



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

JULY to AUGUST 2023

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.

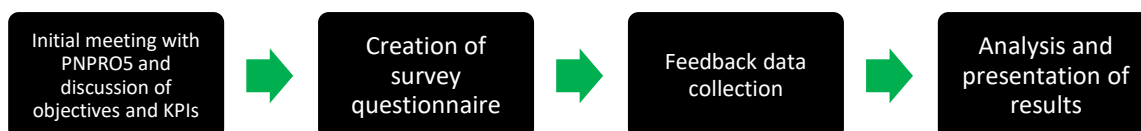
Context:

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 July 4, 2023 until August 4, 2023 (31 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 **July 4, 2023, to August 4, 2023** (31 days)
- **1,707** sets of individual responses were recorded (**466 increase in total respondents**)
- There are **374** respondents who are PNP employees/working for the PNP. These answers were filtered out and not counted in the analysis.
- Wrangling tool used is R, visualization tool used is Tableau
- **All entries from PNP employees are 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 – Rating Community Problems by Urgency or Priority

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 July 4, 2023 while final response was recorded on August 4, 2023. The number of responses submitted significantly increased starting from July 25, 2023 up to August 3, 2023.

Response Submission Timeline

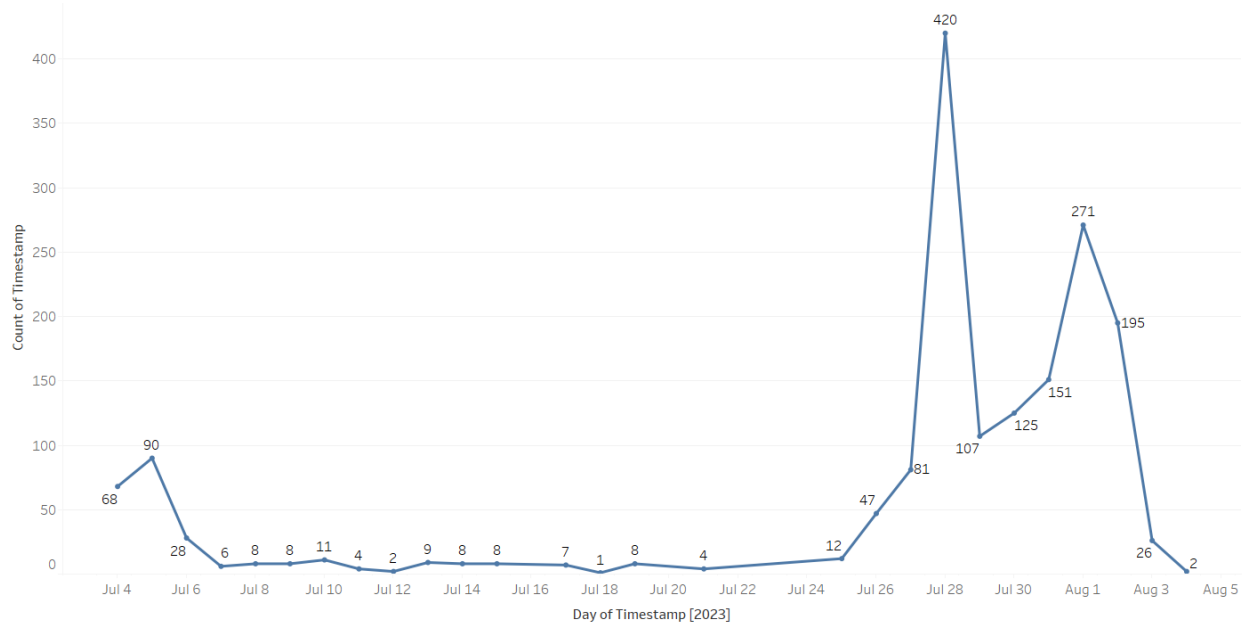


Figure 1: Number of submitted responses through July 4,2023 to August 4, 2023



Summary of Key Findings and Insights

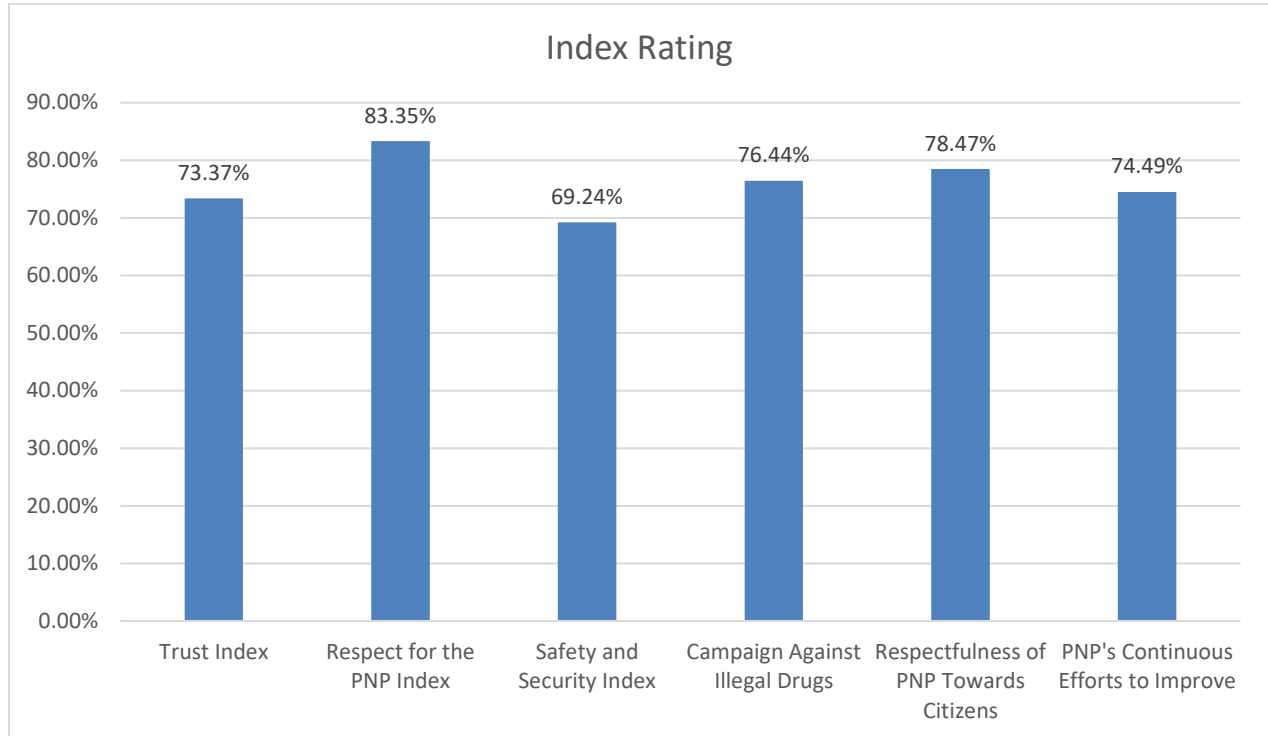


Figure 2: Summary of Community Perception Scores (Details in Section 2)

- Figure 2 shows the summary of the community perception scores towards the PNP. Breakdown of scores per province is discussed in section 2.
- Most LIKED PNP Programs are:
 1. Community-based programs: Kasimbayanan, outreach programs, feeding programs, and programs that coordinate with barangays
 2. Anti-drug campaign
 3. Programs involving the youth such as KKDAT
 4. Patrolling, police visibility in barangays
 5. Awareness and education campaigns
- DISLIKED Programs:
 1. Majority of respondents said 'NONE'
 2. However, there are a couple of mentions about the following:
 - a. Complaints about checkpoints (esp. for single motorcycles) - top
 - b. Some complaints about the implementation of illegal drugs campaign
 - c. A couple of complaints about unfair treatment and attitude
 - d. Speed of response

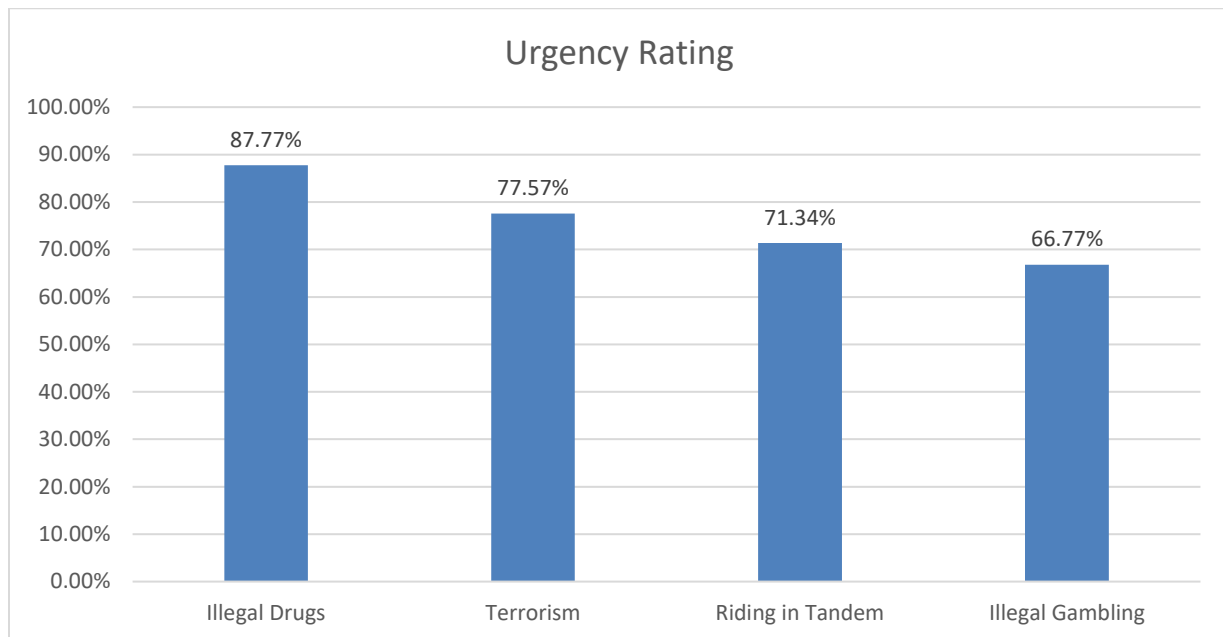


Figure 3: Summary of Urgency Ratings for Crimes (Details in Section 3)

- Figure 3 shows the total community urgency rating for the specified crimes. Highest urgency rating is given to the problem of Illegal Drugs, followed by Terrorism, Riding in Tandem, and Illegal Gambling. Breakdown of urgency rating per province is presented in Section 3.
- Apart from the specified crimes in Figure 3, respondents also raised urgency in the following:
 1. Crimes related to the Youth;
 2. Rape, Violence against Women and Children;
 3. Robbery, Theft
 4. Online Crimes
 5. Corruption
- Other comments and suggestions mainly involve:
 1. Continue to uphold their mandate fairly, respectfully, and with integrity.
 2. Continue the good work and projects (community work and youth related activities)
 3. Improve visibility especially in crime-prone areas

END OF EXECUTIVE SUMMARY



Section 1 – About the Respondents

Figure 4 shows the breakdown of all respondents by gender. 53.19% of respondents are female while 43.66% of the respondents are male. 2.25% of respondents are LGBTQ+ and 0.9% refused to disclose gender. Following figure 4 are the gender breakdowns of the respondents by province:

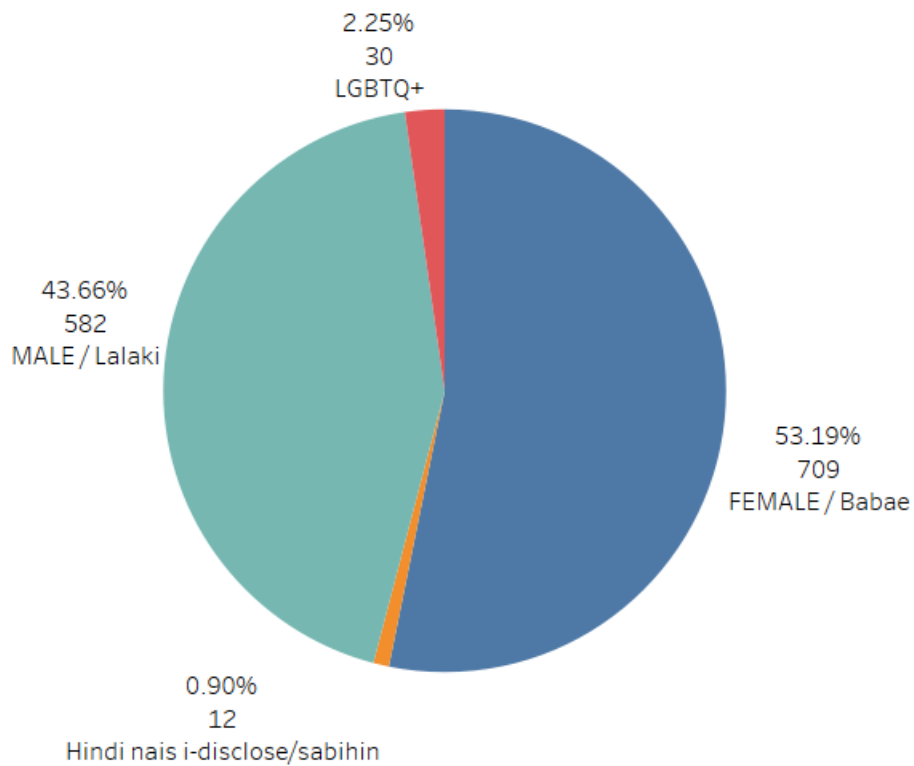
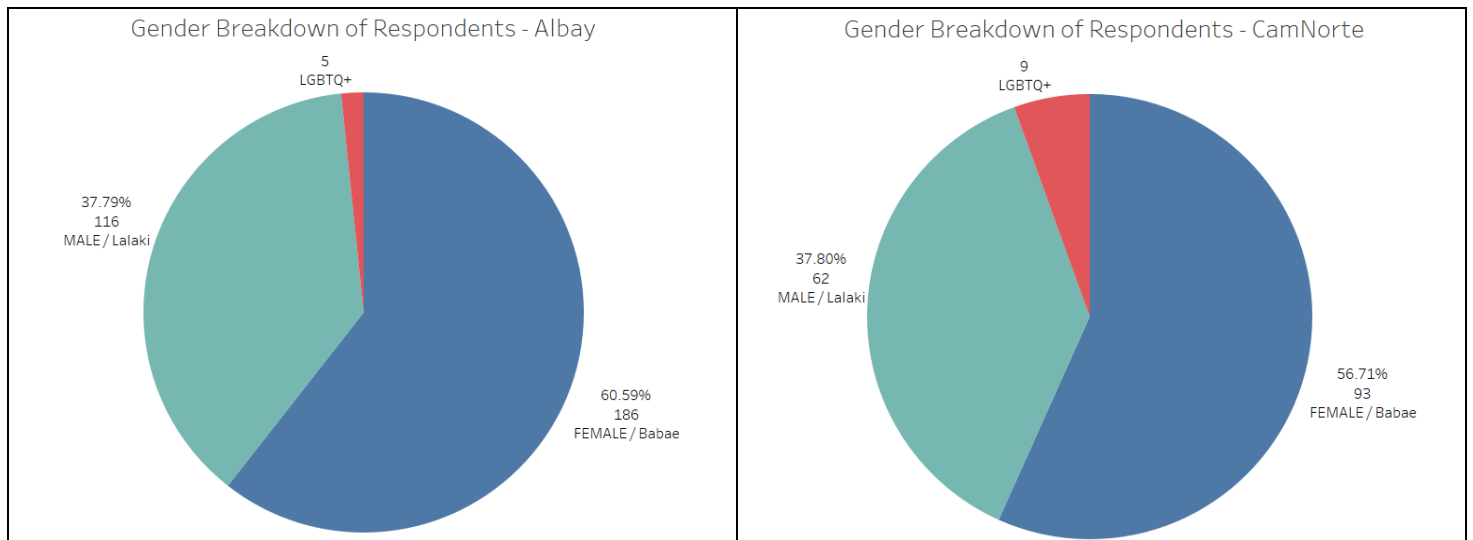


Figure 4: Breakdown of All Survey Respondents by Gender



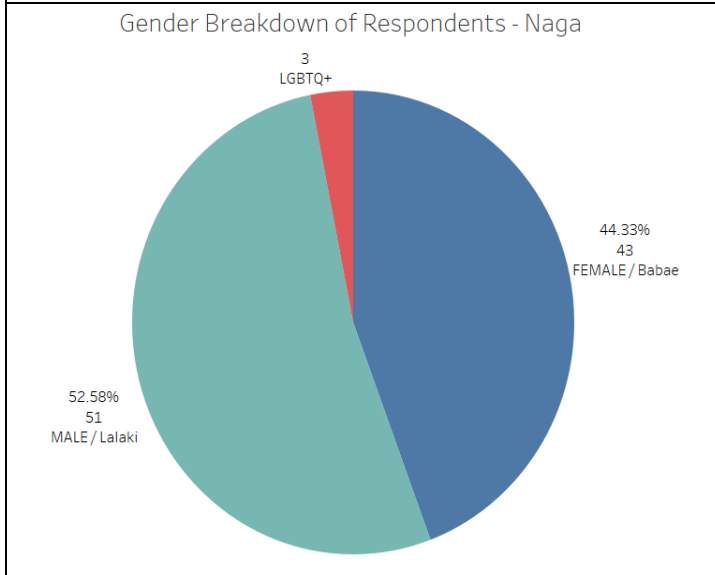
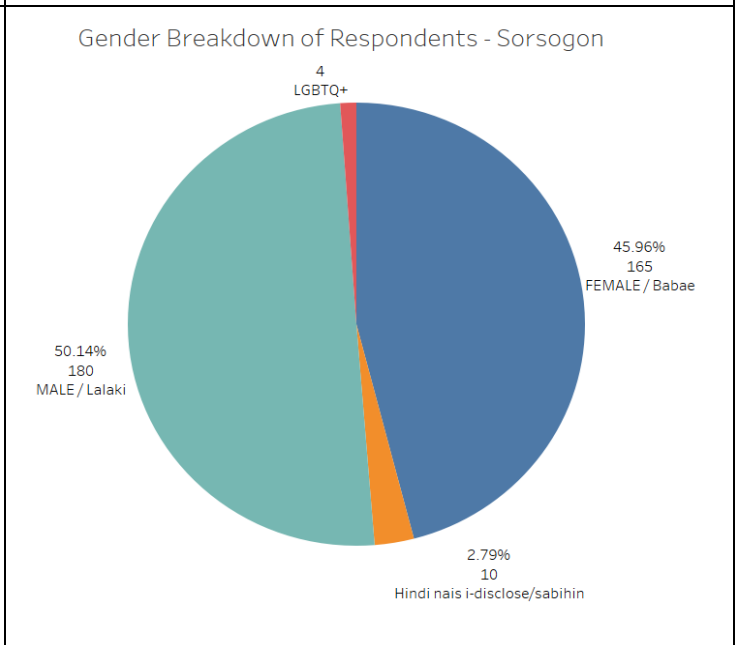
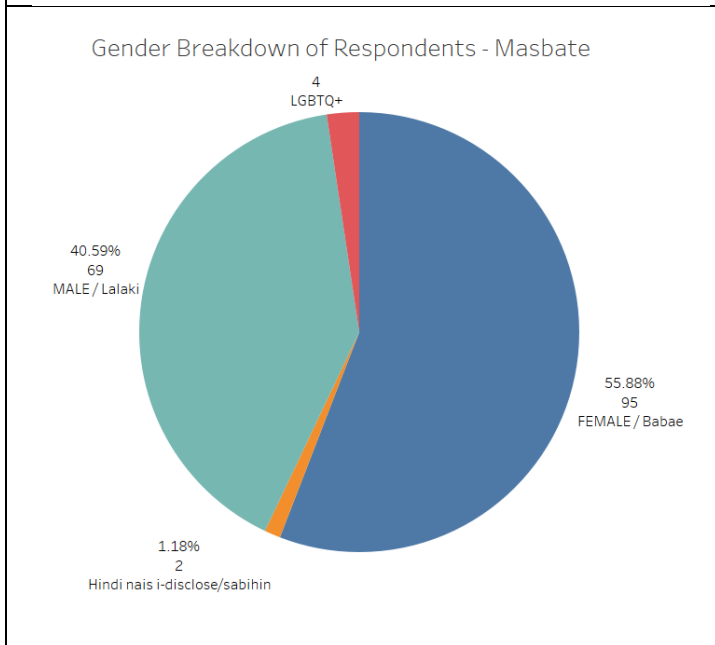
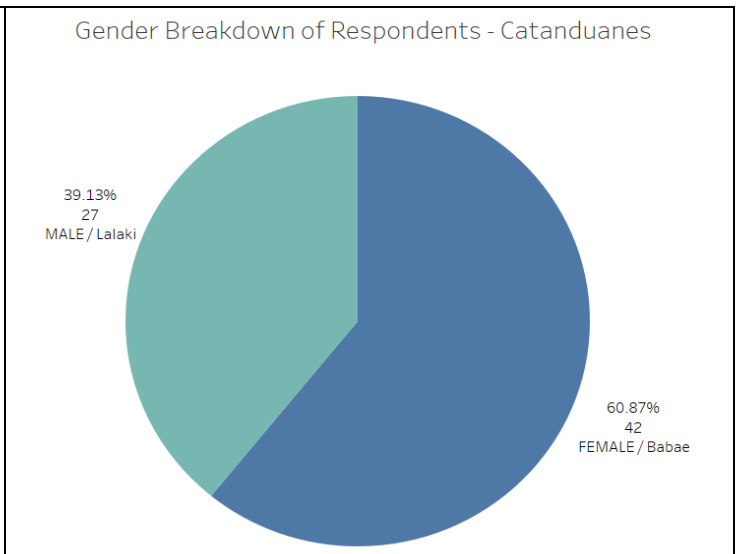
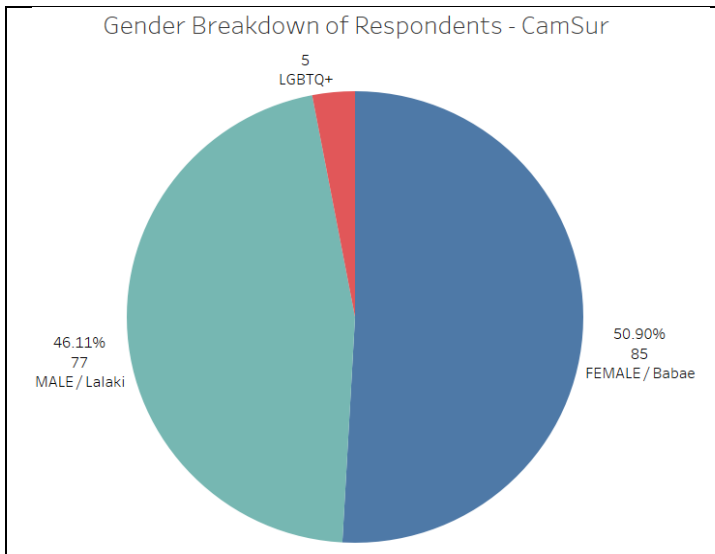




Figure 5 shows the breakdown of the respondents by sector. The sectors identified are from the previous community engagement surveys of the agency. Following figure 4 are the sectors represented by the respondents by province.

For this survey run, majority of the respondents are Government Employees, followed by Youth. This is true for all provinces except for the province of Masbate.

