



Community Engagement Survey Report on the Performance of the Philippine National Police Region 5 Office (PNPRO5) AUGUST TO OCTOBER 2025 (2nd SEMESTER) **FULL REPORT**

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 are made from using this report. Conducting additional ground validation is encouraged.

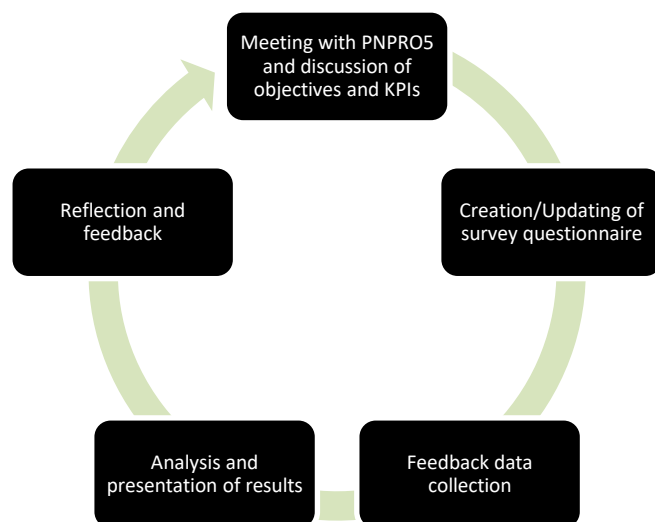
Context:

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 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.

Objectives of the Survey:

- Gather the feedback of individuals from different sectors of the community and measure their perceptions on trust, safety, and security concerning the agency.
- Use the results of the survey to inform plans, programs, and activities of the agency that are responsive and relevant to the needs of the community.

Methodology:





Feedback Collection Process and Instruments:

Starting in year 2024, the PNPRO5 and Layertech agreed to conduct the community engagement survey on a semestral basis to allow for ample time for data collection, filtering, and analysis work.

The primary collection tool used is Google Forms, due to the tool being free, easy to use, and target respondents are mostly already familiar with it. Both Layertech Labs and PNPRO5 shared the survey announcements on their respective social media pages to encourage stakeholders to submit feedback, in addition to PNPRO5 issuing an internal office memorandum to promote the survey to their respective stakeholders. Layertech also shared the survey link to Civil Society Organizations (CSO) partners in the region.

The data collection ran from **August 14, 2025, until October 13, 2025 (60 days)**. **5605** (unfiltered), **4768** (filtered) sets of individual responses were recorded. Compared to the previous survey run (1st semester 2025), **the total number of respondents increased by 1430, while the total filtered respondents increased by 1536**. Furthermore, the collection time for the second semester is shorter compared to the first run. This is a significant improvement in both the quantity and quality of responses collected compared to previous years.

Survey Instrument:

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

- Section 1 – About the respondent
- Section 2 - Perception and feelings towards the PNP
- Section 3 – Rating crimes 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 was checked and validated by PNPRO5 before it was released for feedback collection.



Number of Respondents and Response Submission Timeline:

Province of Residence (n=4768)

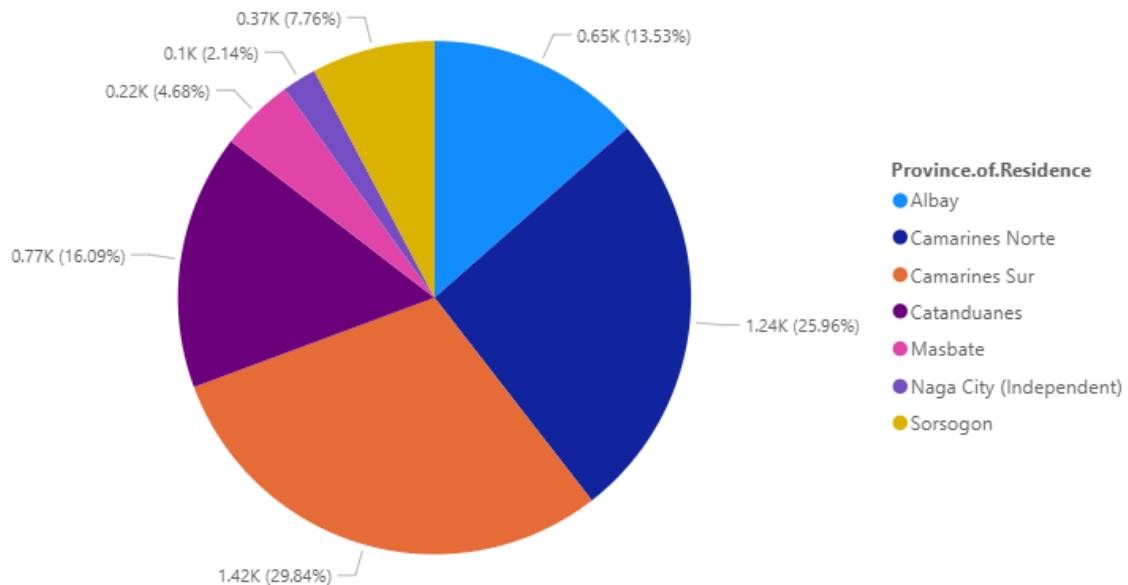


Figure 1: Respondents by Province of Residence

As outlined in table 1, the total population of Bicol Region is 6,082,165¹, with Camarines Sur having 2,068,244 persons, Albay with 1,374,768 persons, Masbate with 908,920 persons, Sorsogon with 828,655 persons, Camarines Norte with 629,699 persons, and Catanduanes with 271,879 persons. The city of Naga, considered an independent city from the provincial governments of Bicol region, has a total population of 209,170 persons.

Camarines Sur has the highest number of respondents, while Naga City has the lowest number of respondents. All provinces, except for Naga City, received over 200 respondents after dataset filtering. This meets the target number of respondents set by Layertech and PNP at the start of the survey.

¹ As per 2020 Census of Population and Housing from Philippine Statistics Authority (PSA).



Provinces in the Region	2020 population	Filtered Respondents
Camarines Sur	2,068,244	1423 (Naga City not counted)
Albay	1,374,768	645
Masbate	908,920	223
Sorsogon	828,655	370
Camarines Norte	629,699	1238
Catanduanes	271,879	767
Naga City (Independent)	209,170	102
TOTAL Respondents (Filtered)		4768

Table 1: Total Population of Bicol Region's Provinces and Naga City as of 2020
(source: PSA)

Figure 2 illustrates the number of individual responses recorded over the data collection period. The earliest response was recorded on August 14, 2025, while the final response was recorded on October 13, 2025. The average daily responses collected is 79 (filtered) voters per day, and the highest number of responses was recorded is on August 21, 2025.

Number of Responses by Timestamp (n=4768)

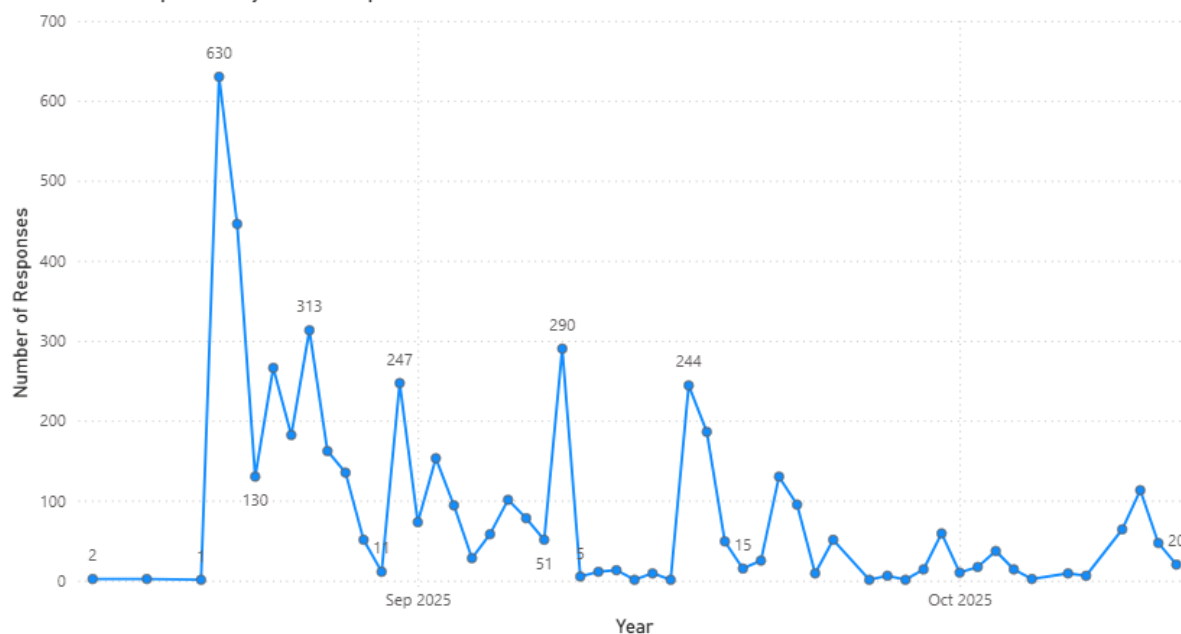


Figure 2: Total number of submitted responses from March 7, 2025, to May 14, 2025



Summary of Key Findings and Insights

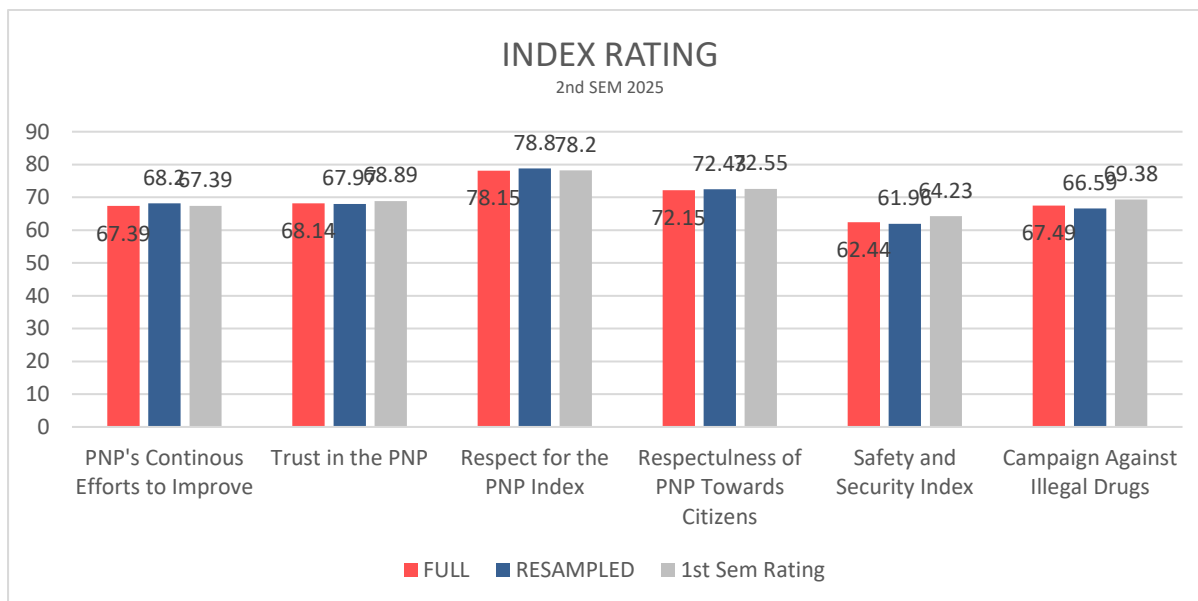


Figure 3: Summary of Community Perception Scores (Details in Section 2)

Figure 3 illustrates the community perception scores, for both the full dataset and the resampled dataset². A breakdown of these scores per province is discussed in section 2. All ratings either stayed the same, or slightly decreased compared to the results of the 1st semester of 2025.

- **Most LIKED PNP Programs and Activities are:**

1. Police visibility and patrolling at night or in far flung *barangays*
2. Anti-illegal drugs campaign
3. Programs involving the youth and schools (KKDAT, KKK, implementation of curfews)
4. Programs that closely involve the community and barangays (e.g. BPO, Outreach Programs, Tree Planting, etc.)
5. Information campaigns (e.g. seminars, training programs, symposiums, etc.)

² To improve comparability of modes among provinces with unequal sample sizes, a sub-sample was processed through random sampling without replacement and compared with the full dataset processed.



- **DISLIKED Programs and Activities:**

1. None
2. Complaints about the unfair treatment and attitude of some police officers
3. Some complaints about the implementation of checkpoints
4. Concerns about the implementation of anti-illegal drugs campaign and controversies around human rights violations
5. Lack of police visibility in some areas
6. Lack of sustainability of community-based programs
7. Slow response to complaints and issues raised by stakeholders
8. Complicated/lack of awareness on the process of availing services (e.g. how to blotter, get clearance, etc.)
9. Lack of resource prioritization on which issues are more urgent in the community

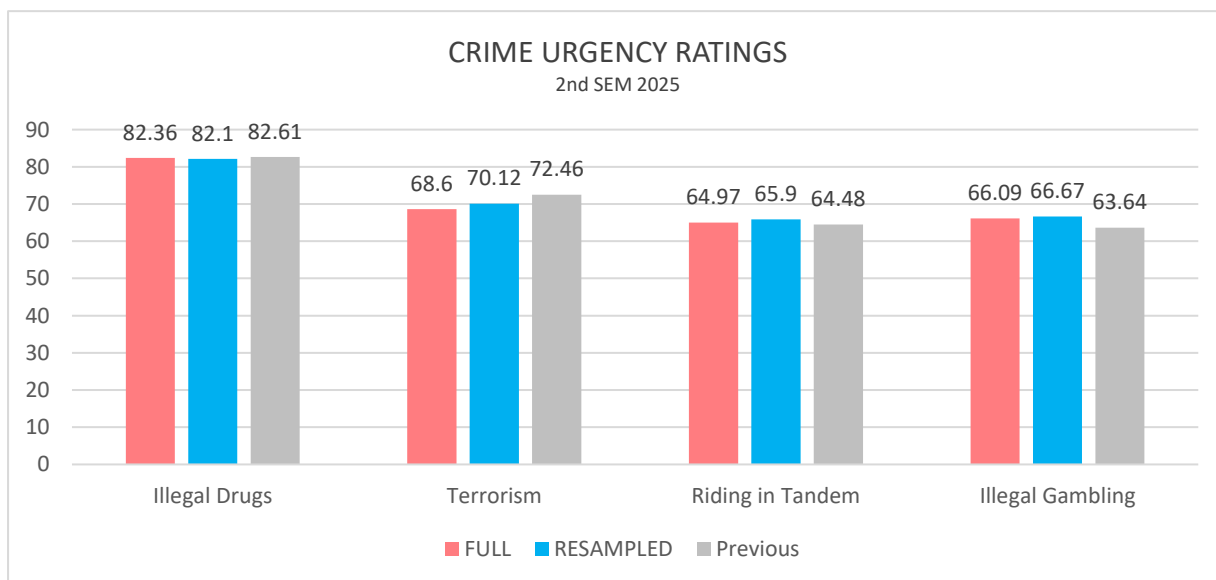


Figure 4: Summary of Urgency Ratings for Crimes (Details in Section 3)

- Figure 4 illustrates the total community urgency rating for the crimes specified. The highest urgency rating is given to the problem of illegal drugs, followed by terrorism. The urgency ratings for illegal drugs and riding in tandem are very similar to the previous survey run. However, the urgency rating for terrorism slightly decreased, while the urgency rating for illegal gambling slightly increased. A breakdown of the urgency ratings per province is presented in section 3.



