



# Community Engagement Survey Report on the Performance of the Philippine National Police Region 5 Office (PNPRO5) MARCH - MAY 2025 (1st 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.*

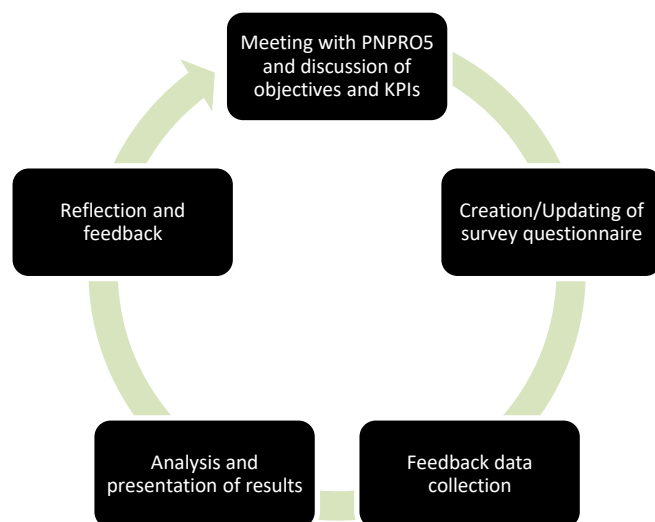
## Context:

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:





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### 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, because it is free, easy to use, simple, 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 **March 7, 2025, until May 14, 2025 (68 days)**. **4175** (unfiltered), **3232** (filtered) sets of individual responses were recorded. Compared to the previous survey run (2<sup>nd</sup> semester 2024), **the total number of respondents increased by 14, while the total filtered respondents increased by 913**. This is a significant improvement in both the quantity and quality of responses collected compared to previous years.

Data pre-processing, analysis and validation is jointly conducted with National University Philippines.

### 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=3232)

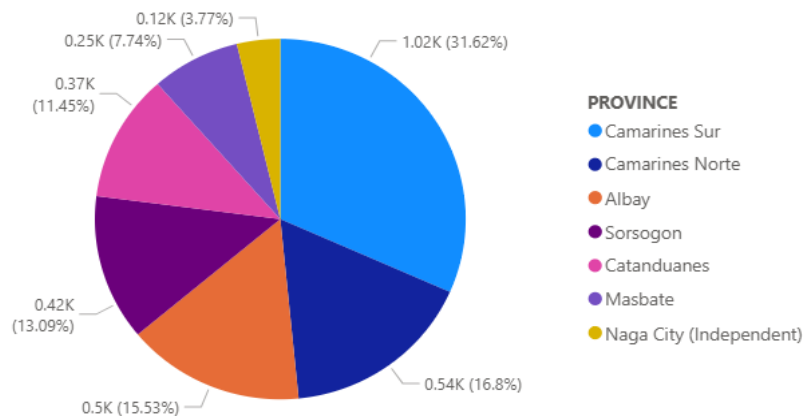


Figure 1: Respondents by Province of Residence

As outlined in table 1, the total population of Bicol Region is 6,082,165<sup>1</sup>, 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 is the target number of respondents set by Layertech and PNP at the start of the survey.

| Provinces in the Region      | 2020 population | Filtered Respondents         |
|------------------------------|-----------------|------------------------------|
| Camarines Sur                | 2,068,244       | 1022 (Naga City not counted) |
| Albay                        | 1,374,768       | 502                          |
| Masbate                      | 908,920         | 250                          |
| Sorsogon                     | 828,655         | 423                          |
| Camarines Norte              | 629,699         | 543                          |
| Catanduanes                  | 271,879         | 370                          |
| Naga City (Independent)      | 209,170         | 122                          |
| TOTAL Respondents (Filtered) |                 | 3232                         |

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

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



Figure 2 illustrates the number of individual responses recorded over the data collection period. The earliest response was recorded on March 7, 2025, while the final response was recorded on May 14, 2025. The average daily responses collected is 47 (filtered) voters per day, and the highest number of responses was recorded is on March 14, 2025.