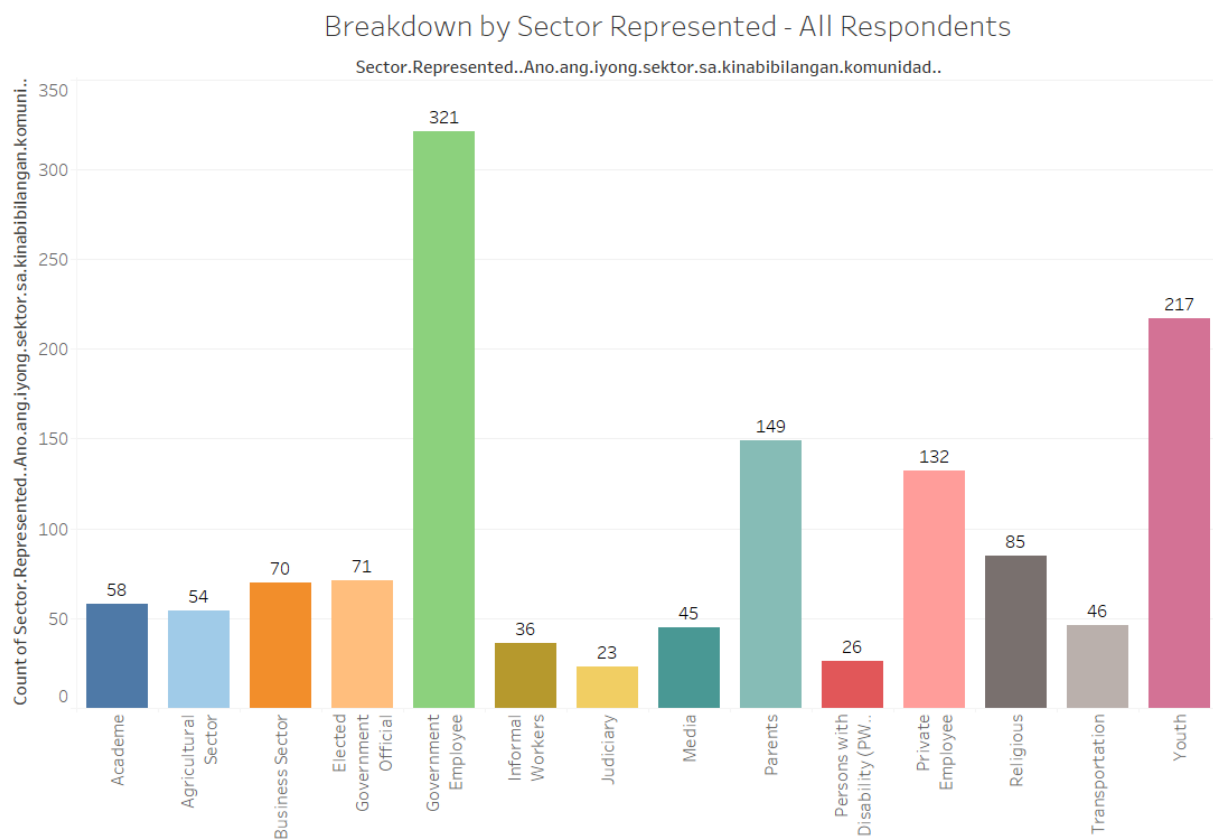
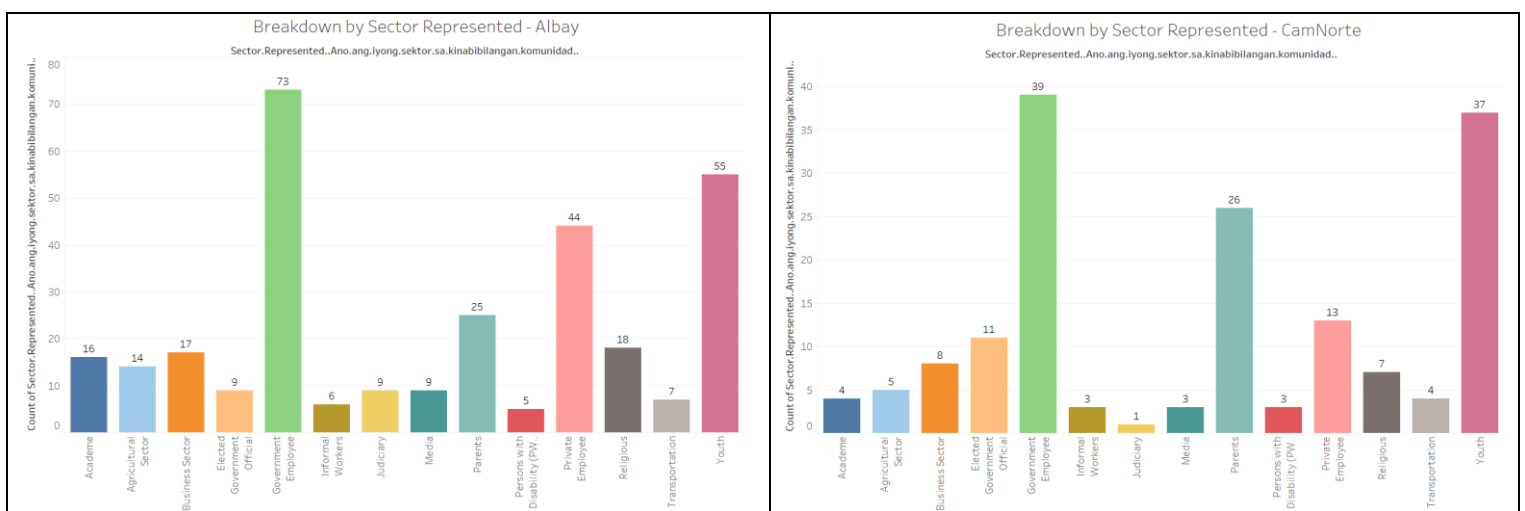
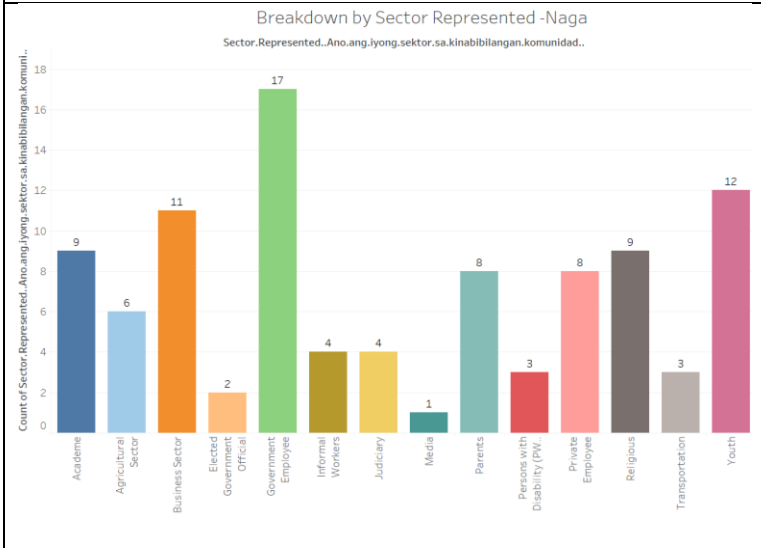
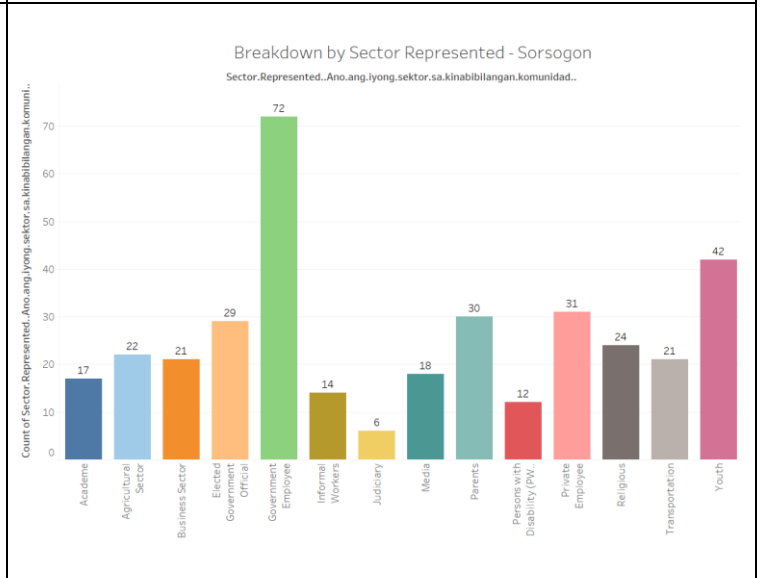
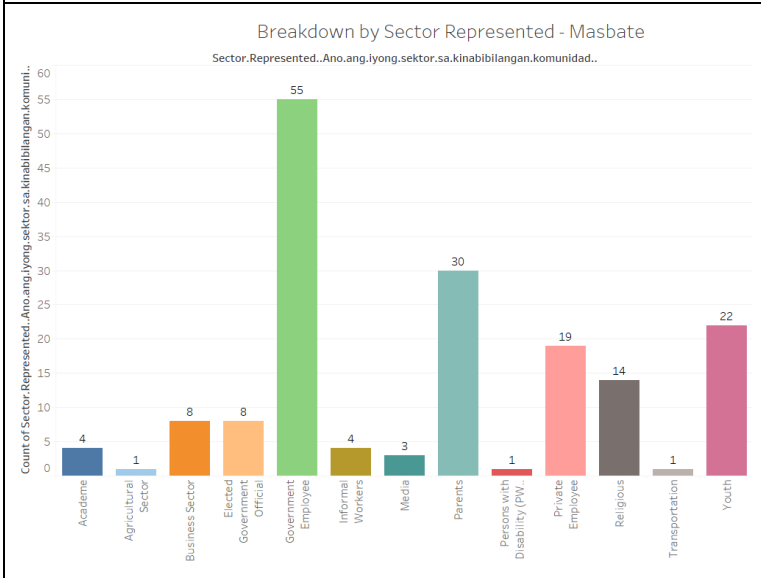
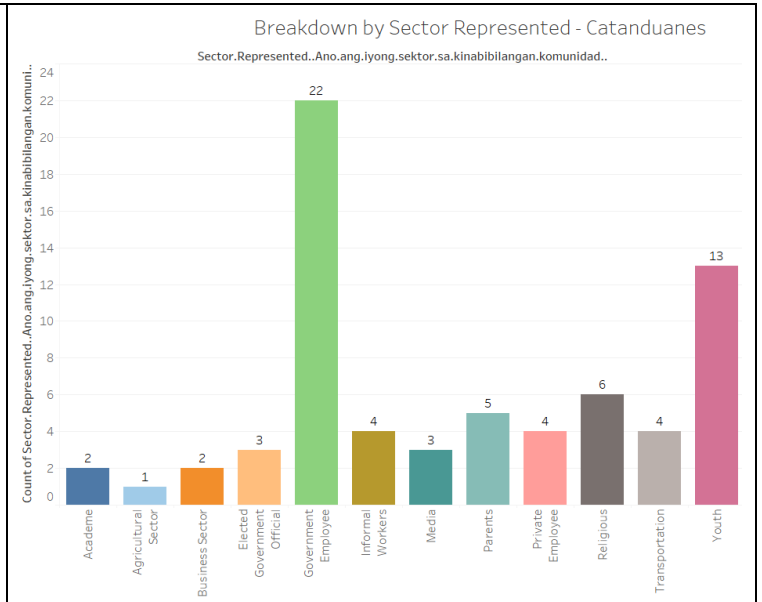
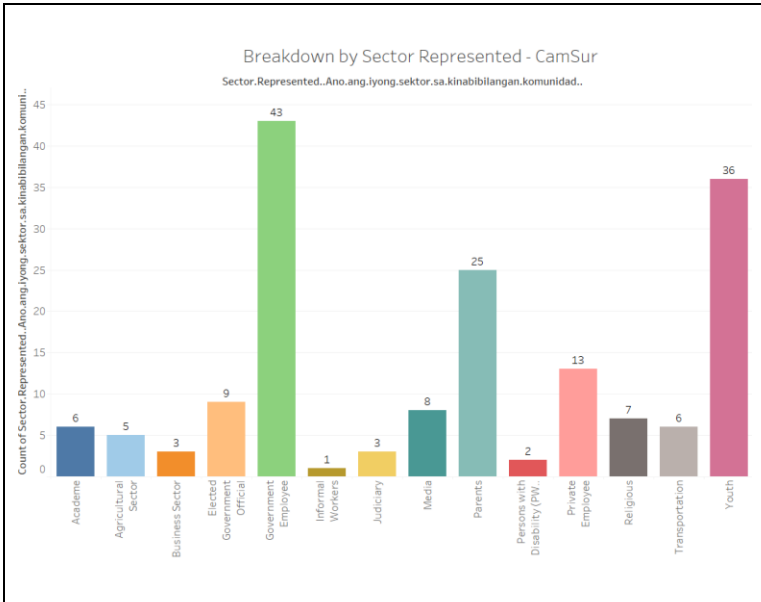


Figure 5: Breakdown of Sectors Represented by Respondents





Figures 6 and 7 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 married and between 21 to 30 years of age.



Civil Status Breakdown of All Respondents

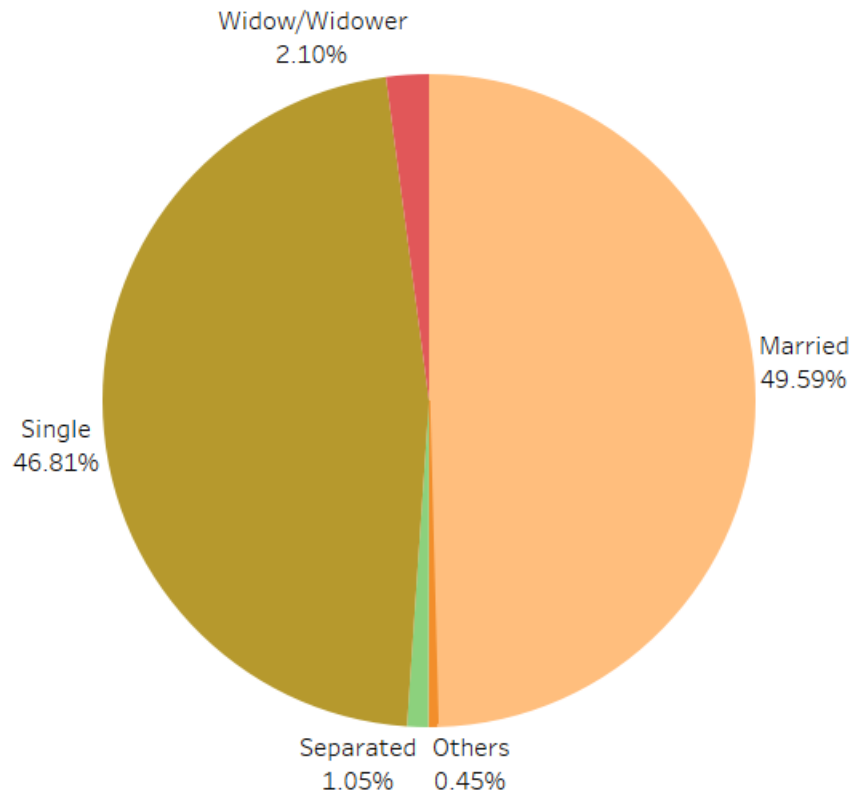
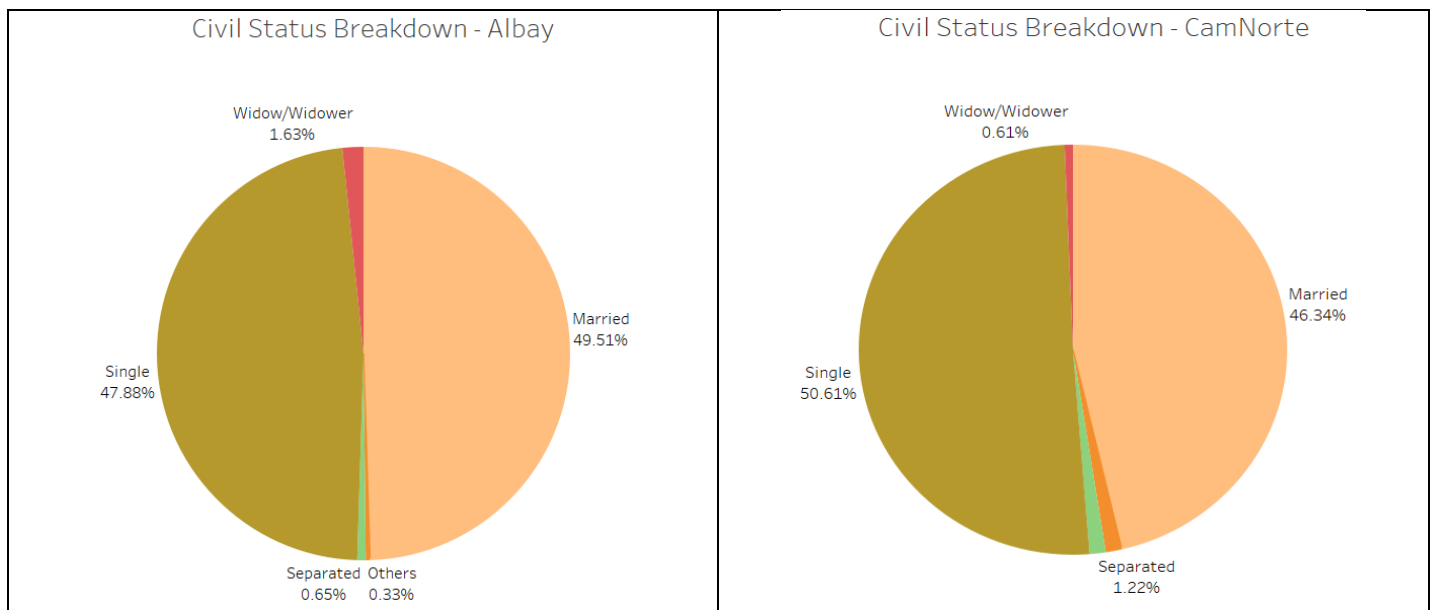
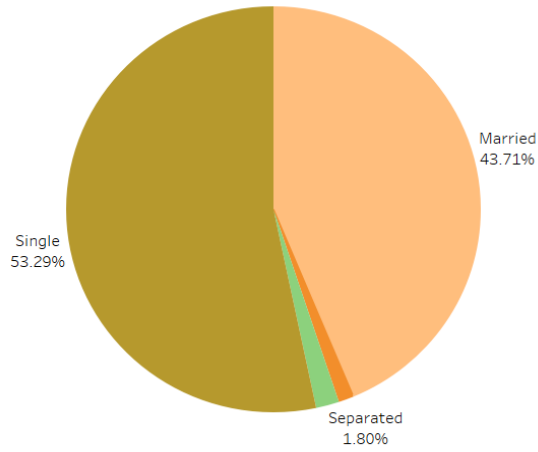


Figure 6: Number of Respondents by Civil Status

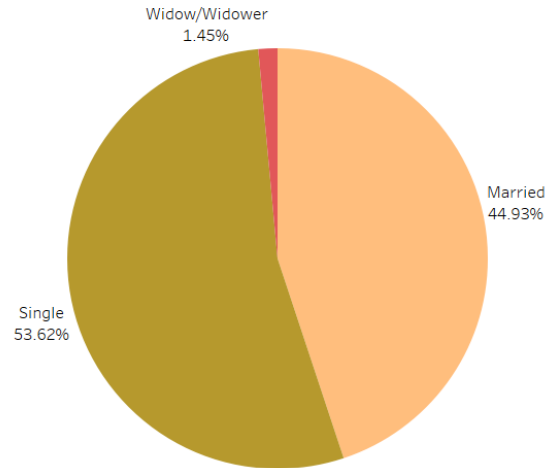




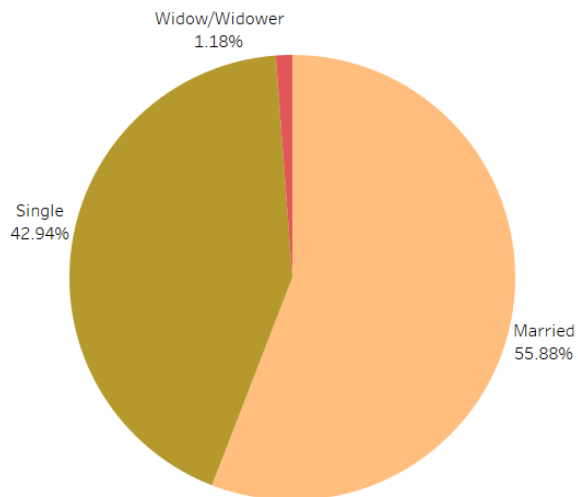
Civil Status Breakdown - CamSur



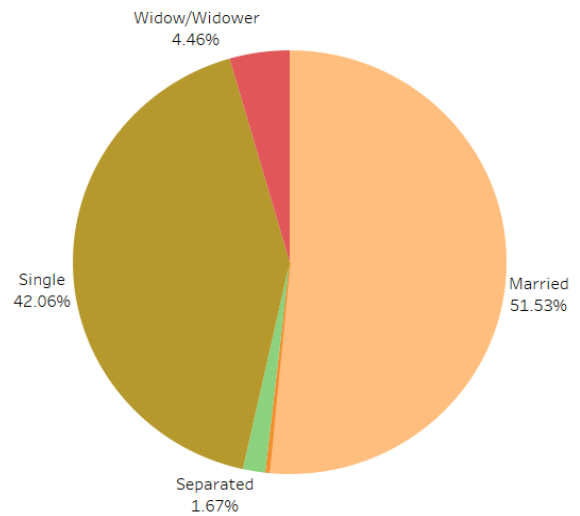
Civil Status Breakdown - Catanduanes



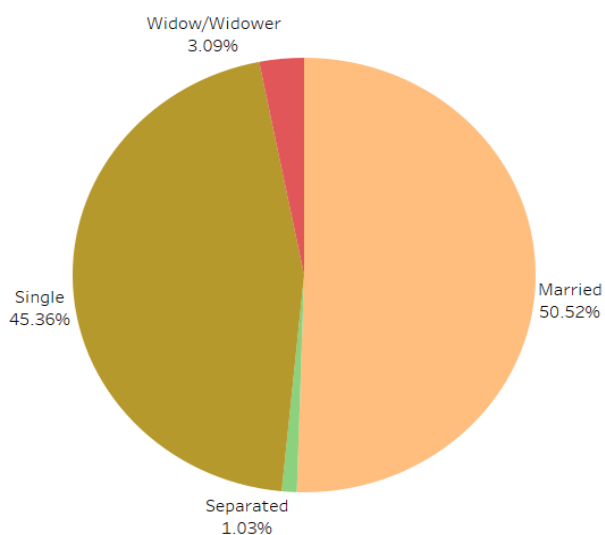
Civil Status Breakdown - Masbate



Civil Status Breakdown - Sorsogon



Civil Status Breakdown - Naga





Age Group of ALL Respondents

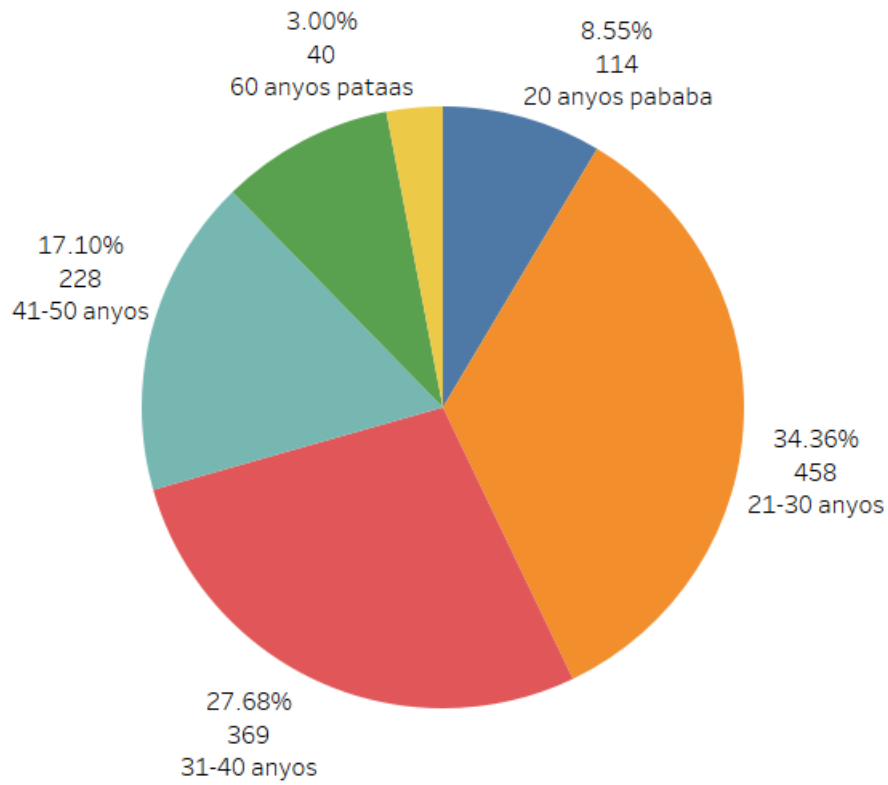
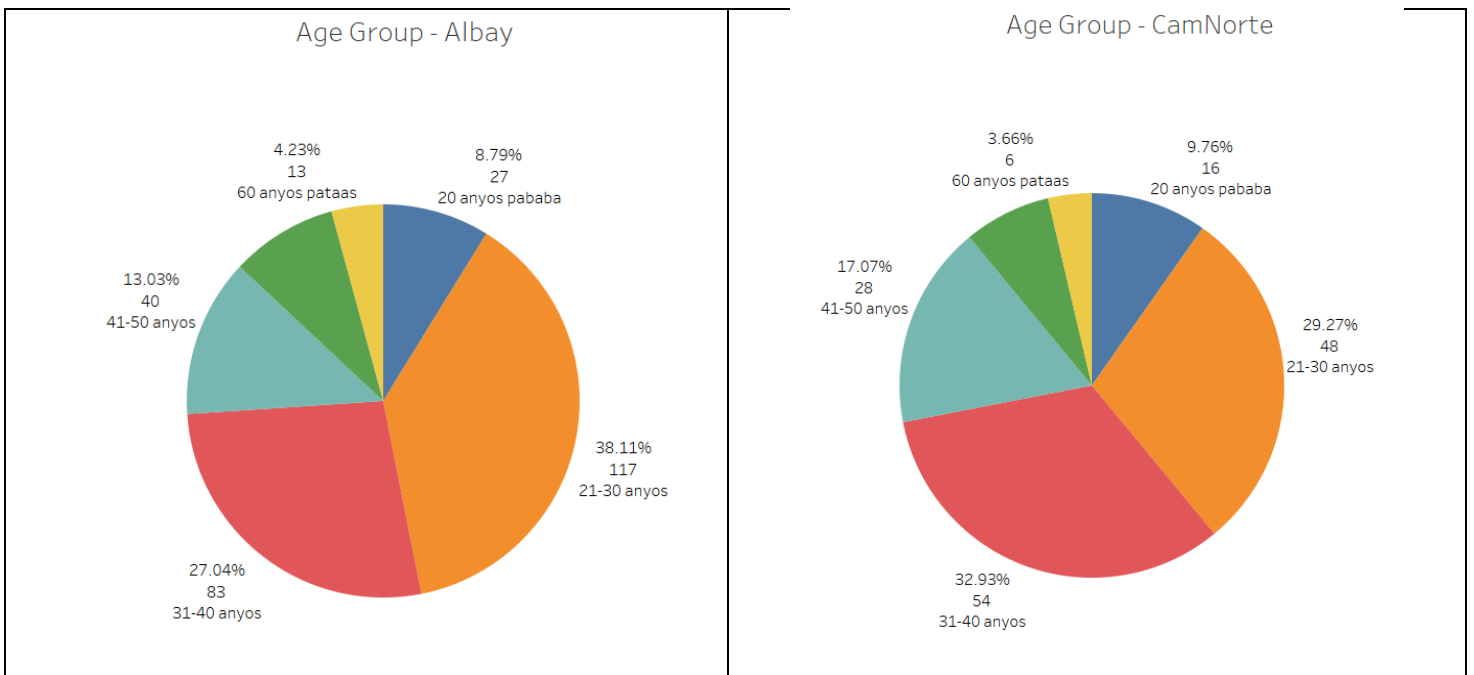