- **Apart from the specified crimes in Figure 3, respondents also raised the following crimes as urgent:**
 1. Cybercrime
 2. Corruption and abuse of power in the Government
 3. Juvenile delinquency
 4. Violence against women, children, and other gender-based crimes
 5. Traffic-related crimes and violations
 6. Theft, robbery, pickpockets
- **Other comments and suggestions are very similar to the previous survey runs:**
 1. Strengthen youth-based programs and curb juvenile delinquency
 2. Strengthen response against Cybercrime
 3. Conduct more community-based programs and activities. Strengthen collaboration with barangays and other sectors in the community.
 4. Increase transparency to gain and maintain public trust and confidence
 5. Implement mandate with integrity, transparency, fairness, and consistency.
 6. Improve Information Education Campaigns (IEC) on PNP's programs

END OF EXECUTIVE SUMMARY



Section 1 – About the Respondents

Figure 5 shows the breakdown of all respondents by gender. 50.88% of respondents are female while 45.43% are male. 2.58% of respondents are LGBTQ+ and the remaining refused to disclose their gender. Following figure 5 are the gender breakdowns of the respondents by province. Note that all values from Camarines Sur do NOT include responses from Naga City.

Respondents by Gender (n=4768)

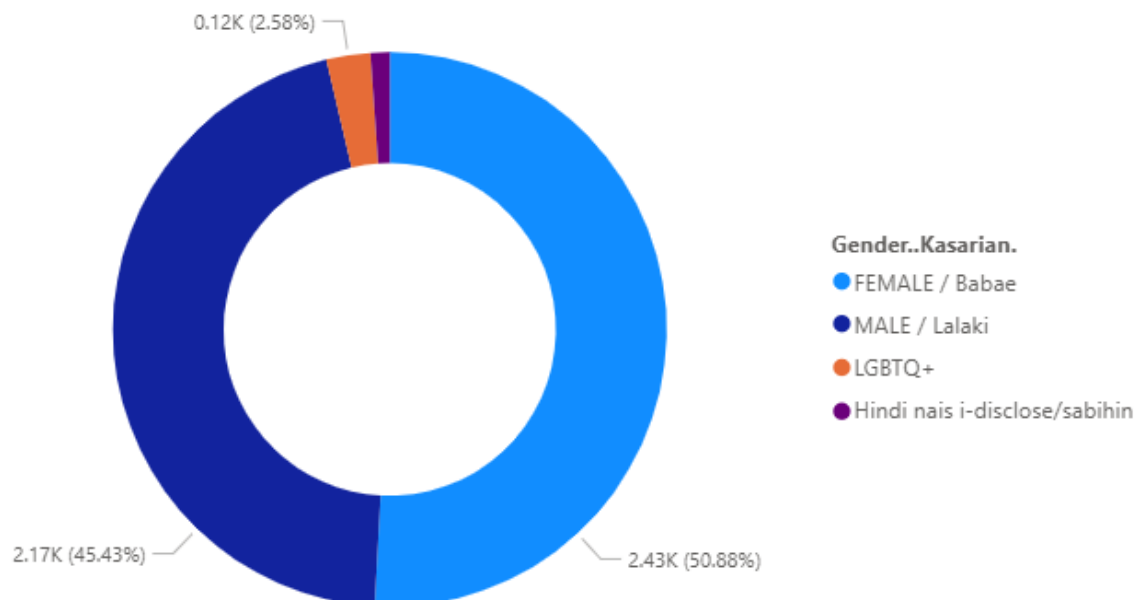
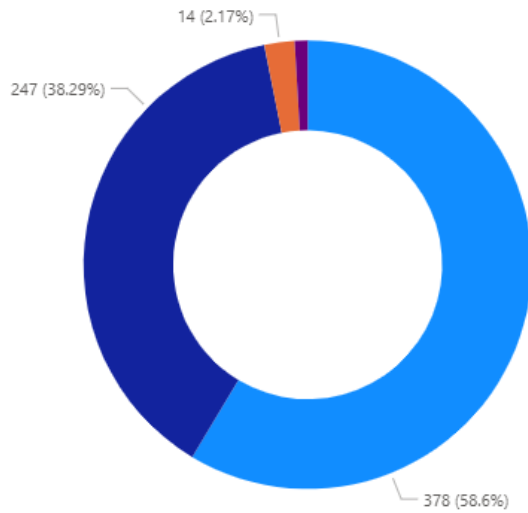
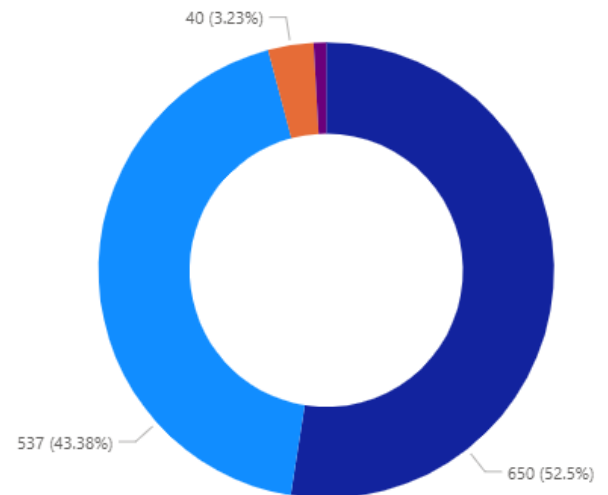


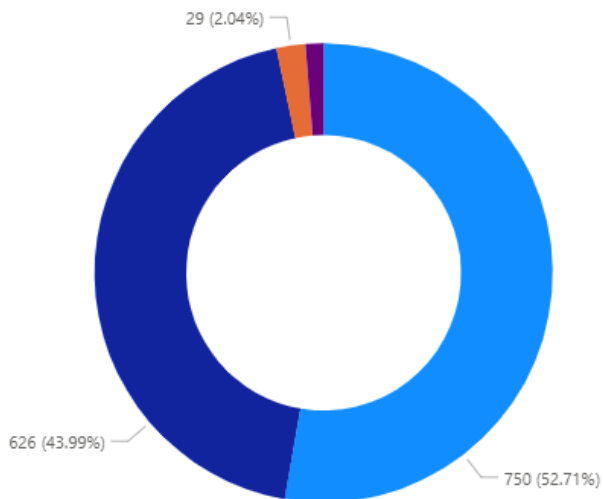
Figure 5: Breakdown of All Survey Respondents by Gender



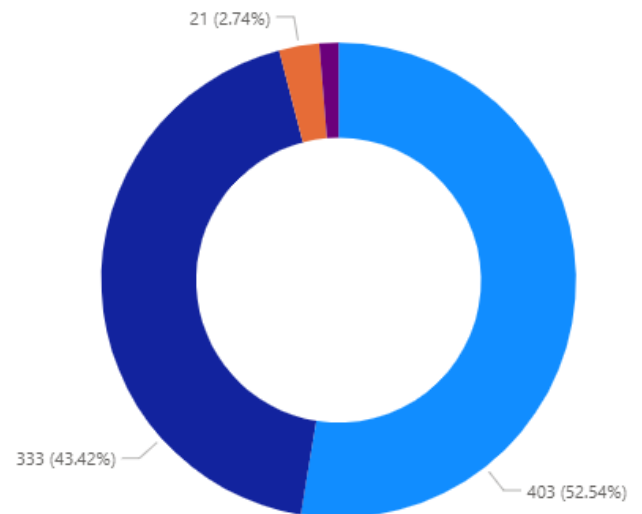
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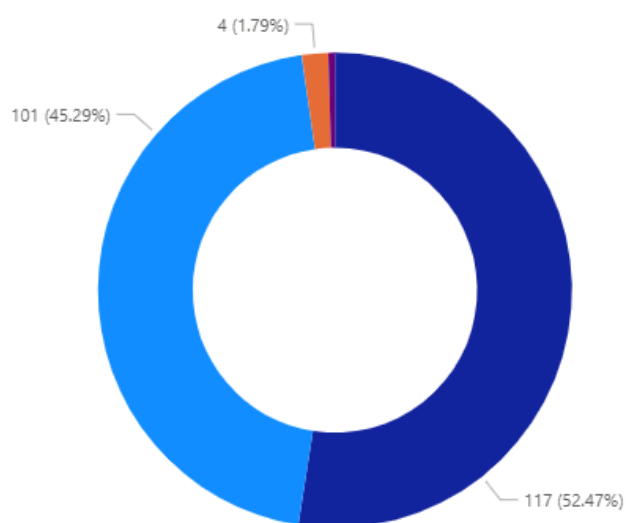
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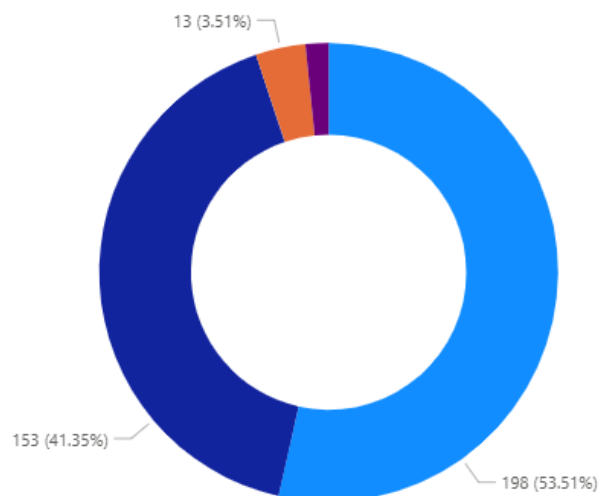
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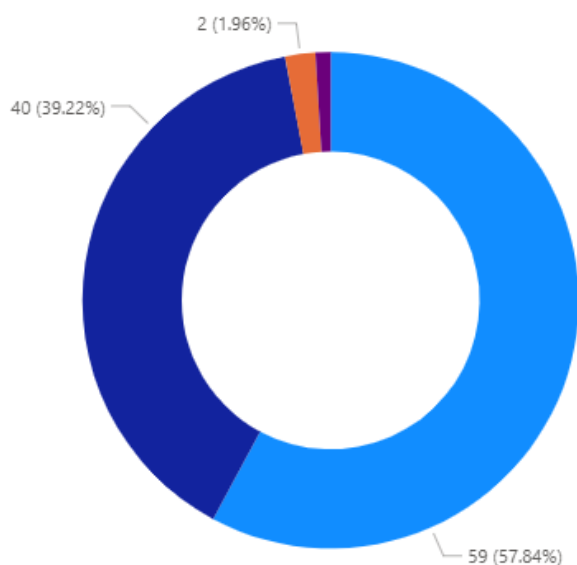
CATANDUANES



MASBATE



SORSOGON



NAGA CITY (INDEPENDENT)

Figure 6 shows the breakdown of the respondents by sector. The sectors identified are from the previous community engagement surveys of the agency. Following figure 6 are the sectors represented by the respondents, by province. For this survey run, the majority of respondents are



from the youth sector, followed by education sector: teachers, school staff, and LGU employees. Following figure 6 are the breakdown of respondents by sector per province.

Sectors Represented (n=4768)

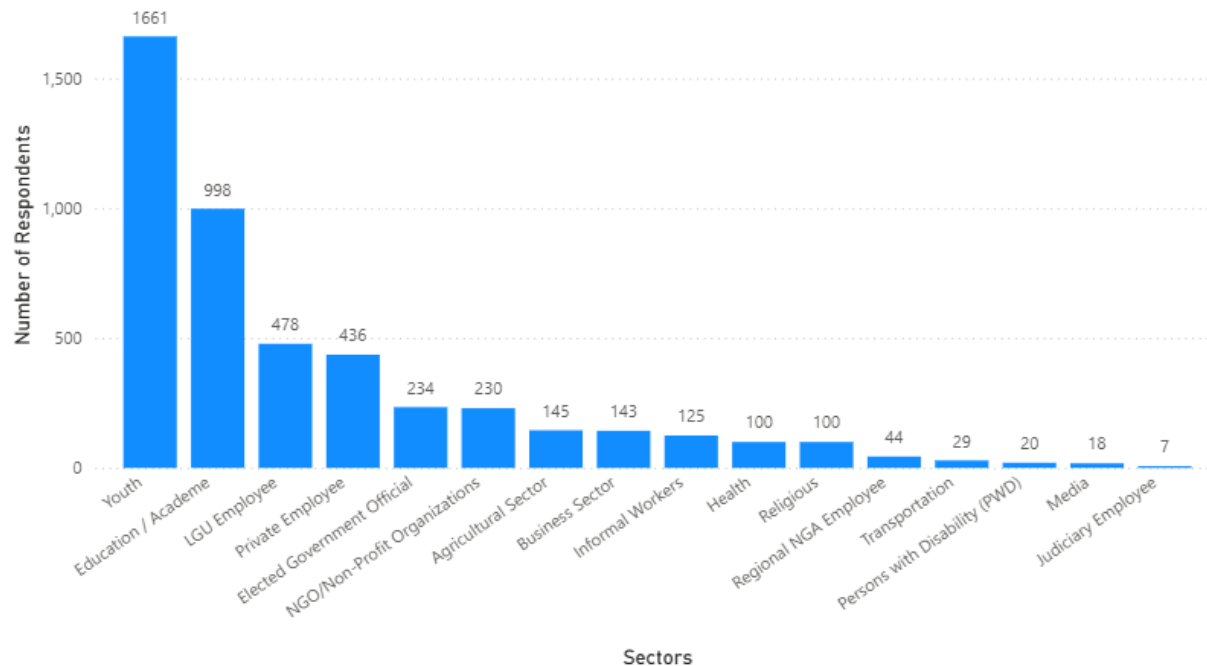
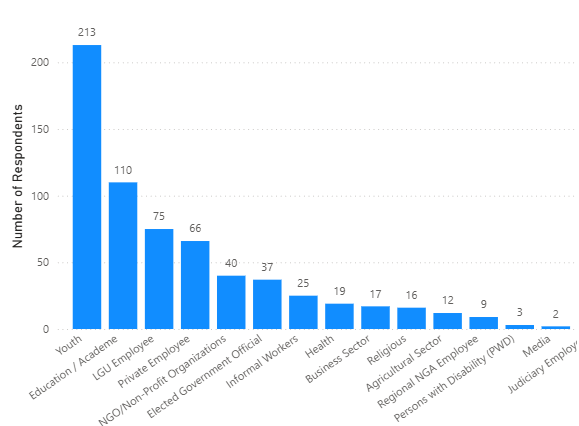
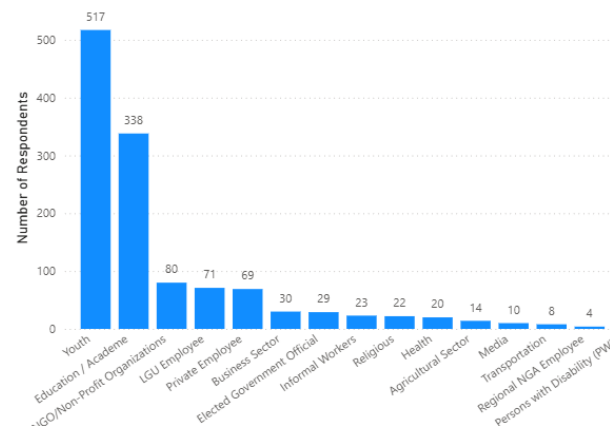