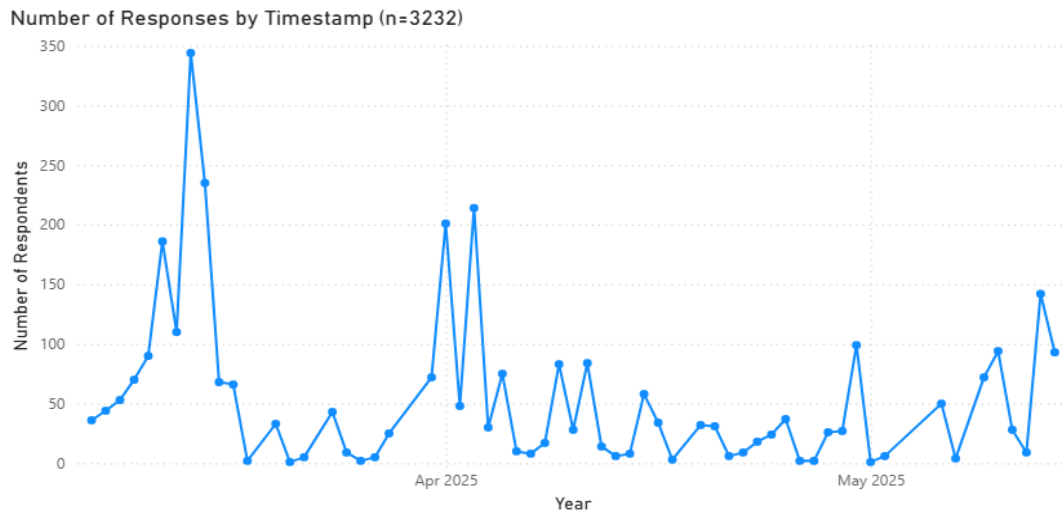


Figure 2: Total number of submitted responses from March 7, 2025, to May 14, 2025

### Summary of Key Findings and Insights

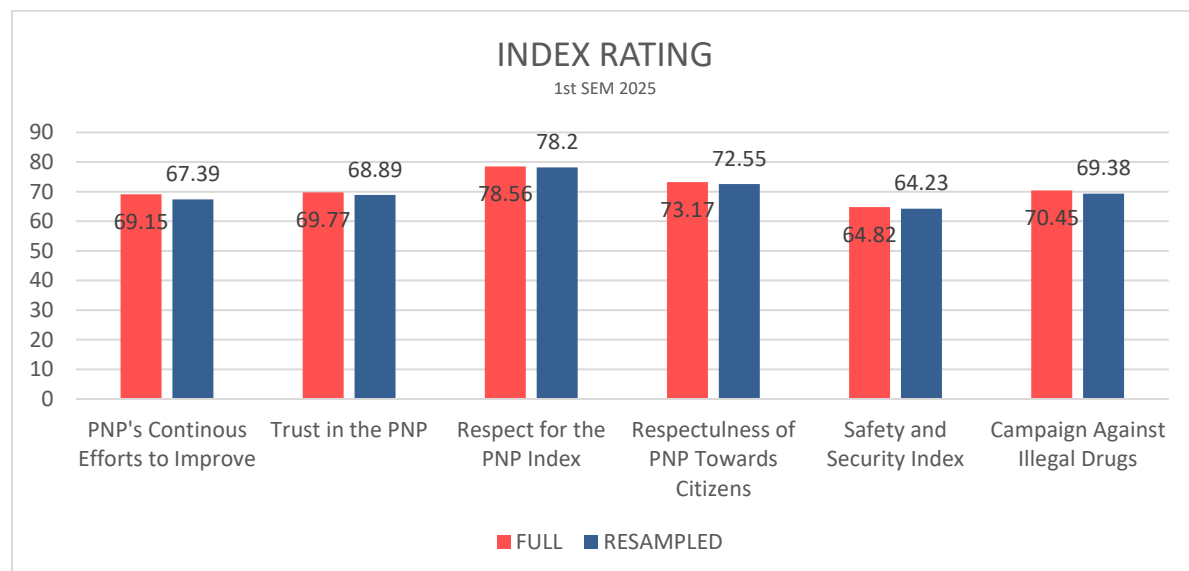


Figure 3: Summary of Community Perception Scores (Details in Section 2)



Figure 3 illustrates the community perception scores, for both the full dataset and the resampled dataset<sup>2</sup>. A breakdown of these scores per province is discussed in section 2. All ratings slightly decreased compared to the results of the 2<sup>nd</sup> semester of 2024.

