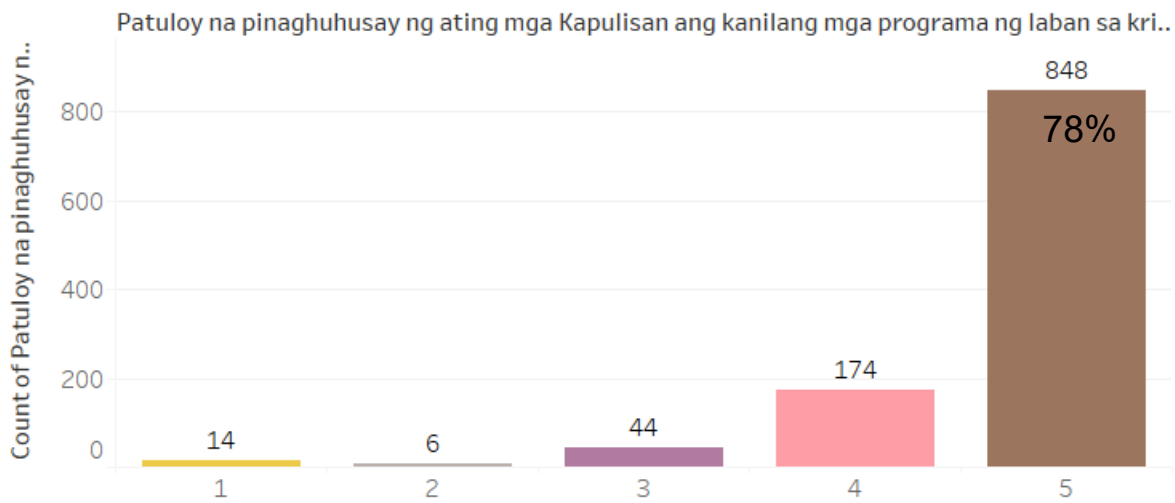
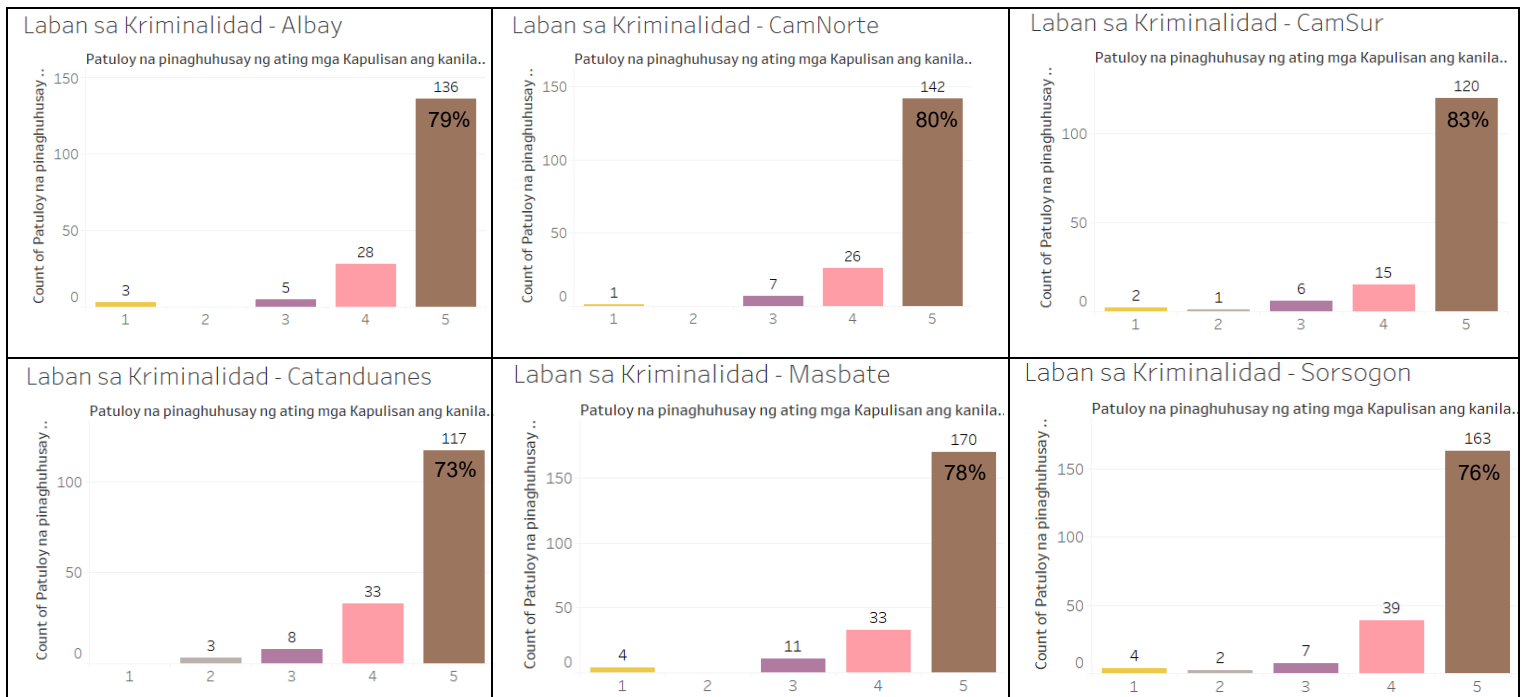


Figure 8: Rating of Respondents to Statement about Continuous Improvement of Efforts Against Criminality





## Buo ang aking tiwala sa mga pulis sa komunidad

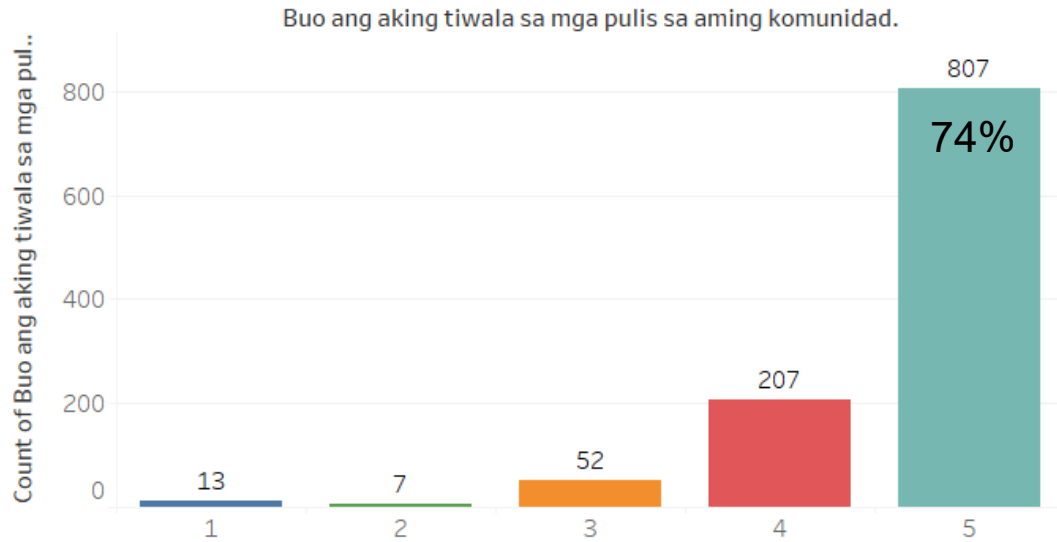
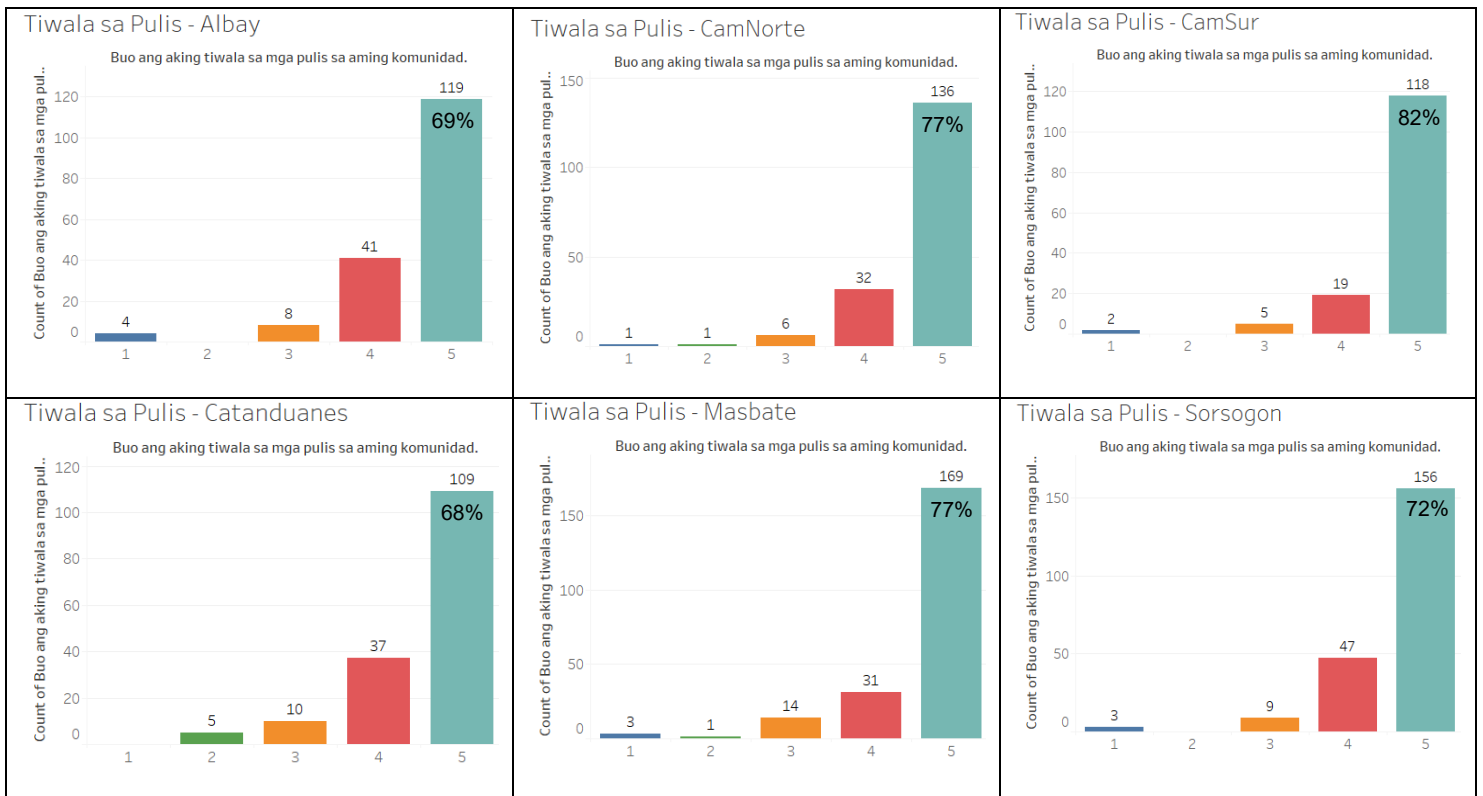