Figure 6: Breakdown of Sectors Represented by Respondents



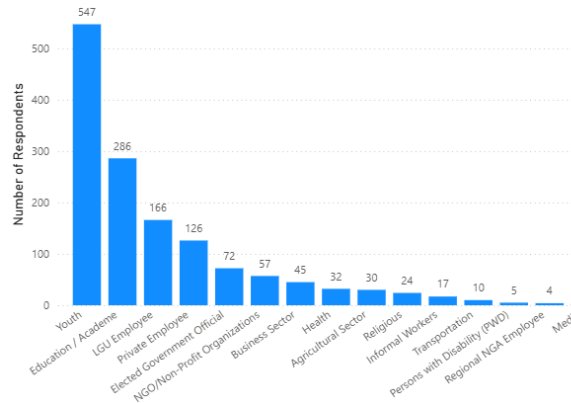
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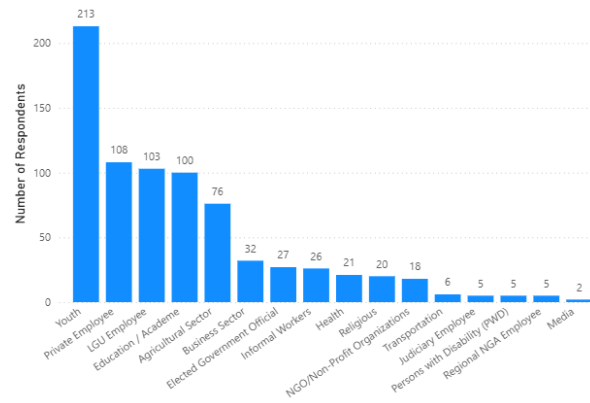
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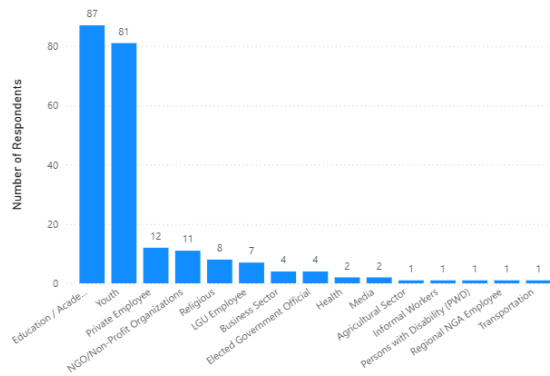
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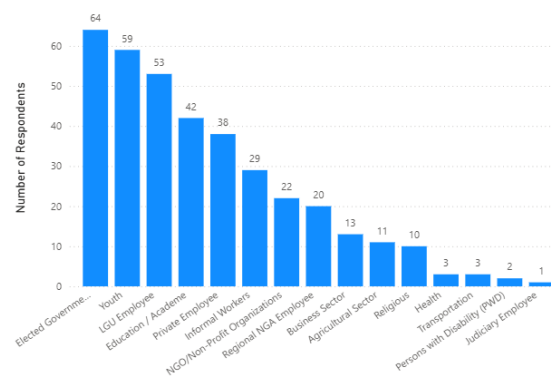
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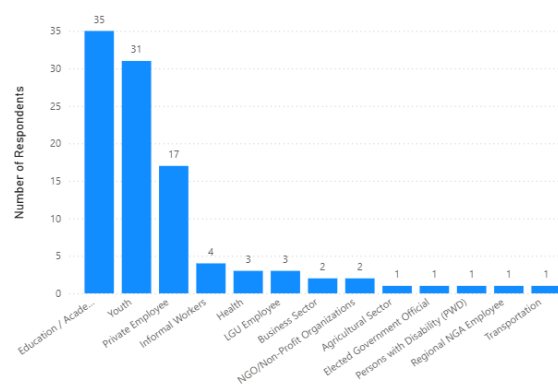
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Figures 7 and 8 show the respondent breakdown by civil status and by age group respectively. The breakdown of civil status and age groups per province follows the main figures.

Most respondents are single (70.78%) and between 21 to 30 (46.22%) years of age.

Respondents by Civil Status (n=4768)

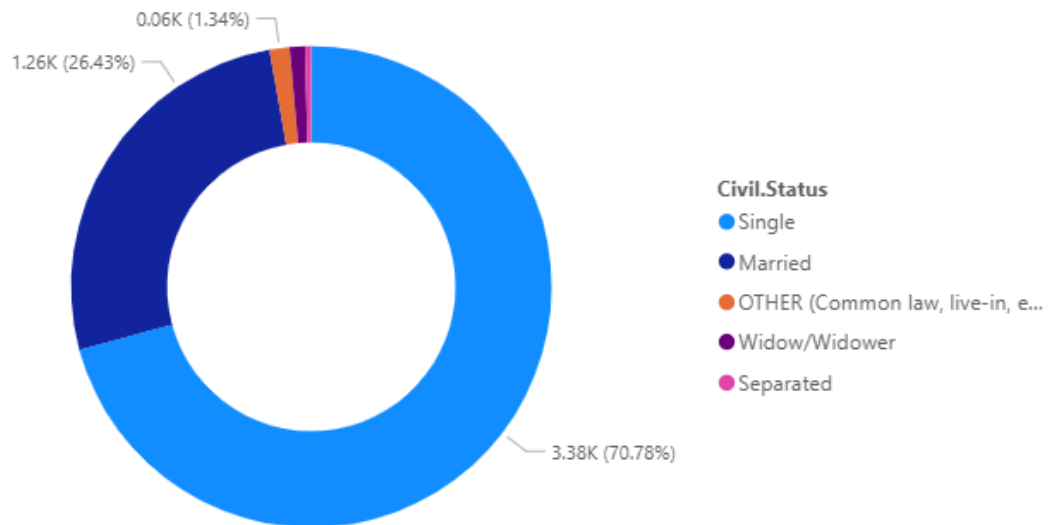
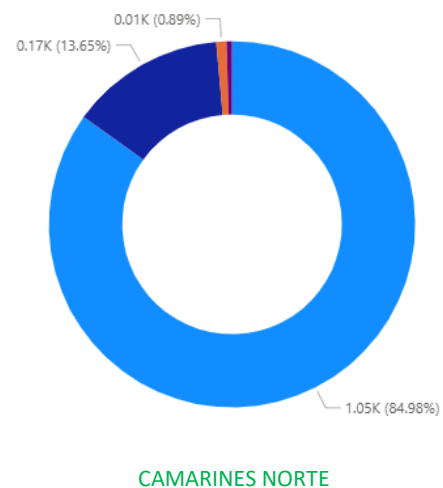
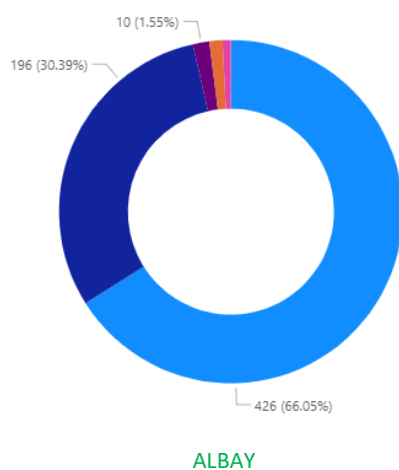


Figure 7: Number of Respondents by Civil Status

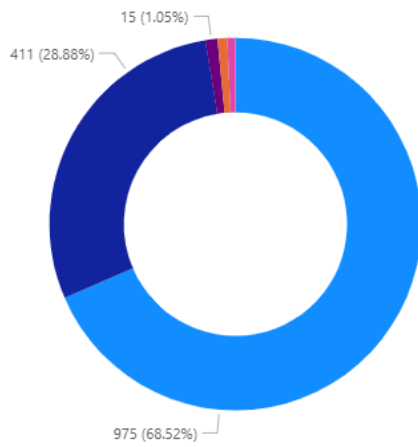




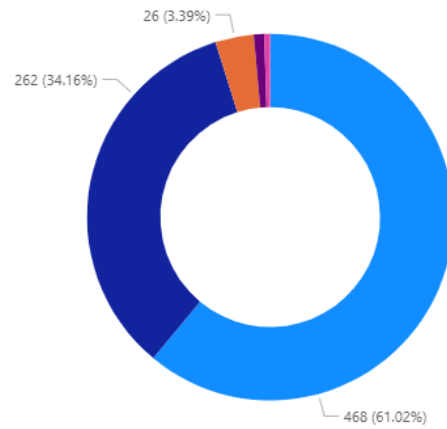
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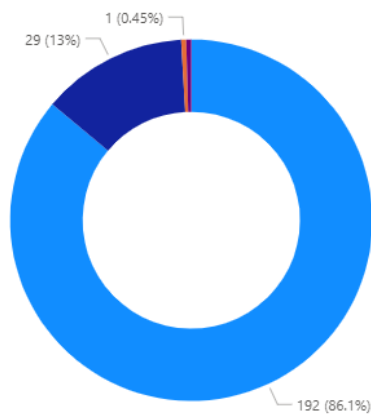
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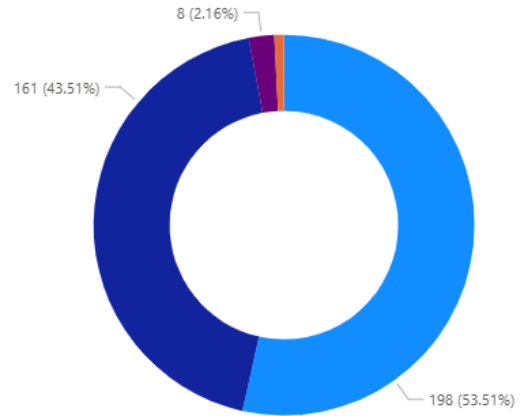
CAMARINES SUR



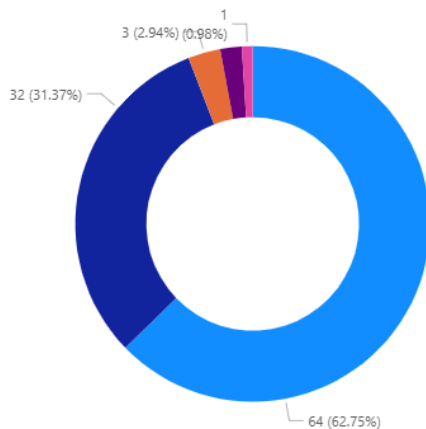
CATANDUANES



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SORSOGON



NAGA CITY (INDEPENDENT)



Respondents by Age (n=4768)

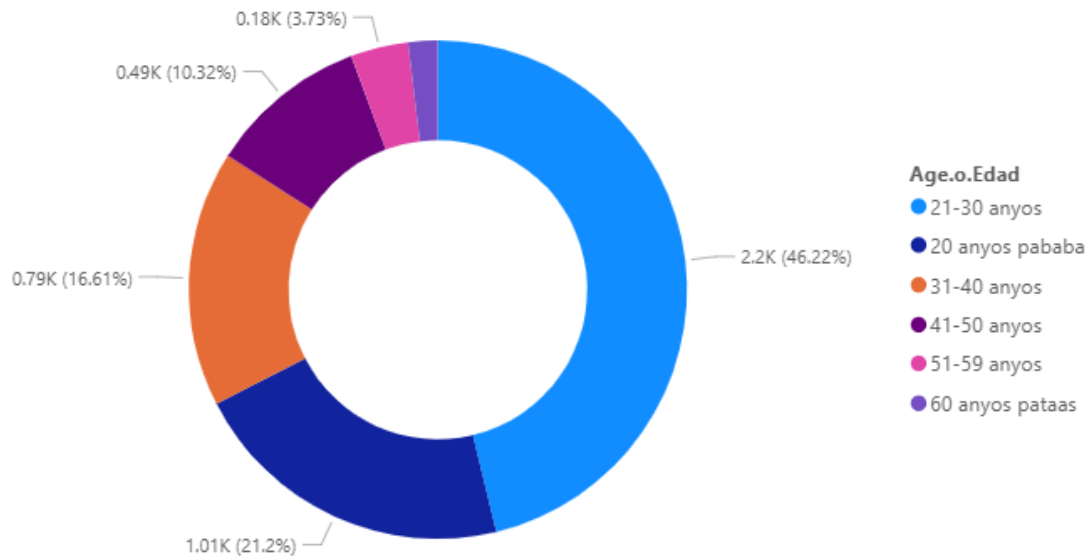
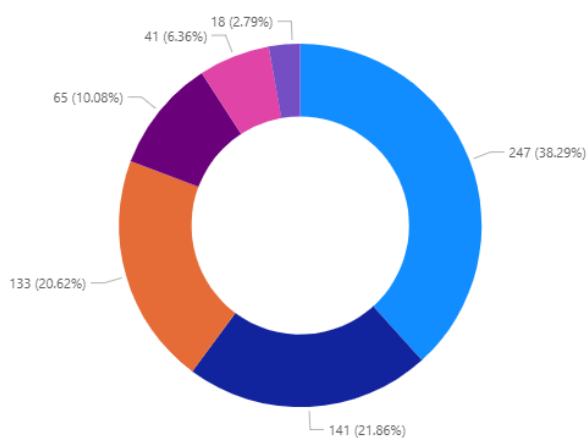
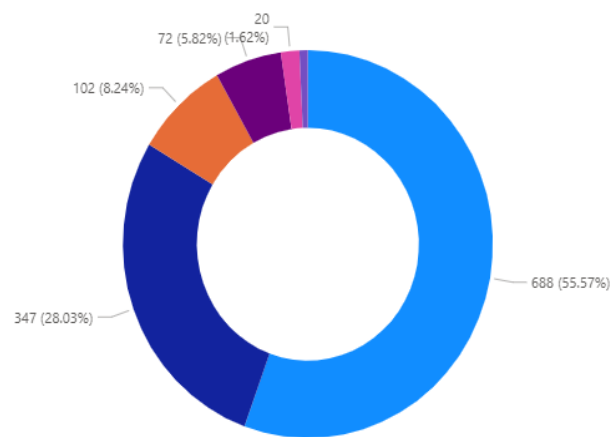


