



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

CONSOLIDATED REPORT FOR YEAR 2023

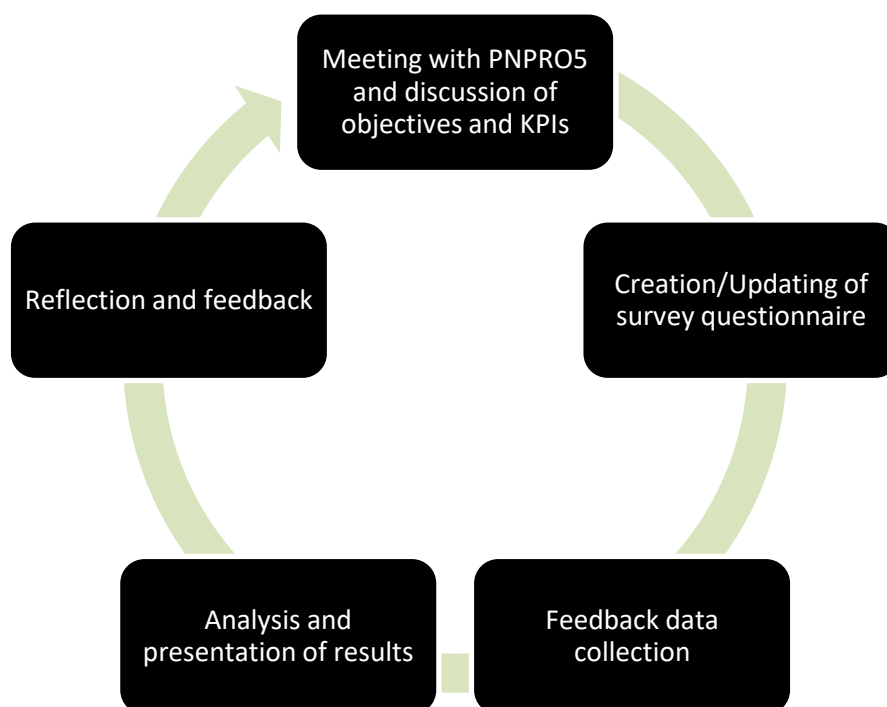
DISCLAIMER: The CloudCT Project supports the use of citizen feedback and digital tools in decision-making, to promote citizen participation and make policies more inclusive, effective, and relevant. The findings in this report are purely based on the responses collected through the digital survey co-created 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 for whatever actions that may arise from using this report. Conducting additional ground validation and research is encouraged.

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 in conducting an online community engagement survey to better understand how the agency can make its activities more effective and relevant to the community's needs.

In the year 2023, the CloudCT project conducted a total of three (3) survey iterations, from March to November 2023. This document outlines the consolidated report for the three survey iterations in 2023.

Methodology

The survey instrument is co-created with the PNPRO5 team, incorporating the agency's objectives and identified Key Performance Indicators (KPIs). The survey collection tool is online. However, offline efforts were made by both PNPRO5 and CloudCT teams to ensure as much reach as possible. Partner civil society organizations and field offices were tapped to maximize coverage.





I. Summary of Survey Iterations for Year 2023

Table 1 outlines the summary of the results of the three survey runs. The number of respondents steadily increased over the three iterations, while the index ratings started decreasing with more respondents. The crime urgency ratings did not drastically change over the three iterations. The average values for the year 2023 are presented in the following section of this report.