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

1. Police visibility and patrolling in *barangays*
2. Anti-illegal drugs campaign (e.g. KKDAT)
3. Programs involving the youth and schools (KKDAT, KKK, implementation of curfews)
4. Community-based programs (e.g. PCR, BPAT, *Barangayanihan*, BPO, *Kasimbayanan*)
5. Information campaigns (e.g. seminars, training programs, symposiums, etc.)
6. Road safety (e.g. checkpoints, *Oplan Sita*)
7. Modernization and use of ICT to streamline processes (e.g. online police clearance)
8. Programs that protect women and children (e.g. women's desk and related assistance)

- **DISLIKED Programs and Activities:**

1. None
2. Some complaints about unfair treatment and unapproachable police officers
3. Some complaints about the implementation of checkpoints
4. Concerns about the implementation of anti-illegal drugs campaign and controversies on human rights violations
5. Other specific complaints

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<sup>2</sup> 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.

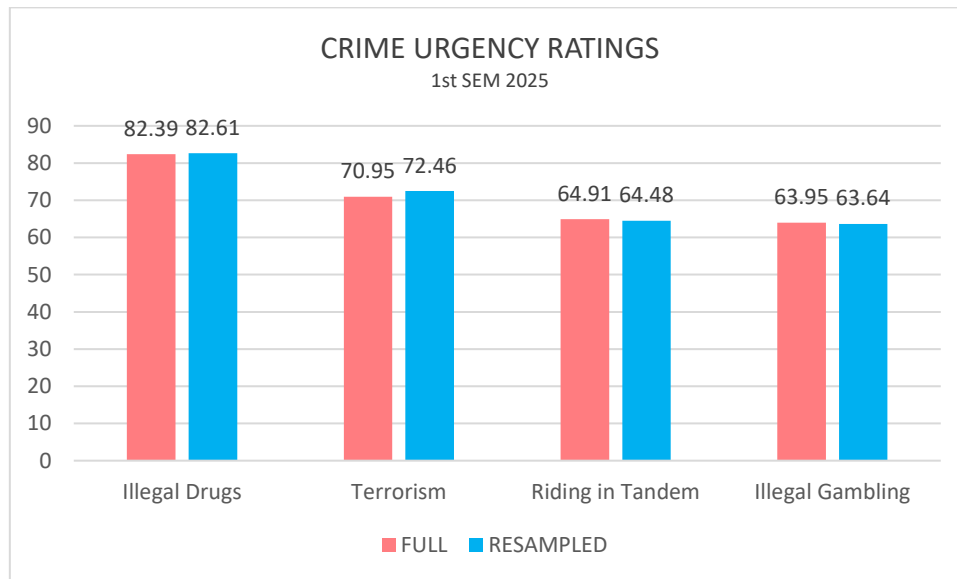


Figure 4: Summary of Urgency Ratings for Crimes (Details in Section 3)

- 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. A breakdown of the urgency ratings per province is presented in section 3. All urgency ratings slightly decreased compared to the results of the 2<sup>nd</sup> semester 2024 survey.
- Apart from the specified crimes in Figure 3, respondents also raised the following crimes as urgent:**
  - Traffic related crimes and violations (e.g. reckless driving)
  - Juvenile delinquency
  - Cybercrime (e.g. online scams, online sexual abuse and exploitation, etc.)
  - Human trafficking
  - Violence against women, children, and other gender-based crimes
  - Theft, robbery, pickpockets
  - Corruption in the government
  - Environmental crimes (e.g. Illegal logging, illegal fishing, etc.)
- Other comments and suggestions are very similar to the previous survey runs:**
  - Strengthen youth-based programs and curb juvenile delinquency