Figure 8: Number of Respondents by Age Group



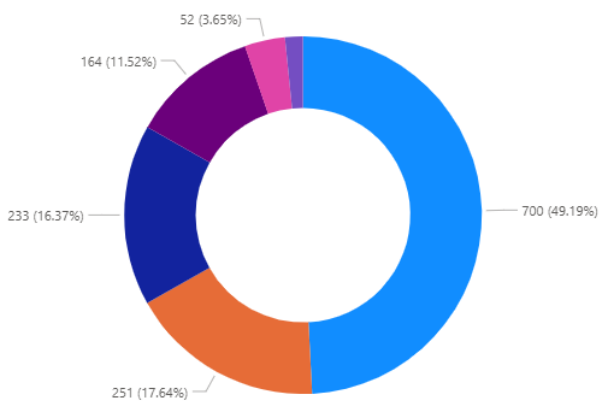
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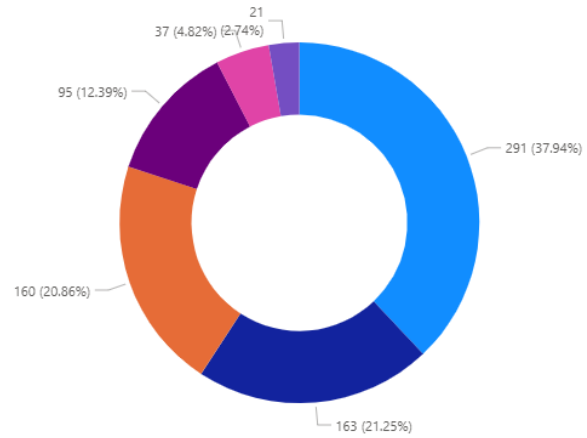
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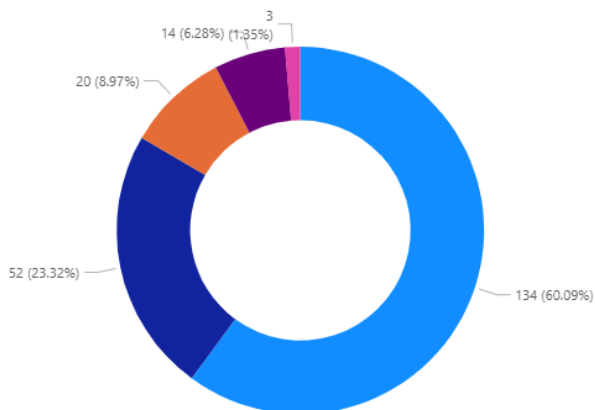
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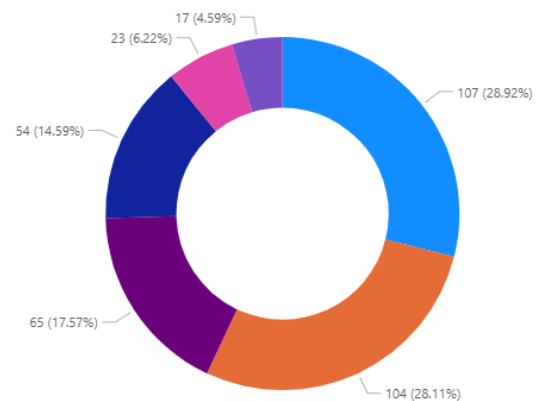
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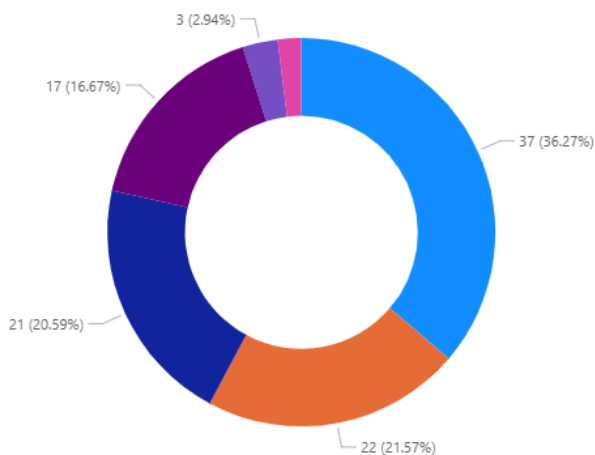
CATANDUANES



MASBATE



SORSOGON



NAGA CITY (INDEPENDENT)



Figure 9 shows the highest educational attainment of the respondents. Most of the respondents studied at the undergraduate level, followed by those with an undergraduate degree. Following figure 9 is the breakdown of the educational attainments of respondents by province.

Highest Educational Attainment (n=4768)

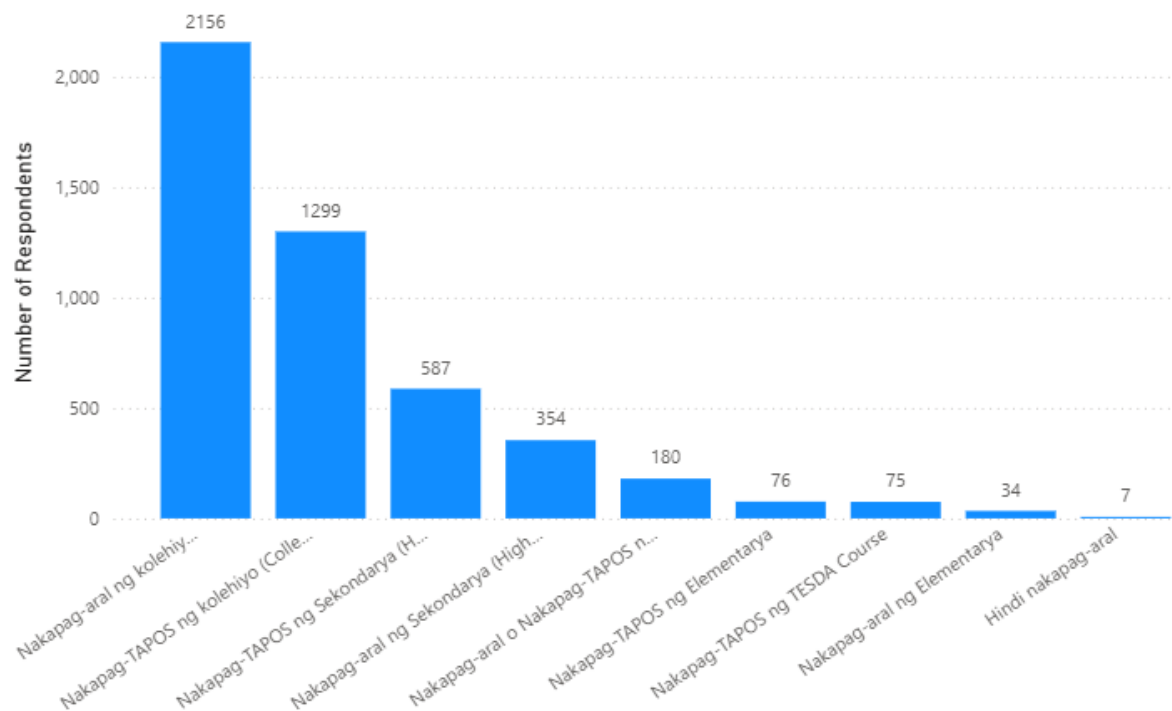
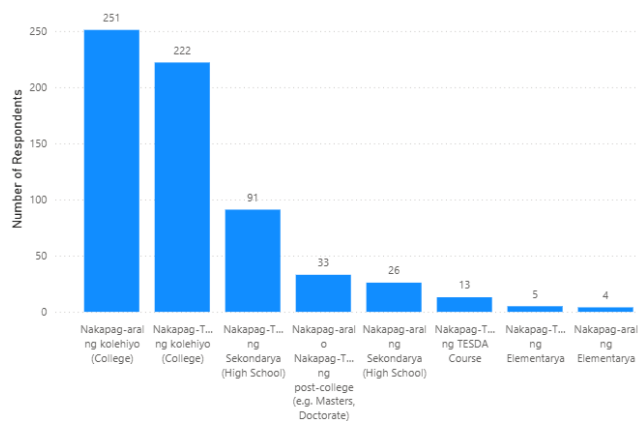
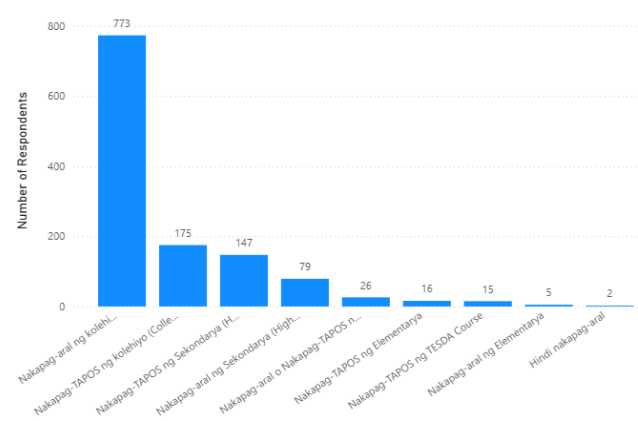


Figure 9: Highest Educational Attainment of Respondents



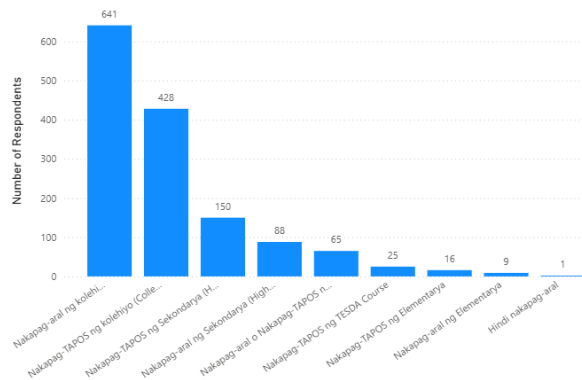
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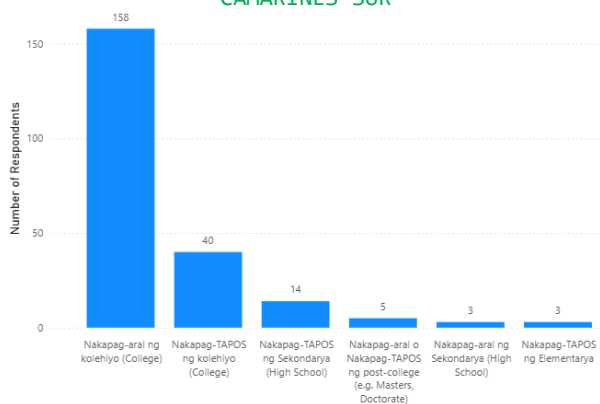
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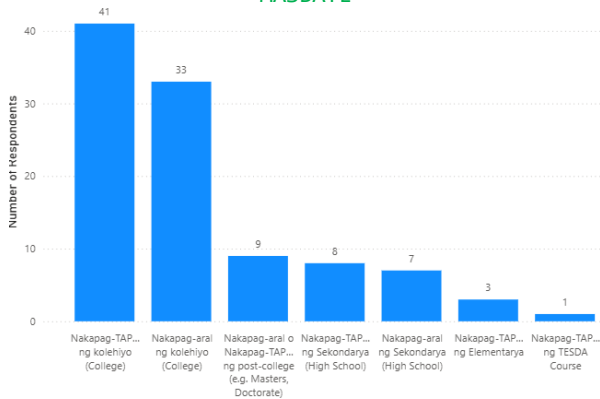
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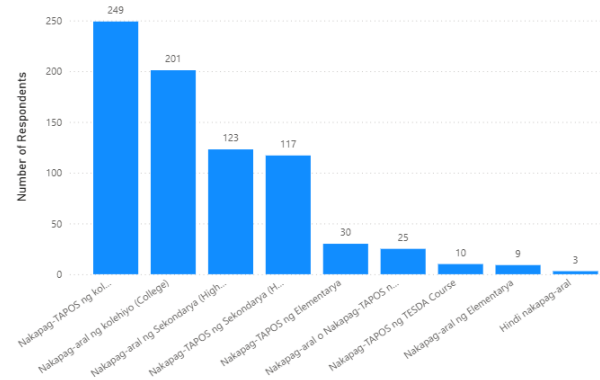
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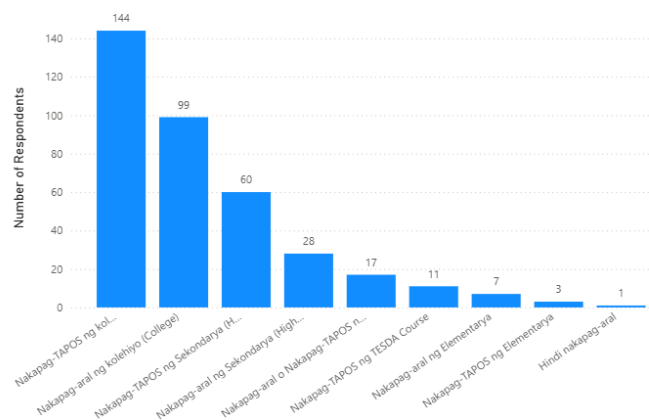
MASBATE



NAGA CITY (INDEPENDENT)



CATANDUANES



SORSOGON

Lastly, Figure 10 shows the number of respondents per province. The number of respondents by city or municipality of residence, grouped by province, follows the main figure. Most of the respondents are from Camarines Sur (29.84%), followed by Camarines Norte (25.96%) and Catanduanes (16.09%).



Camarines Sur is the largest among the six provinces in Bicol Region by population and area, and similarly, has the highest number of respondents in the sample collected.