	SURVEY RUN 1	SURVEY RUN 2	SURVEY RUN 3
Date of Collection	March 15 to April 17, 2023	July 4 to August 4, 2023	November 7 to 30, 2023
Total Number of Respondents	1241	1707	2435
Number of Filtered Responses	155	374	383
INDEX RATINGS			
Trust Index	74%	73.37%	58.87%
Respect for the PNP Index	86%	83.35%	75.19%
Safety and Security Index	72%	69.24%	55.85%
Campaign Against Illegal Drugs	80%	76.44%	59.21%
Respectfulness of PNP Towards Citizens	81%	78.47%	64.91%
PNP's Continuous Efforts to Improve	78%	74.49%	58.97%
URGENCY RATINGS			
Illegal Drugs	88%	87.77%	82.94%
Terrorism	81%	77.57%	72.81%
Riding in Tandem	68%	71.34%	66.08%
Illegal Gambling	67%	66.77%	62.82%
MOST Liked PNP Programs	LEAST Liked PNP Programs	Other Crimes in the Community	Open-Ended Feedback and Suggestions
<ul style="list-style-type: none"> Community-based programs (<i>Kasmibayanan</i>, outreach, cleaning drive, feeding program, etc.) Anti-illegal drugs campaign Programs involving the youth such as KKDAT Patrolling and police visibility Awareness and education campaigns 	<ul style="list-style-type: none"> Majority said 'none' There are some negative comments (<i>less than 10 entries</i>) about: Checkpoints; Implementation of illegal drugs campaign; Unfair treatment and attitude of officers; speed of response; lack of visibility in some rural areas 	<ul style="list-style-type: none"> Crimes related to/involving youth Rape, Sexual Harassment, VAWC Traffic-related crimes Robbery and Theft Cybercrime Corruption 	<ul style="list-style-type: none"> Continue to uphold mandate fairly, respectfully, and with integrity. Continue good work and projects, especially community work and youth-related programs Improve visibility, especially in crime-prone areas

Table 1: Summary of results of the three survey iterations for the year 2023

II. Results and Insights for 2023

Figure 1 illustrates the number of respondents from the first survey iteration to the last survey iteration for the year 2023. The number of respondents for the third survey iteration is almost double the number of respondents in the first iteration. Overall, there has been a total of 5383 responses processed for the year 2023.



Number of Respondents Per Survey Run

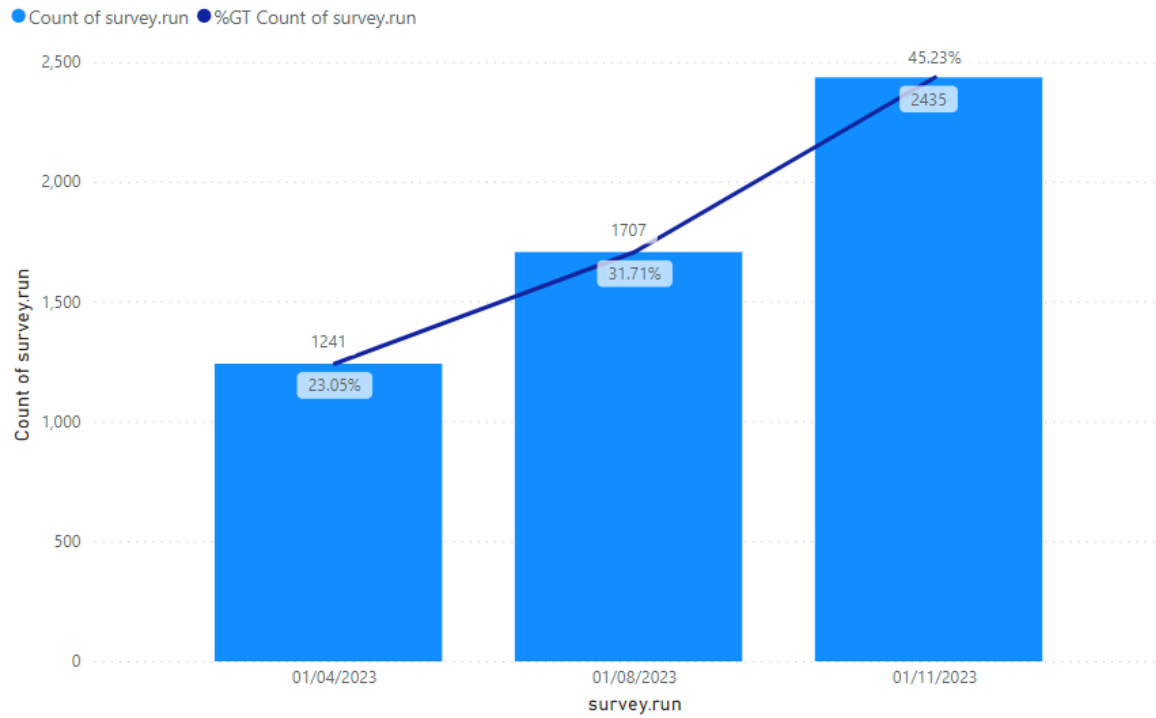


Figure 1: Total Number of Respondents from the March-April 2023 Survey Iteration, to the November 2023 Survey Iteration