Figure 7: Number of Respondents by Age Group



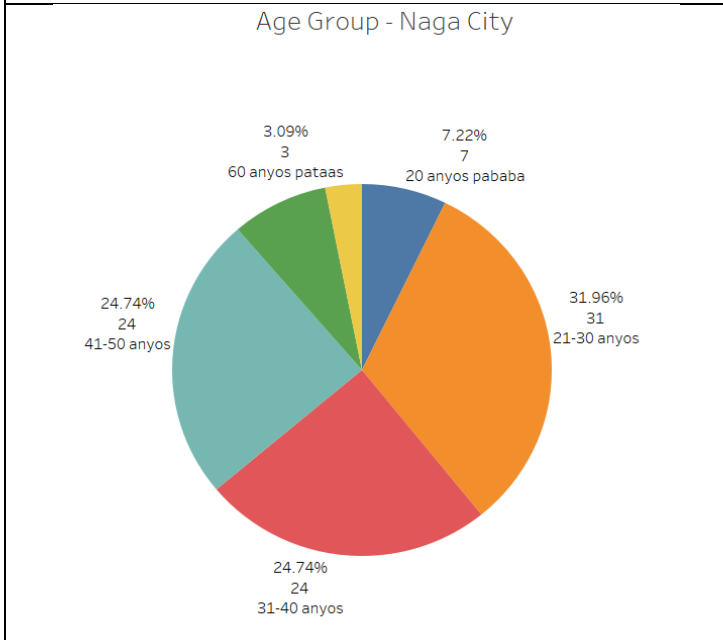
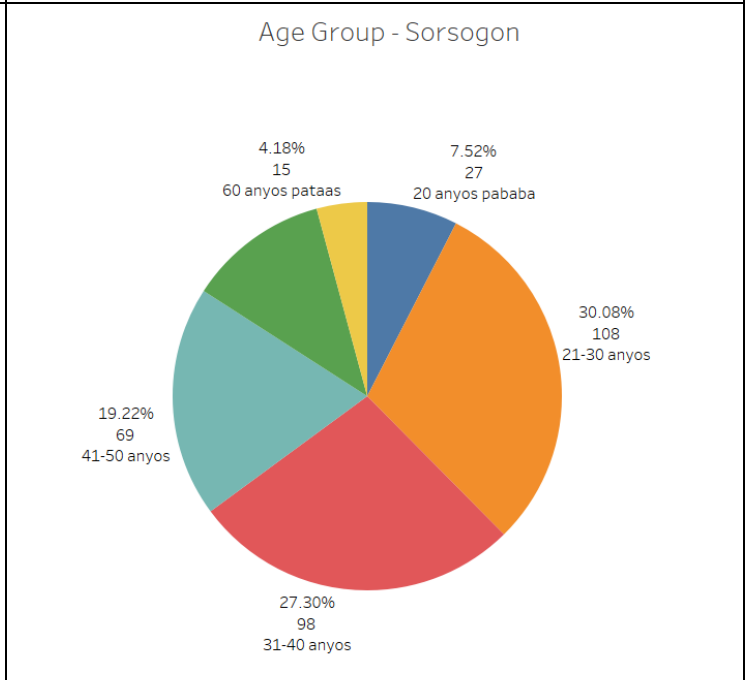
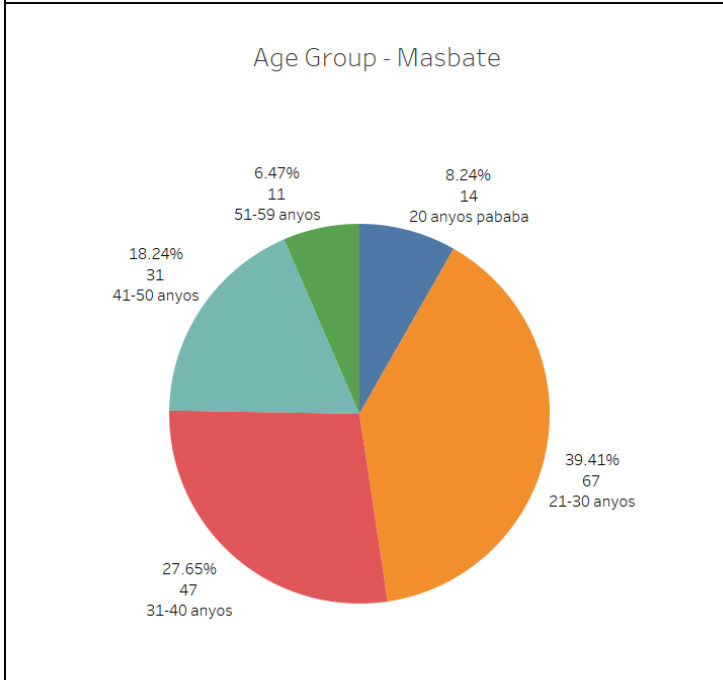
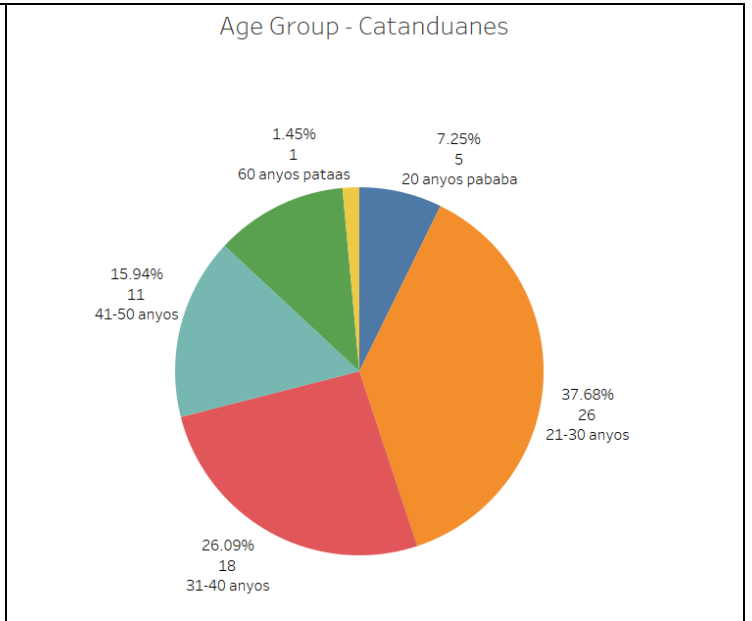
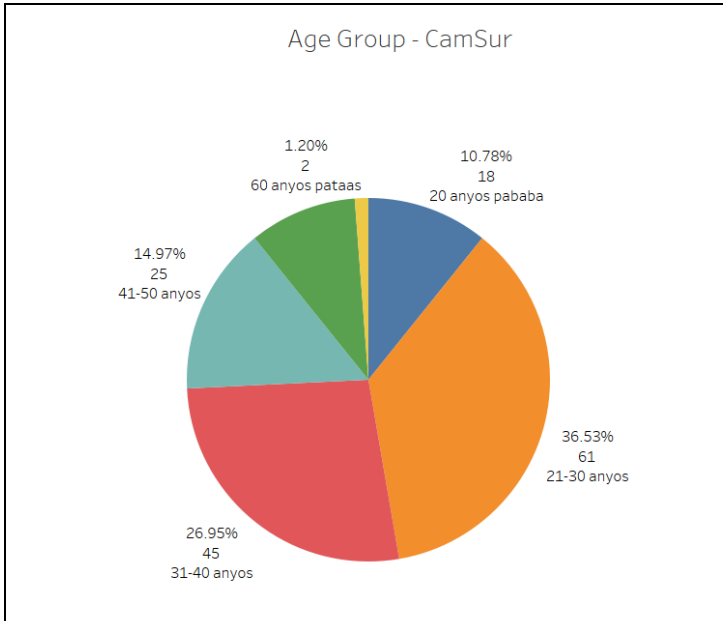




Figure 8 shows the highest educational attainment of the respondents. Majority of the respondents are college graduates, followed by those who enrolled in a college but has not yet graduated. Following figure 8 are the breakdown of the educational attainment of respondents by province.

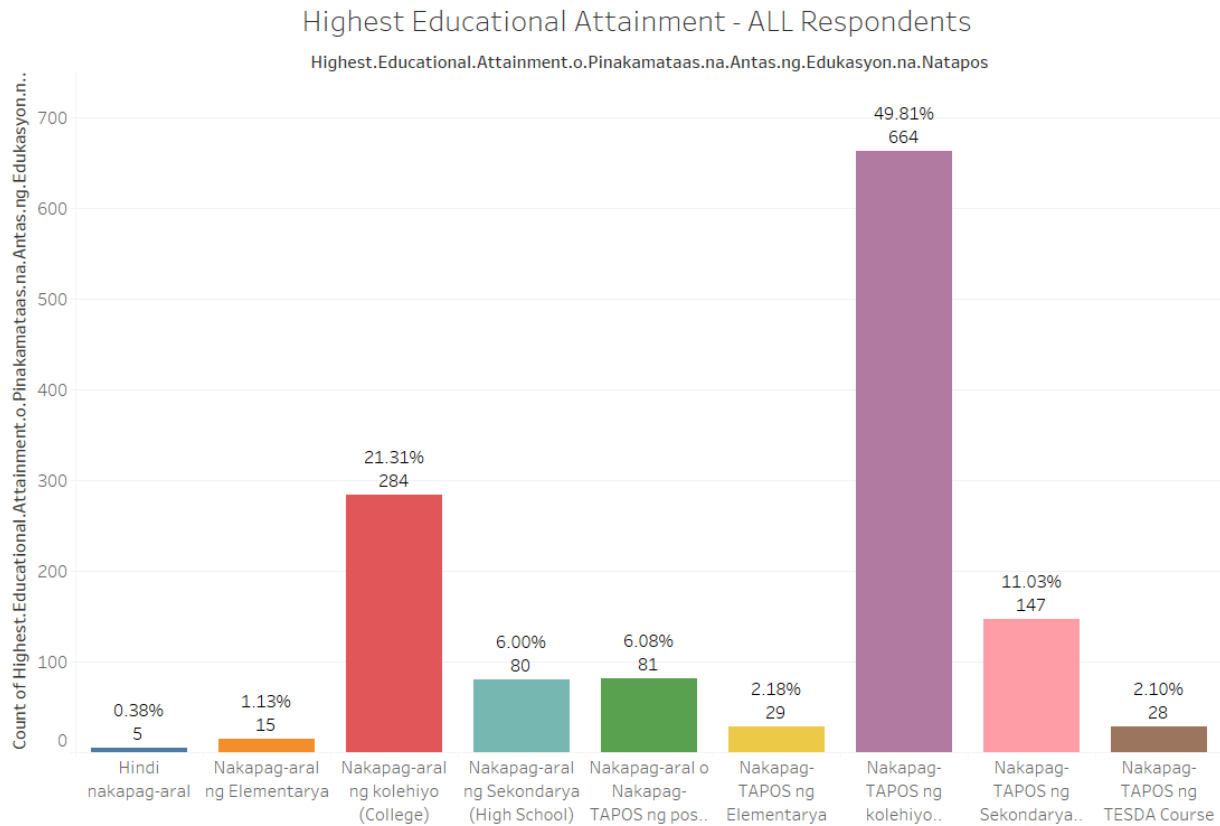
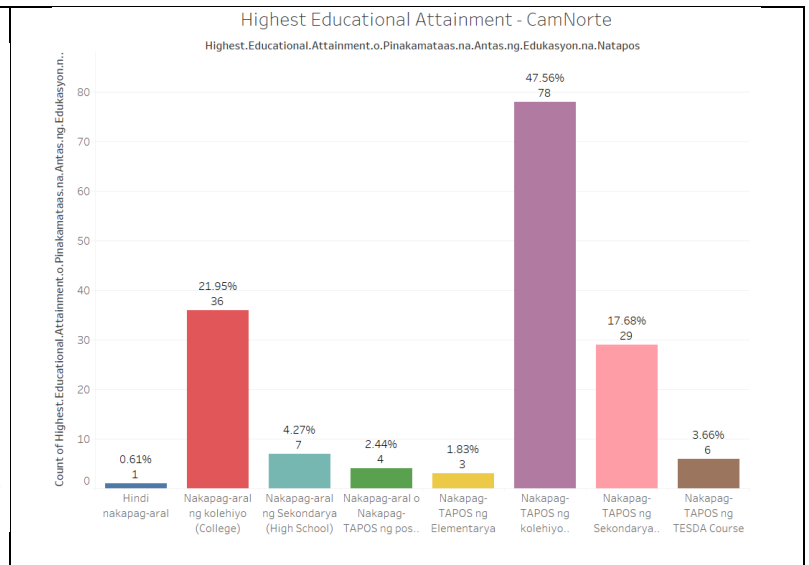
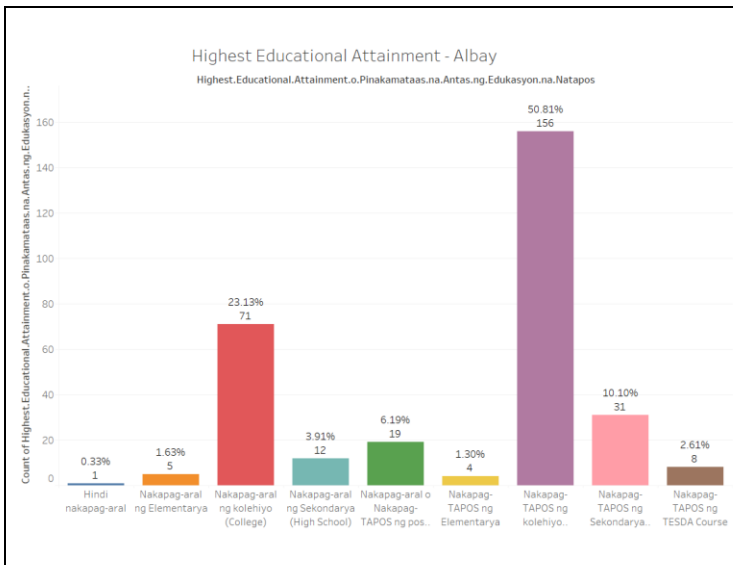
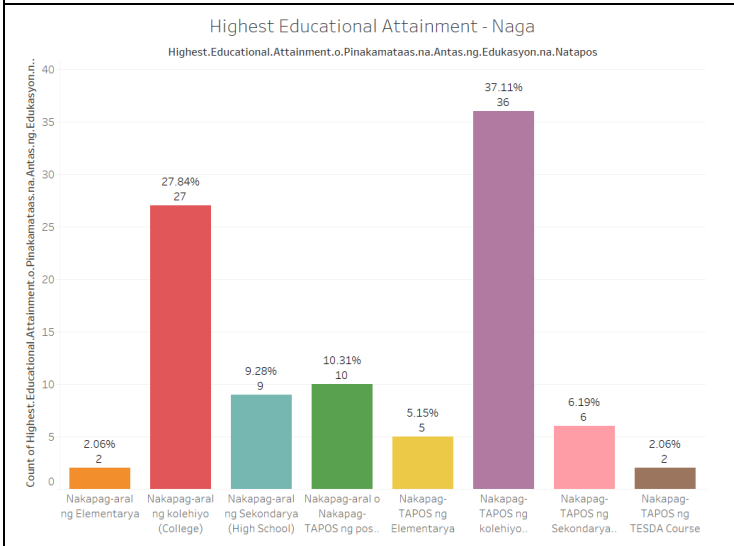
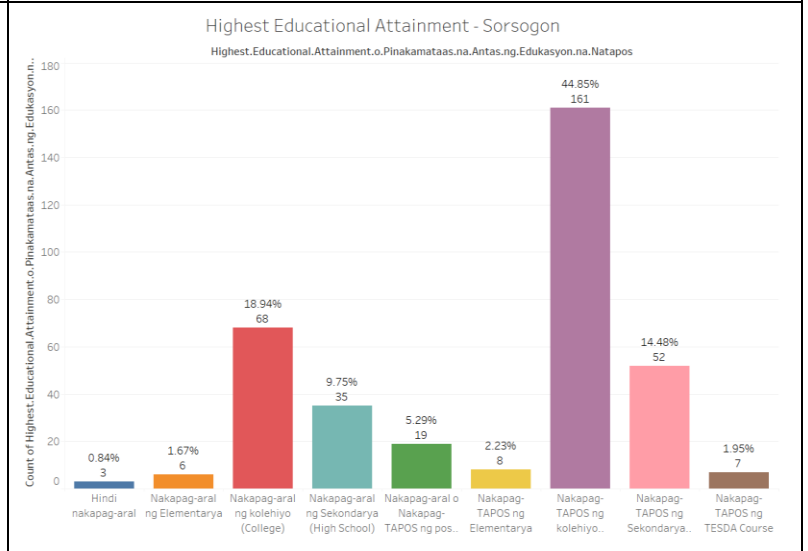
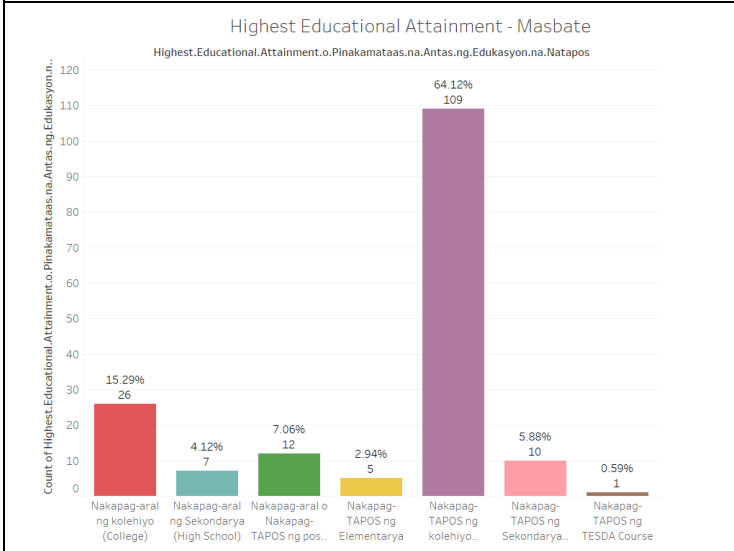
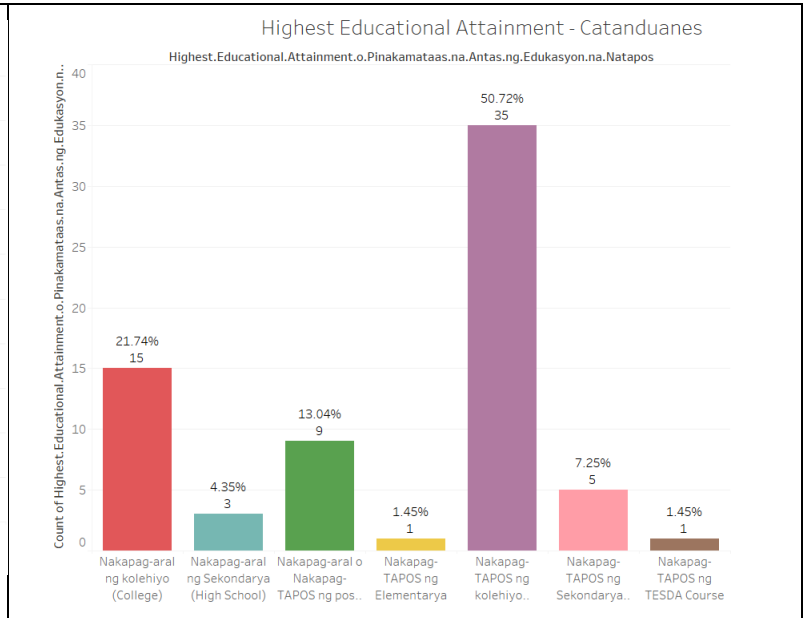
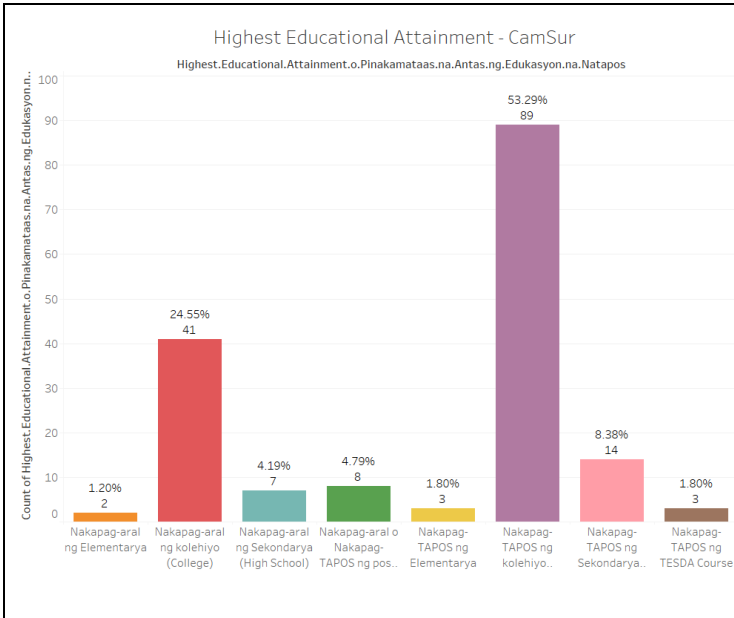


Figure 8: Highest Educational Attainment of Respondents







Lastly, Figure 9 shows the number of respondents per province. The number of respondents by city or municipality of residence, grouped by province, follows the main figure.