Figure 9: Rating of Respondents to Statement About Trust in the Police







## Tinatrato ko ng may paggalang at dignidad ang mga pulis sa aming komunidad

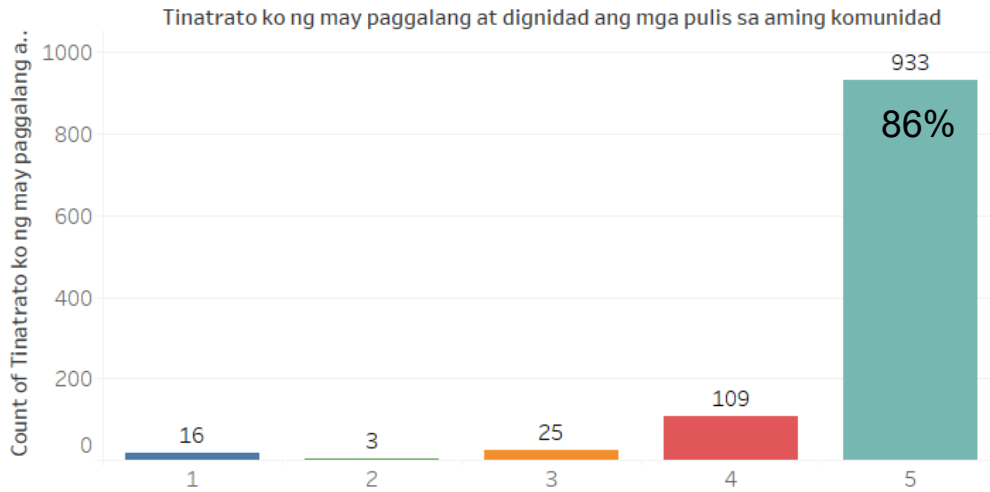
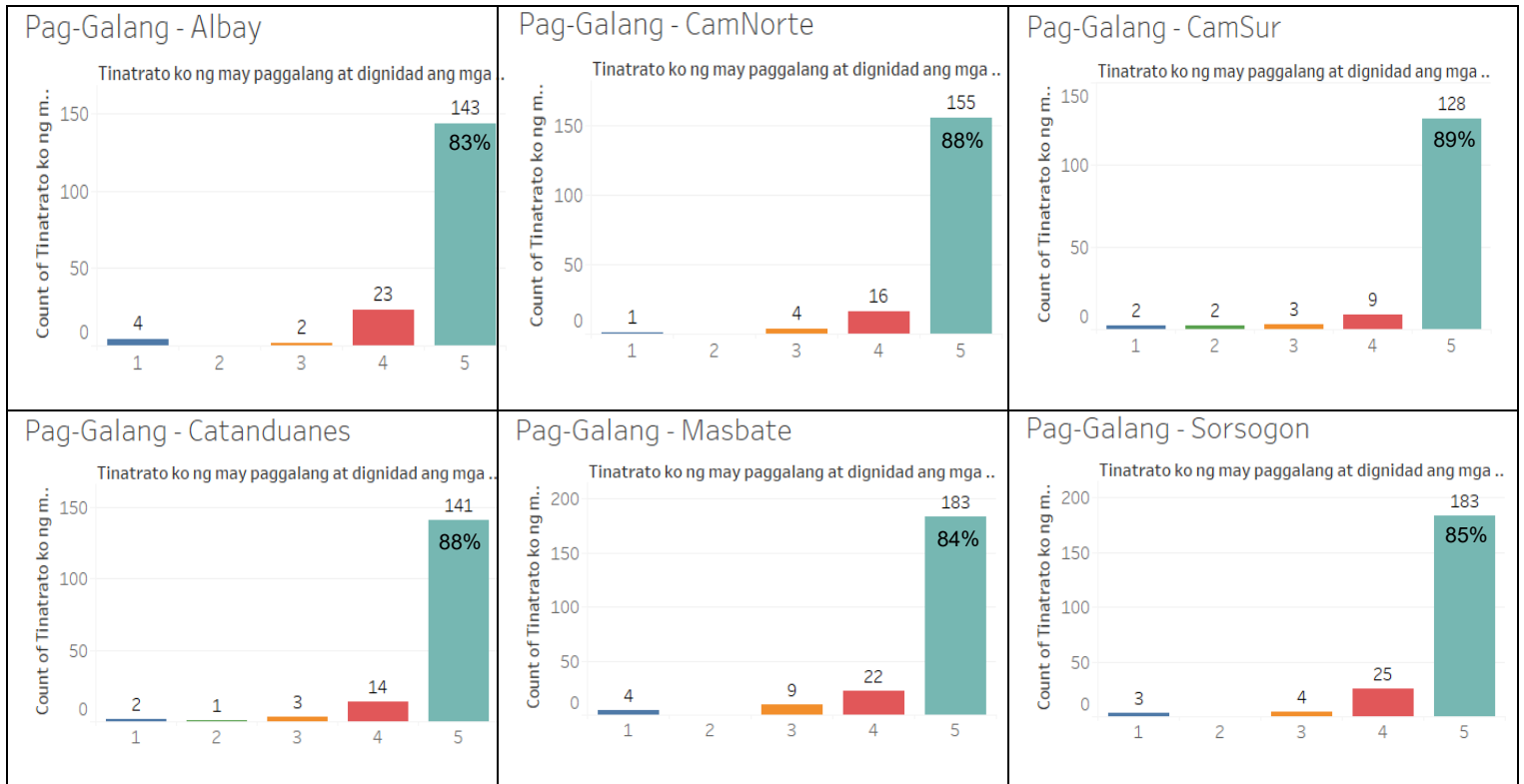


Figure 10: Rating of Respondents to Statement about Dignity and Respect shown by the Police Towards the Community