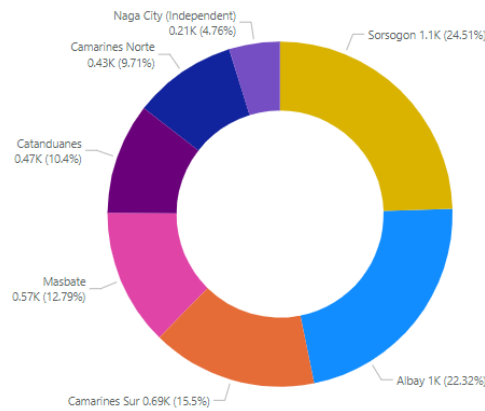
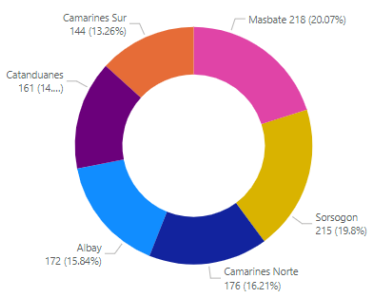


Figure 2 illustrates the breakdown of all survey responses by province. This is the total number of respondents for the three iterations.

The majority of the responses are from the Province of Sorsogon (24.51%), followed by Albay (22.32%), and Camarines Sur (15.5%).

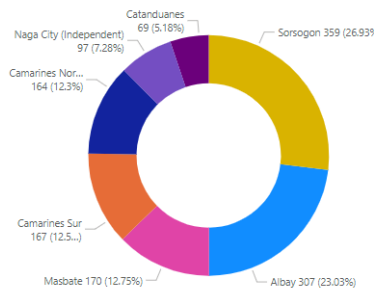
An ongoing recommendation is to increase the number of respondents from Camarines Norte.

Figure 2: Breakdown of Respondents by Province



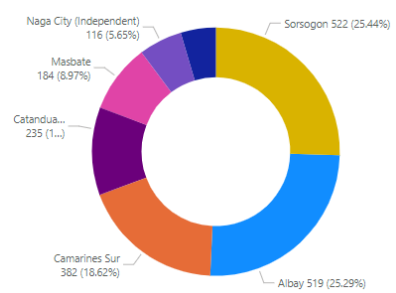
Breakdown by Province for Survey Iteration 1

The Naga city category is not included in this iteration



Breakdown by Province for Survey Iteration 2

The Naga City category has been included in this survey iteration.



Breakdown by Province for Survey Iteration 3



Figure 3 displays the top 10 cities and municipalities of the respondents. 242 respondents are from Naga City, followed by Sorsogon City (230), Ligao City (157) and Legazpi City (153). The municipality of Daraga has the highest number of respondents among municipalities in the Bicol Region.

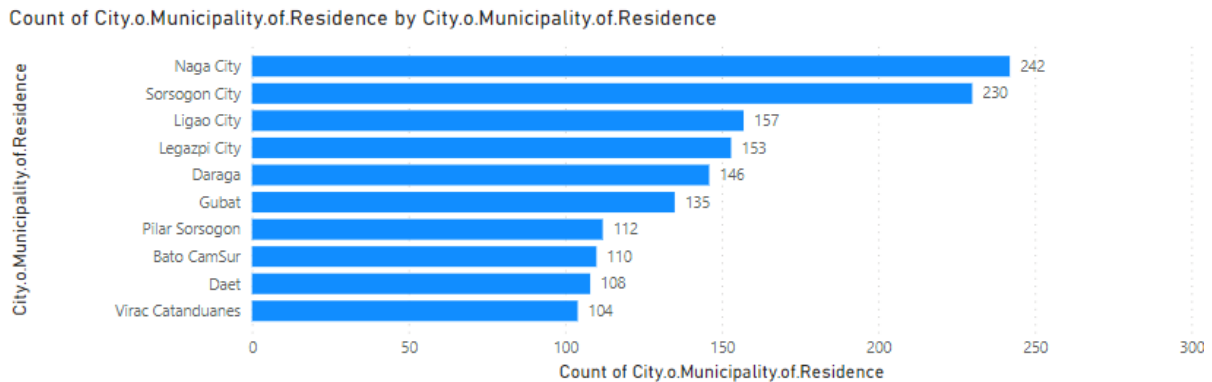


Figure 3: Top 10 Cities/Municipalities of Respondents

Figures 4 and 5 illustrate the breakdown of respondents by gender and age respectively. The majority of the responses from the year 2023 are from females (53.32%), and ages 21-30 years old (37.49%). 2.37% of the responses are from the LGBTQ+ community.