Province of Residence (n=4768)

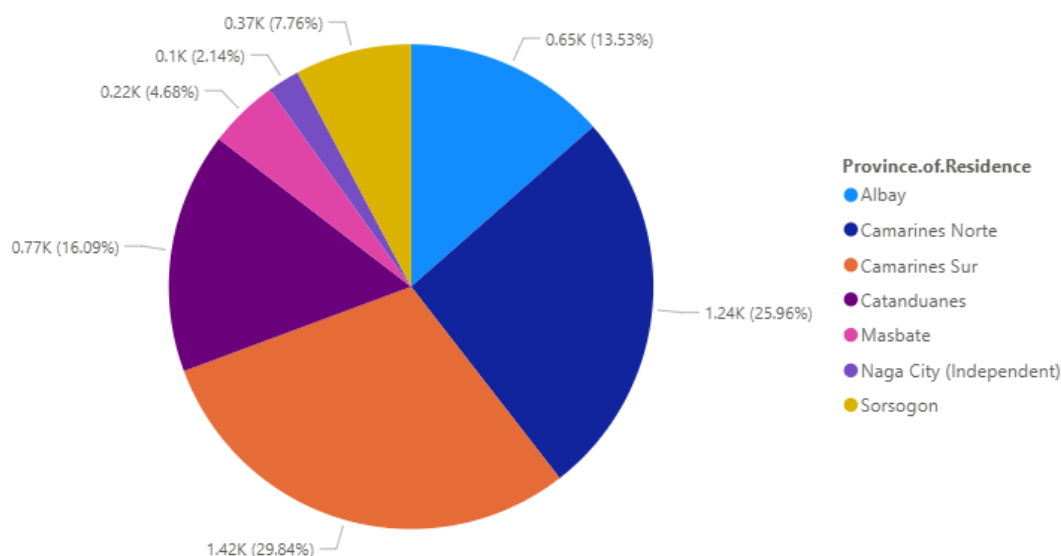
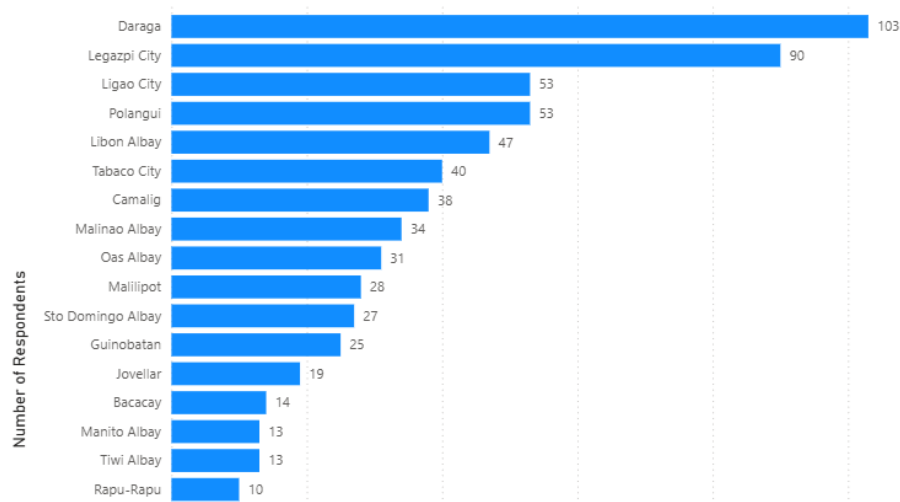


Figure 10: Number of Respondents per Province

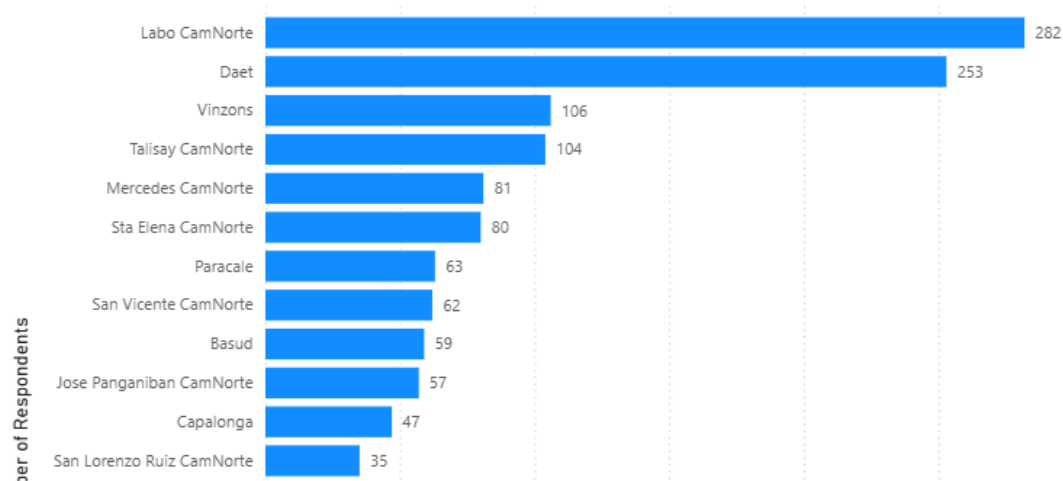
City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE - ALBAY

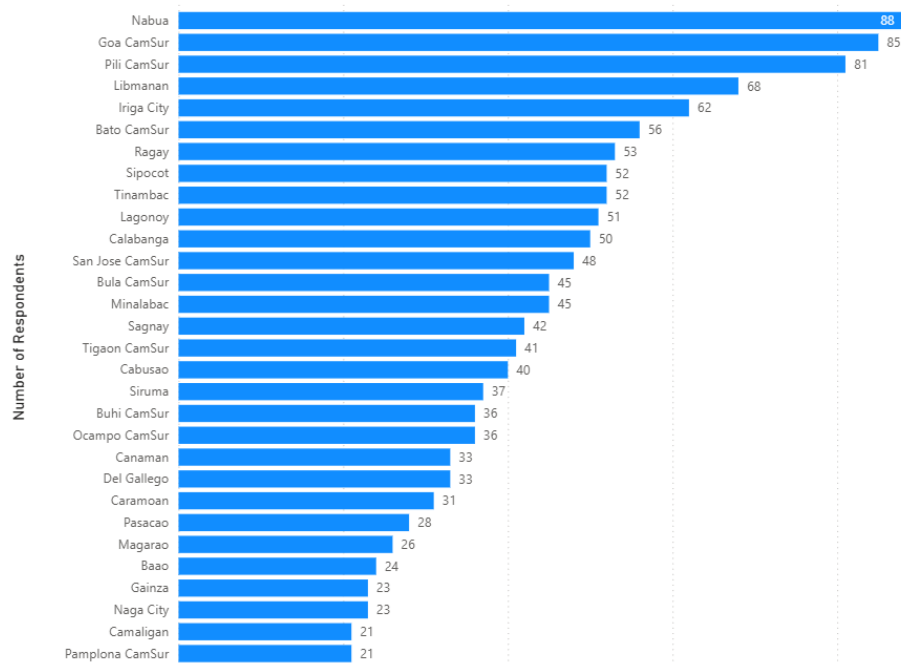


City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE – CAMARINES NORTE

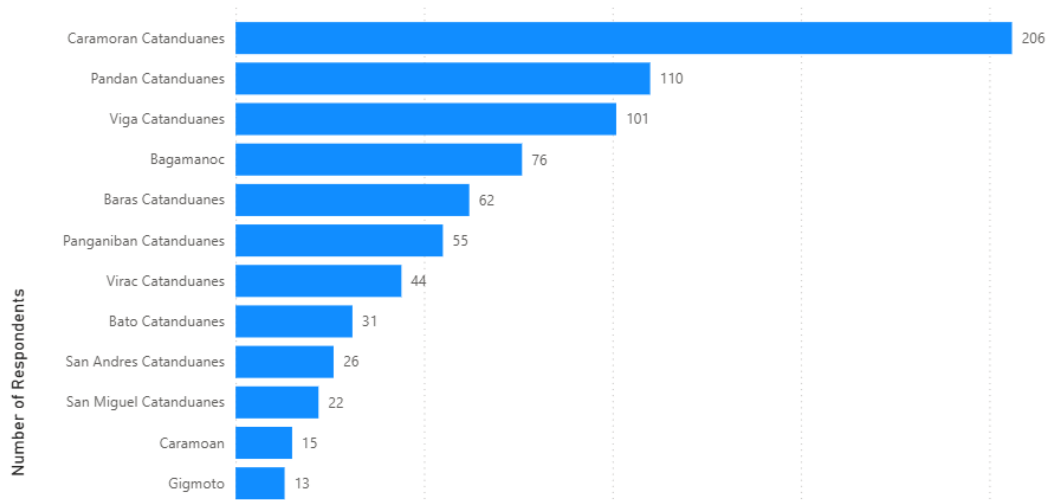
City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE – CAMARINES SUR

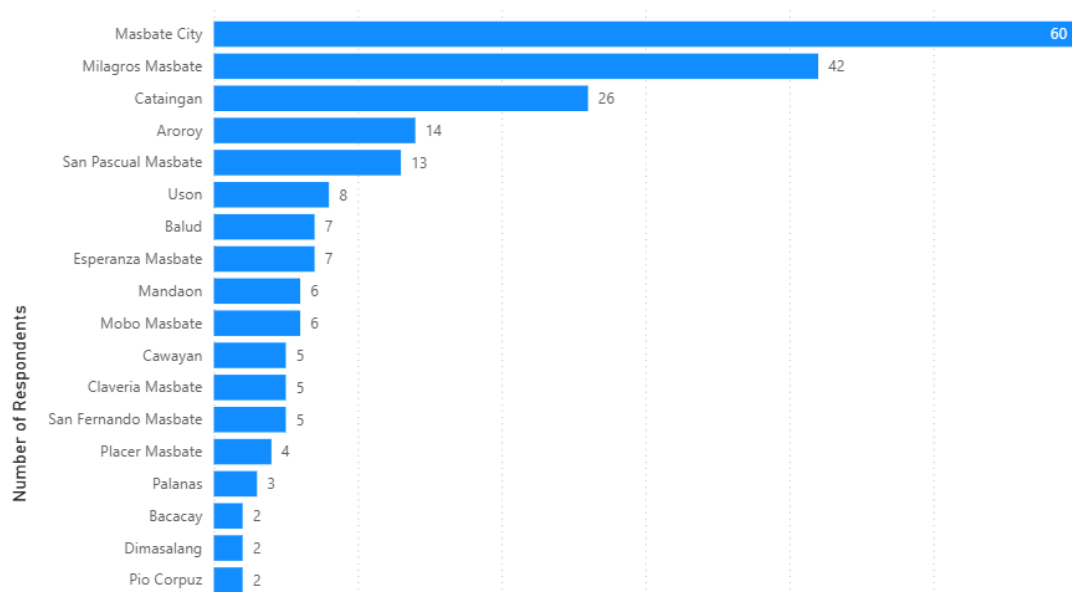


City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE – CATANDUANES

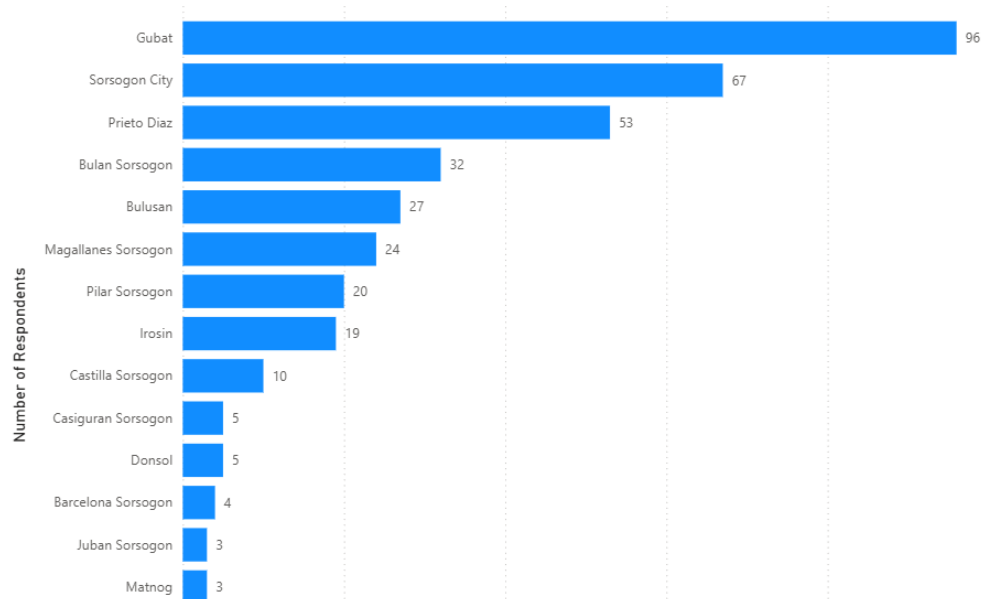
City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE – MASBATE



City/Municipality of Residence



CITY/MUNICIPALITY OF RESIDENCE – SORSOGON

END OF SECTION 1



Section 2: Perception and Feelings Towards the PNP

In the second section of the survey, respondents were asked to rate the following statements from 1 (Completely Disagree) to 5 (Completely Agree). Figure 11 shows the overall respondent ratings, while Figures 12-17 illustrate the difference in ratings between the provinces.

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

Note: Because PNPRO5 specifically requested that the samples be equal to have a more comparable graph among the provinces, 200 observations were randomly selected from the total respondents to create a resampled dataset with 1322 observations. All provinces had over 200 responses, except for Naga City with only 102 responses.