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

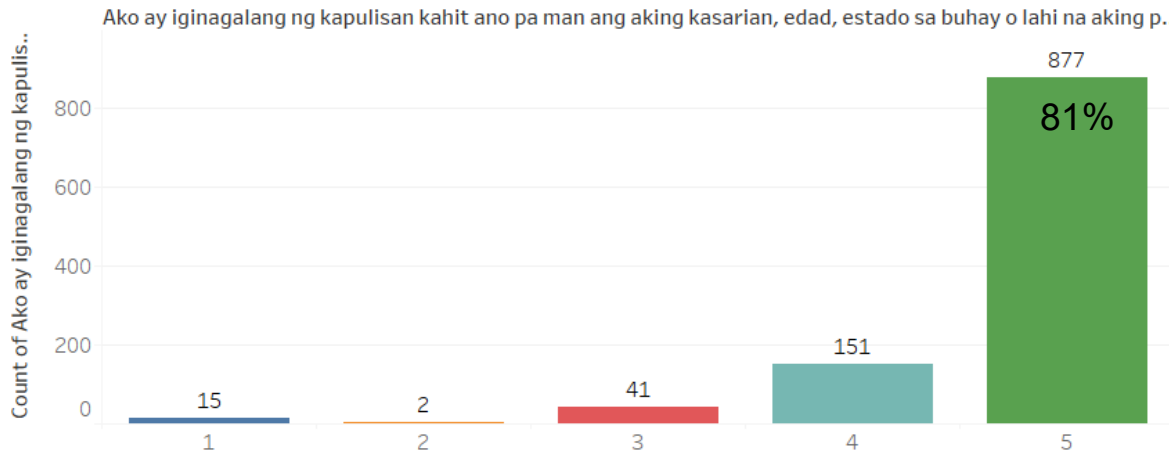
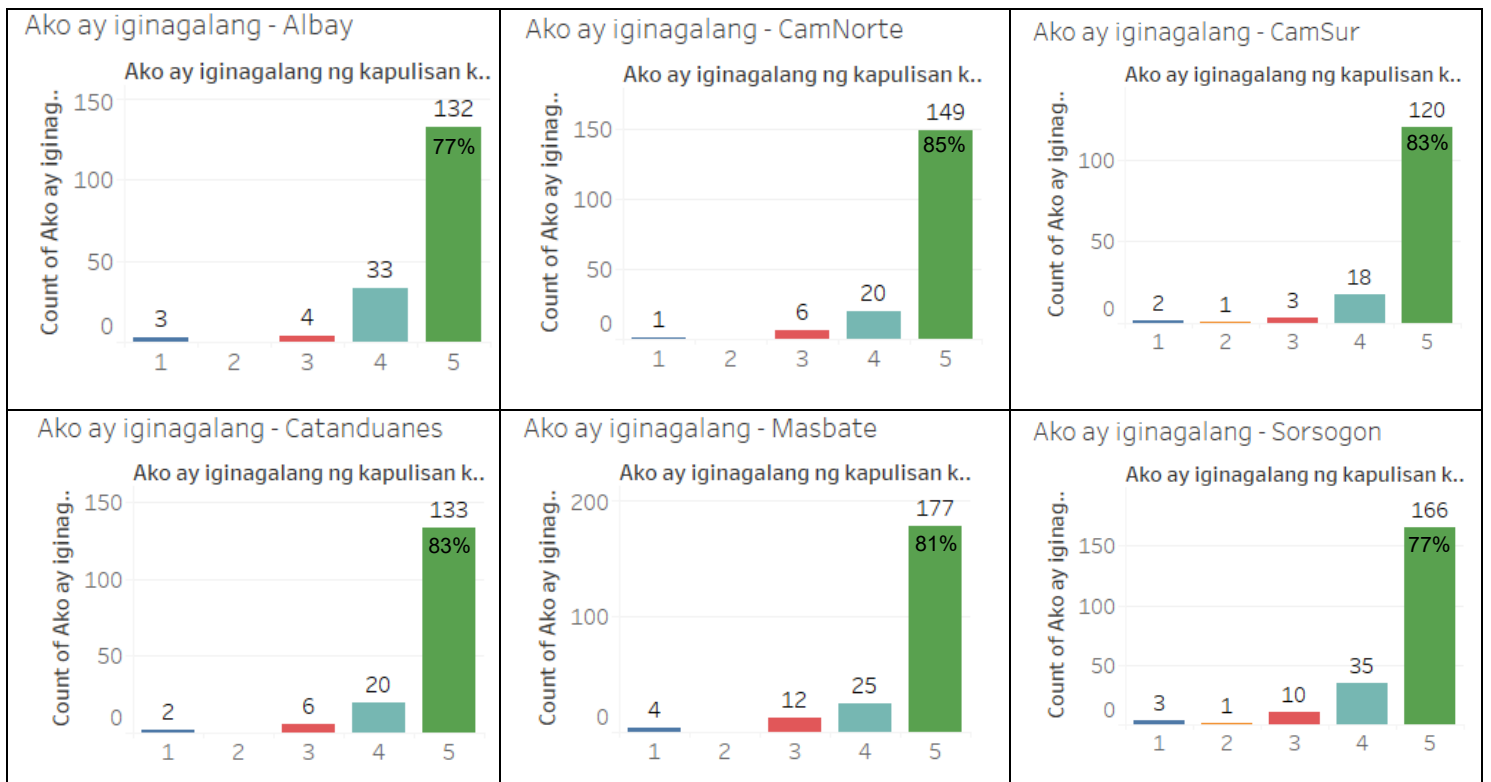


Figure 11: Rating of Respondents to Statement about Fairness of Treatment





## Kampante ako na ligtas kaming mag-anak sa komunidad

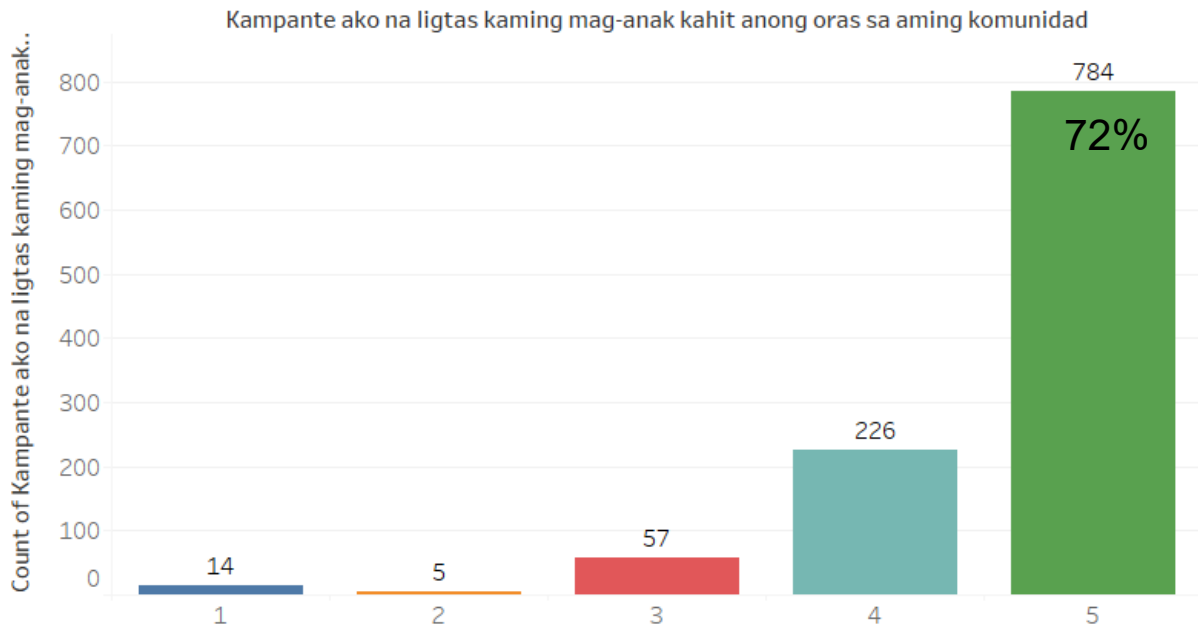
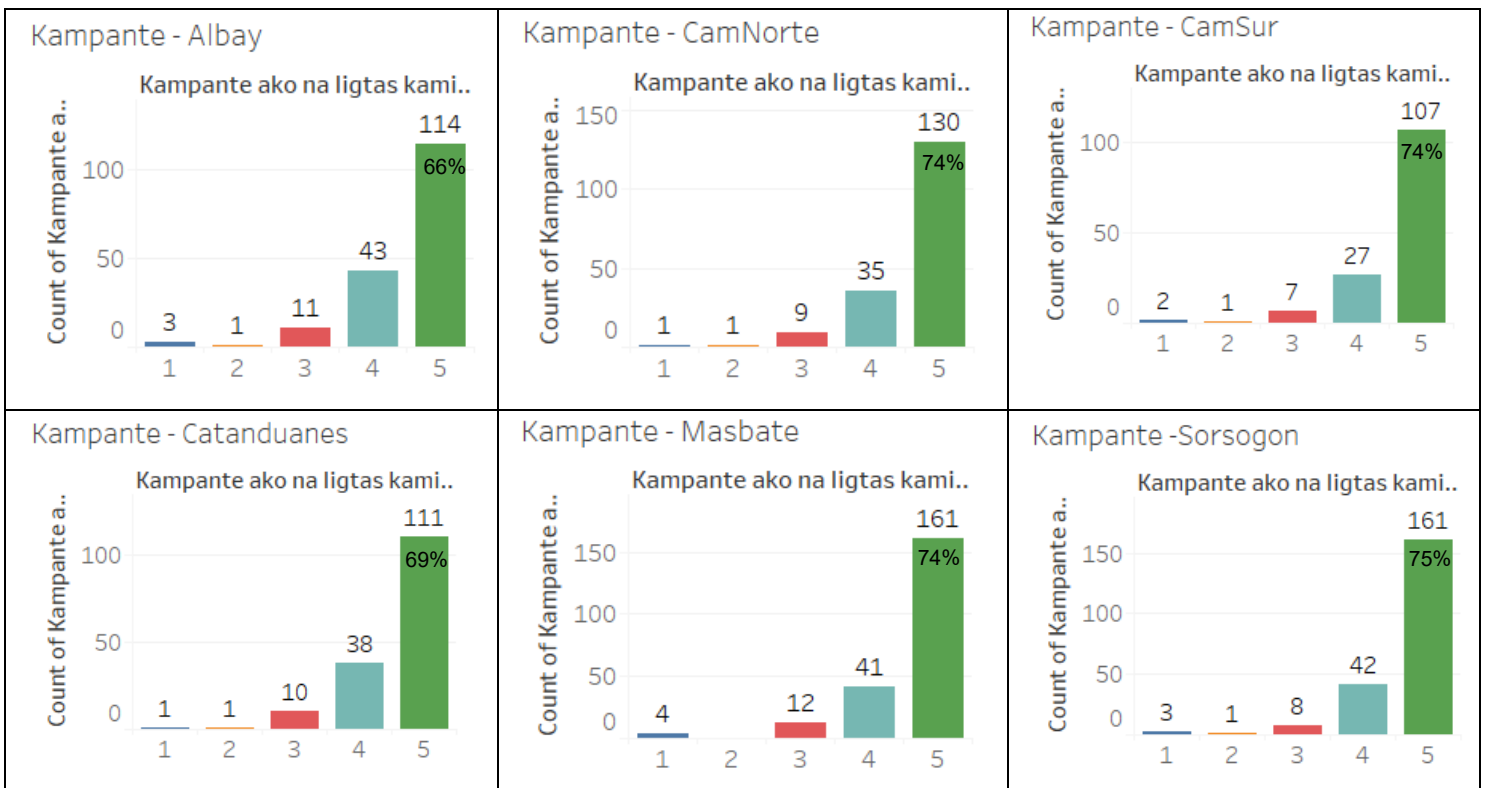