Figures 6 and 7 illustrate the breakdown of respondents by civil status and highest educational attainment respectively. Majority of the respondents are Single (52.45%), and College Graduates (42.18%)

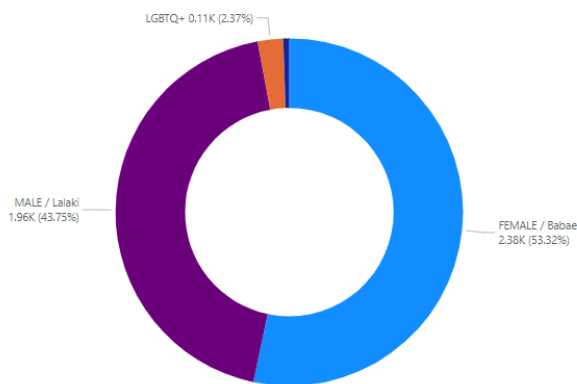


Figure 4: Gender Breakdown of Respondents

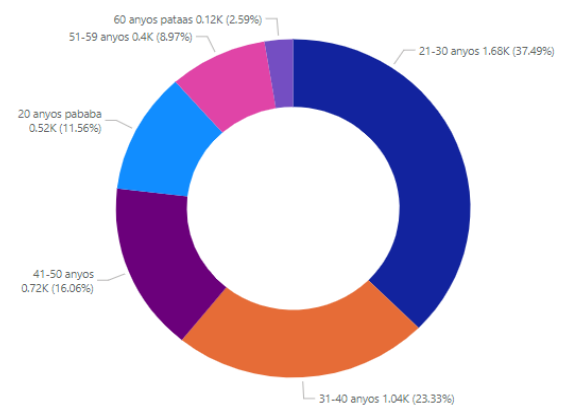


Figure 5: Age Breakdown of Respondents

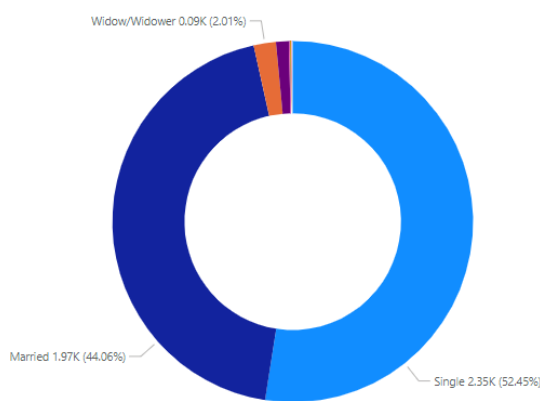


Figure 6: Civil Status of Respondents

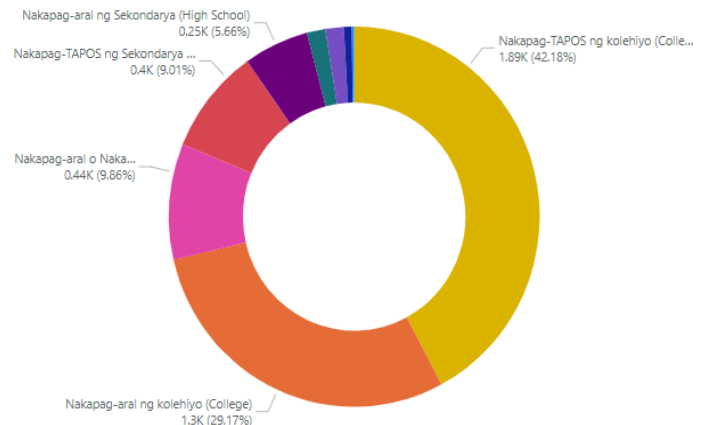


Figure 7: Highest Educational Attainment of Respondents



Figure 8 displays the trust index ratings for the three survey iterations in 2023. There is a decrease in overall ratings as the number of respondents increased. Note that these ratings are based on the number of respondents who rated '5' or 'completely agree' in section 2 of the survey instrument. The ratings '4' and below are not accounted for.