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2. Conduct more community-based programs and activities. Strengthen collaboration with barangays and other sectors in the community.
3. Continuous improvement of anti-crime programs and service delivery
4. Implement mandate with integrity, fairness, transparency, and consistency. Uphold human rights
5. Improve information education campaigns (IECs)
6. Leverage technology to improve programs and community engagement.
7. Protect the environment

### END OF EXECUTIVE SUMMARY



## Section 1 – About the Respondents

Figure 5 shows the breakdown of all respondents by gender. 51.89% of respondents are female while 44.55% are male. 2.69% of respondents are LGBTQ+ and 0.87% refused to disclose their gender. Following figure 5 are the gender breakdowns of the respondents by province. Note that all values from Camarines Sur does NOT include responses from Naga City.

Gender of Respondents (n=3232)

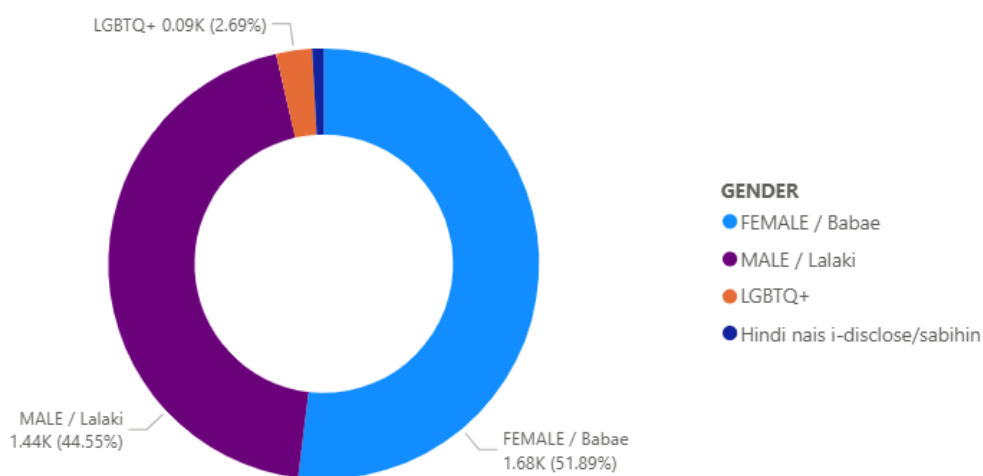
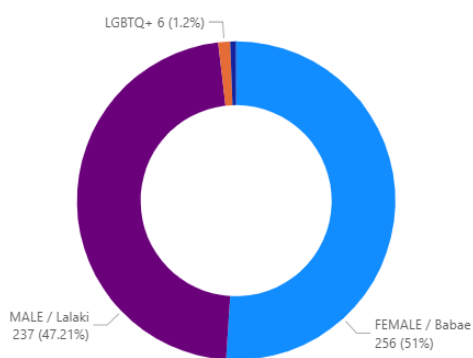
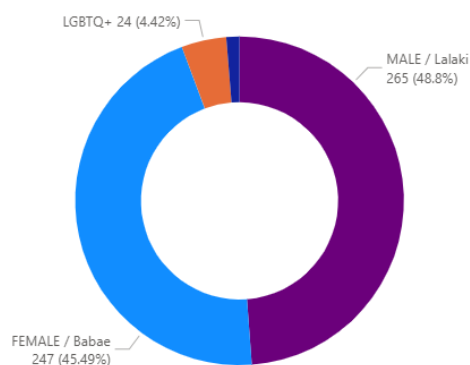