Figure 12: Rating of Respondents to Statement About Reassurance of Safety





### Ang ating kapulisan ay aktibong nangangampanya laban sa illegal na droga

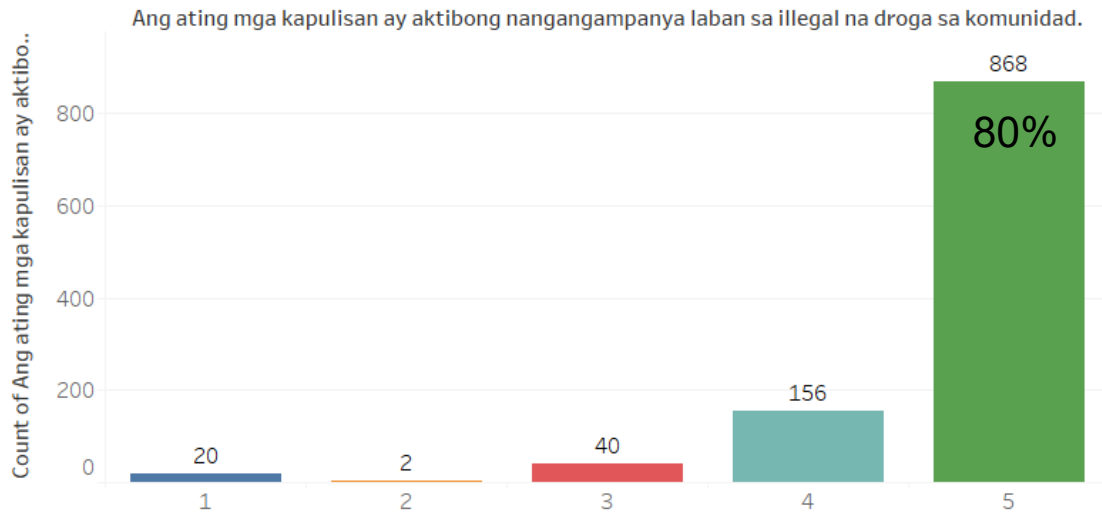
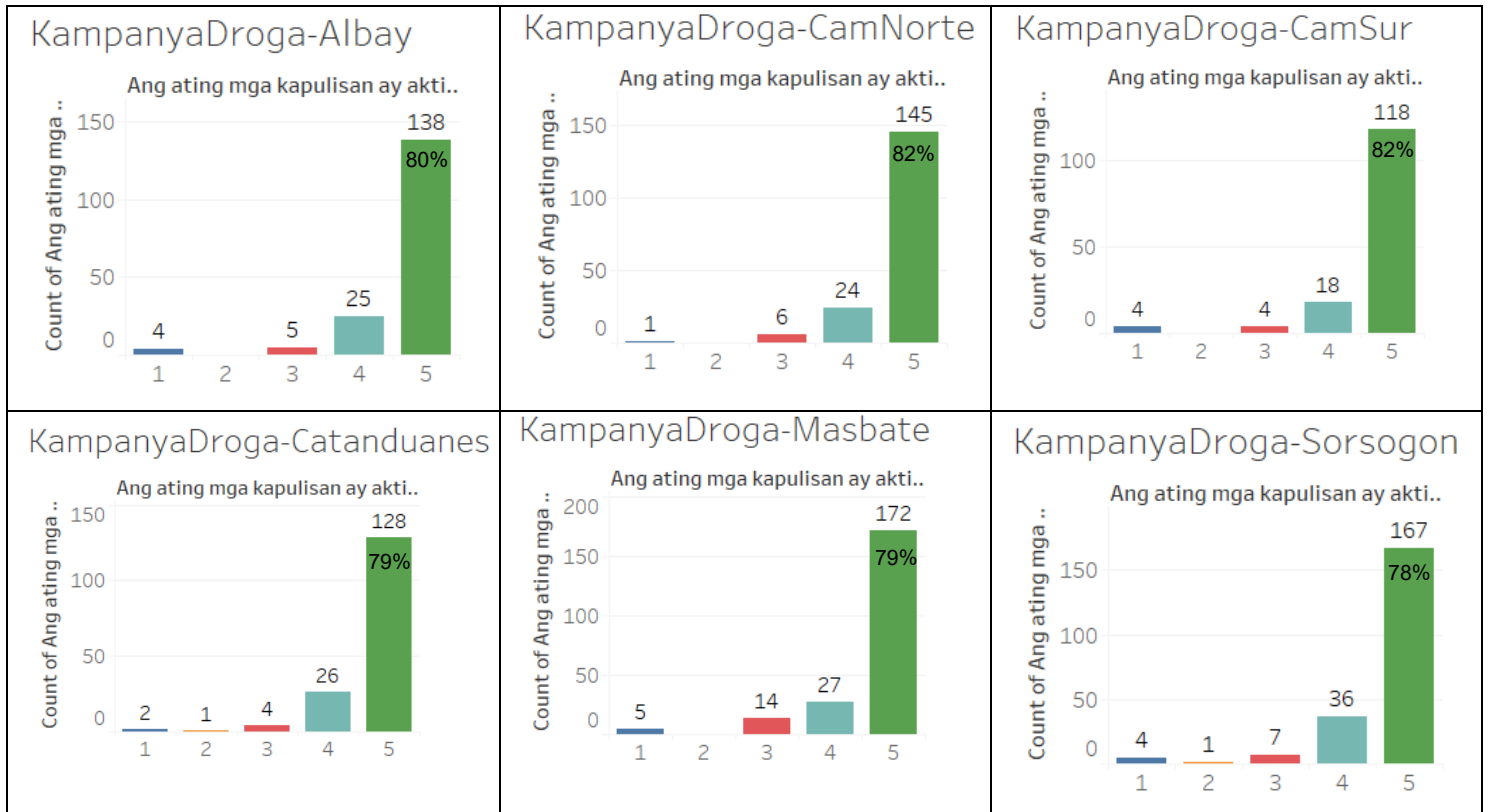


Figure 13: Rating of Respondents to Statement About Campaign Against Illegal Drugs



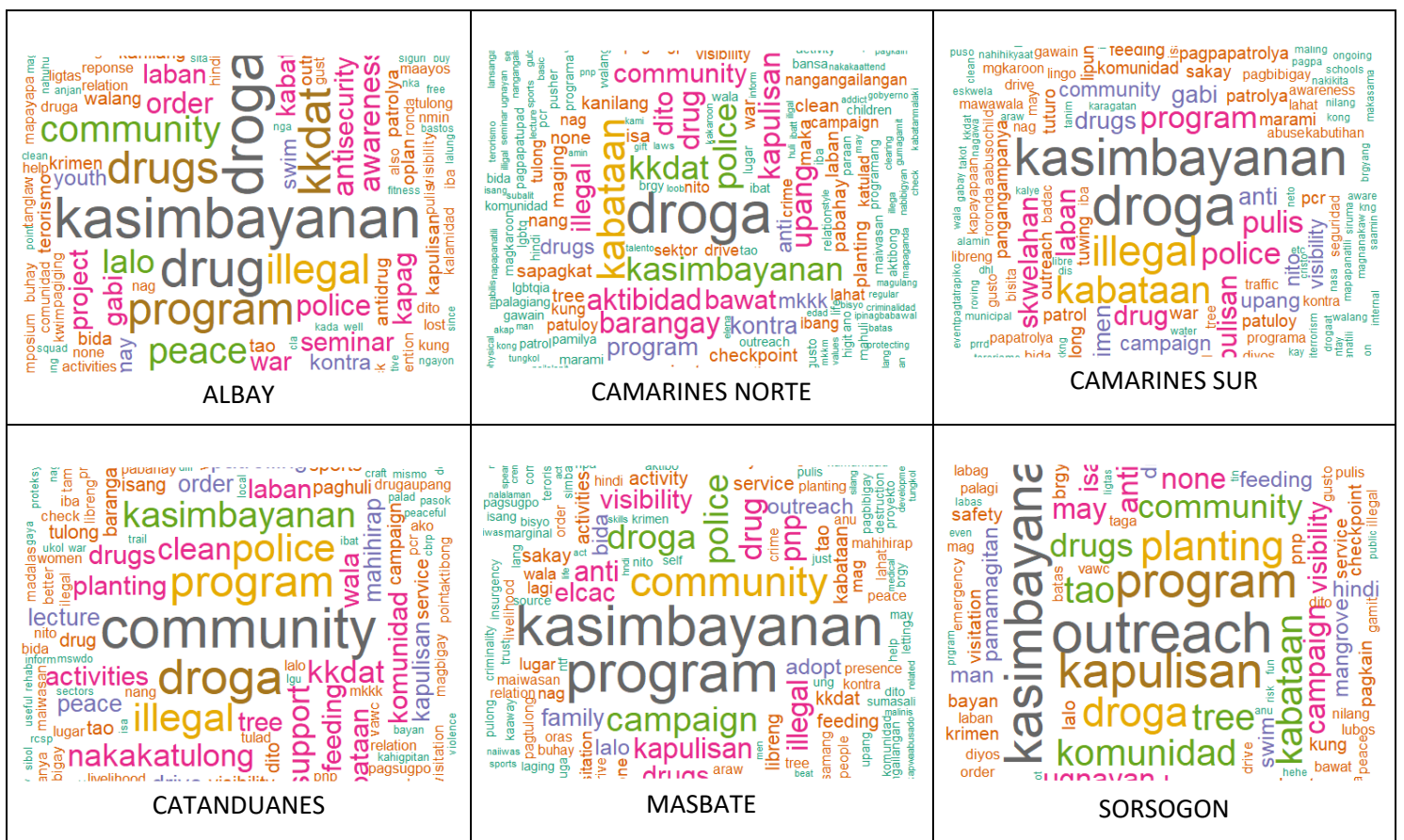


**Projects the Respondents Like the Most (Respondent-specified):**

Using text mining of qualitative data submitted by respondents, Figure 14 presents the top keywords found in the respondents' answers as to which PNP programs they like the most. Following the main visualization are the top keywords for each province. The most frequent terms mentioned by respondents are: **Kasimbayanan, kkdat, community outreach programs, programs against illegal drugs, and programs that engage the youth.** When broken down into provinces, some keywords appeared to be more frequent in some provinces over others. For example, **ELCAC** is mentioned more frequently in Masbate, and **anti-drug related programs** are more frequently mentioned in Albay, CamNorte and CamSur.