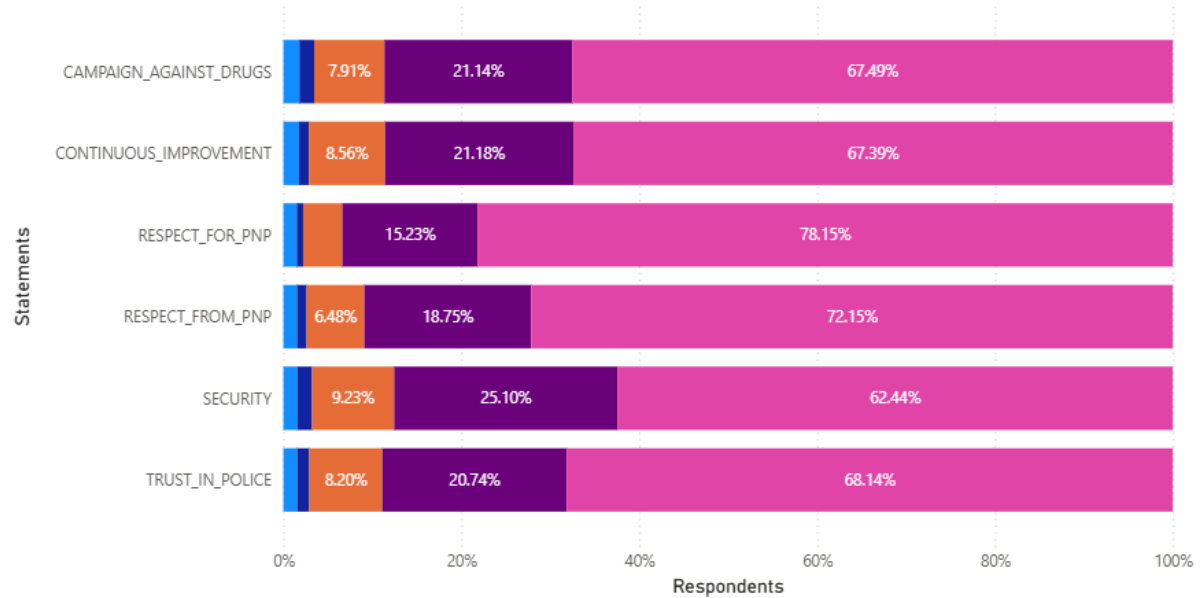
Statements presented to the respondents under this section are the following:

- [Respect for the Police] *Tinatrato ko ng may paggalang at dignidad ang mga pulis sa aming komunidad.*
- [Continuous Efforts to Improve Programs Against Criminality] *Patuloy na pinaghuusay ng ating mga kapulisan ang kanilang mga programa laban sa kriminalidad alinsunod sa Transformation Program PNP P.A.T.R.O.L. Plan 2030.*
- [Safety and Security of the Community] *Kampante ako na ligtas kaming mag-anak kahit anong oras sa aming komunidad.*
- [Trust in the Police] *Buo ang aking tiwala sa mga pulis sa aming komunidad.*
- [Campaign Against Illegal Drugs] *Ang ating kapulisan ay aktibong nangangampanya laban sa illegal na droga sa komunidad.*
- [Respectfulness and Fairness of PNP Towards Citizens] *Ako ay iginagalang ng kapulisan kahit ano pa man ang aking kasarian, edad, estado sa buhay, o lahi na aking pinagmulan.*



Perception and Feelings Towards the PNP (n=4768)

Rating 1 2 3 4 5



Perception and Feelings Towards the PNP (n=1302)

Rating 1 2 3 4 5

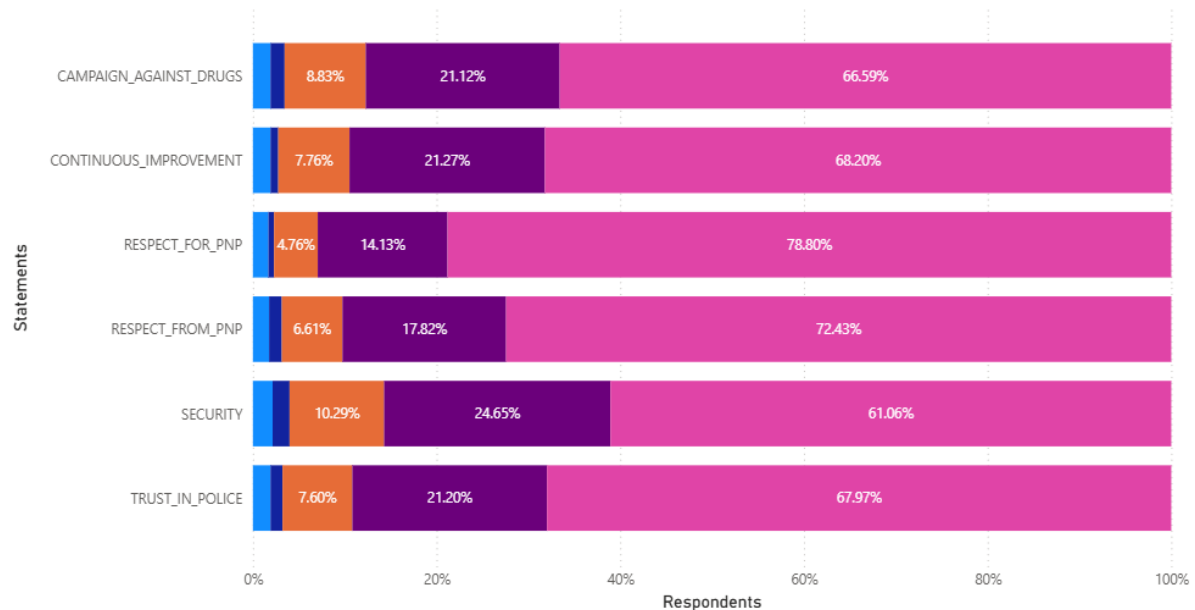


Figure 11: All Statement Ratings (Top: All Respondents; Bottom: Resampled)



Breakdown of Ratings by Province

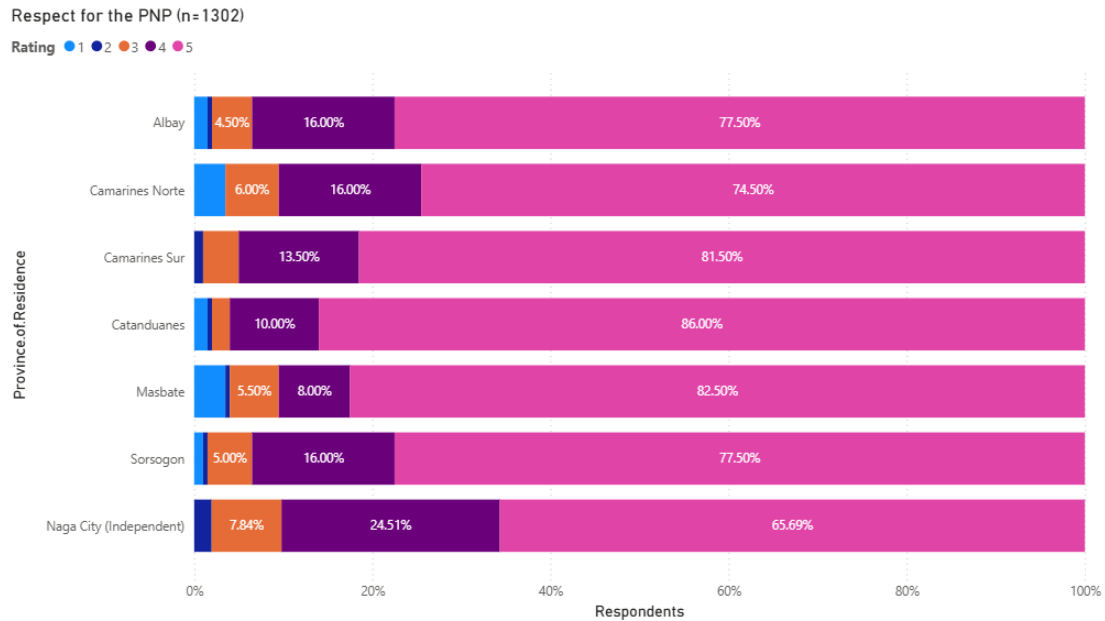


Figure 12: Rating of Respondents by Province to Statement About Respect for the Police

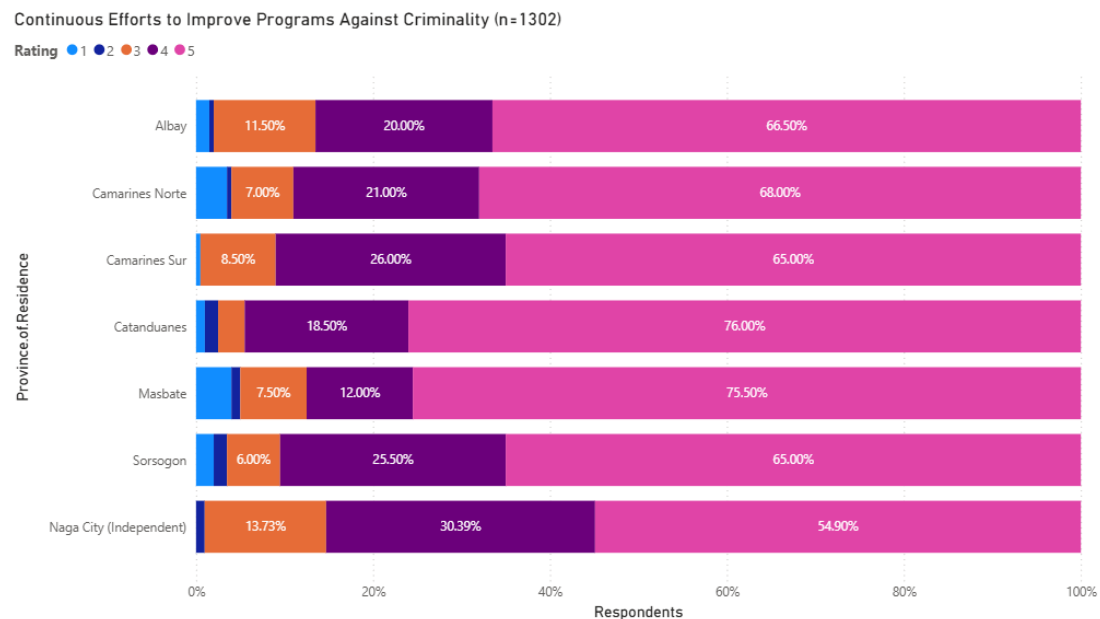


Figure 13: Rating of Respondents to Statement About Continuous Efforts to Improve Programs Against Criminality



I Feel Safe and Secure in my Community (n=1302)

Rating 1 2 3 4 5

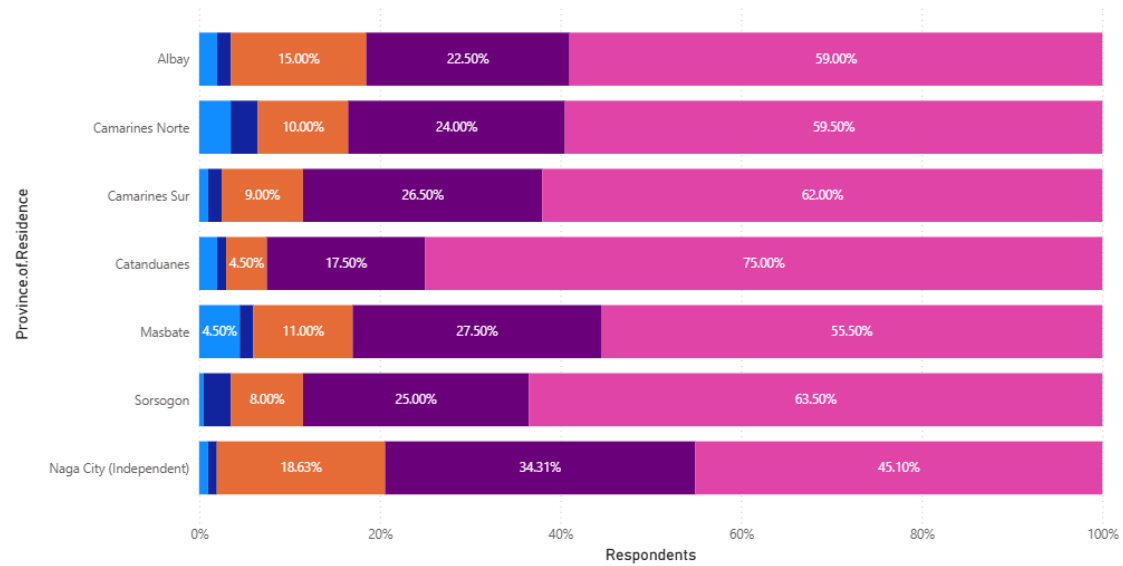


Figure 14: Rating of Respondents to Statement About Safety and Security of the Community

Trust in the PNP (n=1302)

Rating 1 2 3 4 5

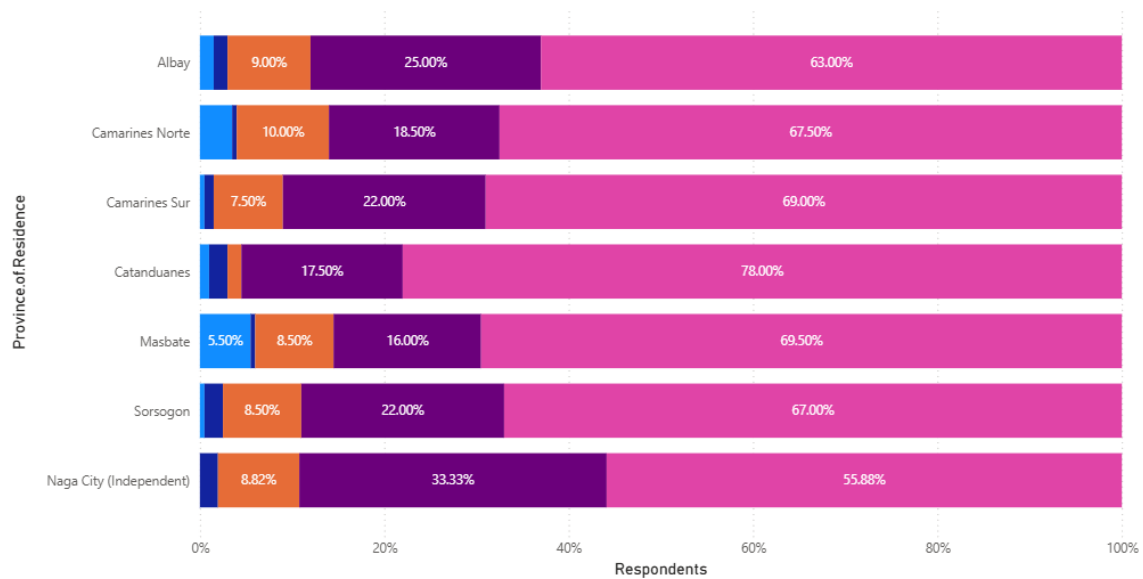


Figure 15: Rating of Respondents to Statement About Trust in the Police



PNP's Campaign Against Illegal Drugs (n=1302)