Majority of the respondents are from Sorsogon, followed by Albay and Camarines Norte. Camarines Norte is the Bicol Region’s largest and most populous area. **A recommendation for the next survey runs is to improve sample collection in Camarines Sur and improve the overall proportionality of respondents to their respective population count.**

Breakdown of Respondents by Province

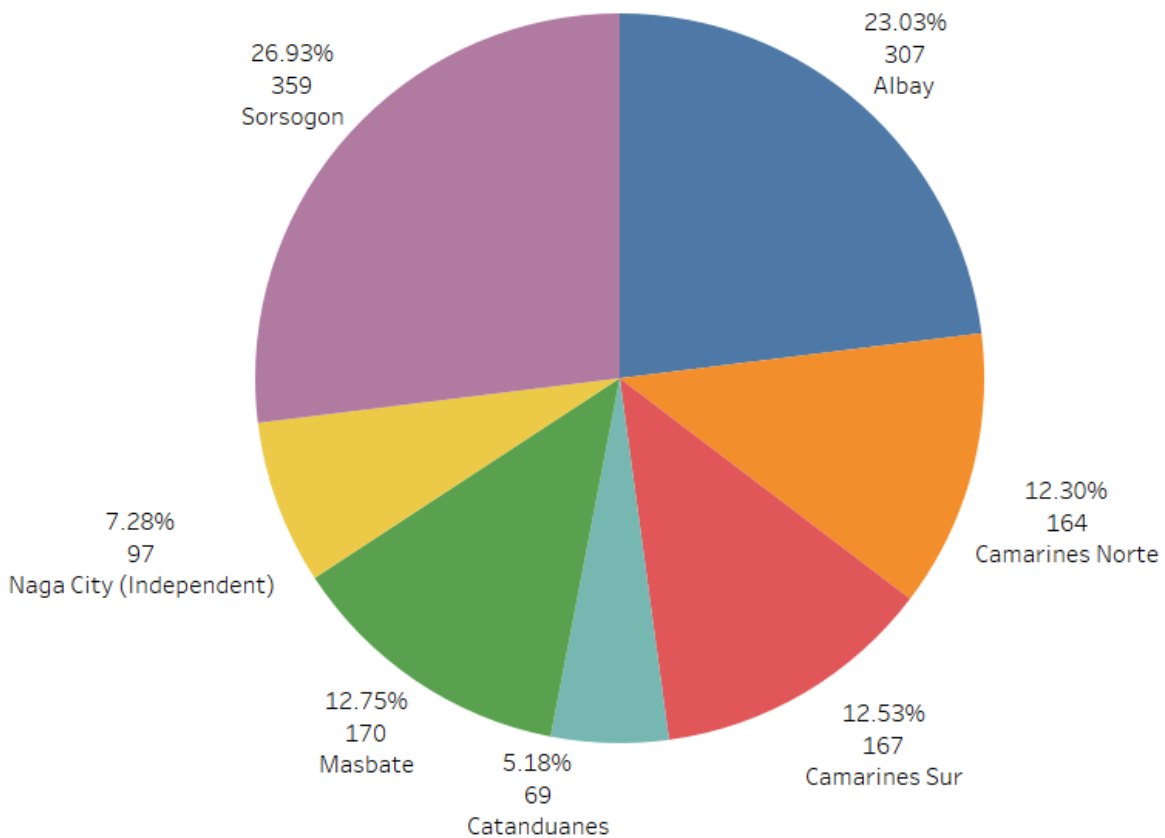
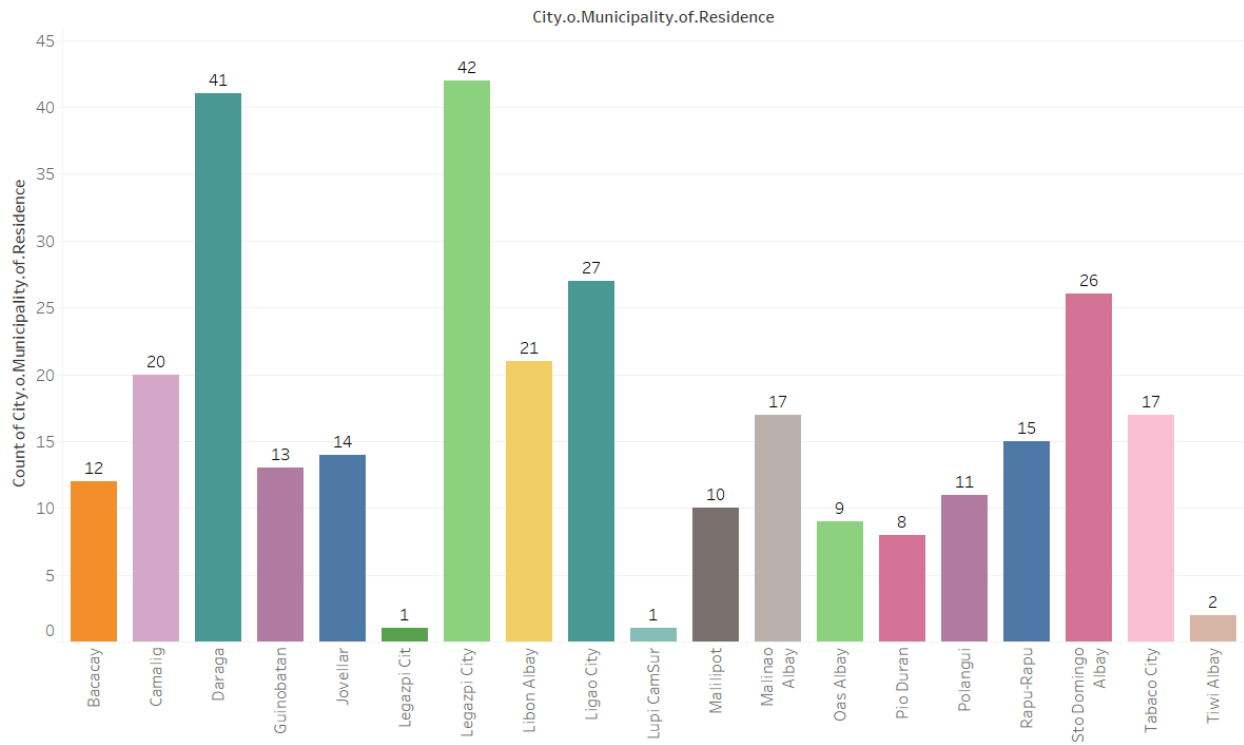


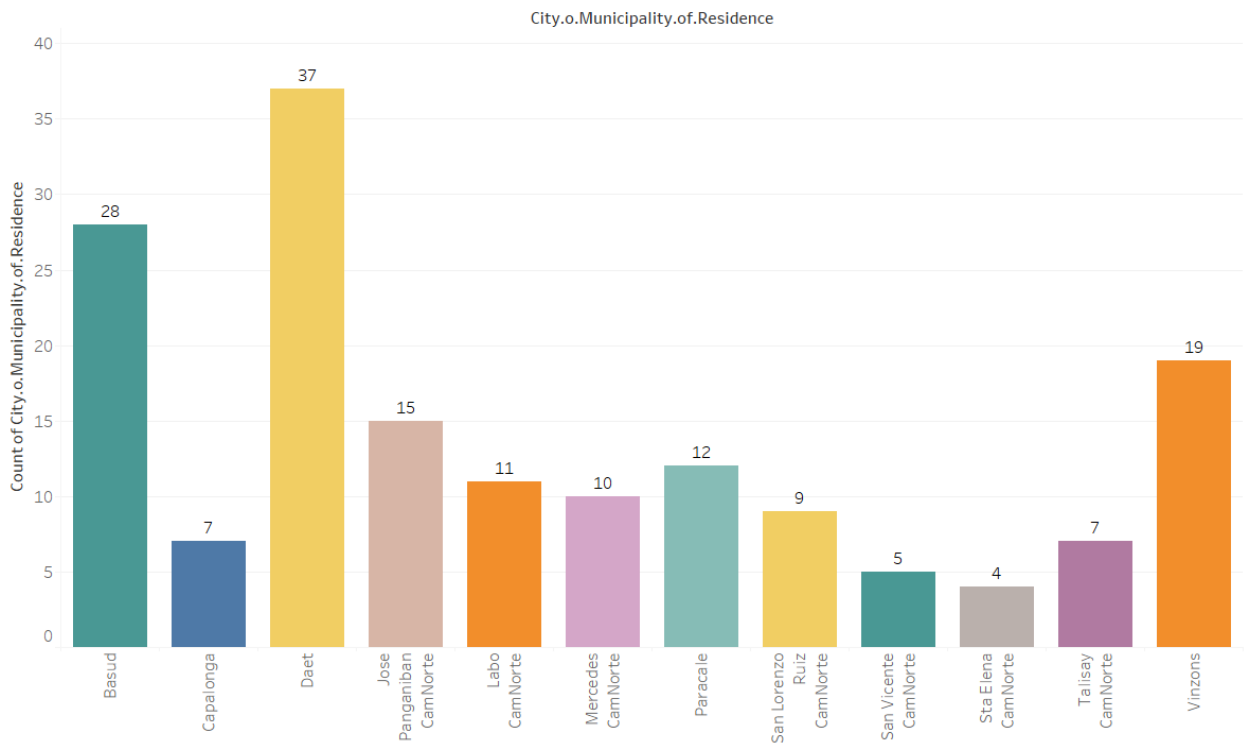
Figure 9: Number of Respondents per Province



City/ Municipality of Residence - Albay

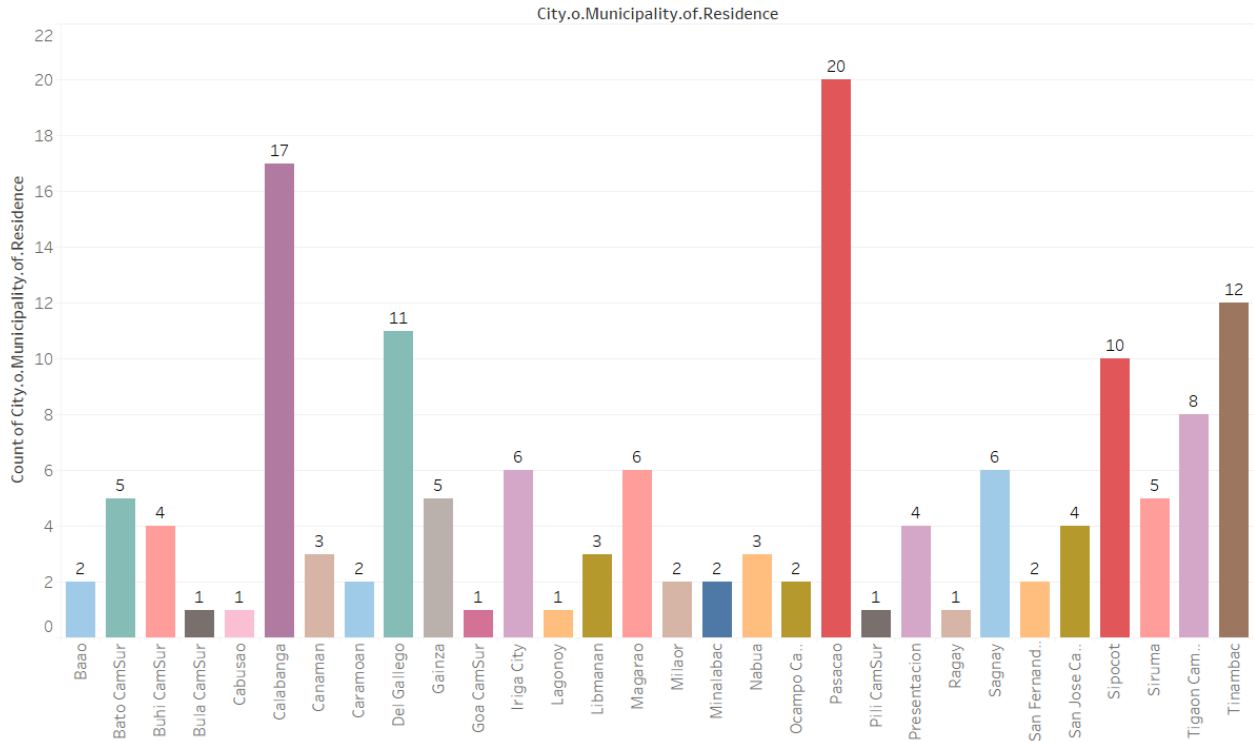


City/ Municipality of Residence - CamNorte

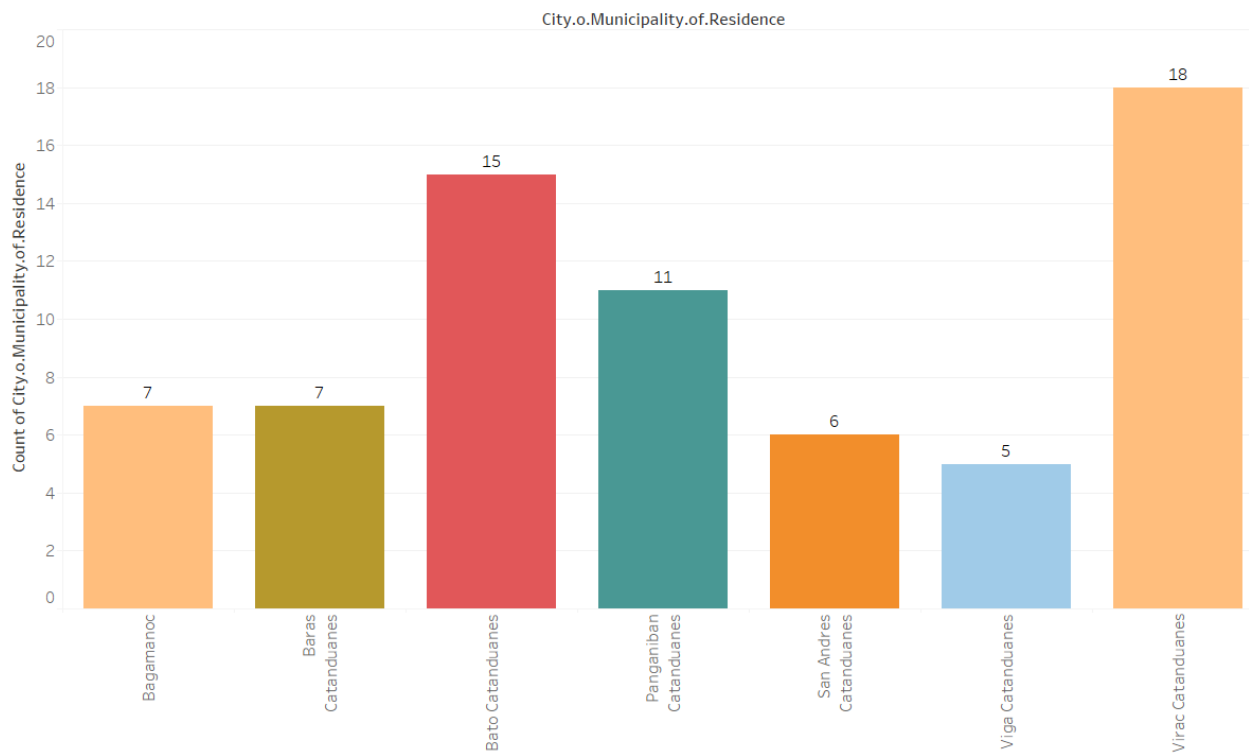




City/ Municipality of Residence - CamSur

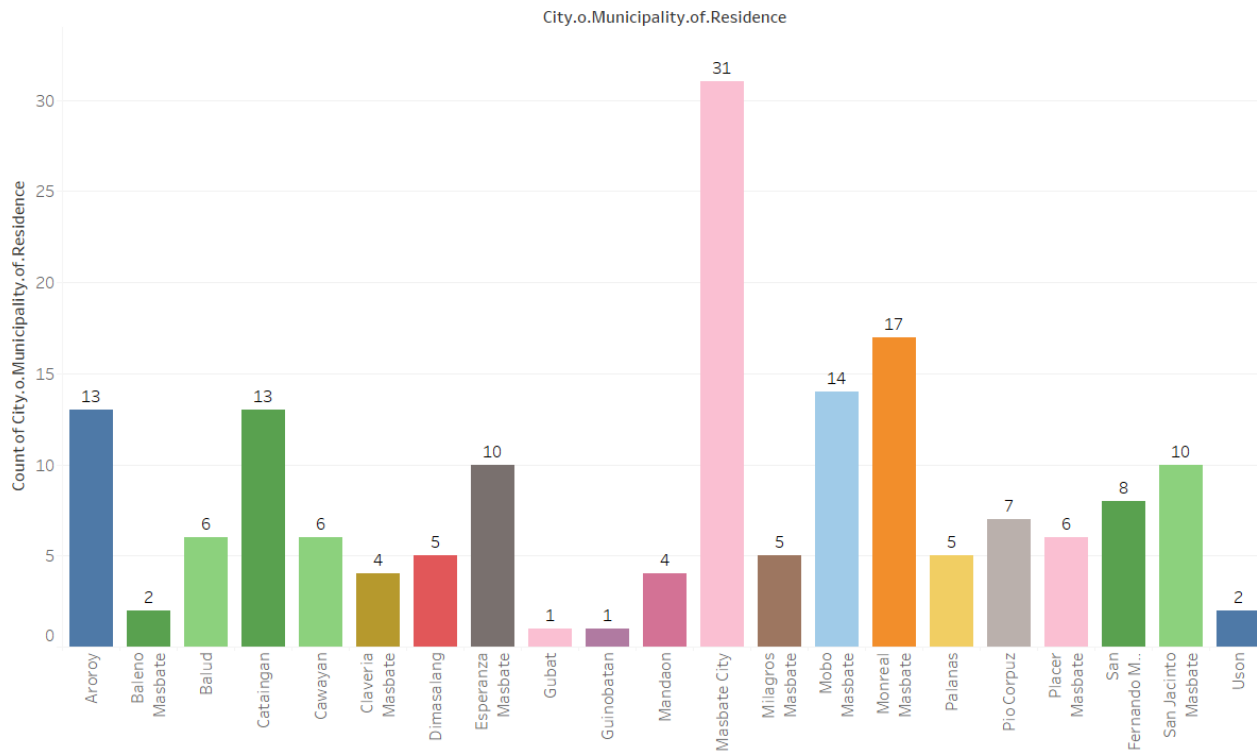


City/ Municipality of Residence - Catanduanes

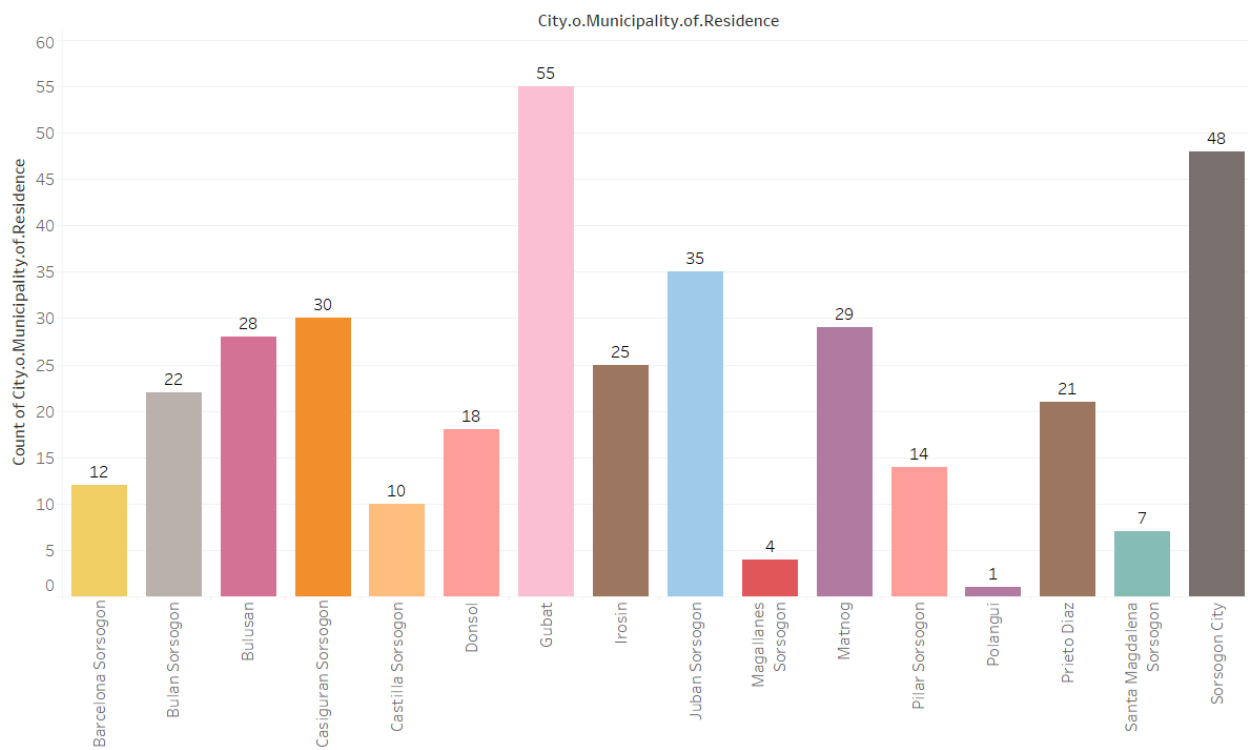




City / Municipality of Residence - Masbate



City / Municipality of Residence - Sorsogon



END OF SECTION 1



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 10-15 show the corresponding ratings of the participants about various statements about the police.