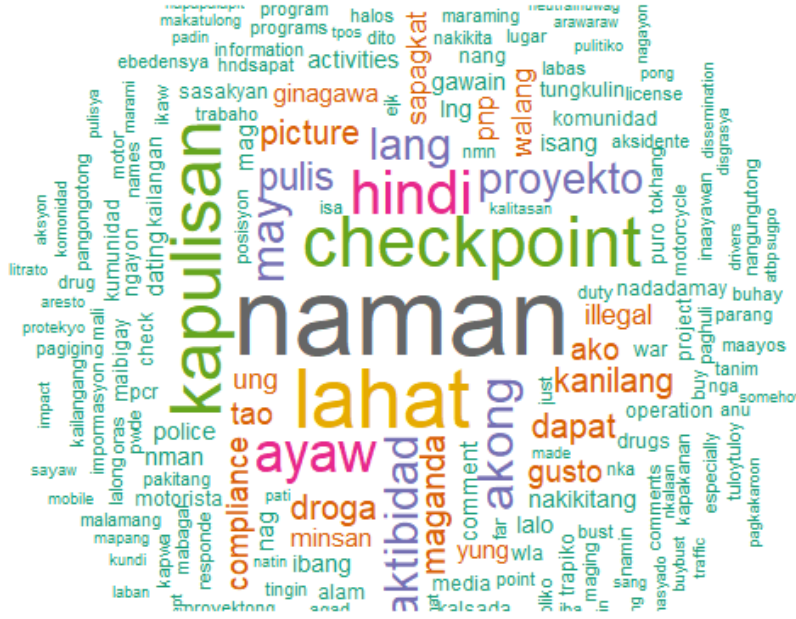


Figure 14: Top Keywords Mentioned by Respondents (Best Programs)

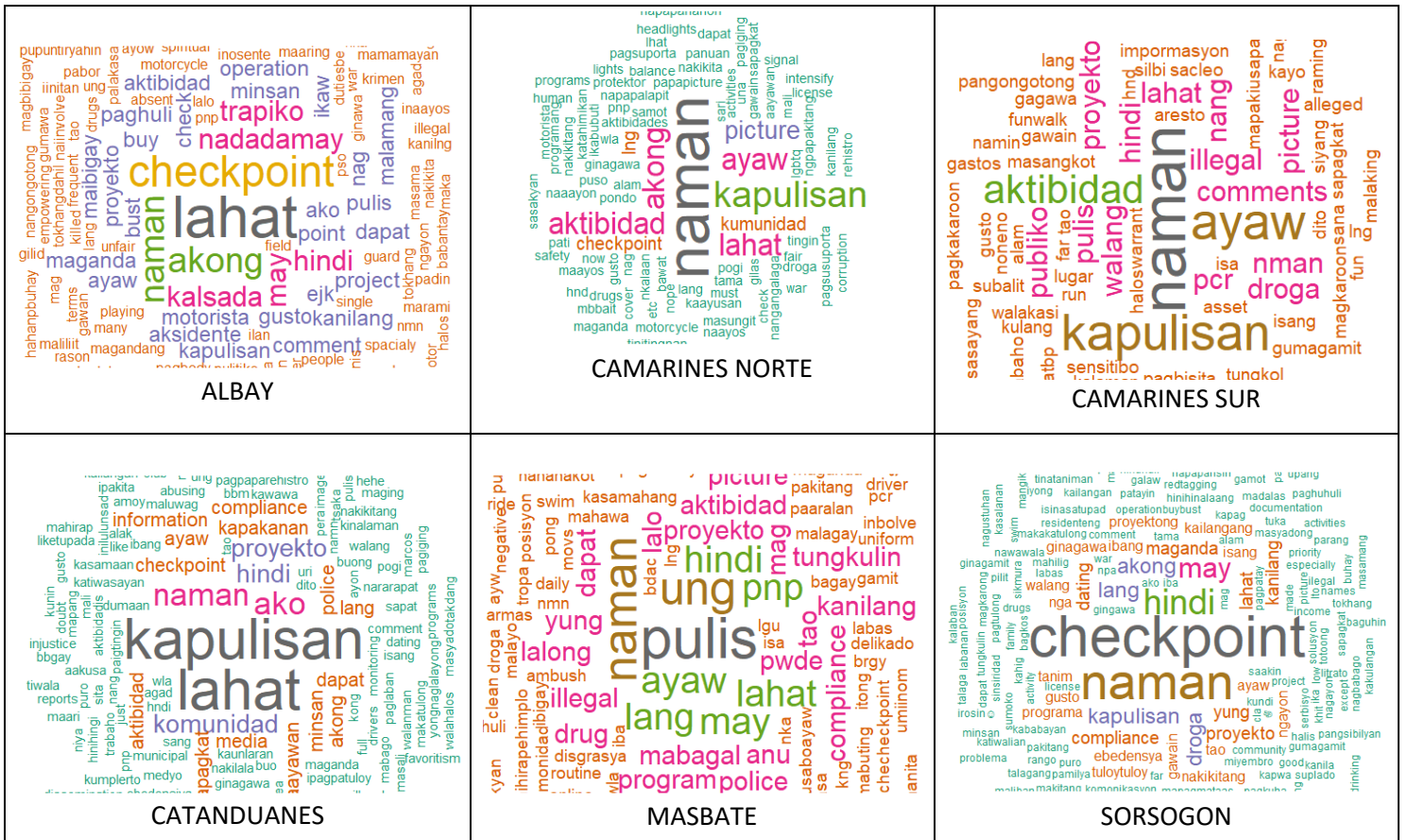


**Projects the Respondents DO NOT Like (Respondent-specified):**

Using text mining of qualitative data submitted by respondents, Figure 15 presents the top keywords found in the respondents' answers as to which PNP programs they do NOT like the most. Following the main visualization are the top keywords for each province. **Note that the most frequent words “wala” and “none” have been excluded from the word clouds.** However, the remaining frequently mentioned relevant keywords is “checkpoint”. Checkpoint is more predominantly mentioned in Sorsogon and Albay.



**Figure 15: Top Keywords Mentioned by Respondents (Disliked Programs)**





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

Using text mining of qualitative data submitted by respondents, Figure 16 presents the top keywords found in the respondents' answers as to which PNP programs needs to be modified. Following the main visualization are the top keywords for each province. **Note that the most frequent words "wala" and "none" have been excluded from the word clouds.** Like in the previous section, the most frequently mentioned word in the remaining entries is "checkpoint". The word 'checkpoint' appears predominantly in the province of Sorsogon.

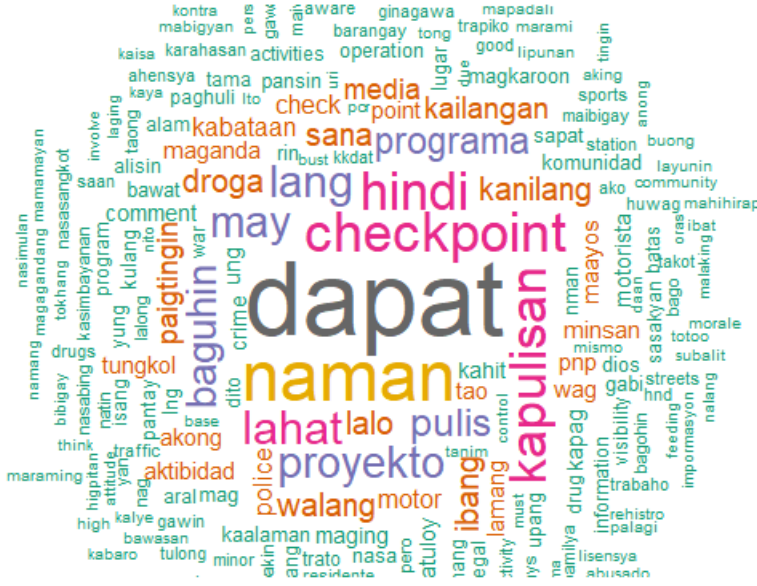


Figure 16: Top Keywords Mentioned by Respondents (Programs that needs to be modified)