Figure 9 shows the average index ratings for all three survey iterations for the year 2023.

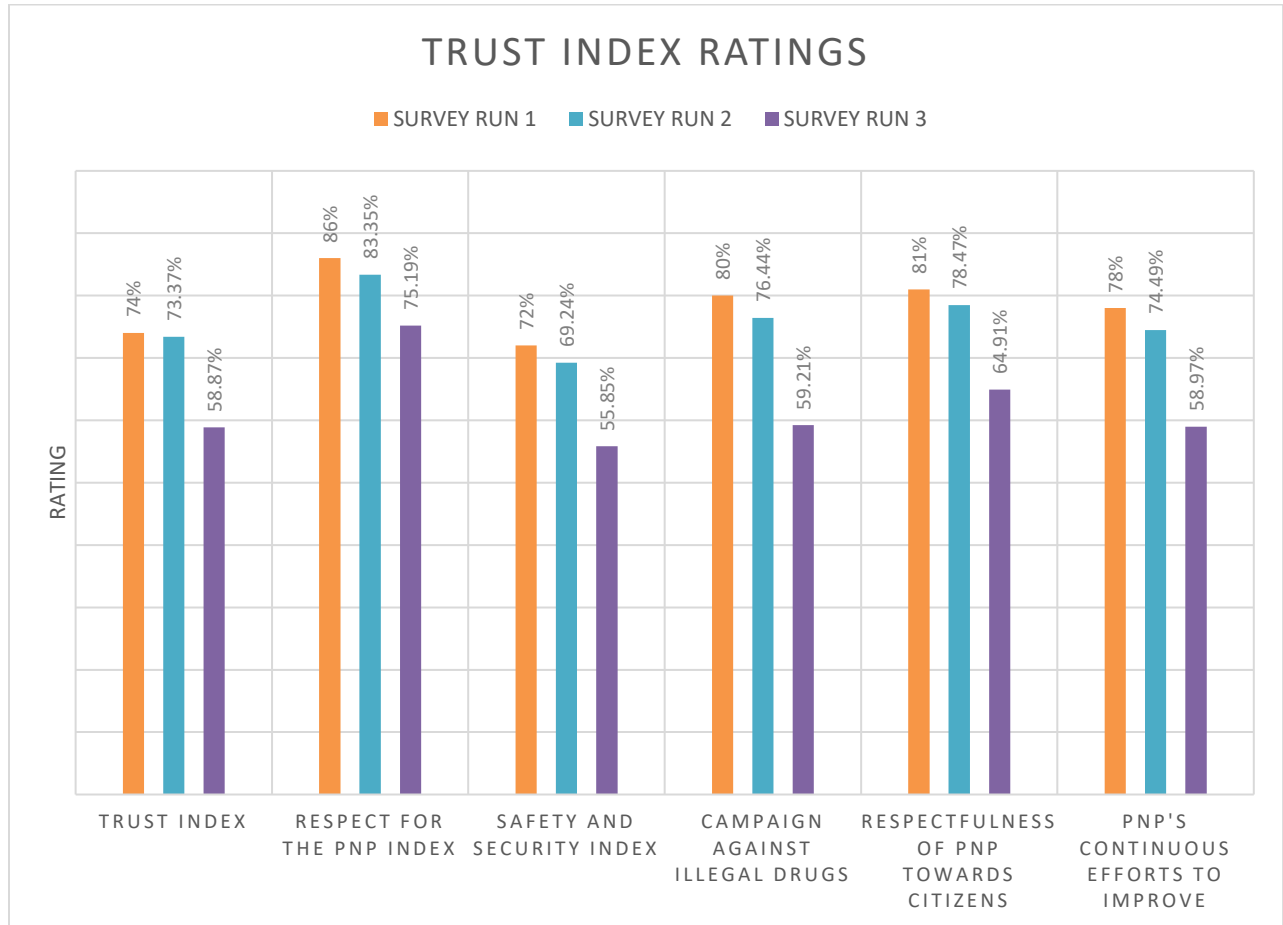


Figure 8: Summary of Community Perception Scores

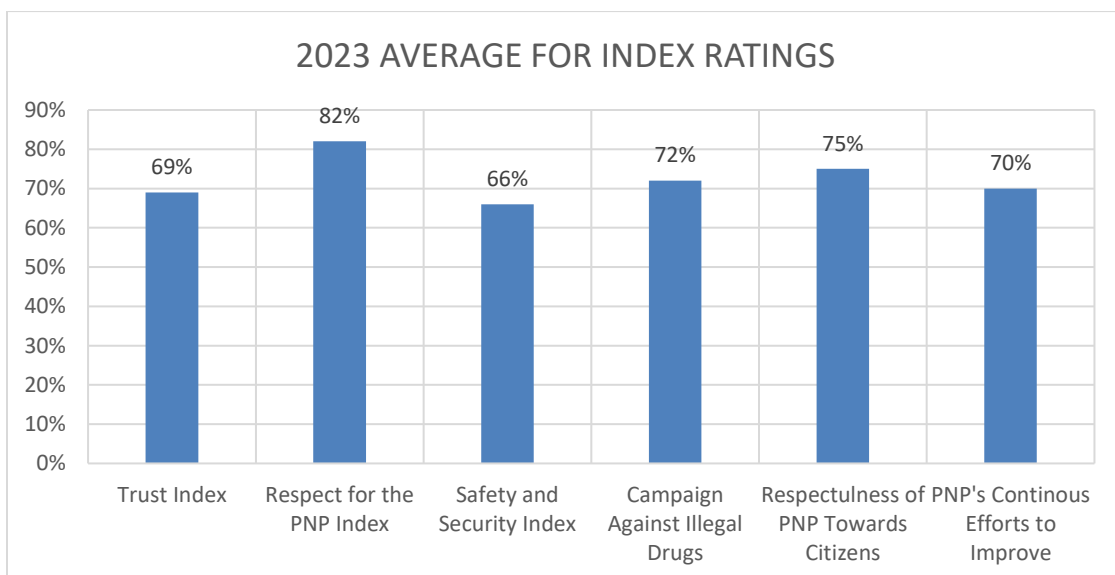


Figure 9: Average of Community Perception Scores of all Survey Iterations in 2023



Figure 10 displays the urgency rating for each crime across the three survey iterations in 2023. There is a slight decrease in overall ratings as the number of respondents increased.

Figure 9 shows the average urgency ratings for all three survey iterations for the year 2023.