Figure 5: Breakdown of All Survey Respondents by Gender



ALBAY



CAMARINES NORTE

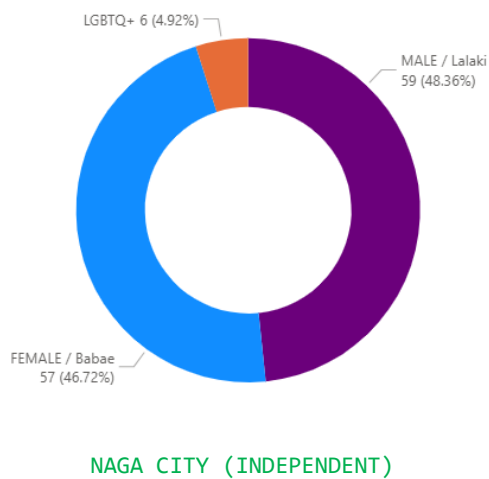
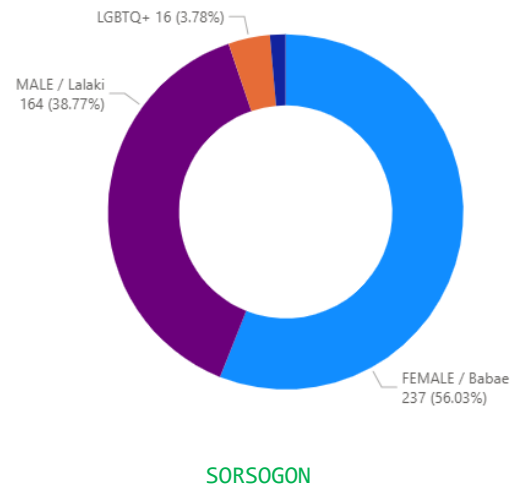
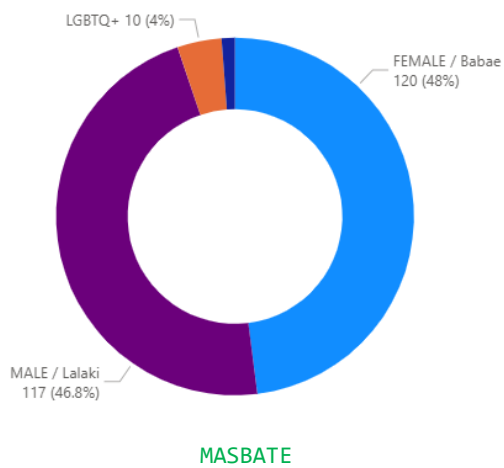
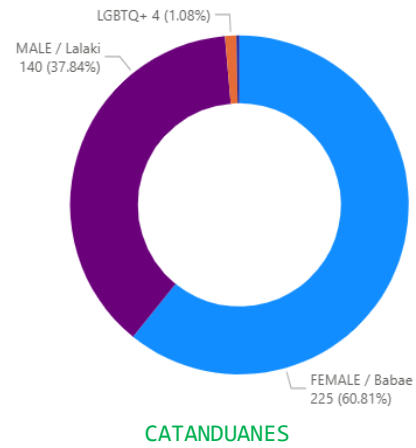
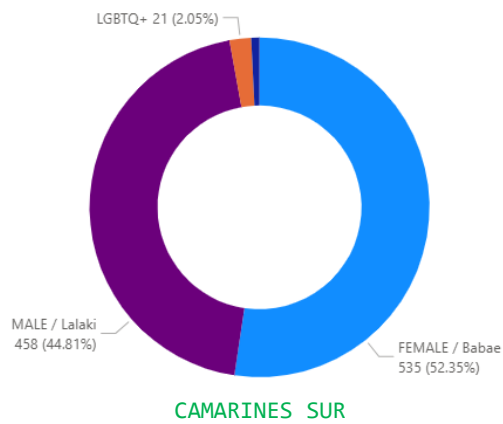




Figure 6 shows the breakdown of the respondents by sector. The sectors identified are from the previous community engagement surveys of the agency. Following figure 6 are the sectors represented by the respondents, by province. For this survey run, the majority of the respondents are from the youth sector (36%), followed by education sector: teachers, school staff (18%), and LGU employees (11%). This ranking is true for all provinces, except for Naga City with private employees ranking third.