<p>ALBAY</p>	<p>CAMARINES NORTE</p>	<p>CAMARINES SUR</p>
<p>CATANDUANES</p>	<p>MASBATE</p>	<p>SORSOGON</p>



## 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 17 to 20 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

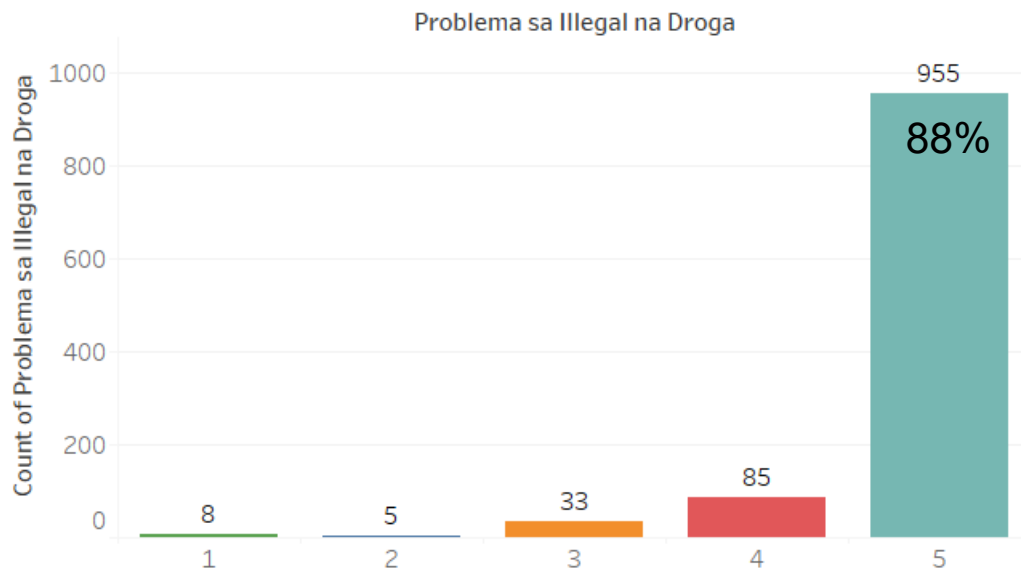
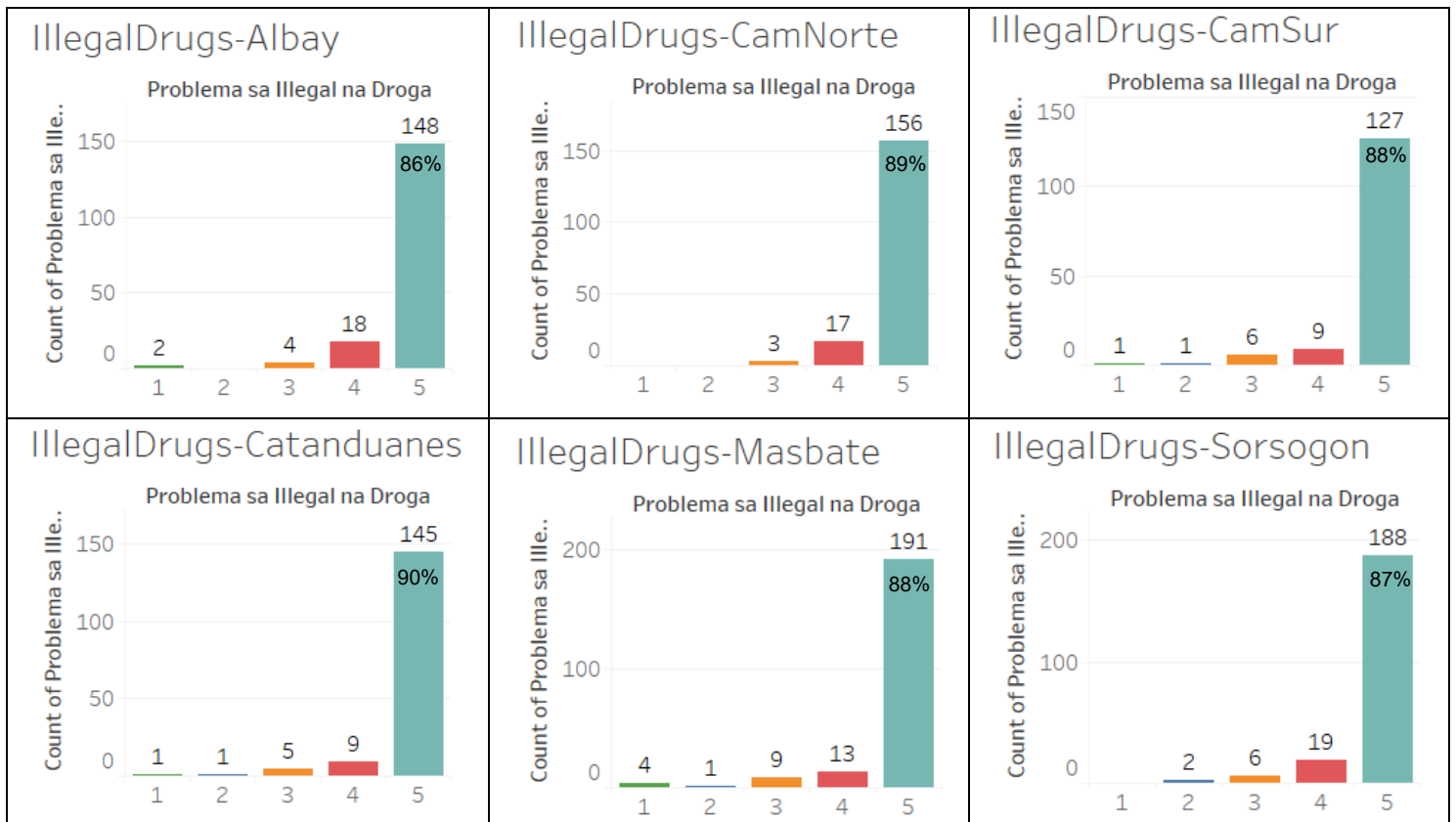


Figure 17: Priority Rating of Respondents to the Problem of Illegal Drugs







## Problema sa Terrorismo

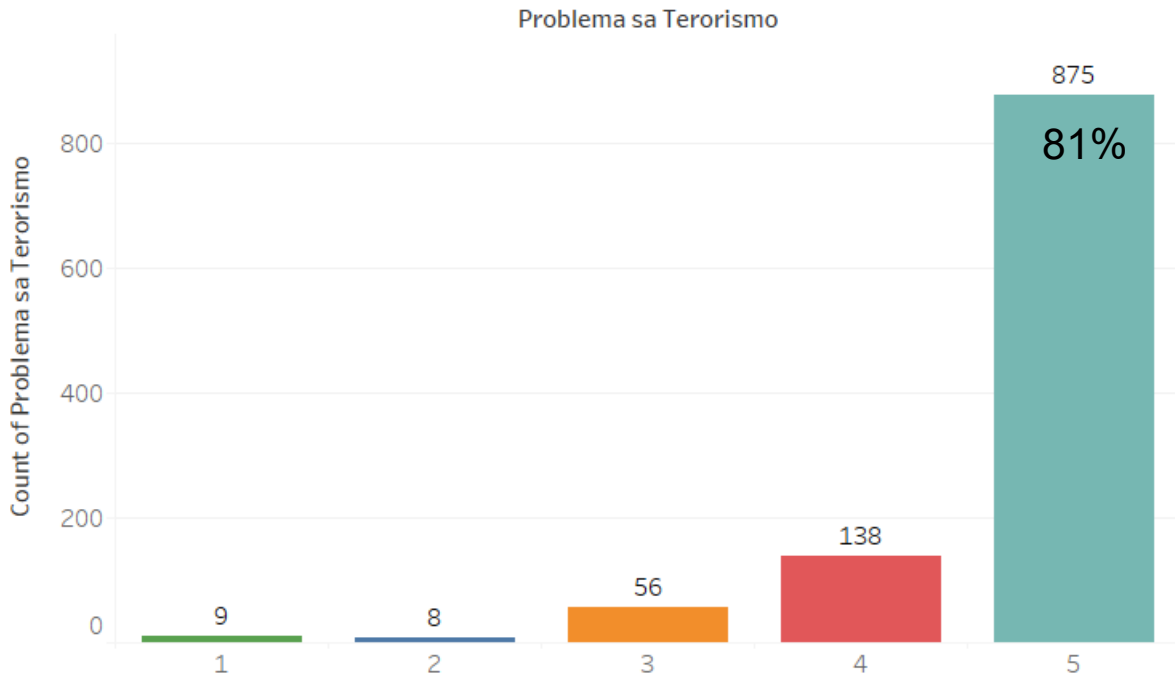
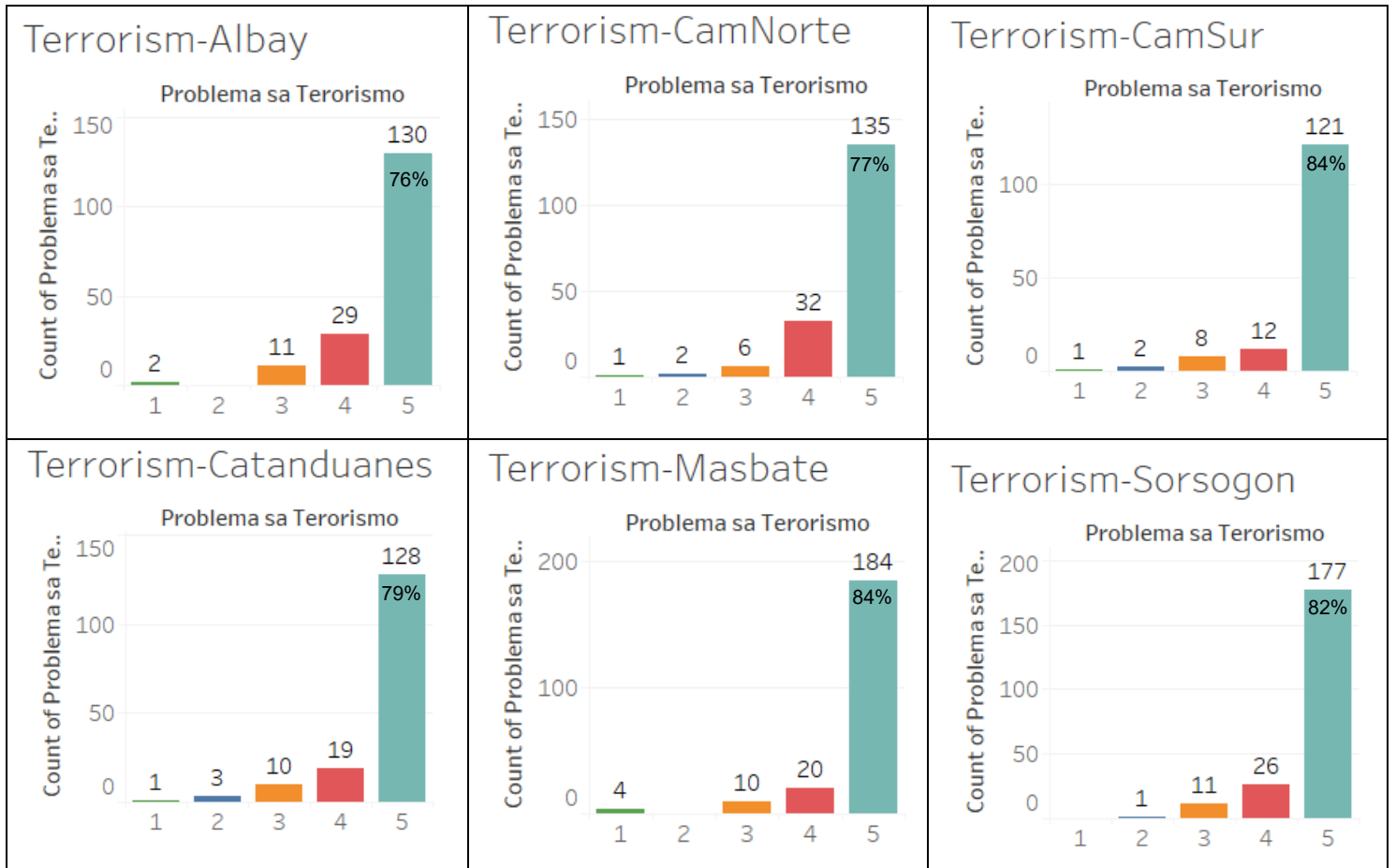