Rating ● 1 ● 2 ● 3 ● 4 ● 5

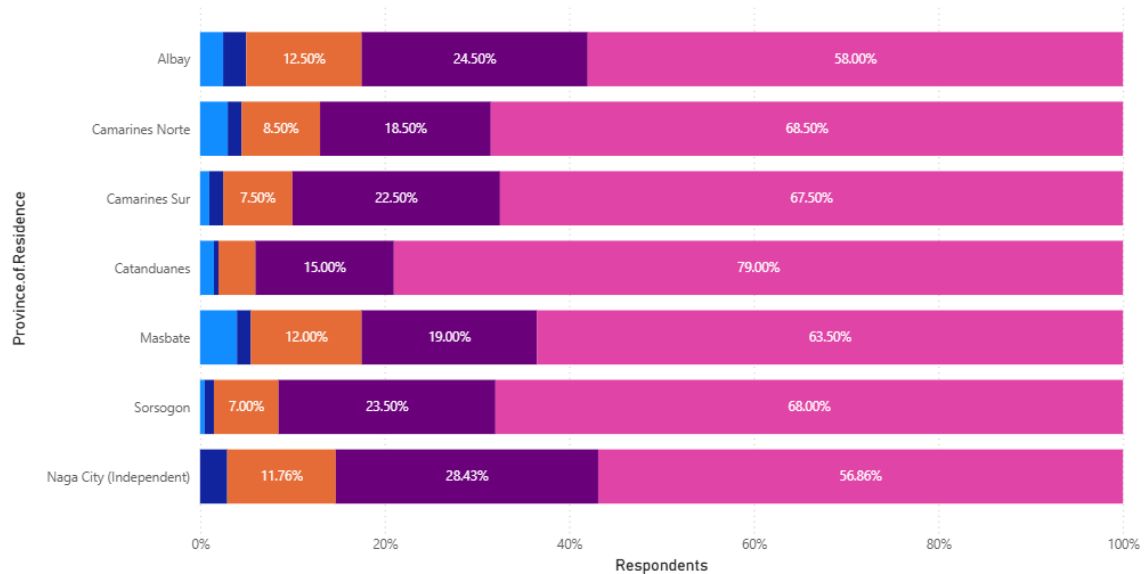


Figure 16: Rating of Respondents to Statement About the PNP's Efforts to Reduce Illegal Drugs in the Community

Respect and Fair Treatment From the PNP (n=1302)

Rating ● 1 ● 2 ● 3 ● 4 ● 5

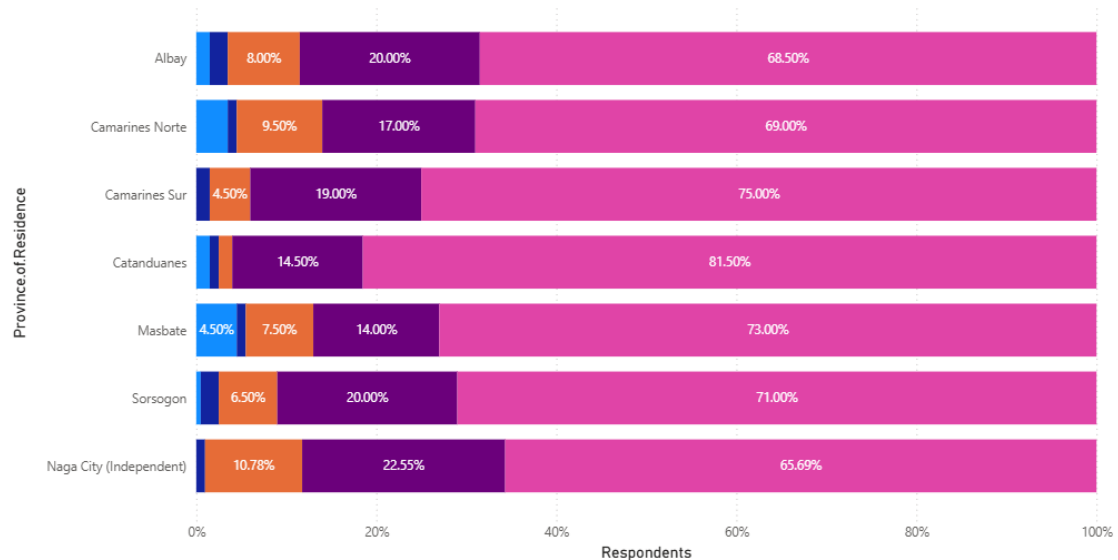


Figure 17: Rating of Respondents to Statement About Police Fairness and Respect Towards Citizens



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

Table 2 outlines the top answers for the ‘MOST LIKED’ PNP programs. In addition, using text mining of qualitative data submitted by respondents, Figure 18 presents the top keywords in the respondents’ answers regarding 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**, **Komunidad**, **Barangay**, and **Kabataan**.

The word frequency for the word cloud is set to 10 words as minimum for the entire region, and 5 words minimum for all provinces except Naga City with minimum word count of 2.

Police Visibility and Patrolling	• Police visibility in <i>barangays</i> • Police visibility in far-flung barangays • Patrolling at night
Anti-Illegal Drugs Campaign	• <i>Kabataan Kontra Droga at Terorismo</i> (KKDAT) • Youth oriented and school-based campaigns against illegal drugs • General anti-illegal drug programs and activities
Programs involving the Youth and Schools	• Kabataan Kontra Droga at Terorismo (KKDAT) • Kabataan Kontra Kriminalidad (KKK) • Youth-targeted training programs • School visitations • Curfew for minors
Programs Closely Involving the Community and <i>Barangays</i>	• Police-Community Relations • Community Policing, Community Engagement • Barangay Peacekeeping Operations • Tree planting activities • Free Zumba • Feeding Programs • PNP’s support to Barangays in times of calamities and emergencies
Information Campaigns	• Seminars, training programs and symposiums • Information, Education and Awareness Campaigns • Anti-Drugs and Anti-Criminality Training • Seminars targeted to the youth

Table 2: Most Liked PNP Programs by Respondents

[illegible]

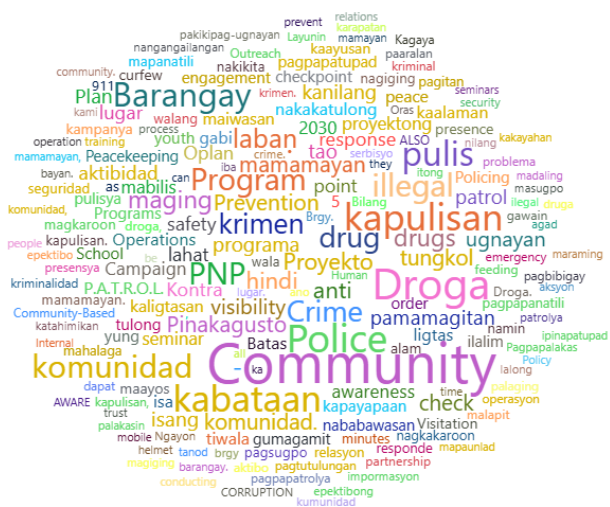
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ALBAY



CAMARINES NORTE



CAMARINES SUR

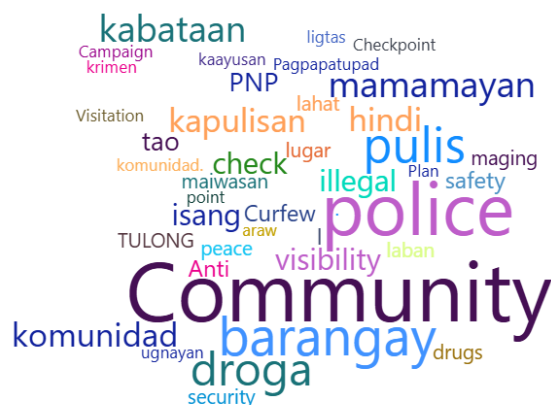


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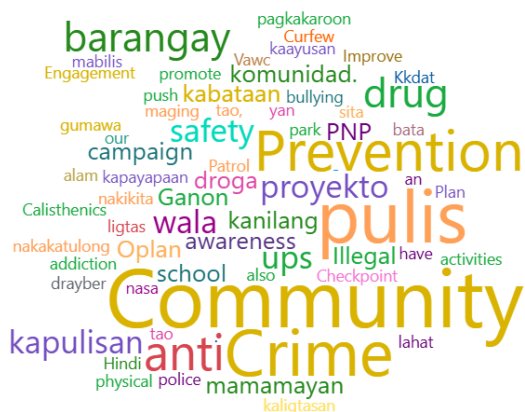




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Projects the Respondents DO NOT Like (Respondent-specified):

Table 3 outlines the top responses for the most disliked PNP programs and activities. Majority of the respondents said 'wala' or 'none.' Figure 19 shows the word cloud for the top keywords identified in the responses.

The word frequency for the word cloud is set to 10 words as minimum for the entire region, and 5 words minimum for all provinces except Naga City with minimum word count of 2.



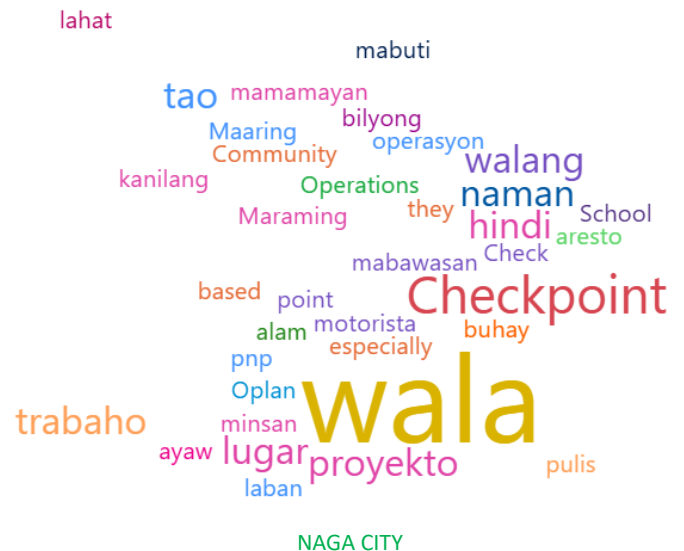
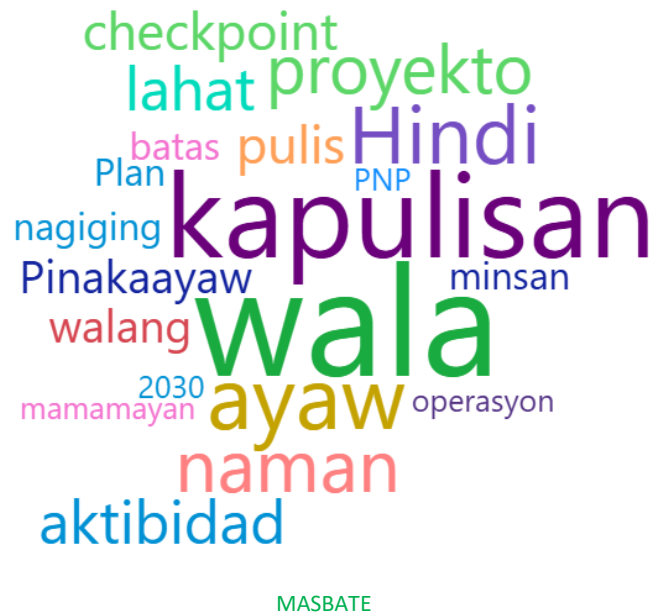
None or 'Wala'	The majority of respondents believe that most, if not all PNP programs are beneficial to the community.
Complaints about the unfair treatment and attitude of some police officers	• Some complaints around unfair treatment of some police • Complaints on how some police officers are involved in corrupt or abusive practices
Some complaints on implementation of checkpoints	• Complaints about implementation of checkpoints
Implementation of anti-illegal drugs programs like <i>Oplan Tokhang</i>	• Concerns about the controversies around violation of human rights in the implementation of anti-illegal drug programs
Lack of police visibility in some areas	• Requests for more police visibility in far flung areas • Requests that police stay longer in crime-prone areas
Lack of sustainability of community-based programs	• KKDAT local chapters cannot be sustained by some stakeholders
Slow Response to Complaints and Issues Raised	• Some complaints around speed of response to reports and complaints raised
Complicated process of availing of police services	• Some complaints around process of blotters and availing of other services
Lack of resource prioritization	Some resources are not being placed on the most urgent concerns

Table 3: Most Disliked PNP Programs by Respondents



Bagaman Corruption nakikita kinalan Batas proyektor PINAKALAYAW isang aresto kanilang itong karapatan Komunidad aktibidad mamamayan pagpapatupad lahat walang pagkulong posibilidad epelito pantay maling 2030 Plan Tangkang aabusu illegal community sapat madalas proseso ayaw takot bayon wala maayos minsan pulis karapatan gagangara partikular pagdulol PNP kawalan paglabag motorista Program Patrol kayaayan pangamba point tiwala Oplan aniti tingin human alam Operasyon Kapulis hindi layunin niting proyekto paraan response tao programa operations nagingin seguridad kakulangan





END OF SECTION 2



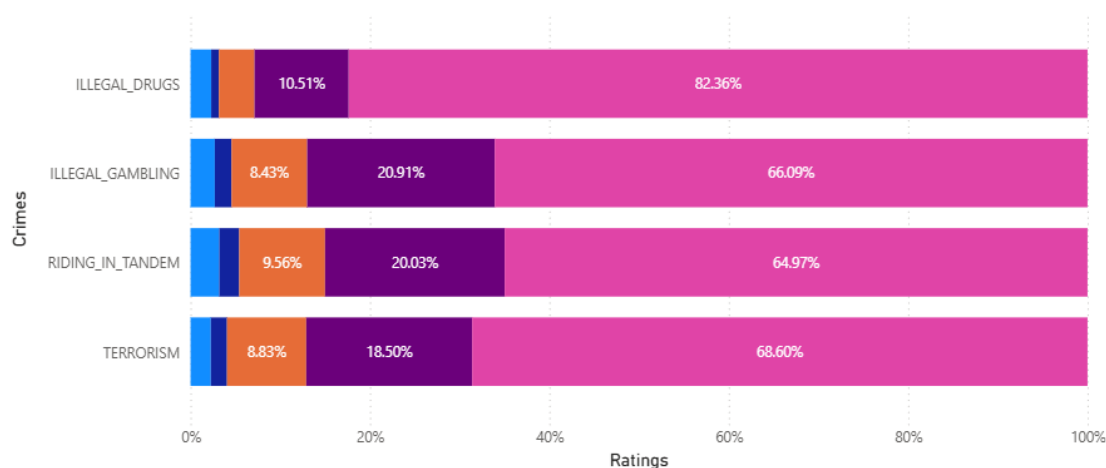
Section 3 – What are the Most Urgent Problems in the Community?

Under this section, respondents rated the following community problems according to priority, 1 being the least priority and 5 being the top priority. Figures 20 to 24 show 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.