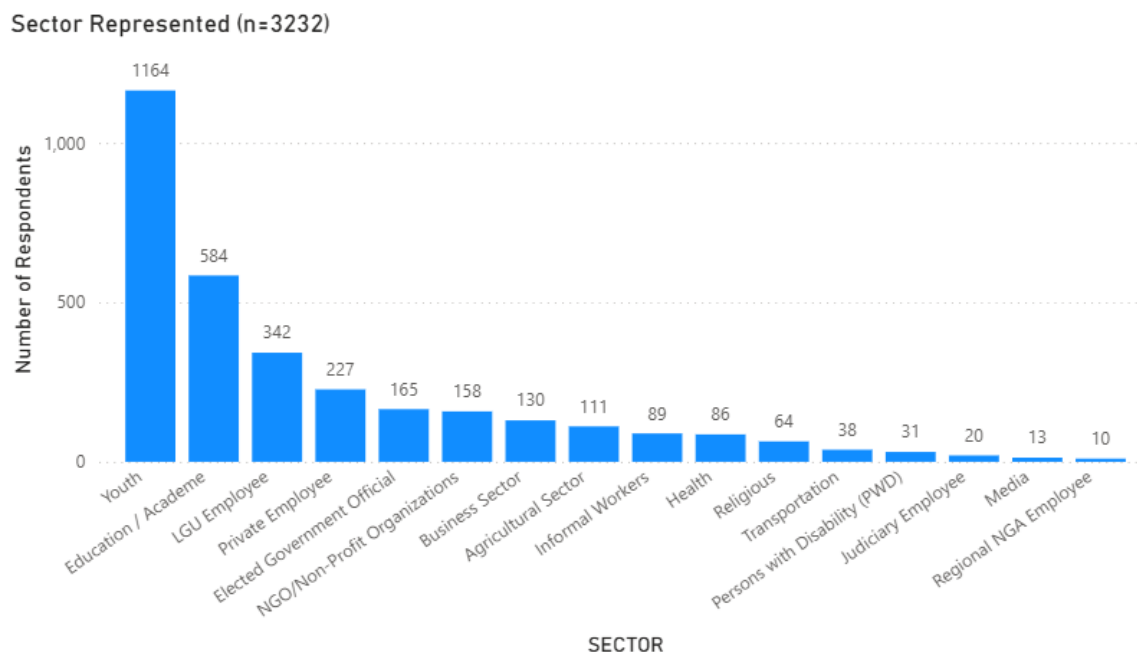
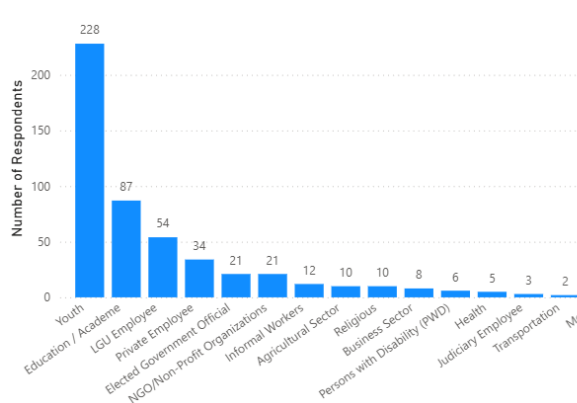
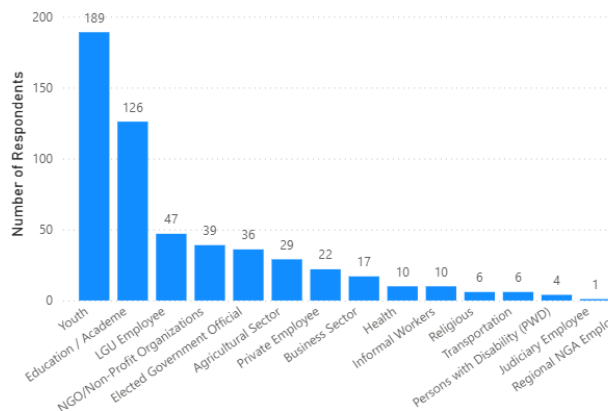