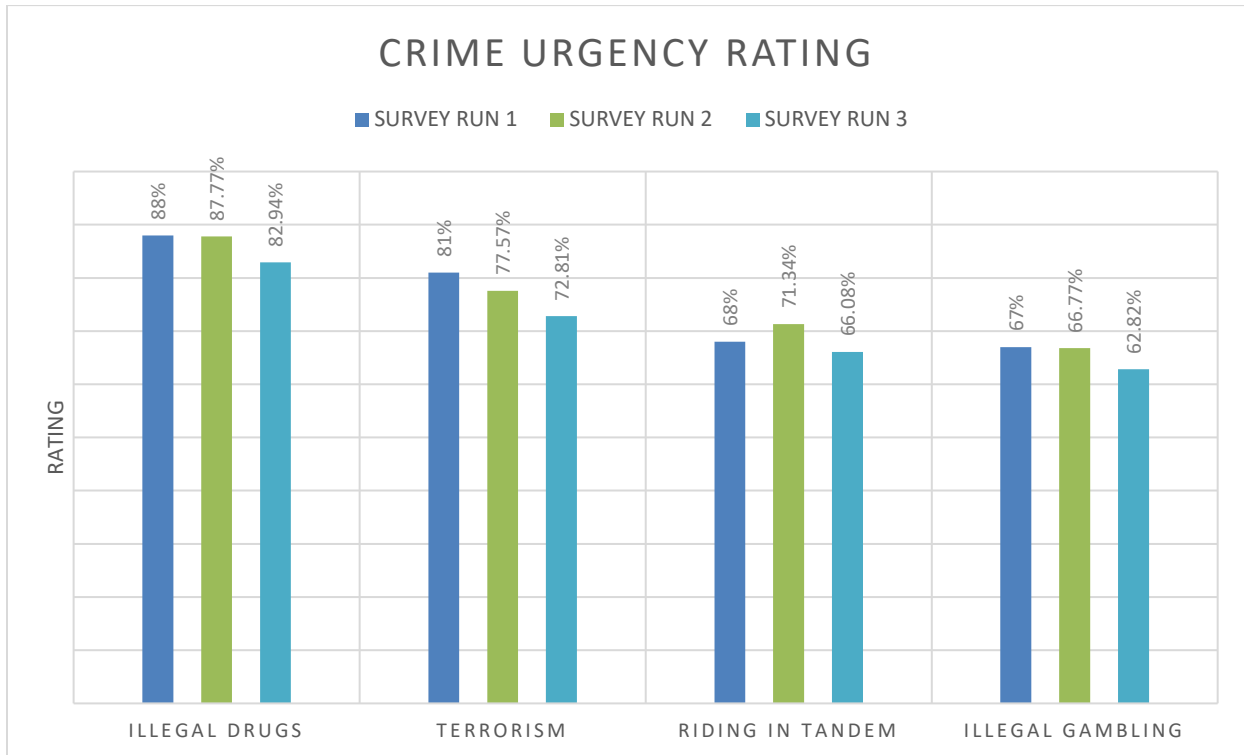


Figure 10: Average of Community Urgency Ratings of all Survey Iterations in 2023

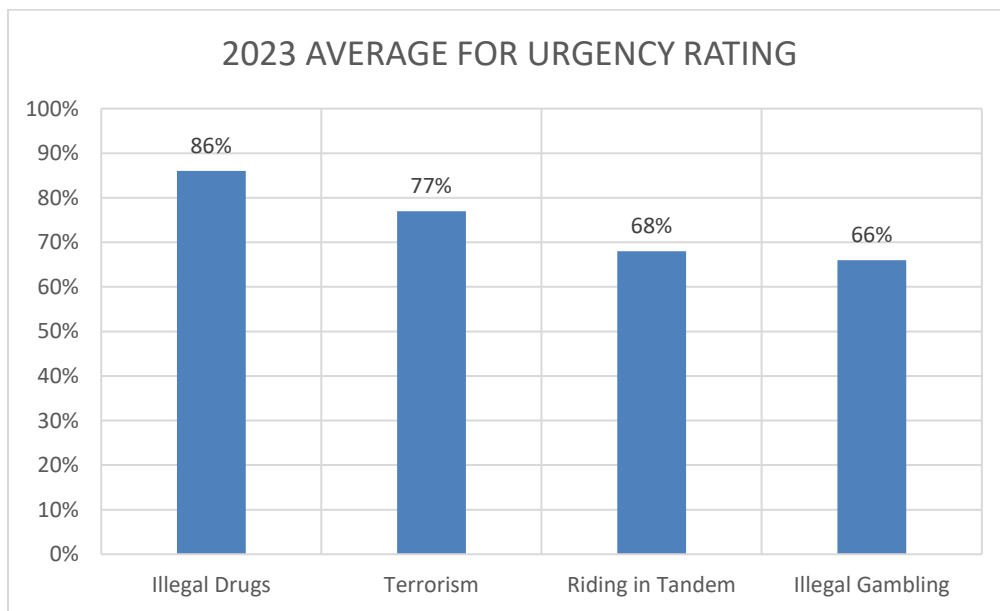


Figure 11: Average of Community Urgency Ratings of all Survey Iterations in 2023



The most liked and disliked programs the respondents mentioned are very similar across the three survey iterations. Figure 12 outlines the summary of the most liked programs mentioned by the respondents. The most frequently mentioned programs are *Kasimbayanan* and other community-based, multi-stakeholder programs. Figure 12 outlines the summary of programs disliked by respondents. The majority answered 'none', however, there are a few mentions (less than 10 mentions) of complaints about the implementation of checkpoints, the campaign against illegal drugs, the attitude of some officers, and the lack of visibility in rural areas.