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

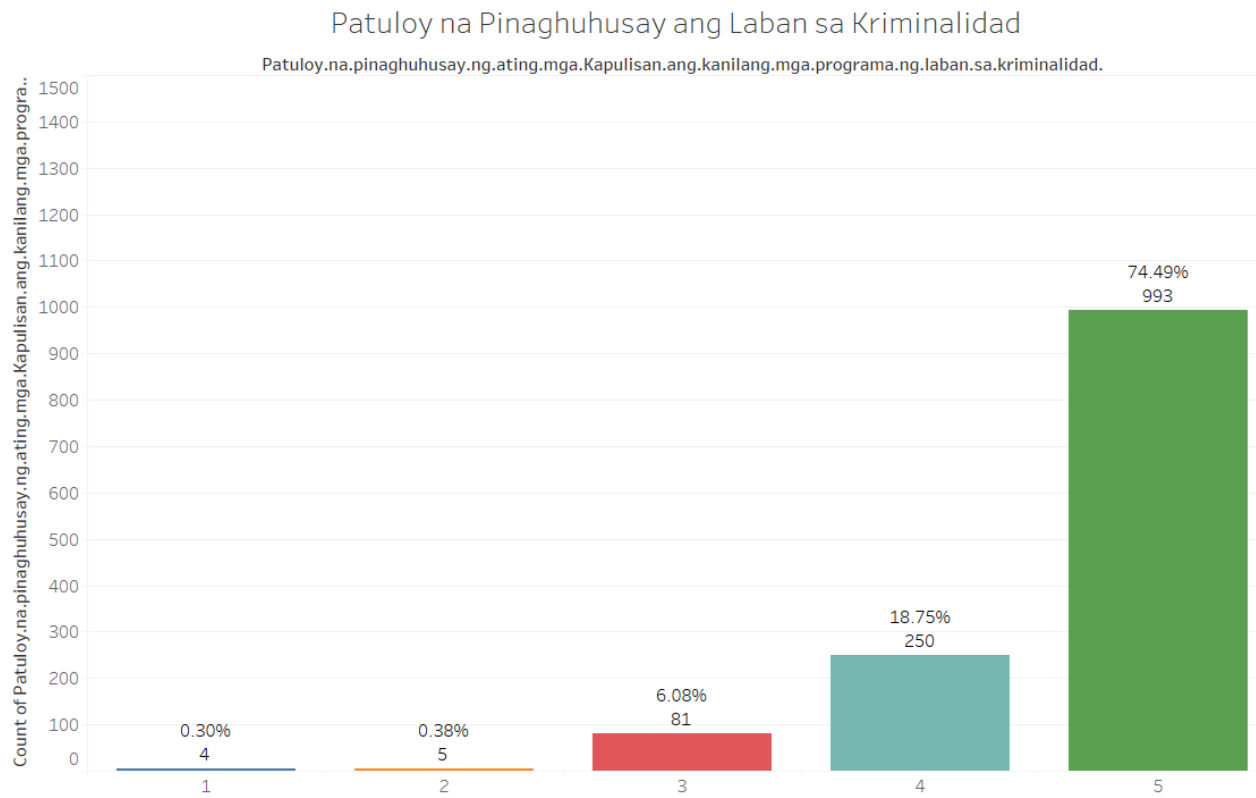
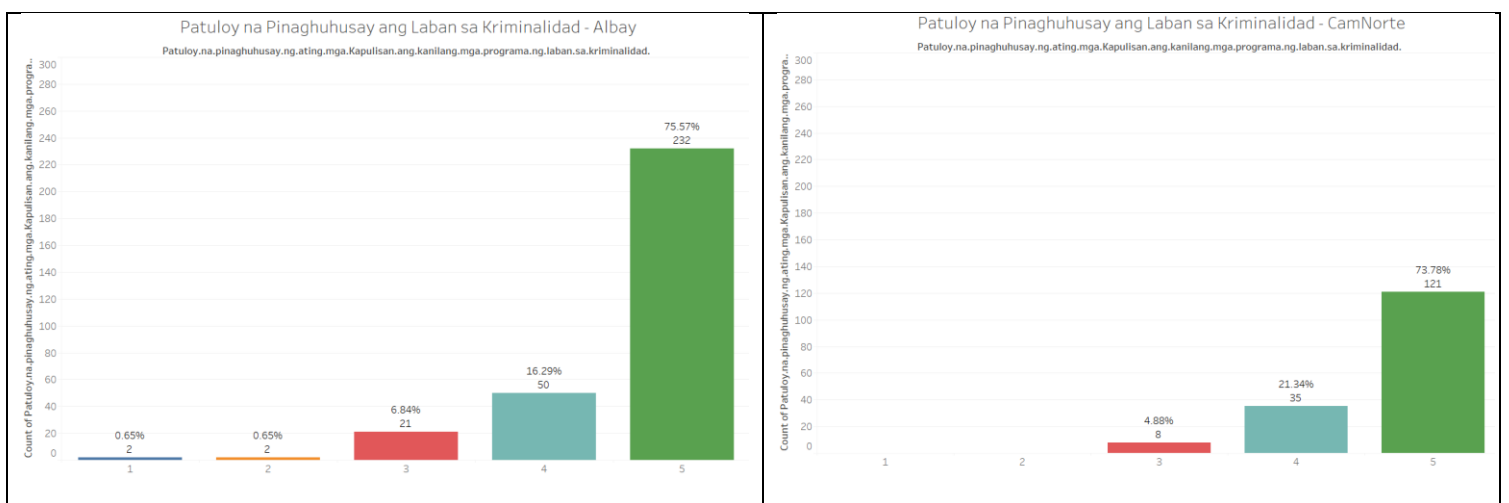
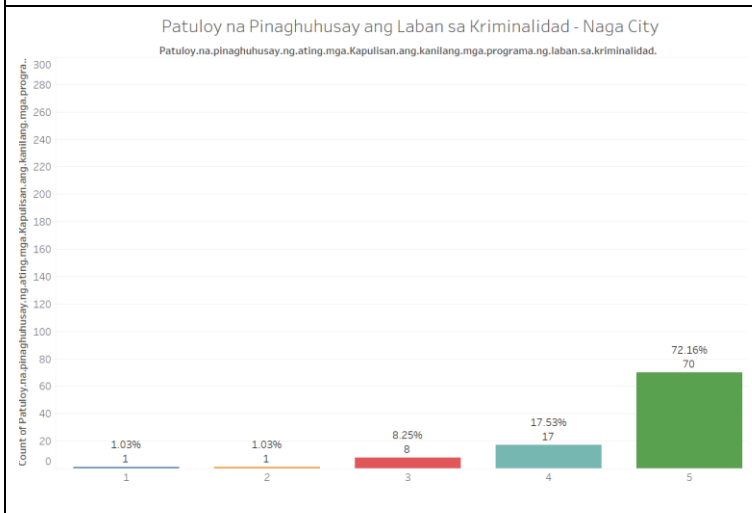
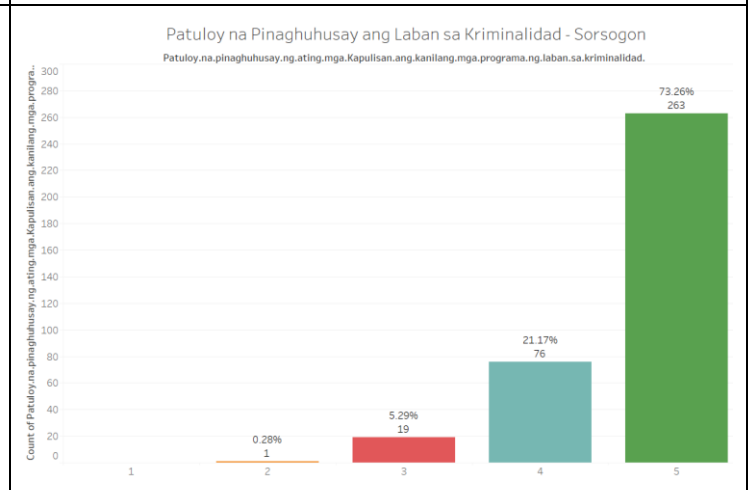
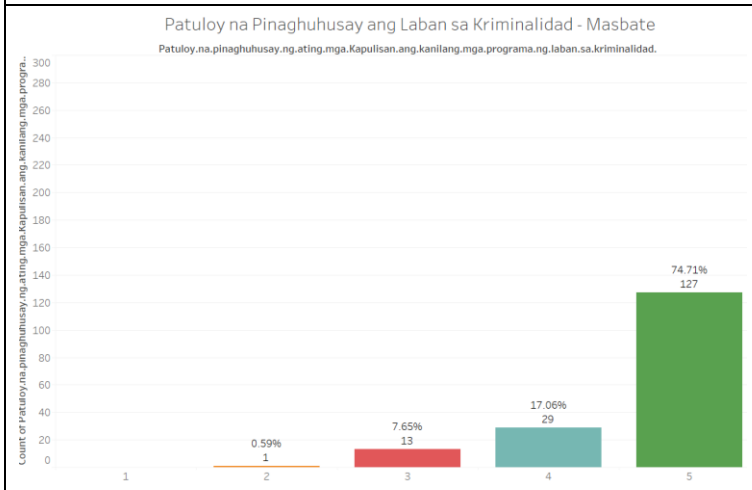
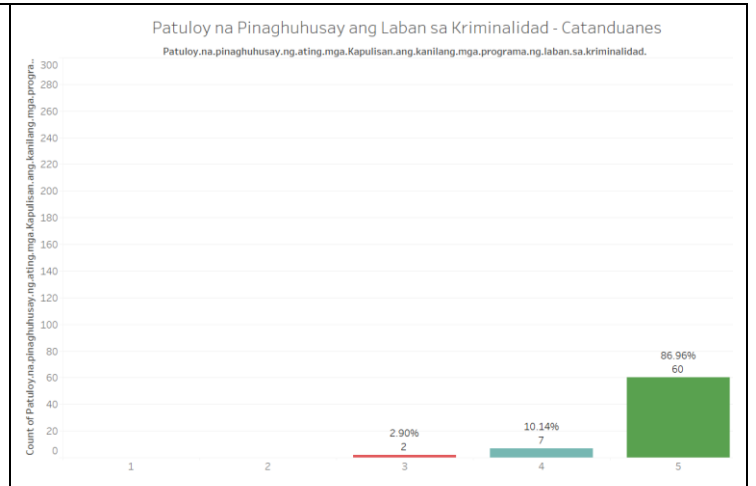
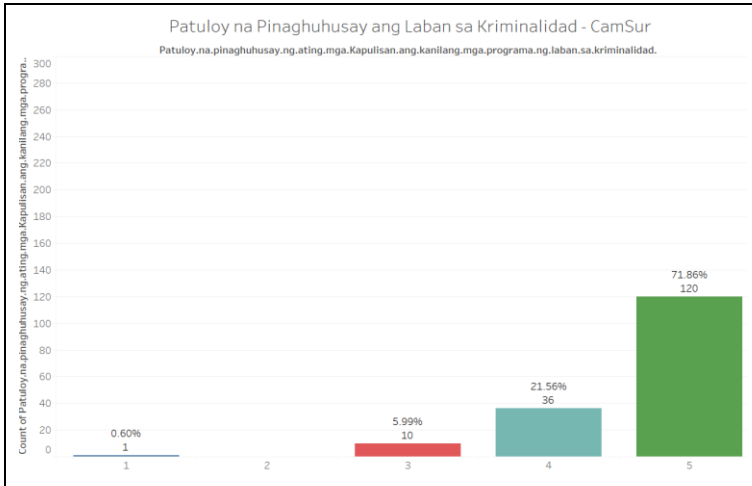


Figure 10: Rating of Respondents to Statement about Continuous Improvement of Efforts Against Criminality







Buo ang Aking Tiwala sa mga Pulis sa Komunidad

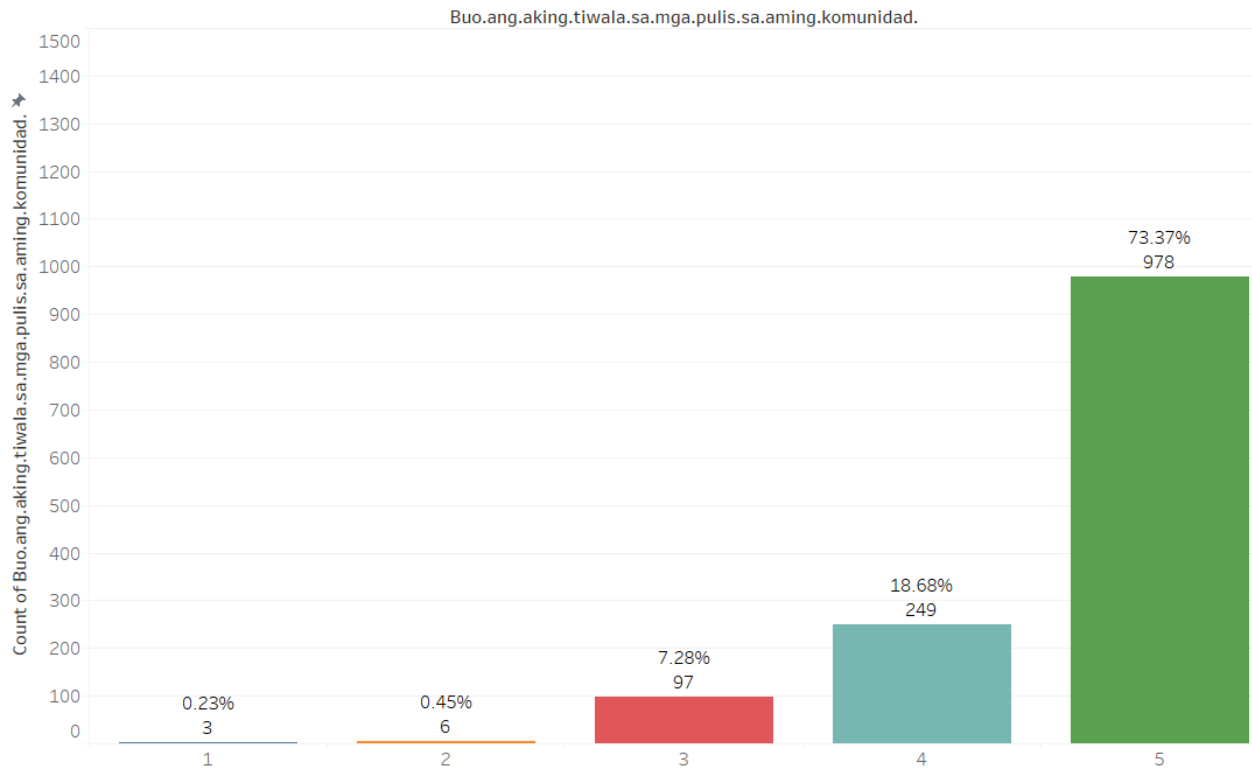
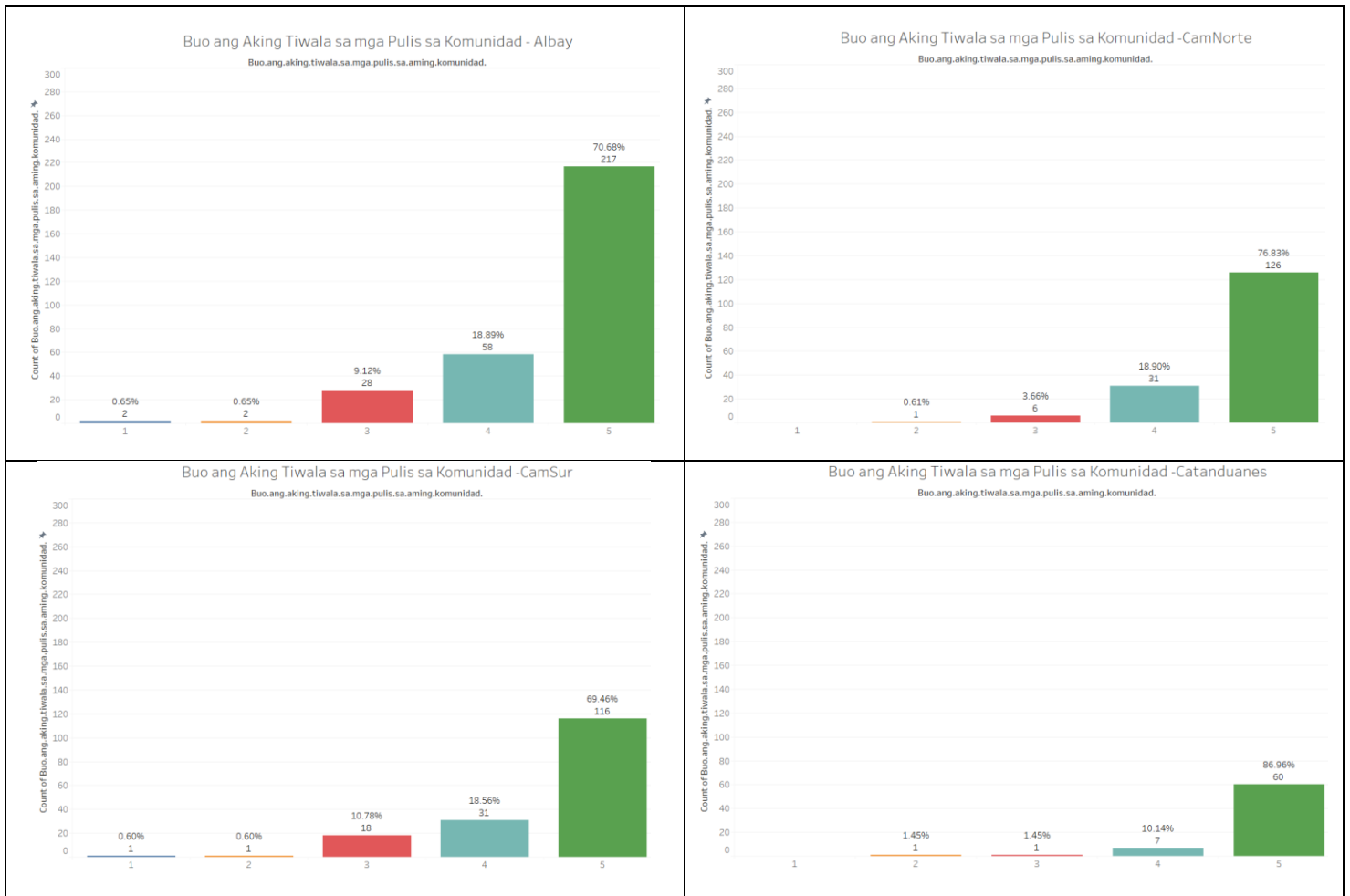
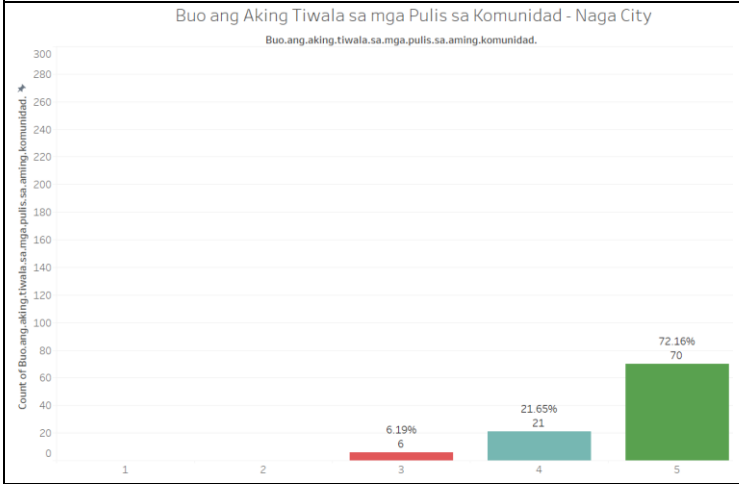
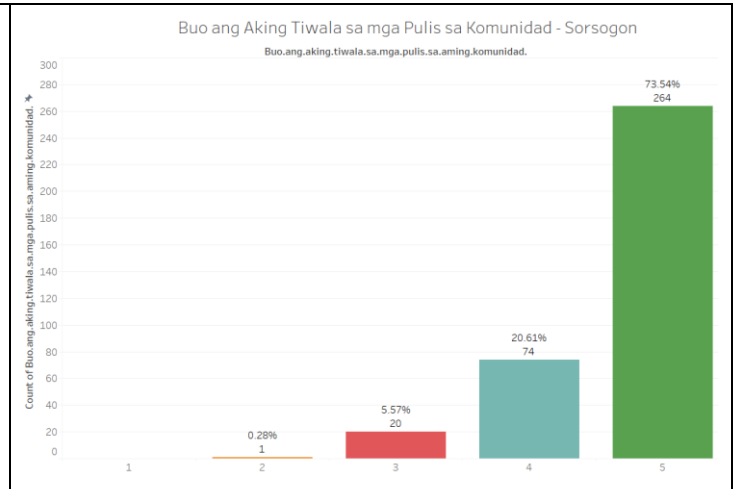
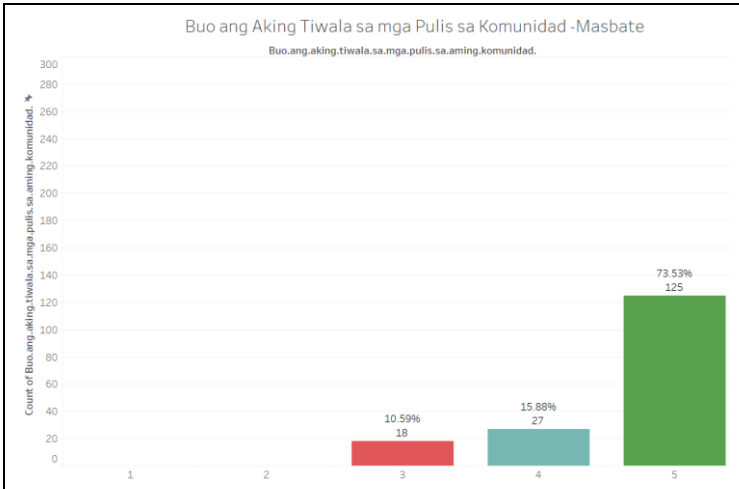


Figure 11: Rating of Respondents to Statement About Trust in the Police







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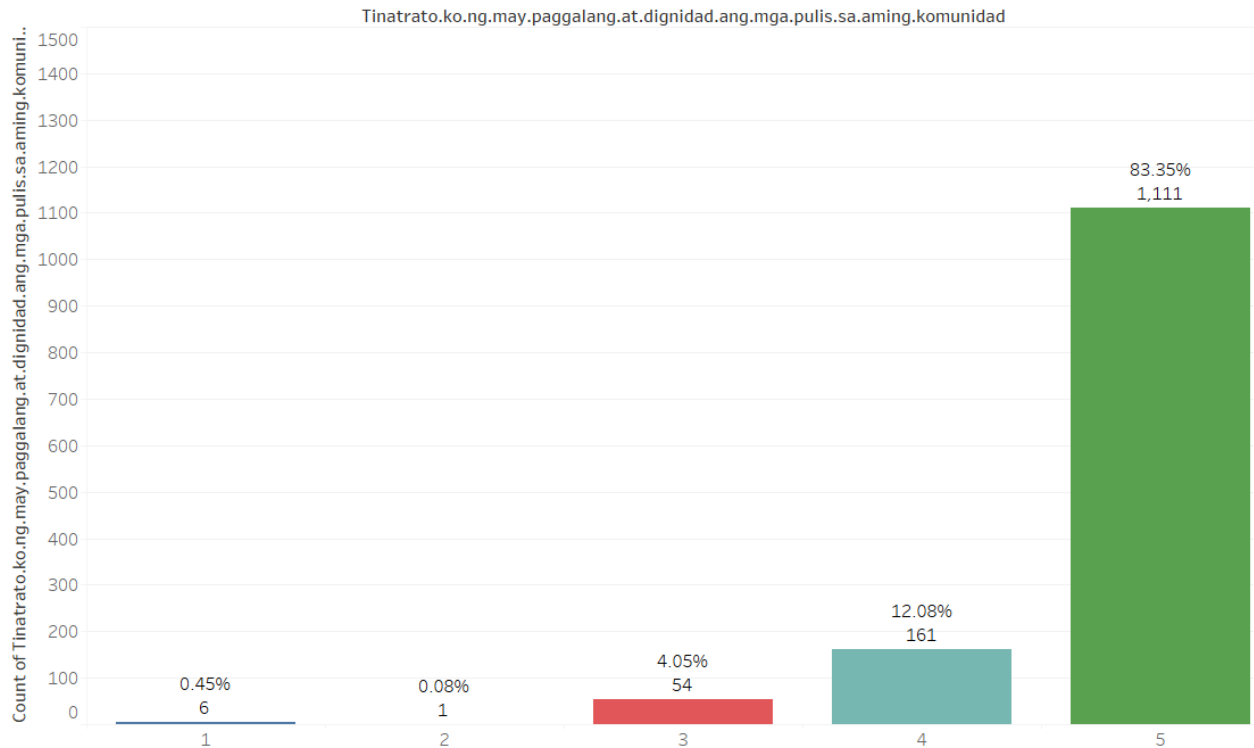
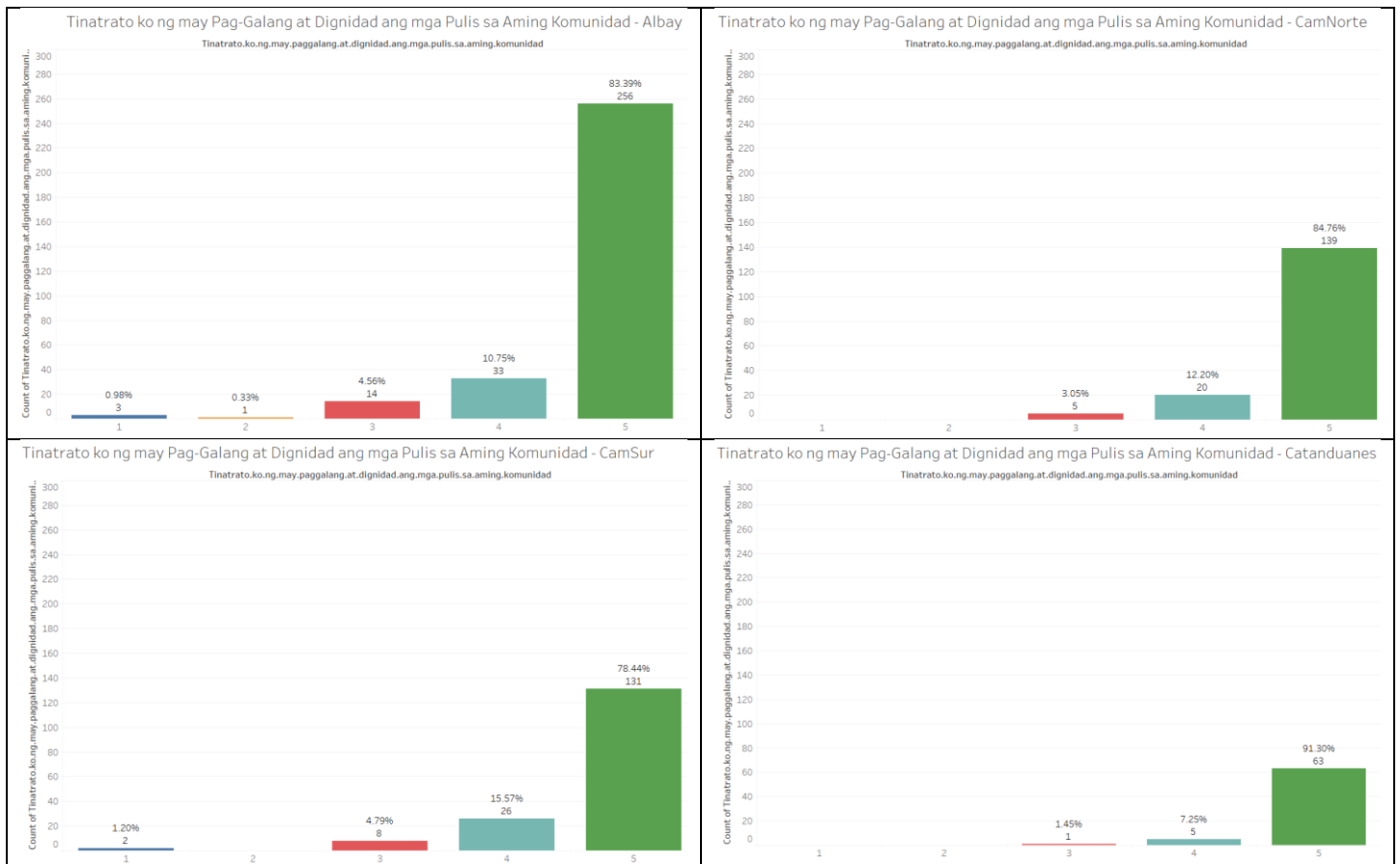
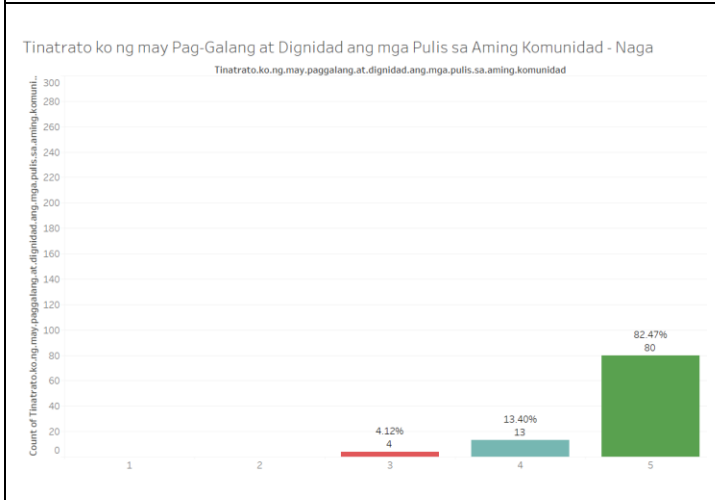
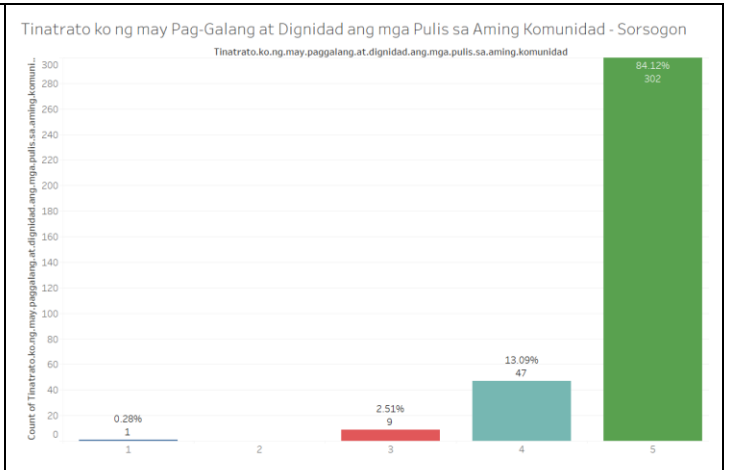
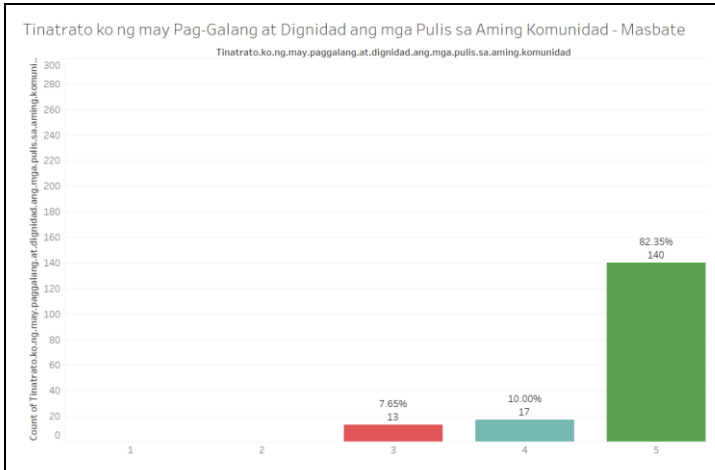