Figure 18: Priority Rating of Respondents to the Problem of Terrorism





## Riding in Tandem

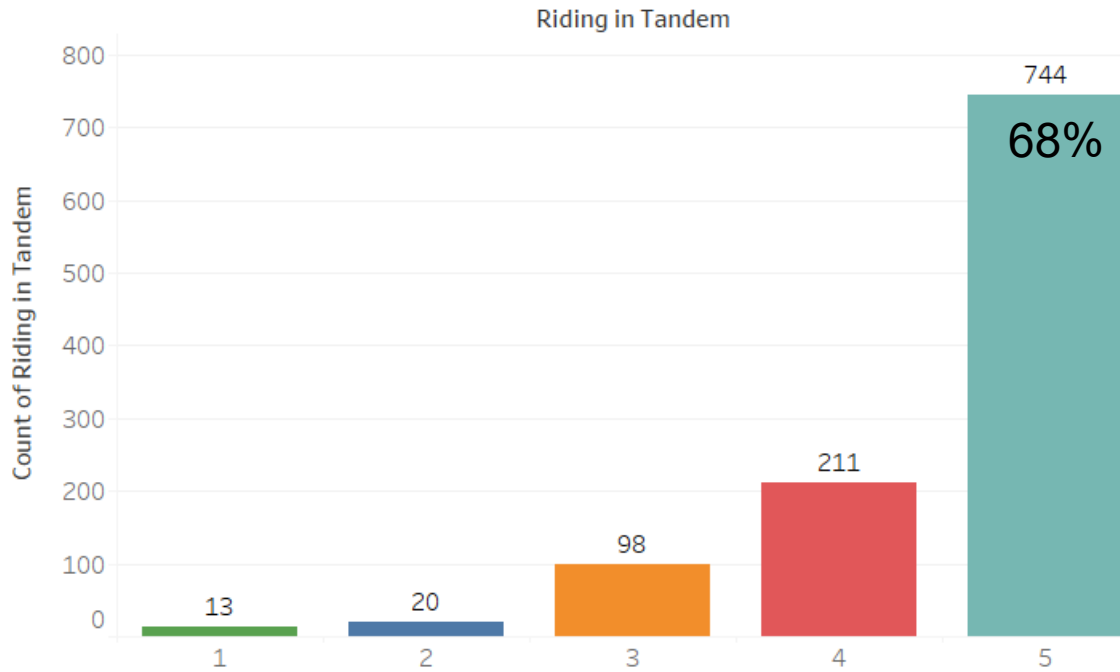
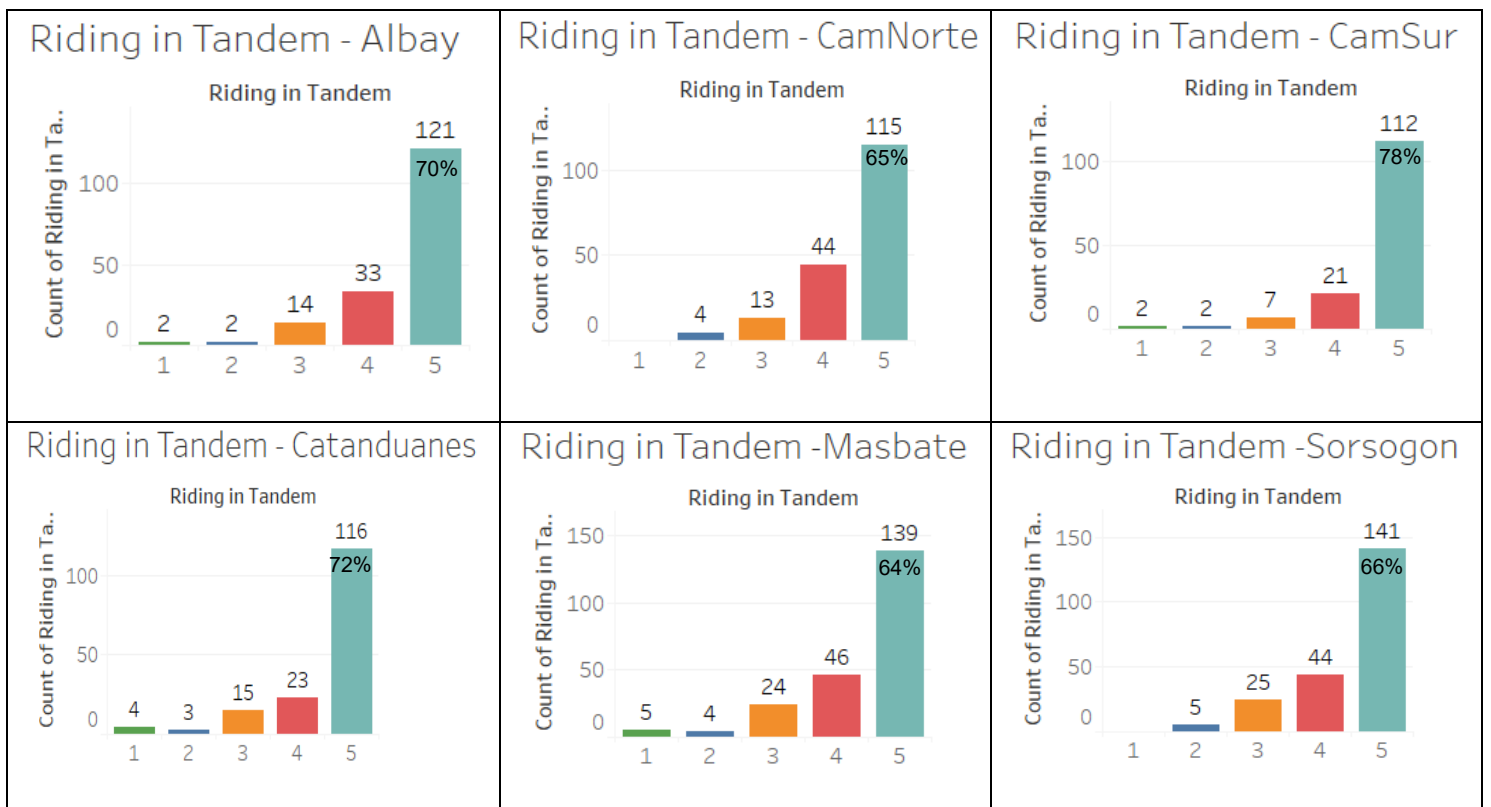