Figure 14 outlines the top crimes mentioned by the respondents in their community. The majority mentioned crimes involving the youth, followed by sexual harassment, rape, and violence against women and children.

Finally, the open-ended feedback mostly comprises of encouragement for the PNPRO5 to continue with the good community-based programs, and ensure that the mandate is fulfilled fairly, respectfully, and with integrity.



Figure 12: Most LIKED Programs

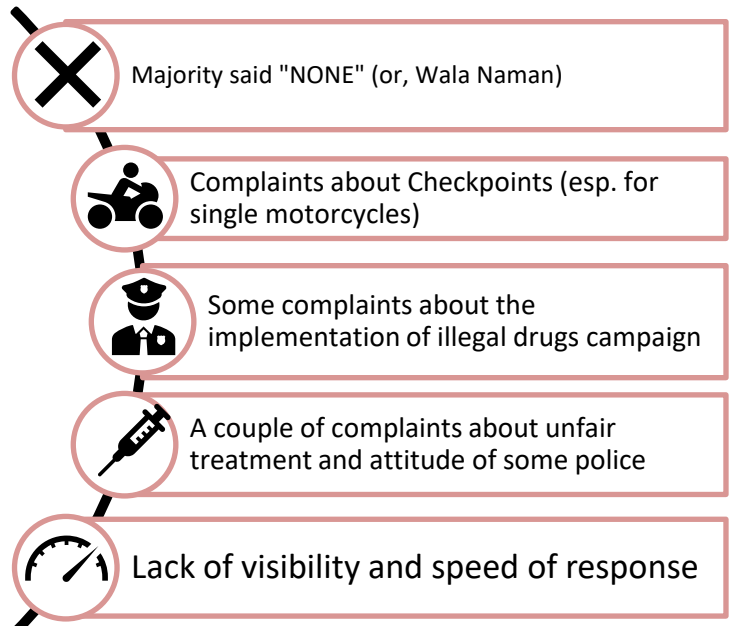


Figure 13: Most DISLIKED Programs

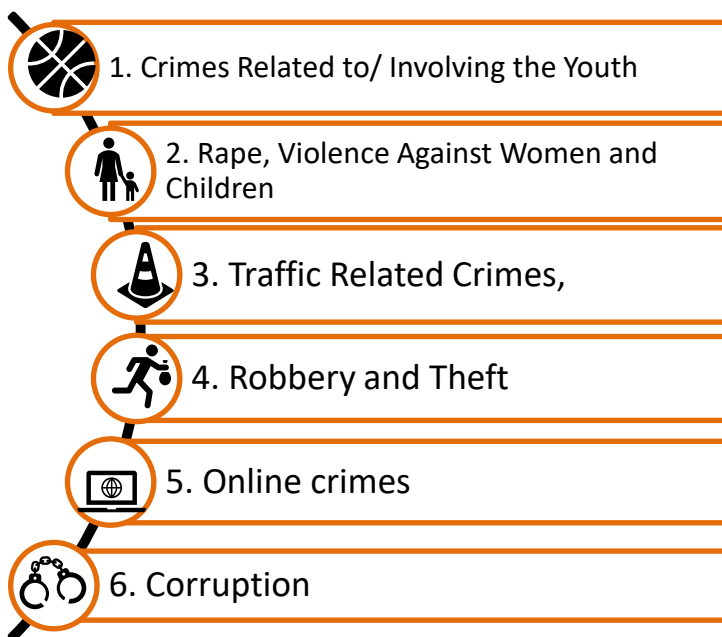


Figure 14: Urgent Crimes



Figure 15: Open-Ended Feedback



Attachments and Relevant Links:

- Survey Instrument Used - APPENDIX1_SurveyInstrument_PNPRO52023.pdf
- April 2023 Survey Report: <https://www.cloudct.tech/2023/05/26/april-2023-results-community-engagement-survey-report-on-the-performance-of-the-philippine-national-police-region-5-office-pnpro5/>
- August 2023 Survey Report: <https://www.cloudct.tech/2023/08/20/august-2023-results-community-engagement-survey-report-on-the-performance-of-the-philippine-national-police-region-5-office-pnpro5/>
- November 2023 Survey Report: TBA

END OF REPORT

Revised: 26/12/2023