Figure 12: Rating of Respondents to Statement about Dignity and Respect shown by the Police Towards the Community







Ako ay Iginagalang ng Kapulisan Kahit Ano pa Ang Kasarian, Edad, Estado sa Buhay, o Lahi na Pinagmulan

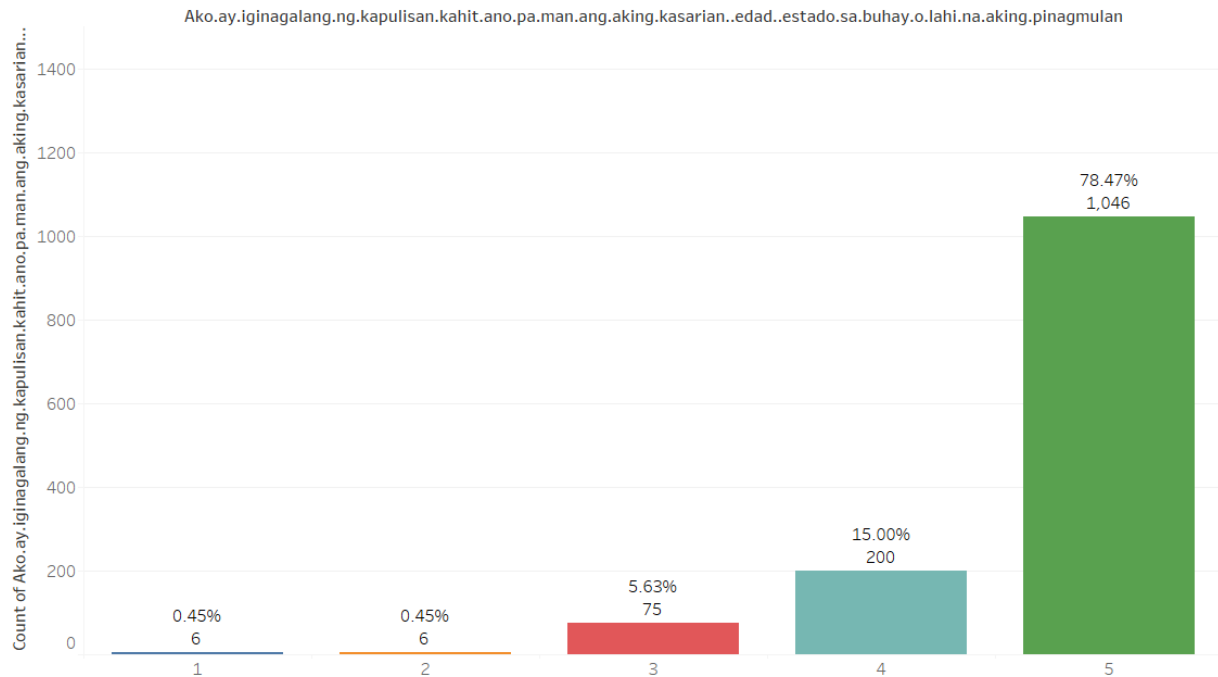
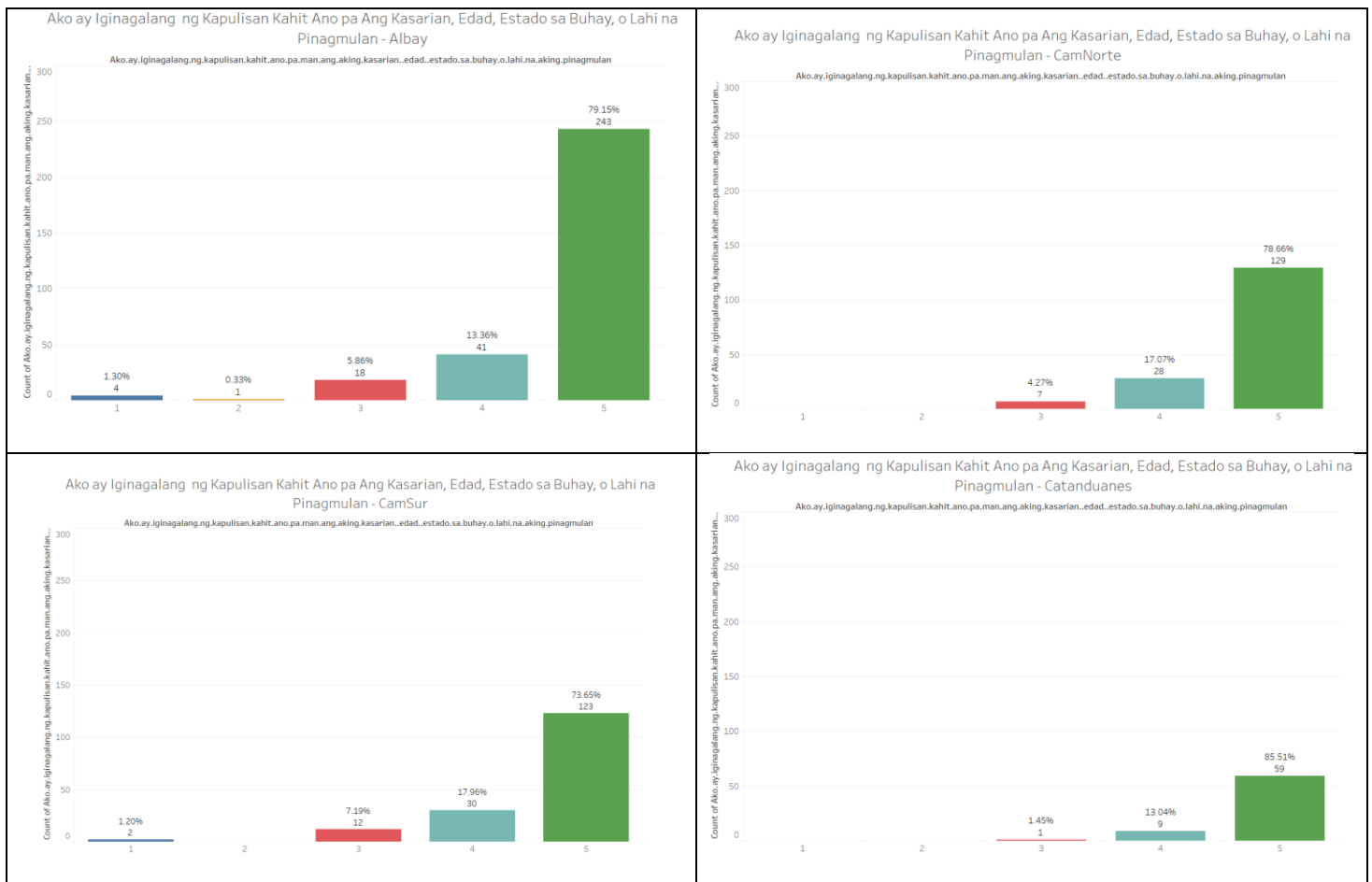
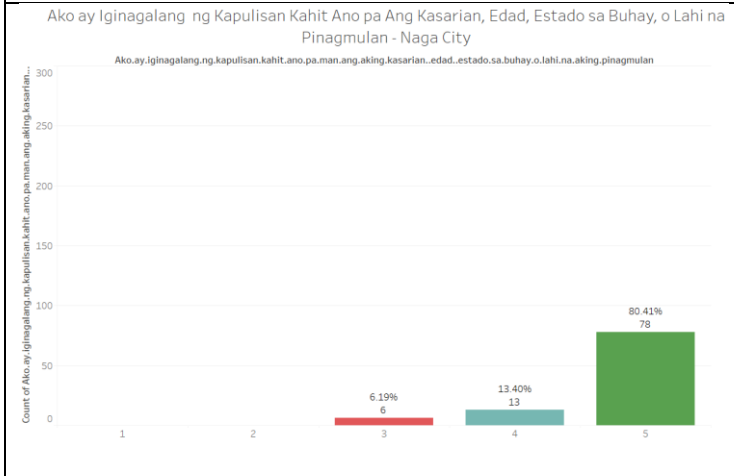
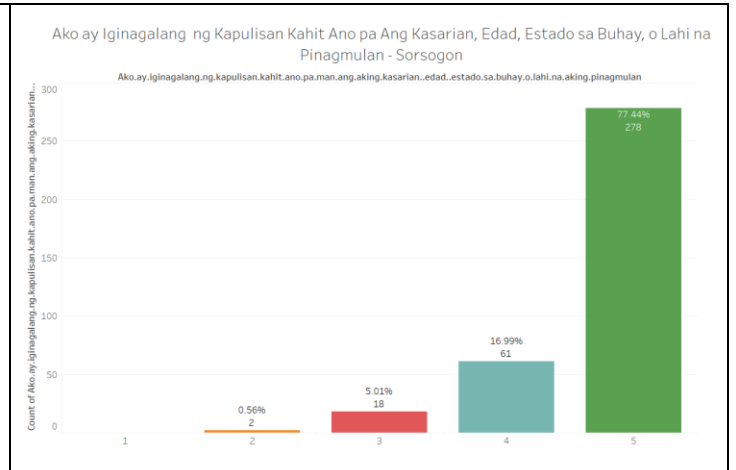
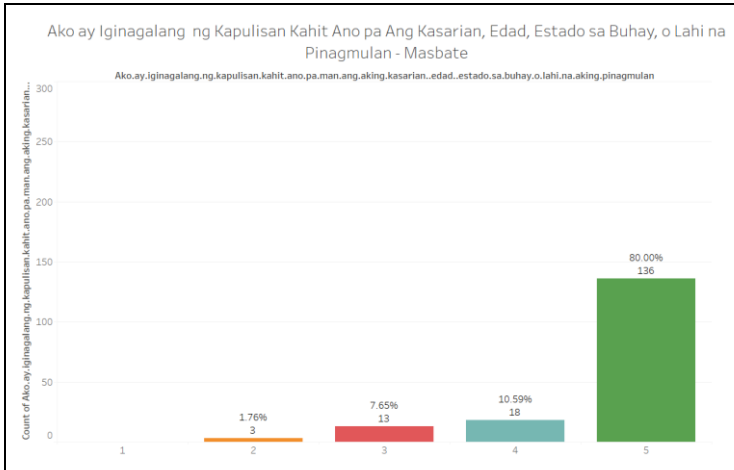


Figure 13: Rating of Respondents to Statement about Fairness of Treatment







Kampante ako na Ligtas Kaming Mag-Anak sa Komunidad

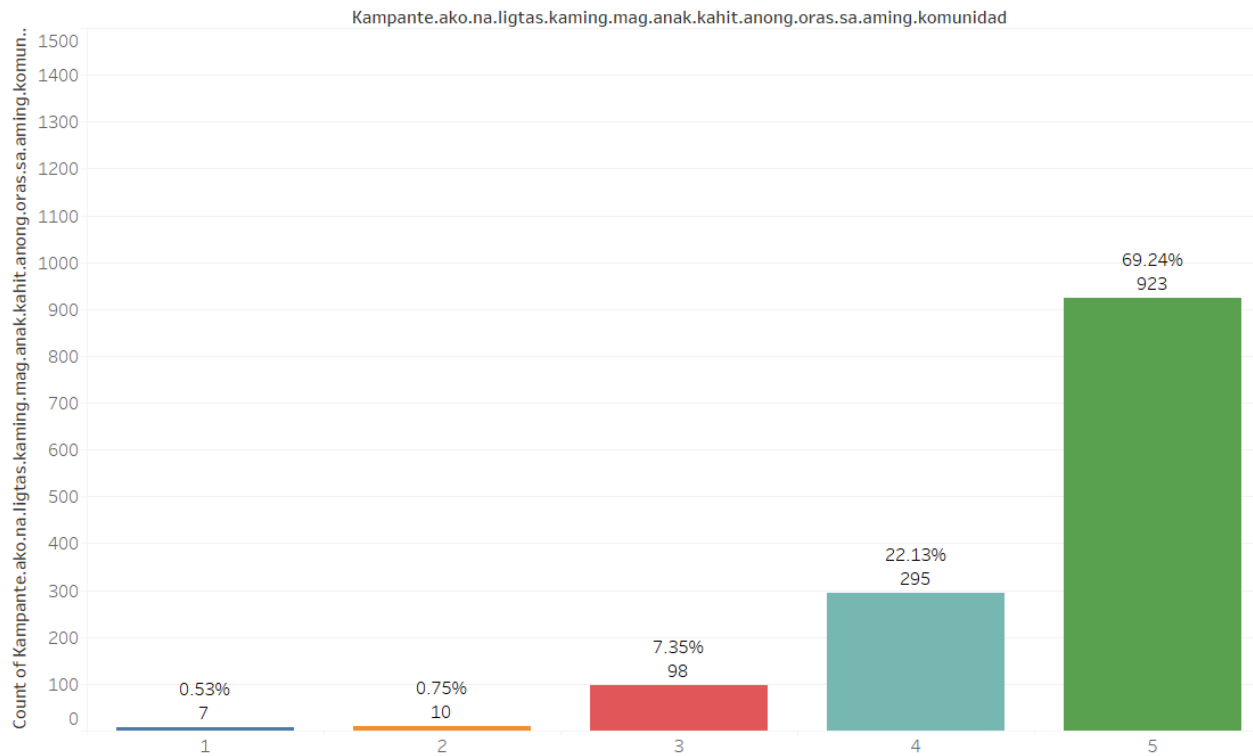
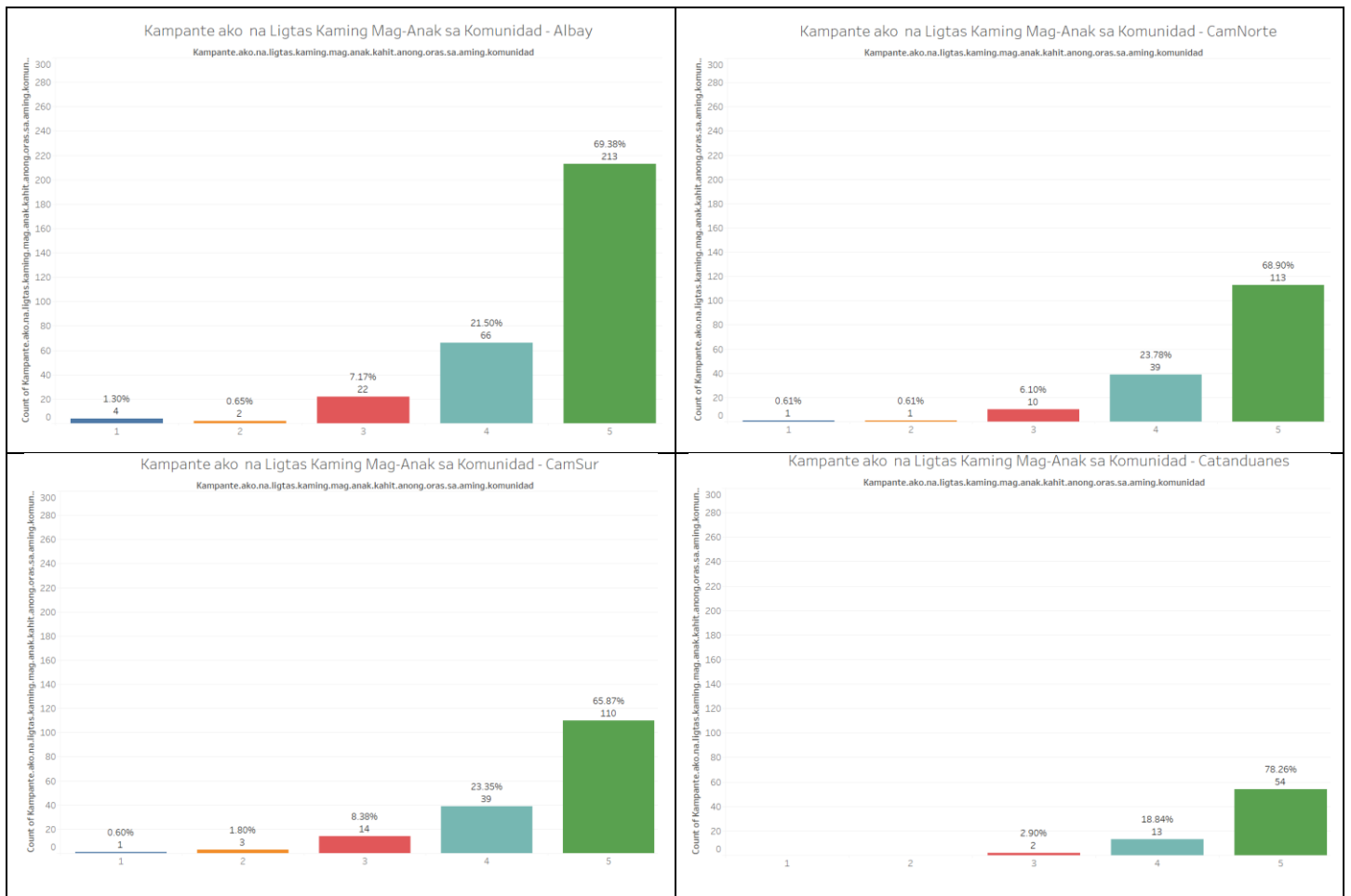
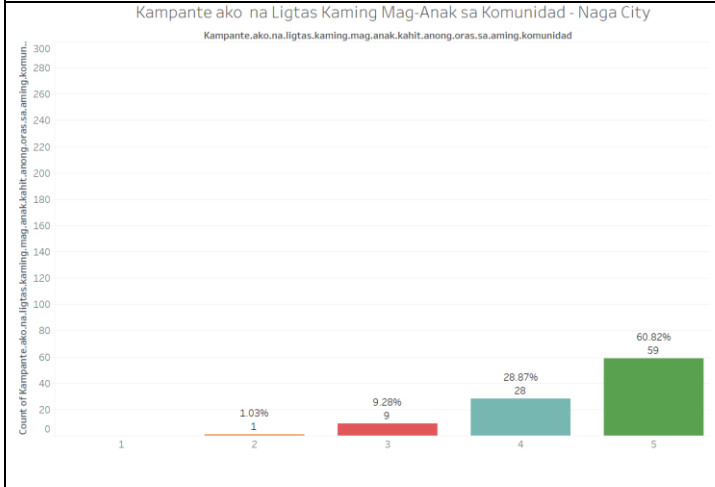
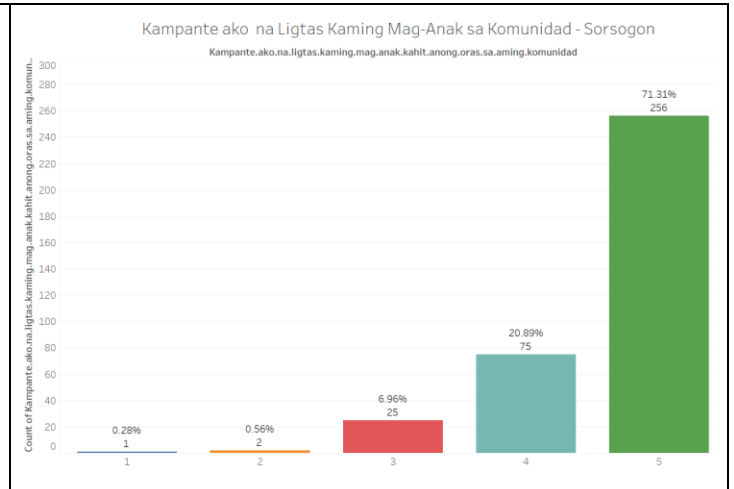
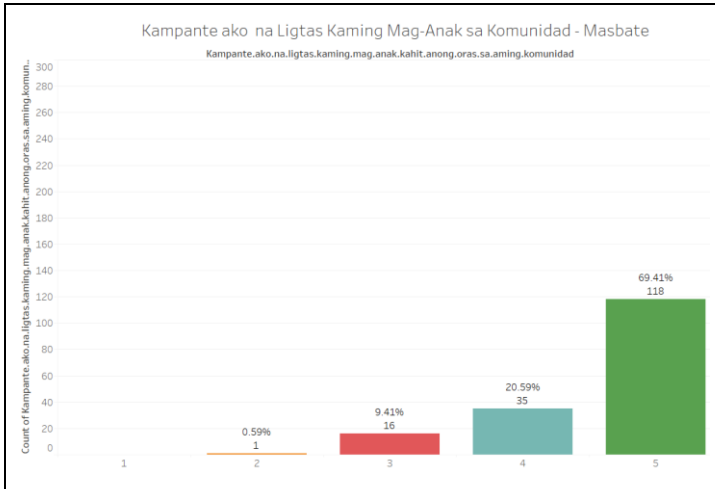