Figure 6: Breakdown of Sectors Represented by Respondents



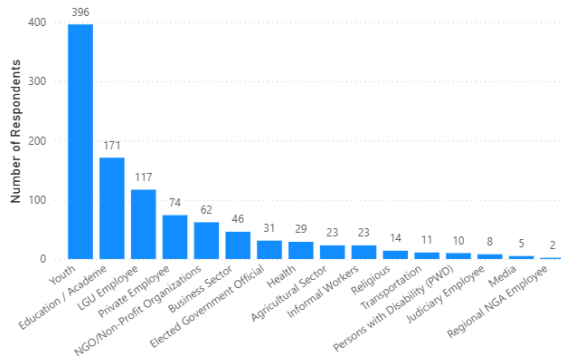
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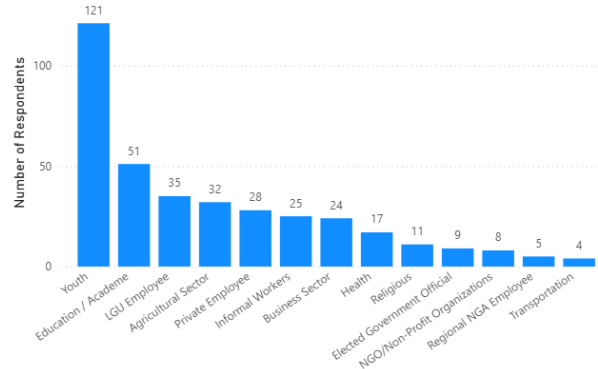
CAMARINES NORTE



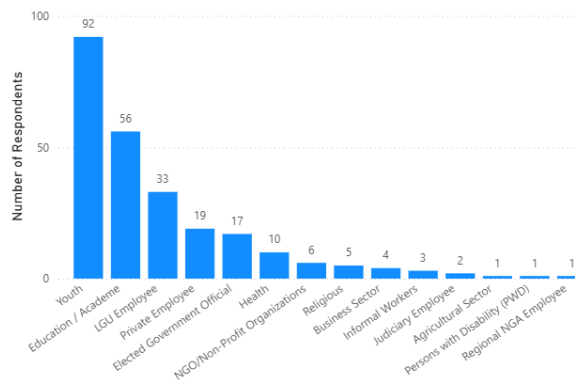
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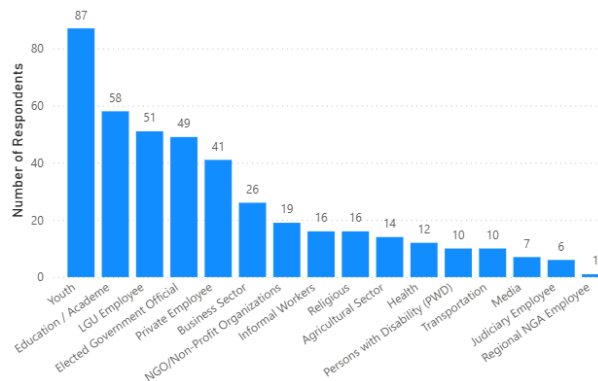
CAMARINES SUR



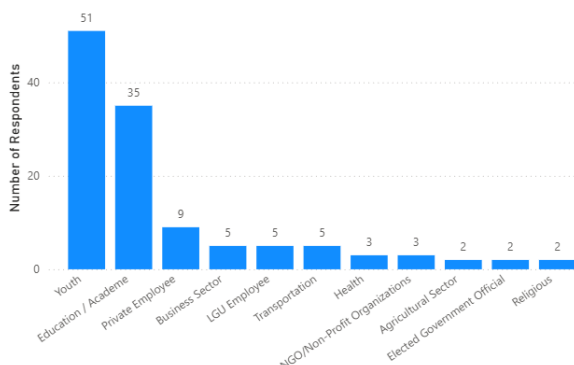
CATANDUANES



MASBATE



SORSOGON



NAGA CITY (INDEPENDENT)



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 (69%) and between 21 to 30 (52.66%) years of age.