Figure 19: Priority Rating of Respondents to the Problem of Riding-in-Tandem





## Problema ng Illegal na Sugal

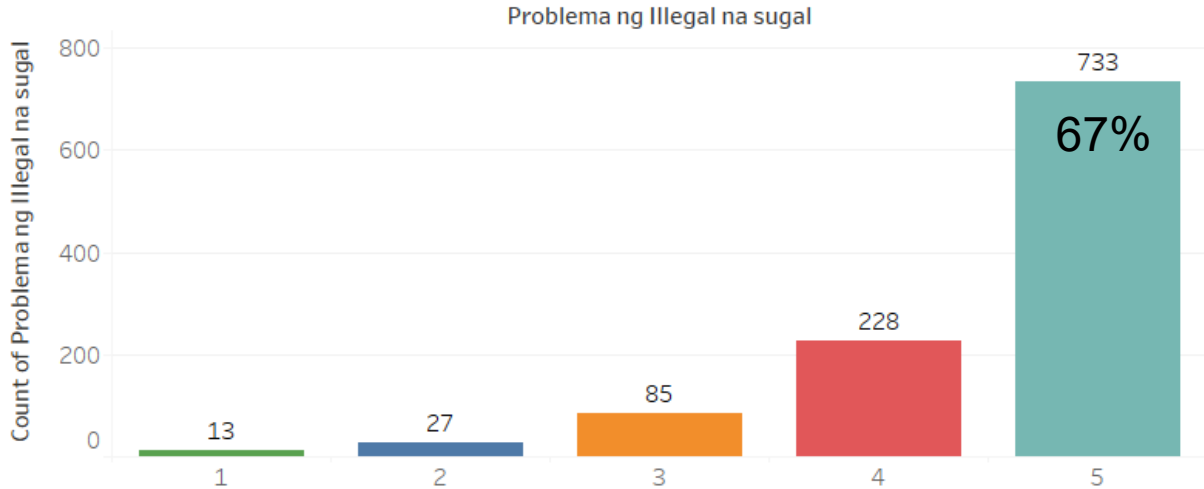
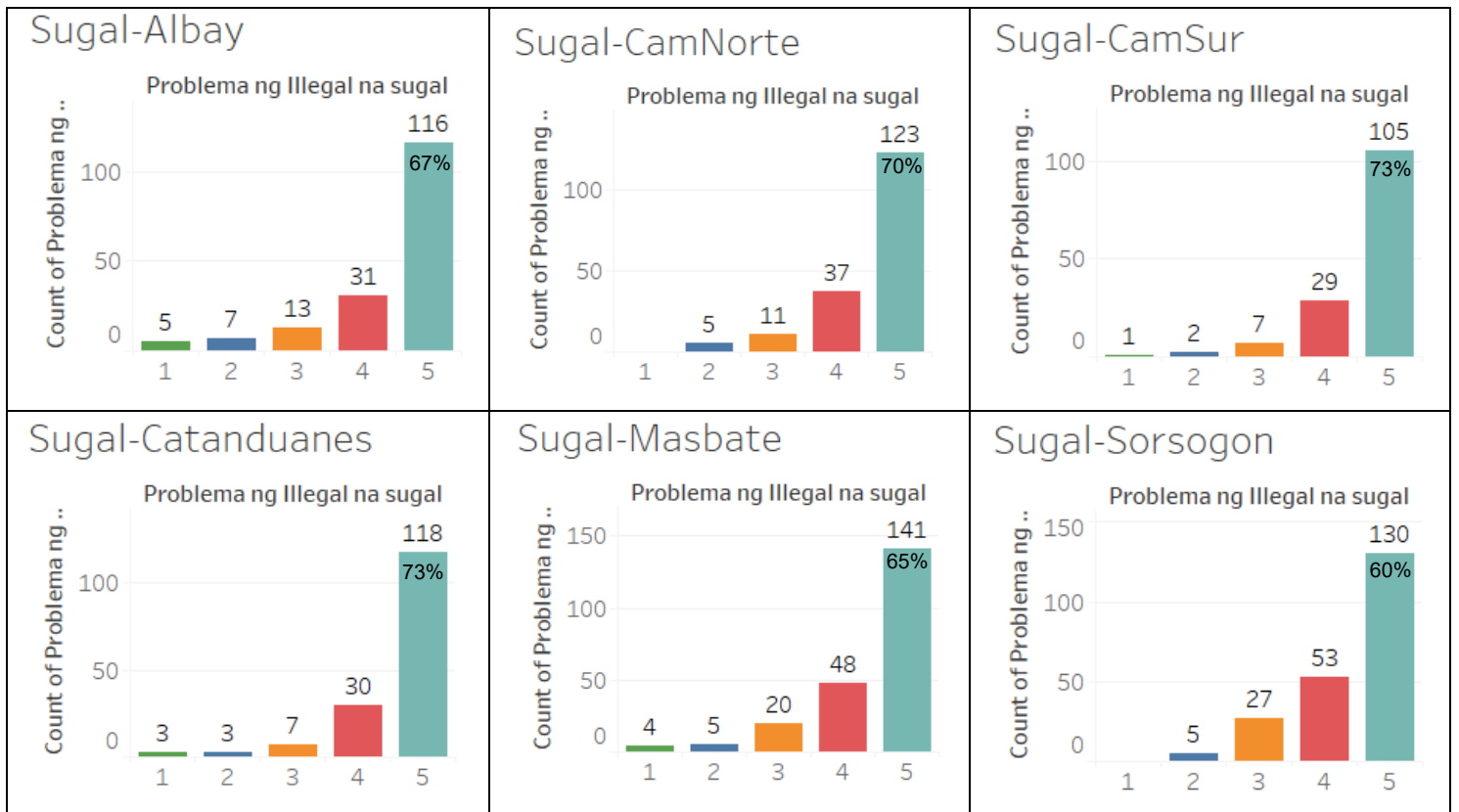


Figure 20: Priority Rating of Respondents to the Problem of Illegal Gambling





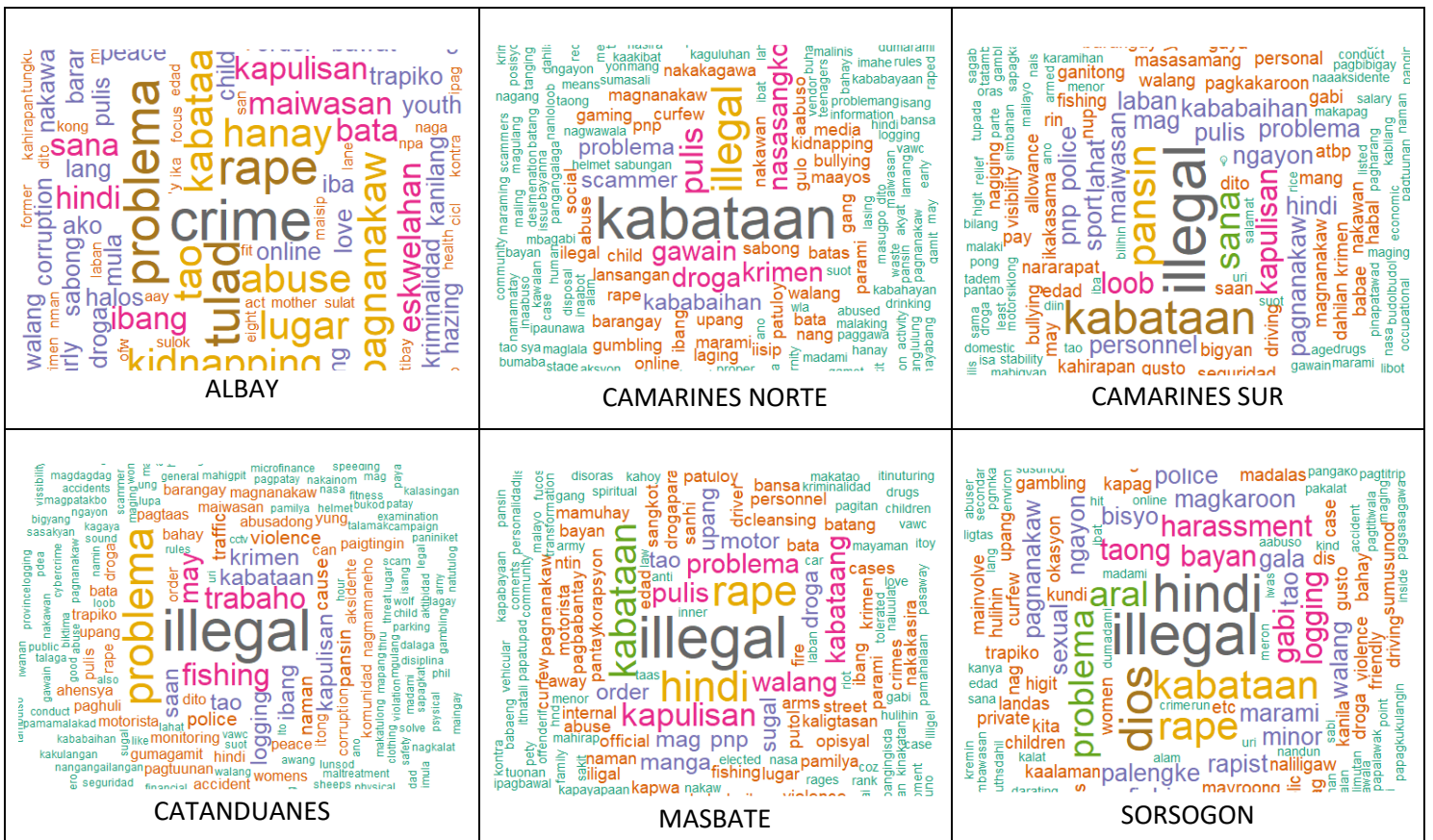
Other than the challenges mentioned above, the respondents also mentioned the need to resolve the following:

Using text mining of qualitative data submitted by respondents, Figure 21 presents the top keywords found in the respondents' answers as to which crimes and issues, apart from what was previously rated, should be addressed. Following the main visualization are the top keywords for each province.

Frequently mentioned keywords are: **kabataan**, **illegal**, which may translate to crimes involving the youth. When broken down per province, environmental crimes such as **illegal fishing and logging** are more predominant in Catanduanes, and **"rape"** is more frequently mentioned in Sorsogon and Masbate,



Figure 21: Top Keywords Mentioned by Respondents (Crimes that needs to be addressed)







Actual responses (CSV File) turned over to PNPRO5.

**Appendix 1:**

Survey Instrument Used - APPENDIX1\_SurveyInstrument\_PNPRO52023.pdf

**END OF REPORT**

Revised: 05/05/2023