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

Crime Urgency Ratings (n=4768)

Urgency Rating ● 1 ● 2 ● 3 ● 4 ● 5





Crime Urgency Ratings (n=1302)

Urgency Rating 1 2 3 4 5

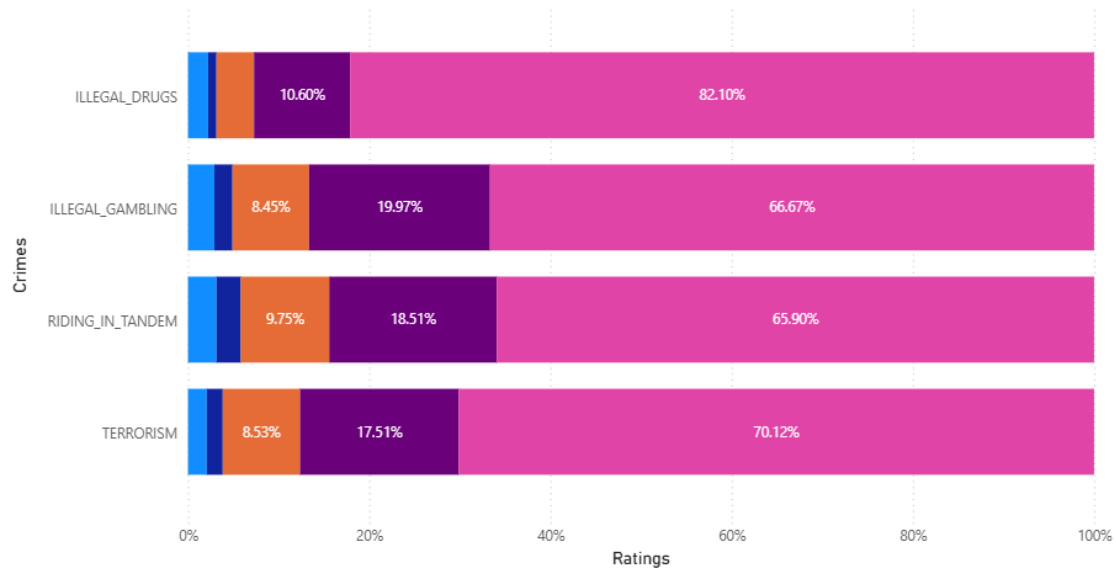


Figure 20: All Statement Ratings (Top: All Respondents; Bottom: Resampled)

Breakdown of Ratings by Province

Crime Urgency Ratings - Riding in Tandem (n=1302)

Urgency Rating 1 2 3 4 5

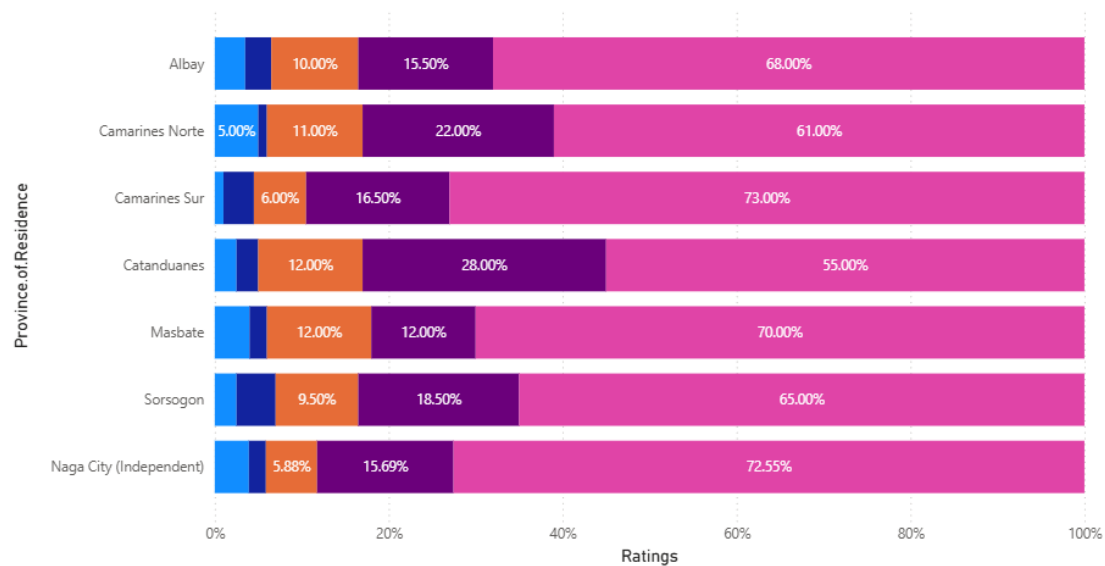


Figure 21: Urgency Rating of Respondents to the Problem of Riding and Tandem



Crime Urgency Ratings - Terrorism (n=1302)

Urgency Rating 1 2 3 4 5

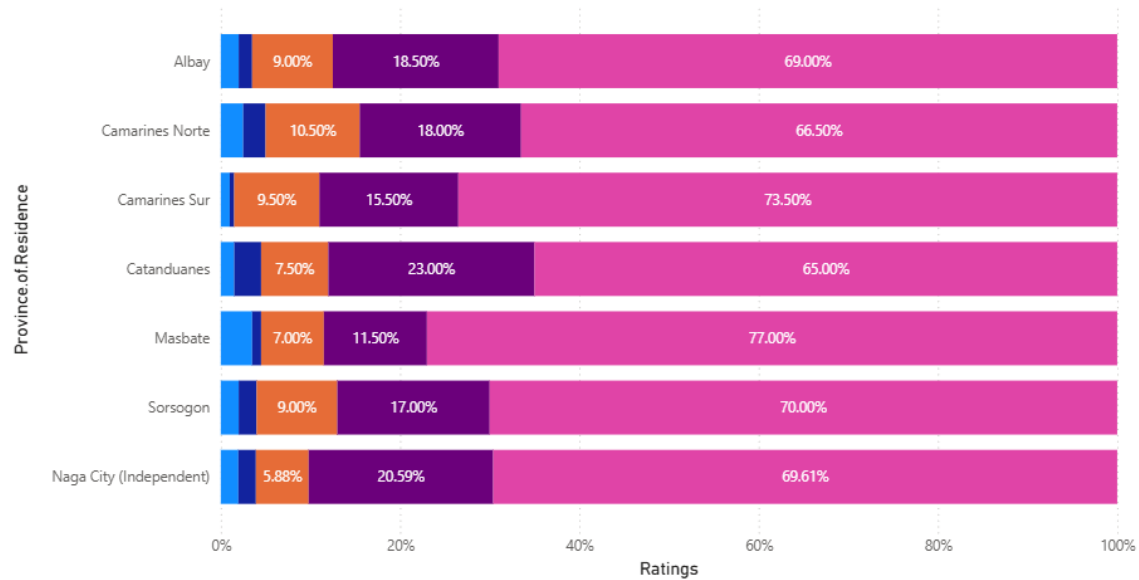


Figure 22: Urgency Rating of Respondents to the Problem of Terrorism

Crime Urgency Ratings - Illegal Drugs (n=1302)

Urgency Rating 1 2 3 4 5

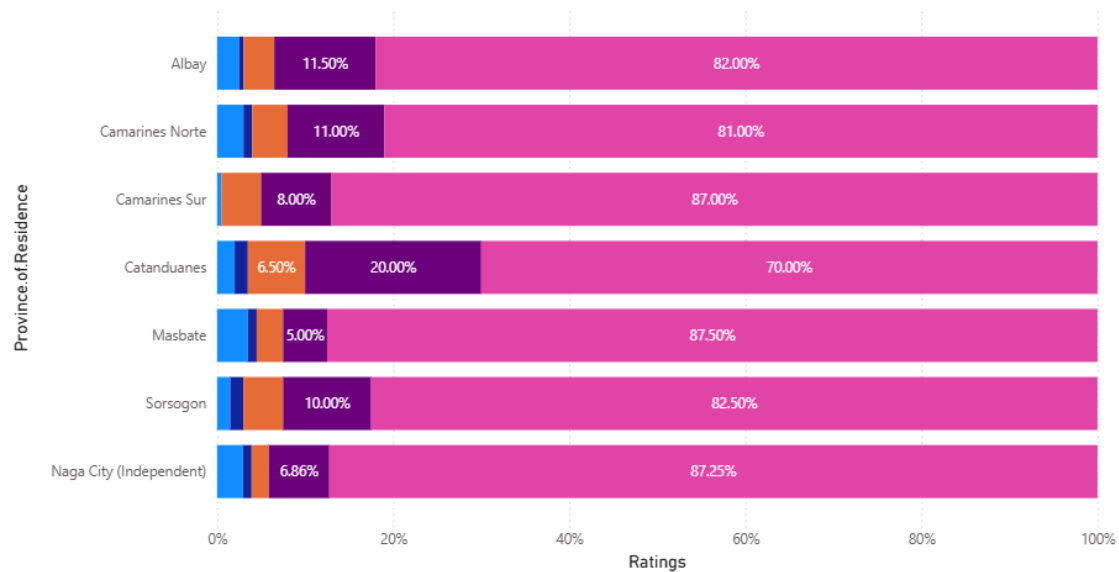


Figure 23: Urgency Rating of Respondents to the Problem of Illegal Drugs



Crime Urgency Ratings - Illegal Gambling (n=1302)

Urgency Rating 1 2 3 4 5

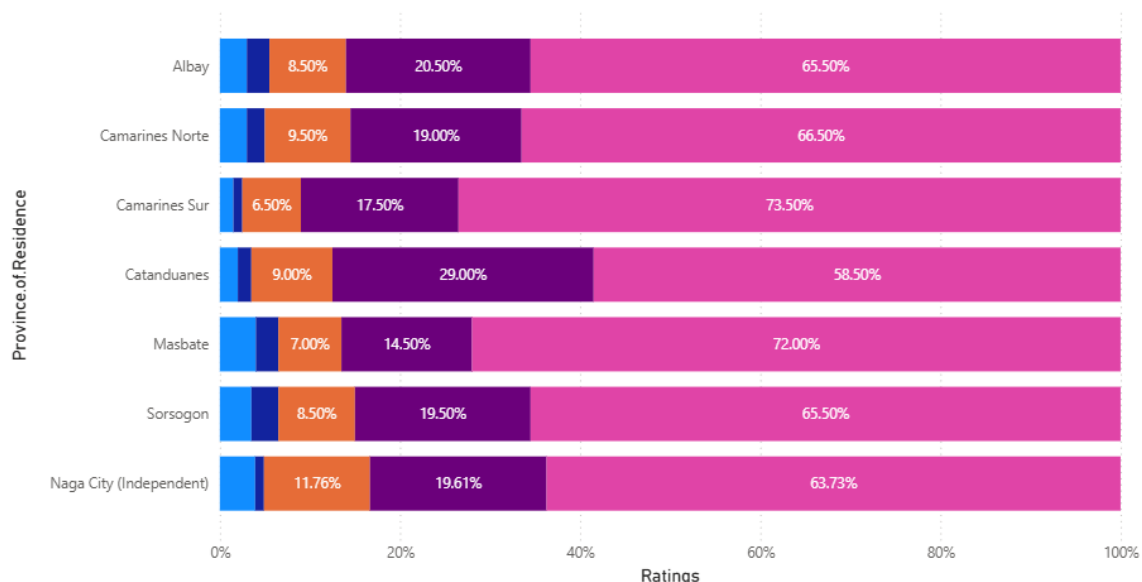


Figure 24: Urgency Rating of Respondents to the Problem of Illegal Gambling

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

Table 4 outlines the top urgent crimes raised by the respondents. Using text mining of qualitative data submitted by respondents, Figure 25 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.

Cybercrime	- Cyberbullying - Online scam and fraud - Online sexual abuse and exploitation - Fake news and disinformation
Corruption and Abuse of Power in the Government	- Low public trust and confidence to authorities because of corruption issues - Some abusive officers
Sexual Abuse and Rape, Violence against women and children, and gender-based violence	- Gender based violence - Child labor - Women and children abuse - Rape - Prostitution



Traffic-related crimes and violations	• Driving without license • Reckless driving • No helmet • Traffic Violations
Juvenile Delinquency	• Minors engaged in violence and criminal activity • Minors using vape, cigarettes, and illegal drugs
Theft, Robbery, Hold-ups, Pickpocket	

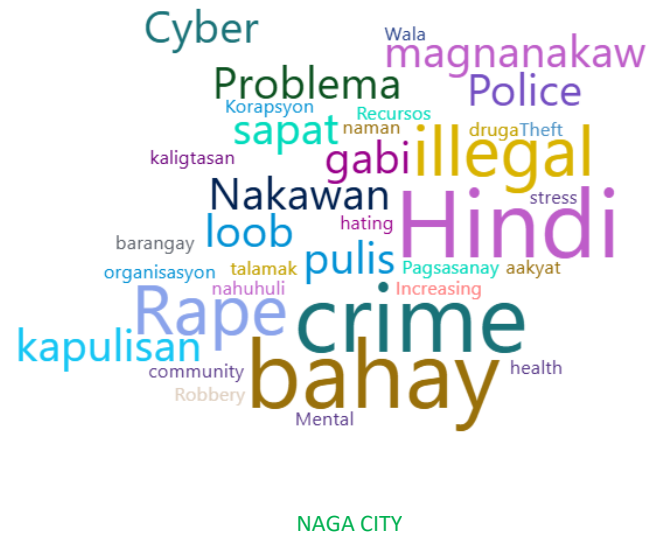
Table 4: Urgent Crimes in the Community Raised by Respondents

Urgent Crimes in the Community (n=4768)



Figure 25: Top Keywords Mentioned by Respondents (Crimes that needs to be addressed)
(Urgent Crimes, minimum count = 10 for all, 5 per province, naga city = 2)





END OF SECTION 3



Section 4 – Other Comments and Suggestions

Table 5 outlines the top feedback received from respondents. Using text mining of qualitative data submitted by respondents, figure 26 presents the top keywords found in the respondents' final comments and suggestions. Following the main visualization are the top keywords for each province.

Strengthen Youth-Based Programs and Curb Juvenile Delinquency	• More youth engagement programs (seminars, training, etc.) • Implement curfew for minors • What to do with street children and other vagrants causing disturbance to people?
Strengthen response against Cybercrime	• Modernize processes using digital technology • Conduct activities on Cybercrime prevention • Improve response to cybercrime complaints
Conduct more community-based programs and activities. Strengthen the PNP's collaboration with local communities	• Strengthen community policing • Try to reach far flung areas • Constantly engaging the community and other stakeholders improves public trust in the police • Inform stakeholders of how they can play a part in keeping the community safe and secured • Inform the public on how they can report and assist in police activities and programs
Increase transparency to gain and maintain public trust and confidence	• Be transparent with non-classified police activities to inform the public of legitimate police activities and programs • Transparency helps gain public trust and confidence
Implement mandate with integrity, transparency, fairness, and consistency.	• Uphold human rights when implementing the PNP's mandate • Be fair, professional, ethical, and approachable • Implement transparency and accountability measures to improve community trust and confidence
Improve Information Education Campaigns (IEC) on PNP's programs	• Improve IEC especially to smaller communities • Strengthen crime prevention education to the community • Conduct more training and learning programs for the youth and the public.

Table 5: Open Ended Feedback Submitted by Respondents





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END OF REPORT
Revised: 11/7/2025