Figure 14: Rating of Respondents to Statement About Reassurance of Safety







Ang Ating Kapulisan ay Aktibong Nangangampanya Laban sa Illegal na Droga

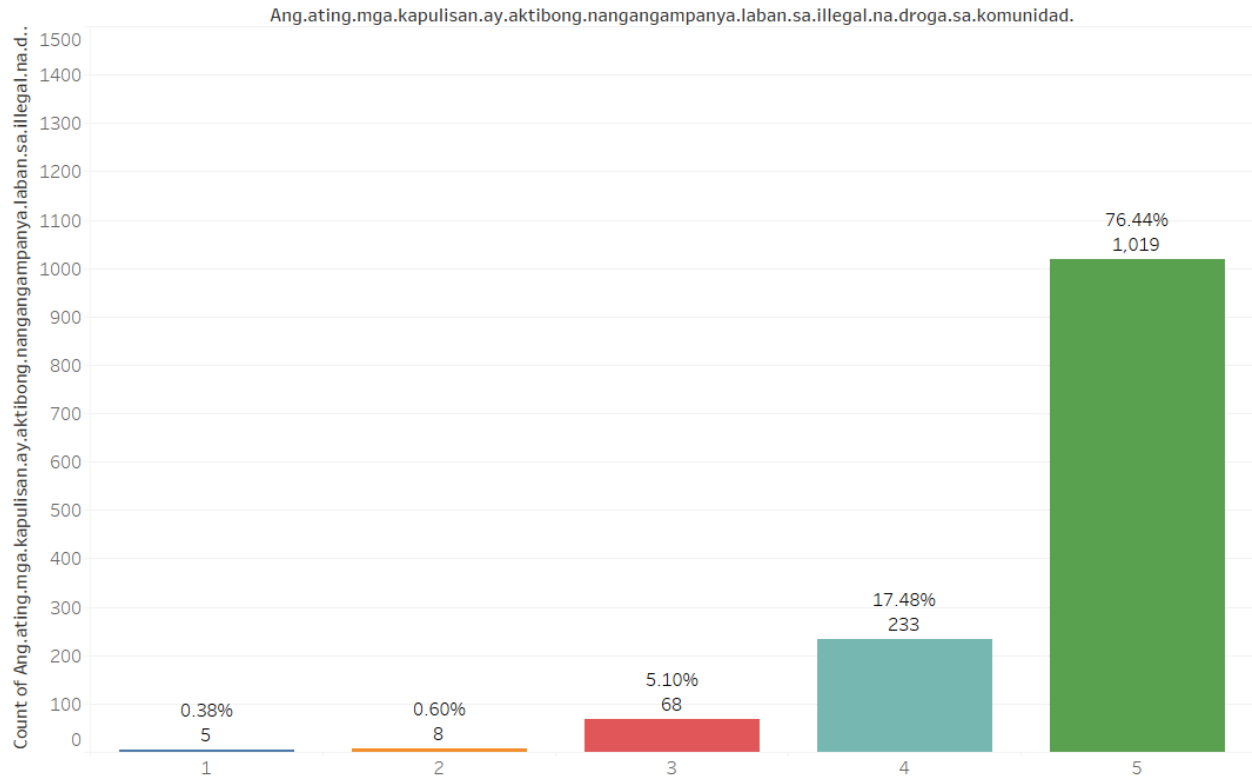
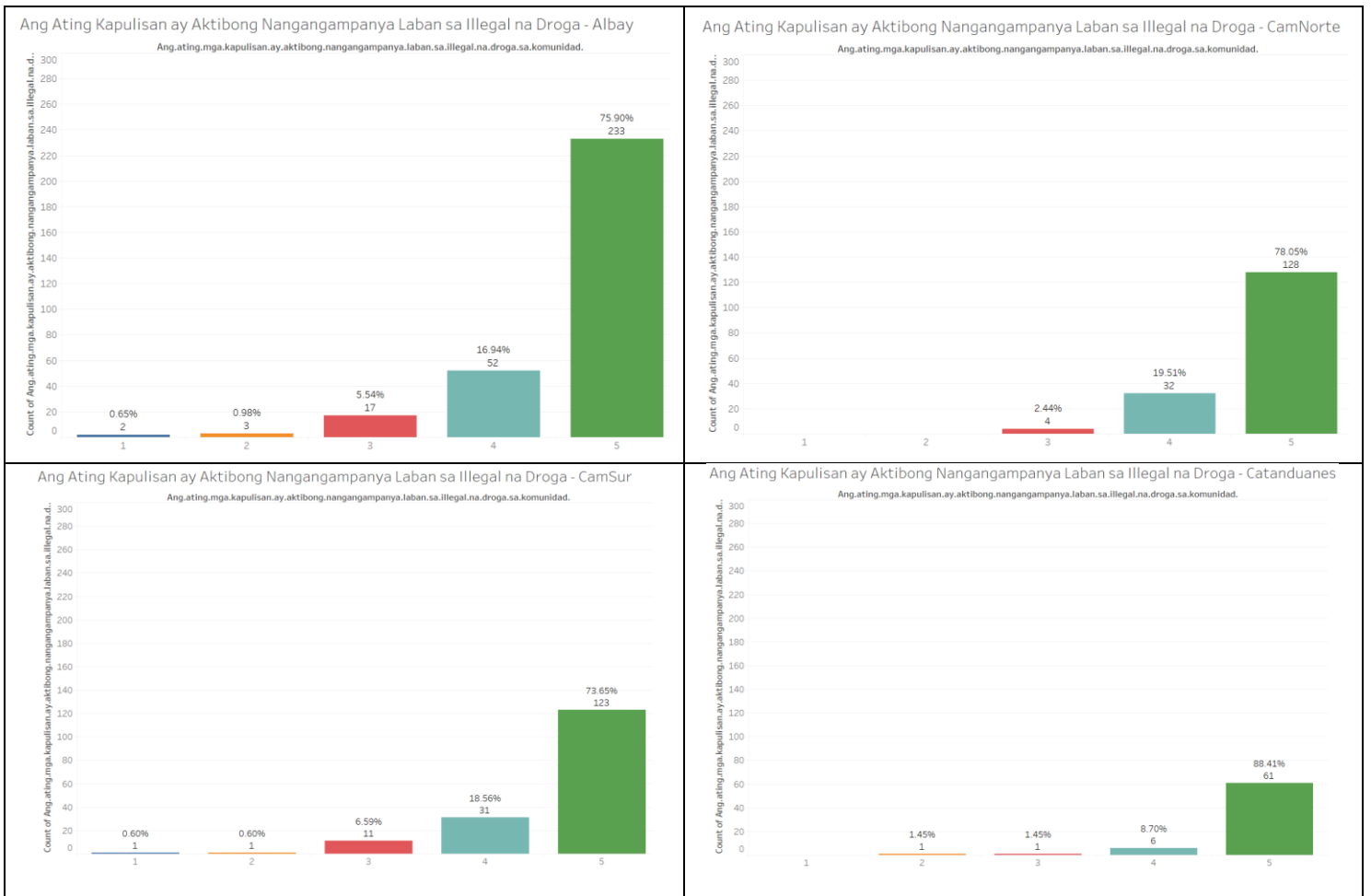
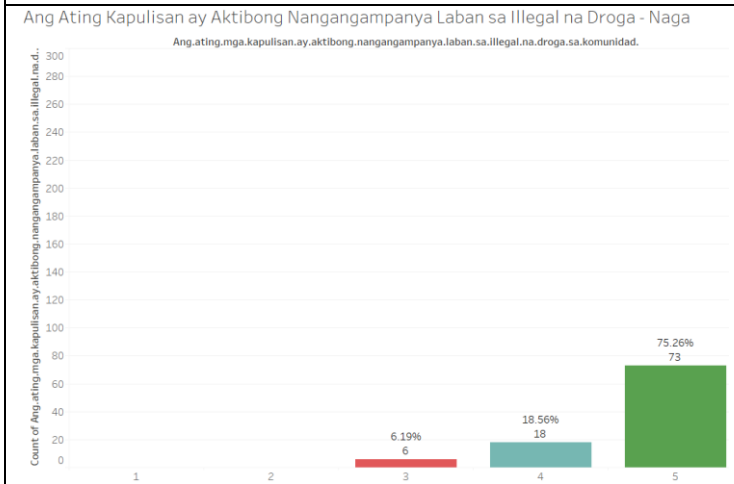
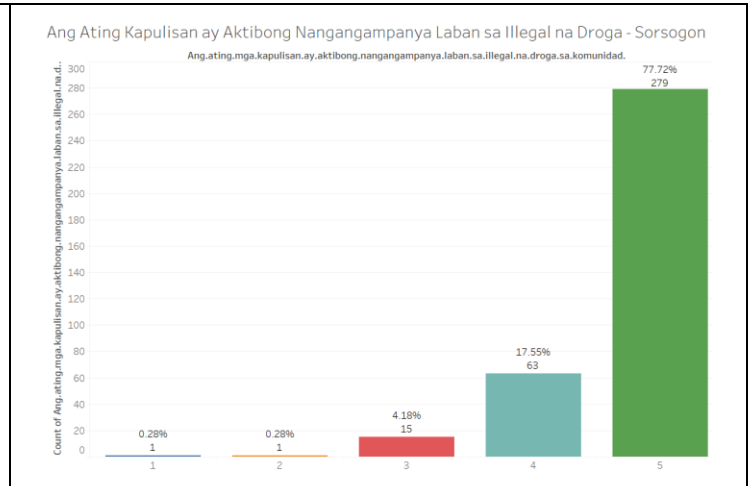
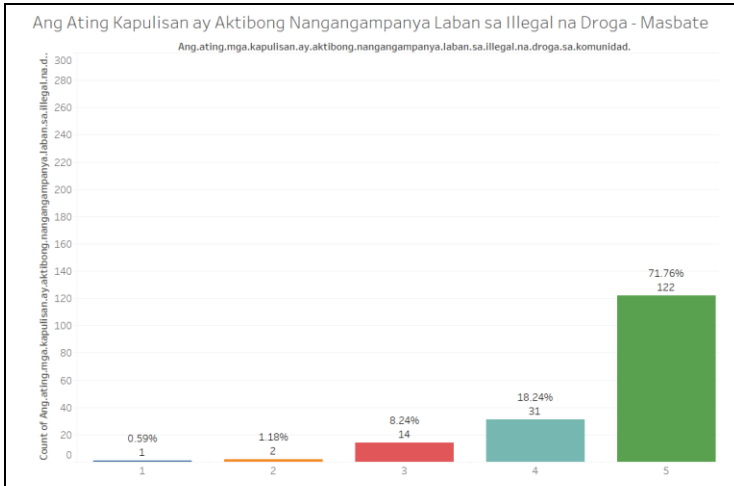


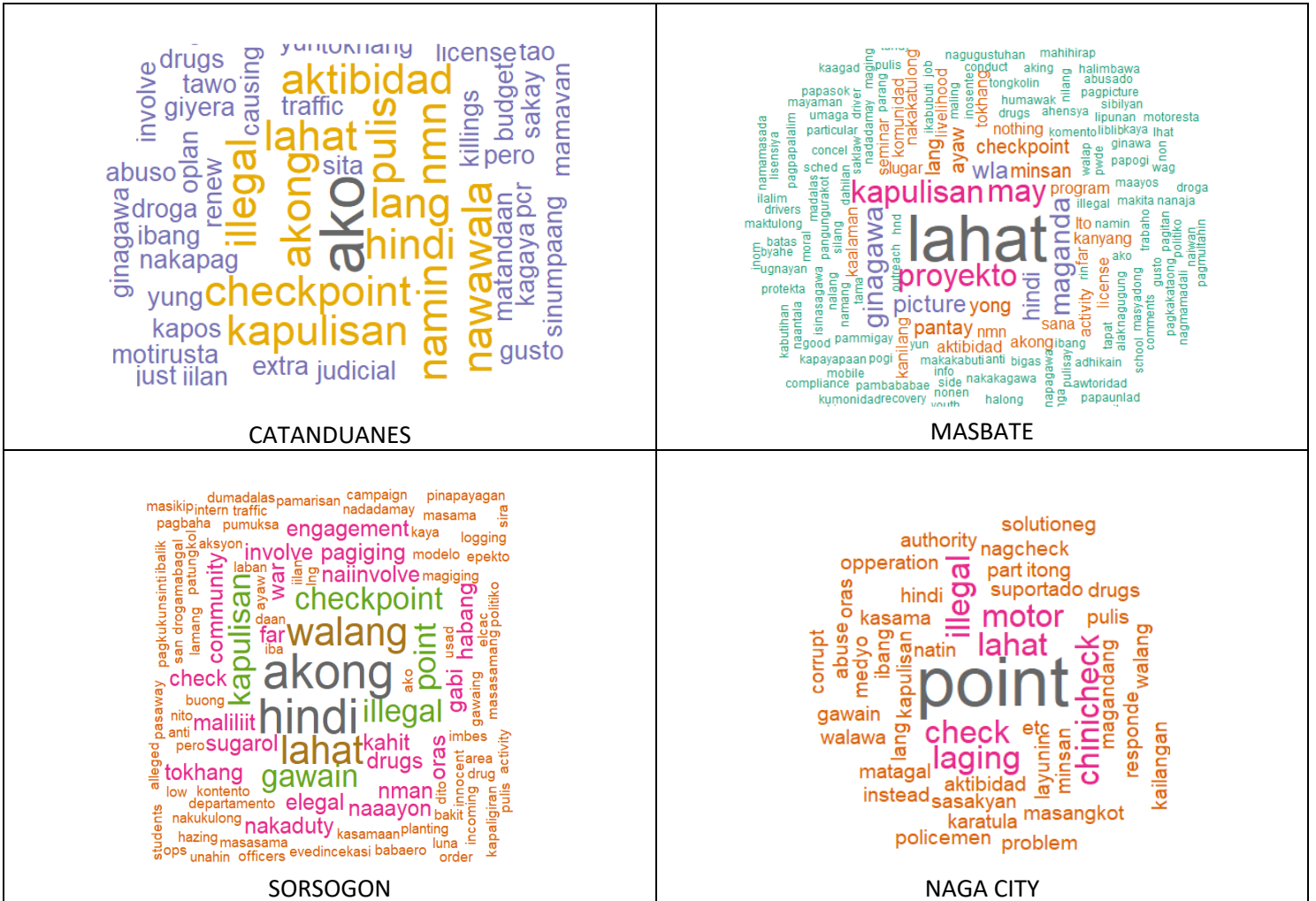
Figure 15: Rating of Respondents to Statement About Campaign Against Illegal Drugs





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

Using text mining of qualitative data submitted by respondents, Figure 16 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: **Community-based programs: Kasimbayanan, Outreach Programs, and Feeding Programs, Anti-Drug campaign, programs that engage the youth, patrolling, police visibility in barangays, and awareness and education campaigns.** When broken down into provinces, some keywords appeared to be more frequent in some provinces over others. For example, some provinces have more frequent mentions of anti-drug campaigns than others.



END OF SECTION 2



Section 3 – What are the Most Urgent Problems in the Community?

Under this section, respondents rated the following community problems according to priority, 1 being the least priority and 5 being the top priority. Figures 18 to 21 shows the corresponding priority ratings of the respondents to the problem of Illegal Drugs, Terrorism, Riding-in-Tandem, and Illegal Gambling. Following the main graphs are the breakdown of the urgency ratings per province.

Majority of the respondents rated all of the specified problems to be “Top Priority.” The highest urgency score is given to Illegal Drugs.

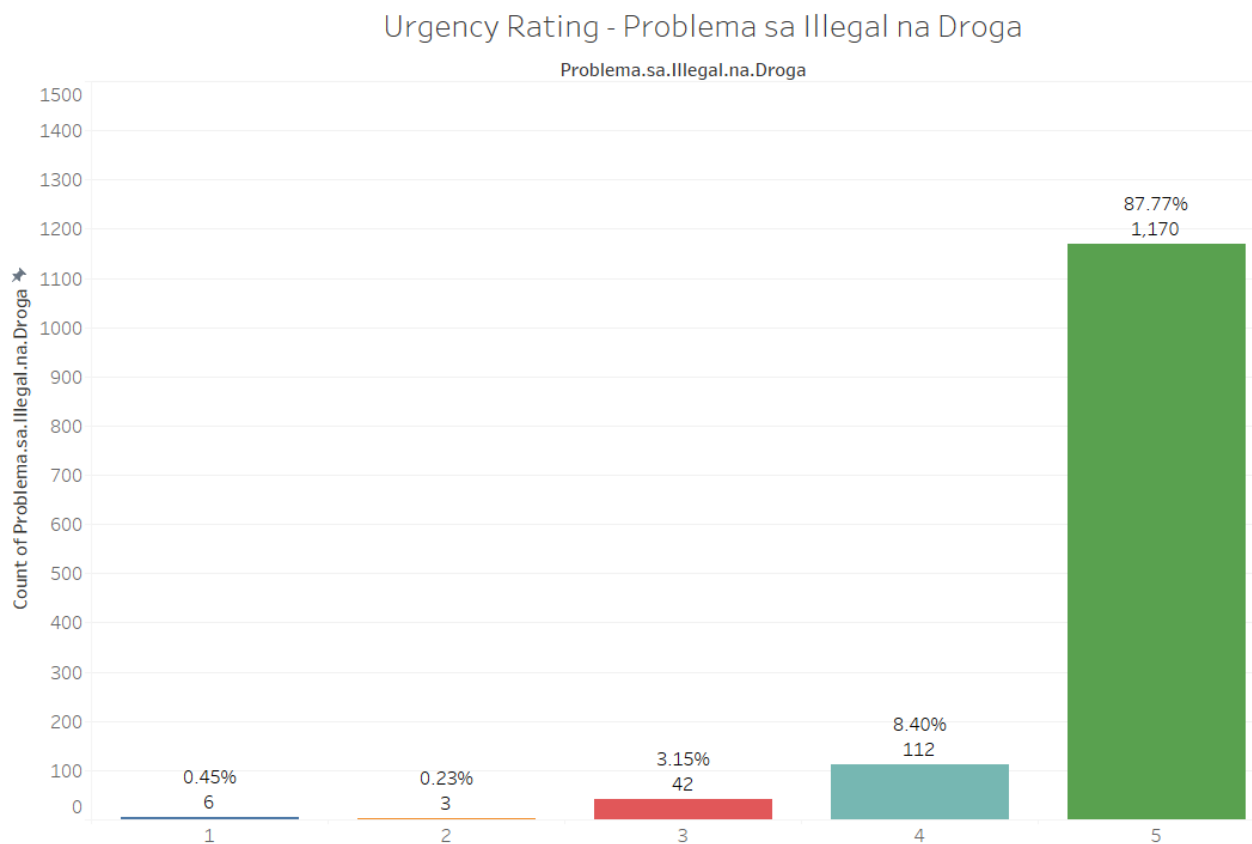


Figure 18: Priority Rating of Respondents to the Problem of Illegal Drugs





Urgency Rating: Problema sa Terrorismo

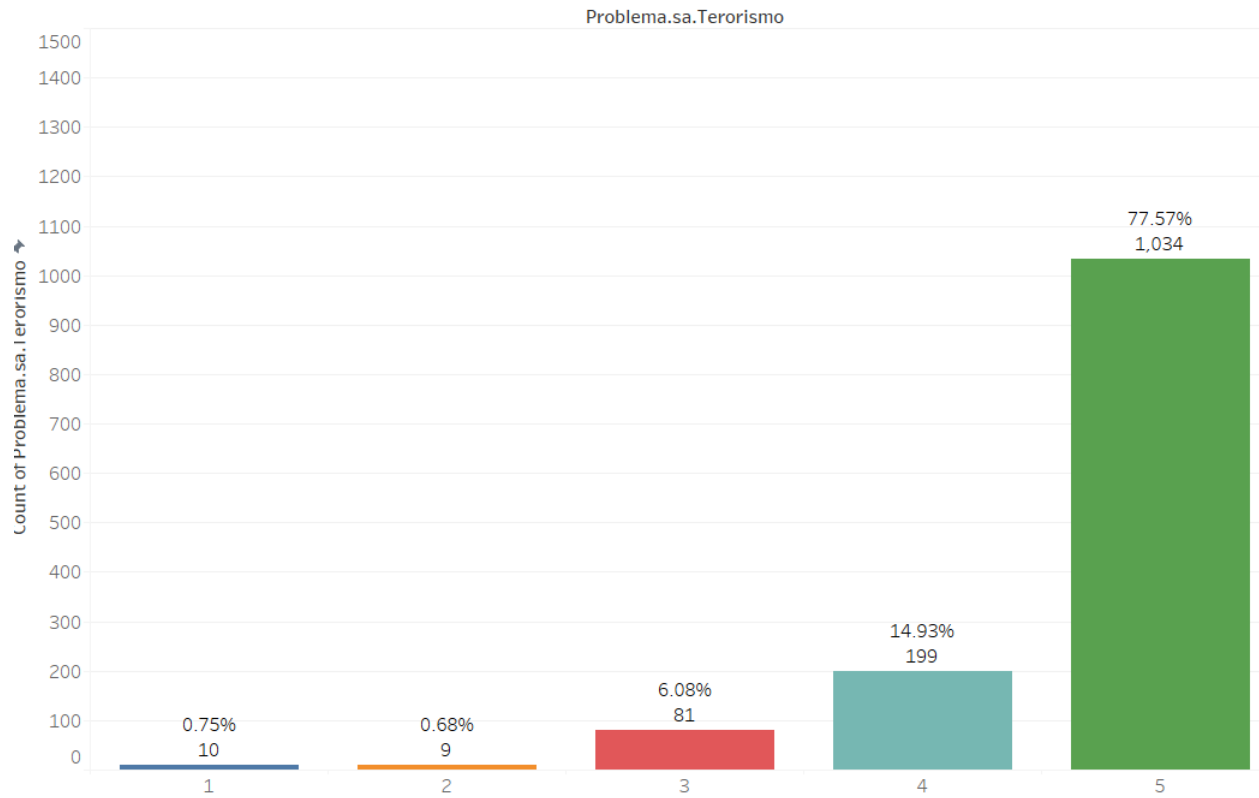
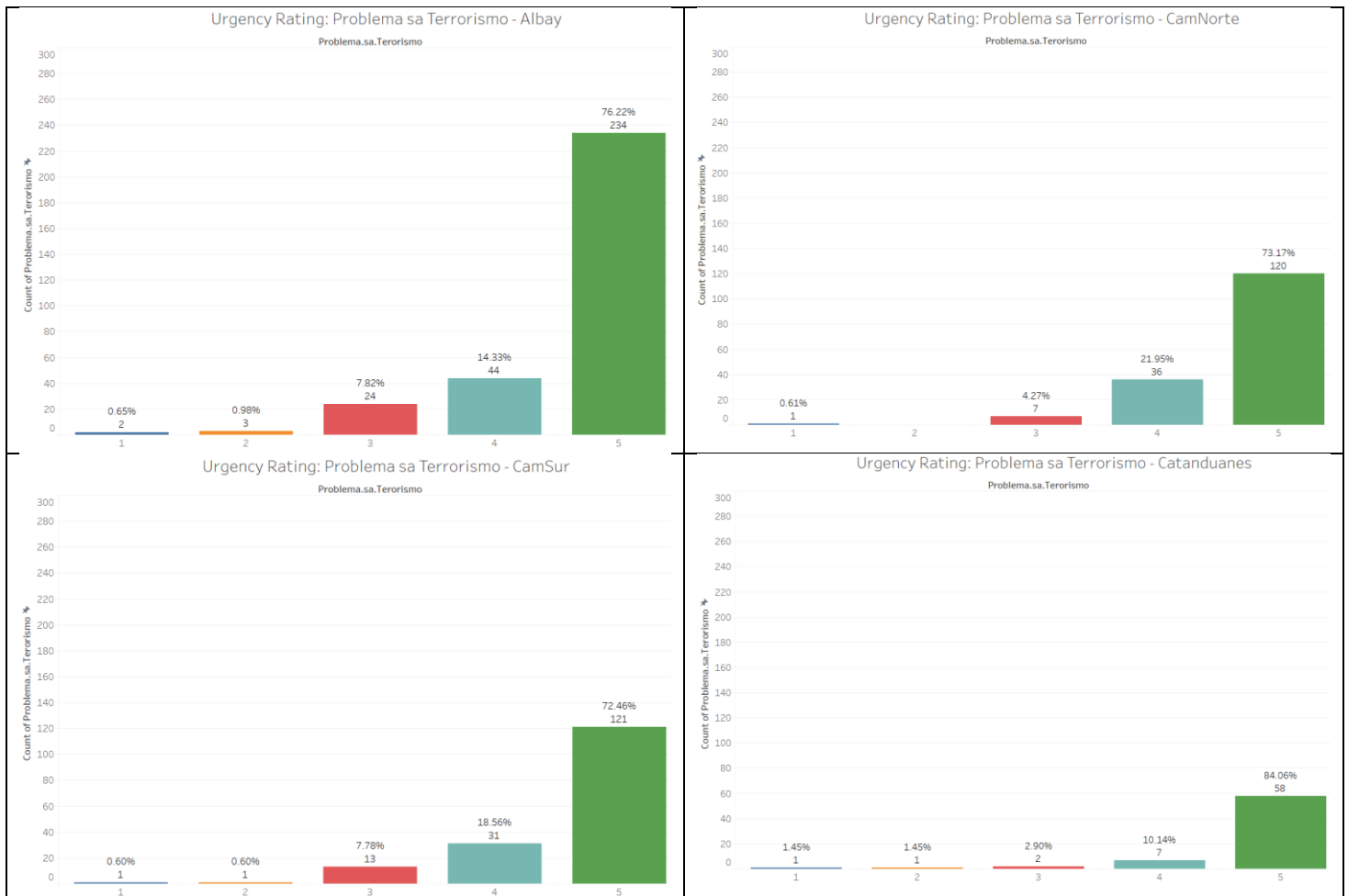
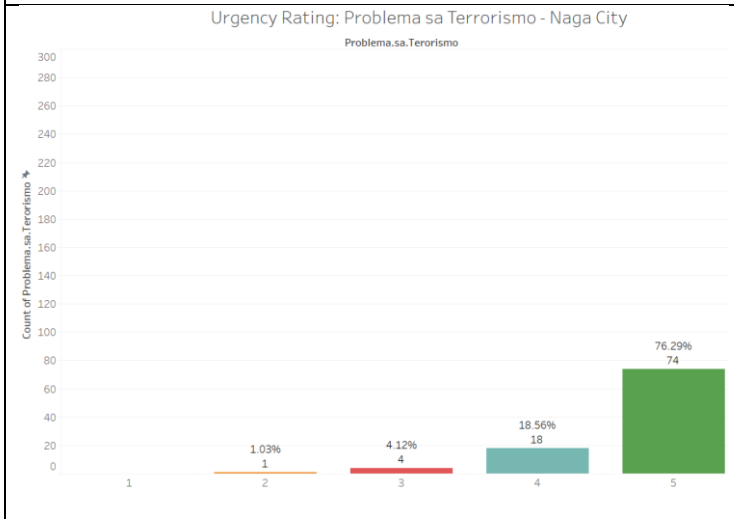
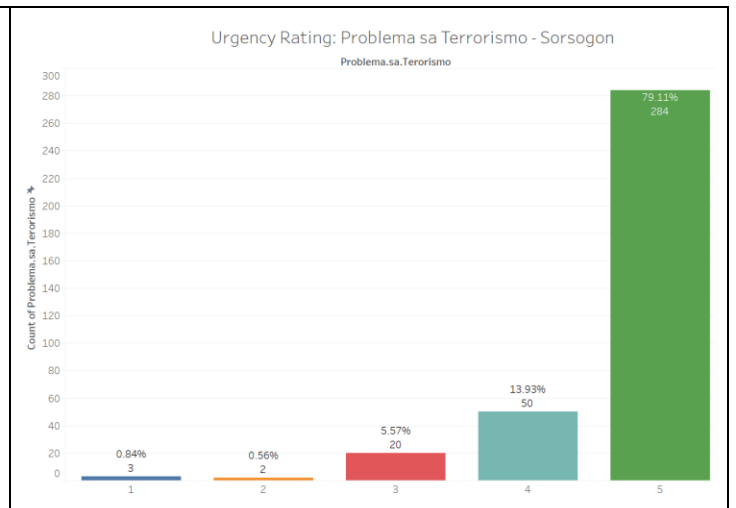
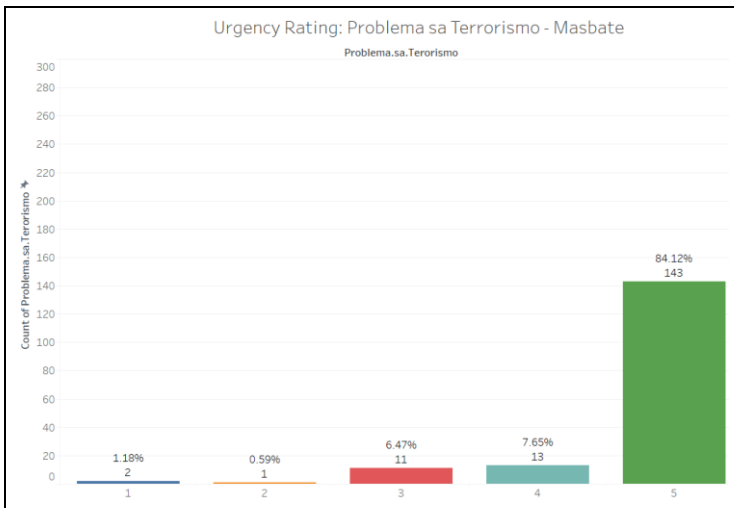


Figure 19: Priority Rating of Respondents to the Problem of Terrorism







Urgency Rating: Riding in Tandem

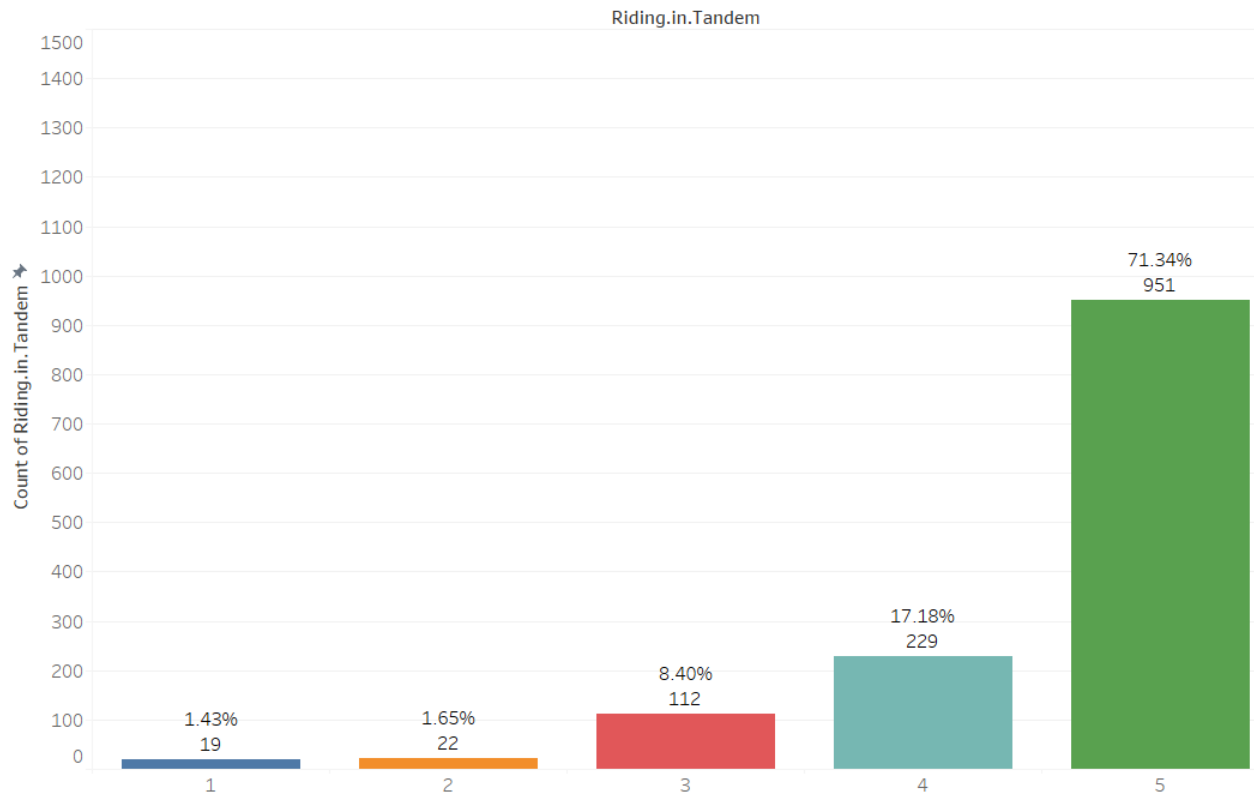
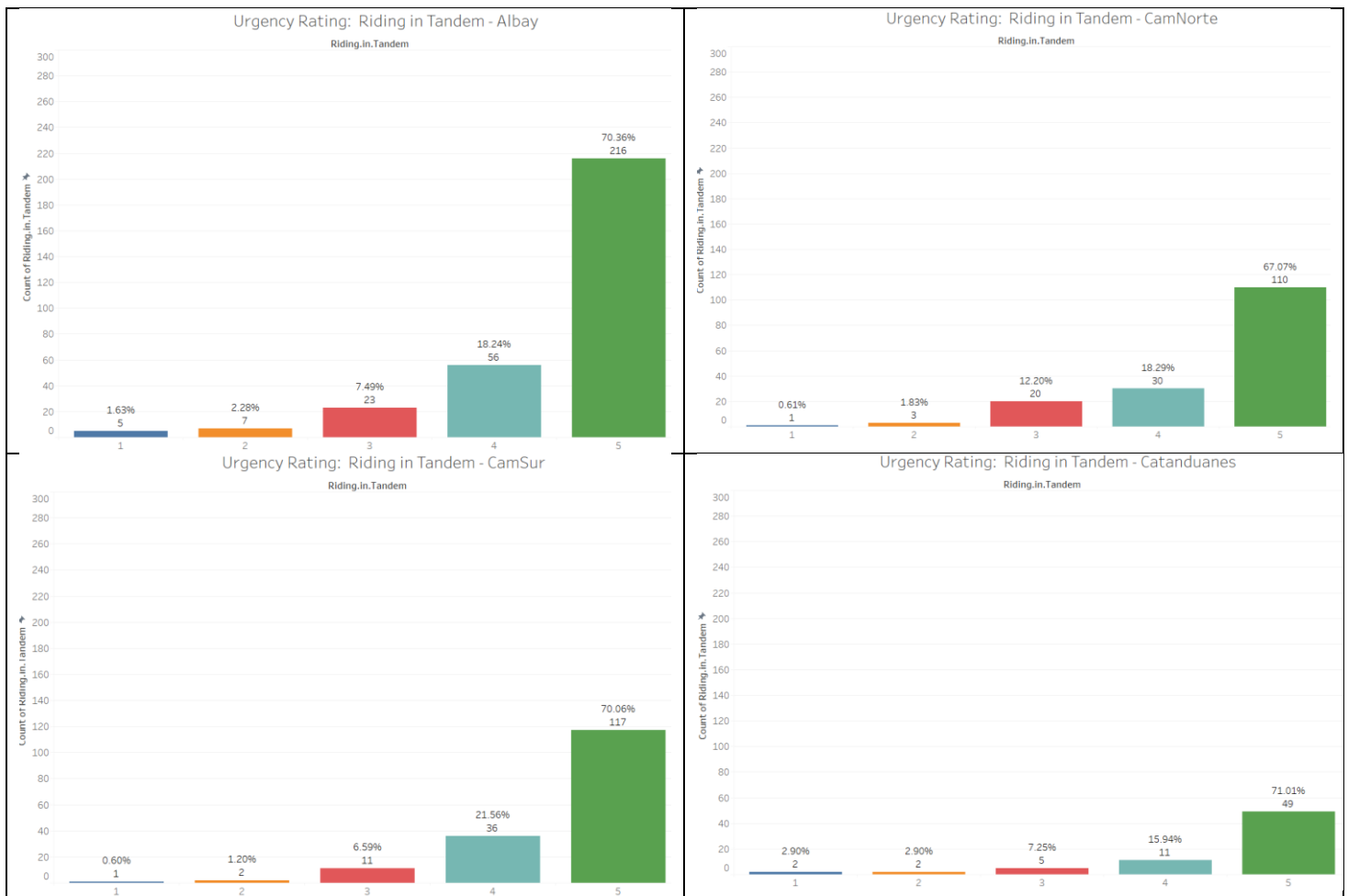
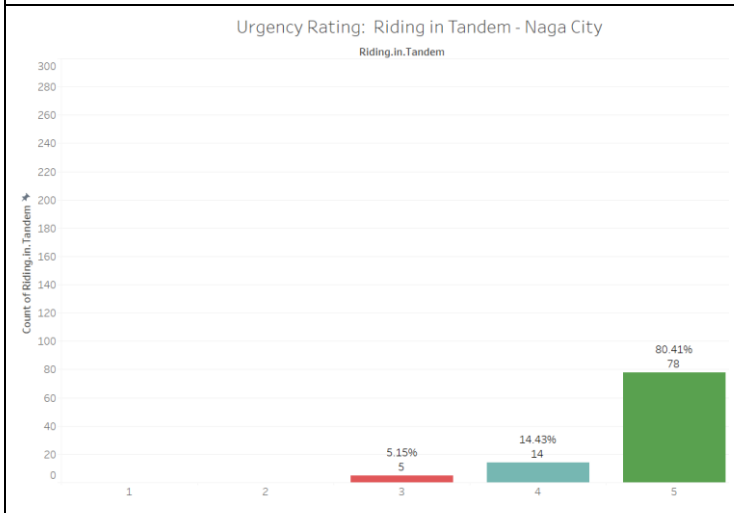
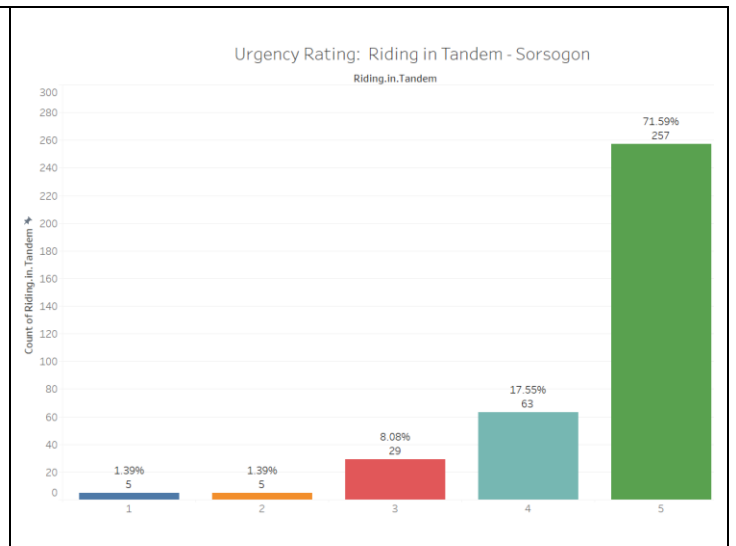
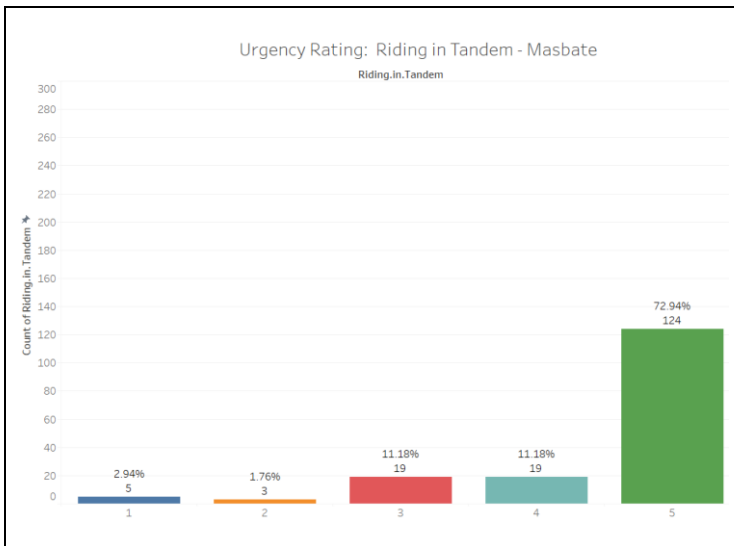


Figure 20: Priority Rating of Respondents to the Problem of Riding-in-Tandem







Urgency Rating: Illegal na Sugal

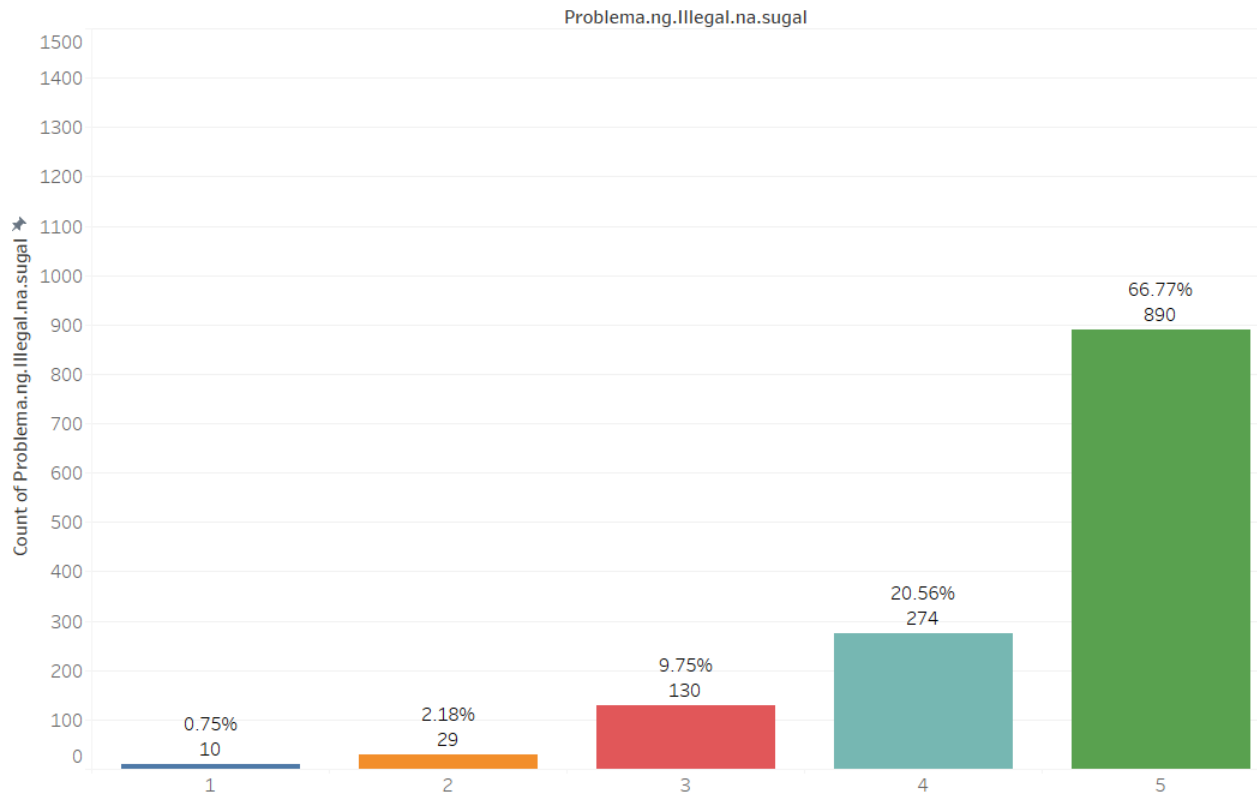
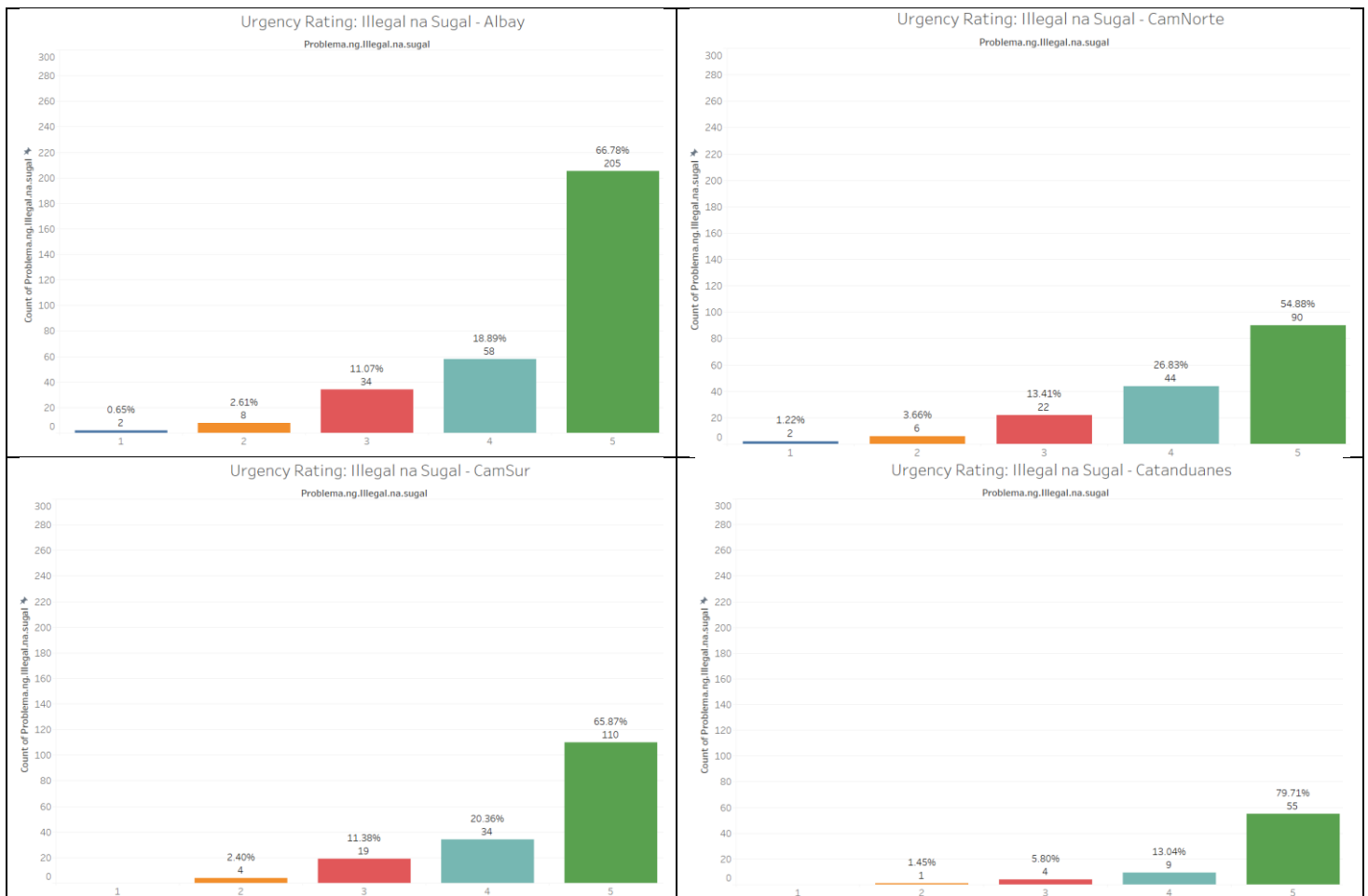
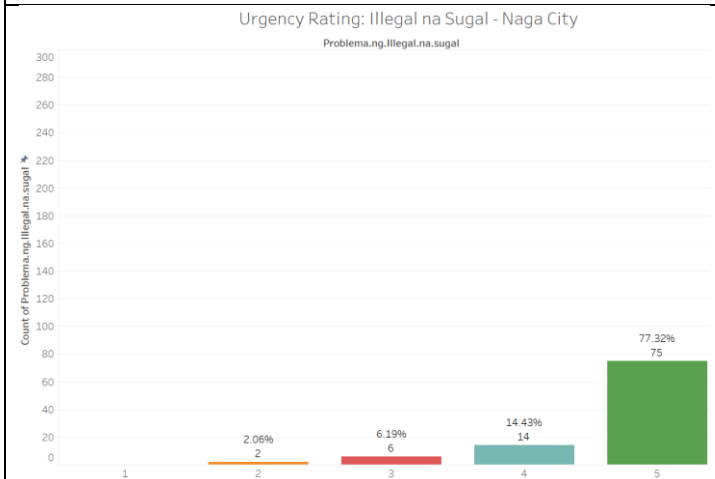
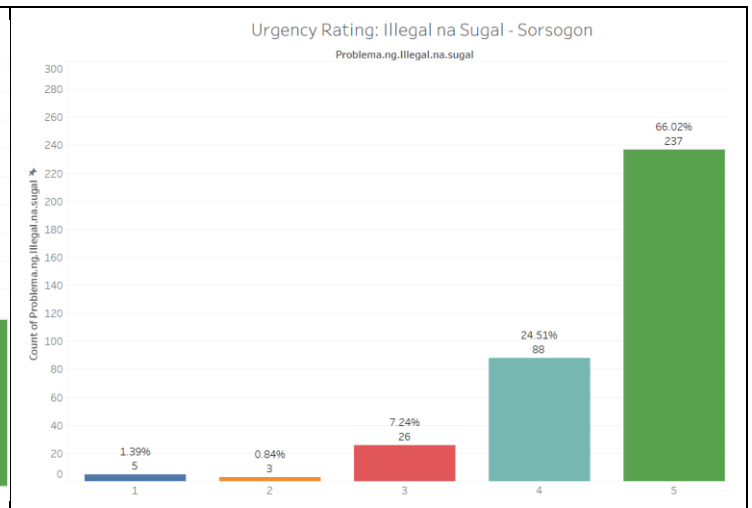
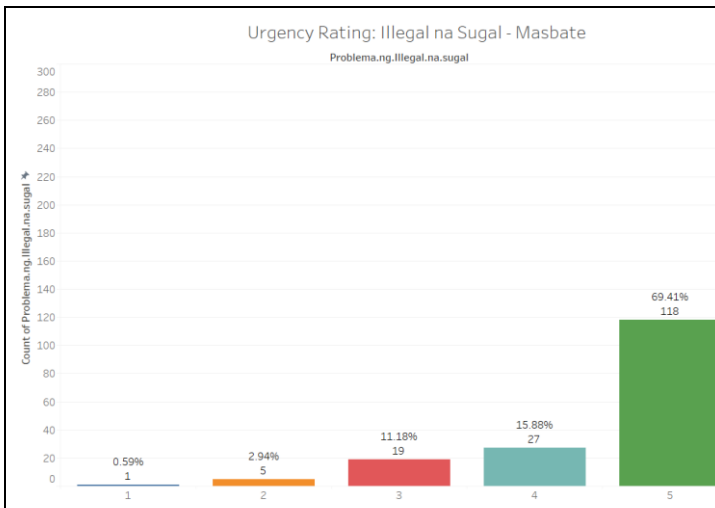


Figure 21: Priority Rating of Respondents to the Problem of Illegal Gambling





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 22 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**, **rape**, and **problema**.