#### Civil Status (n=3232)

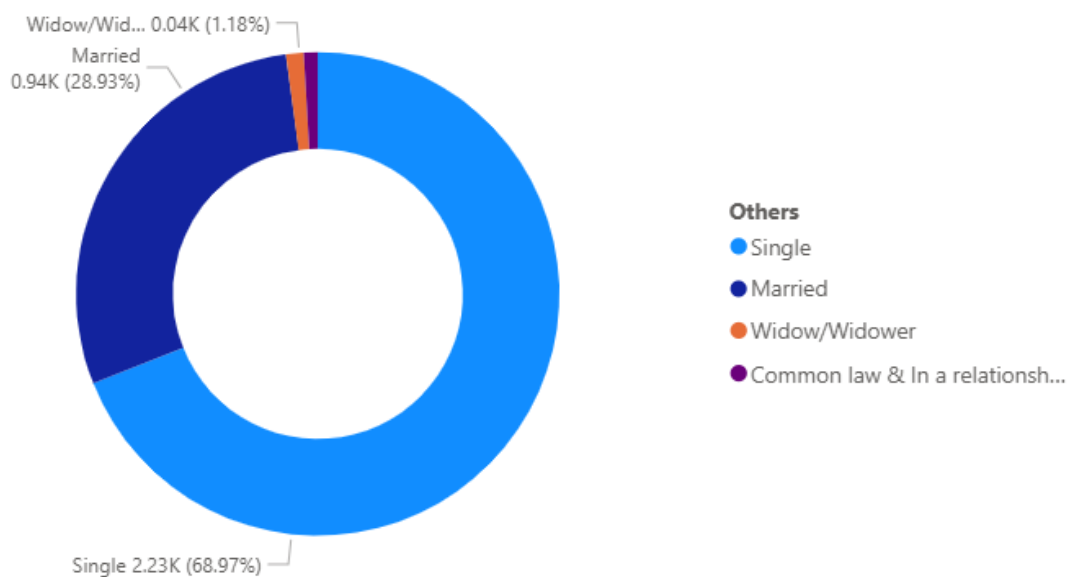
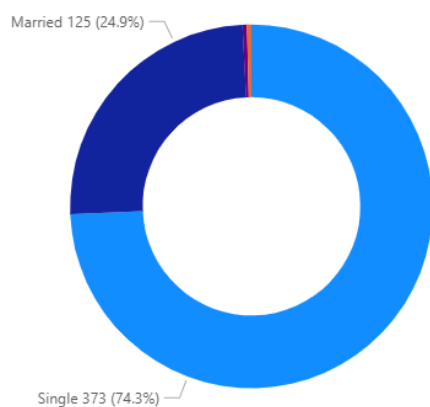
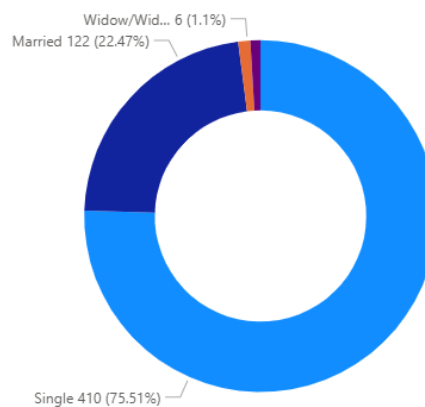


Figure 7: Number of Respondents by Civil Status



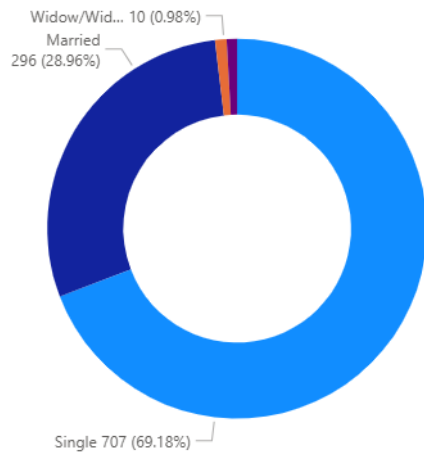
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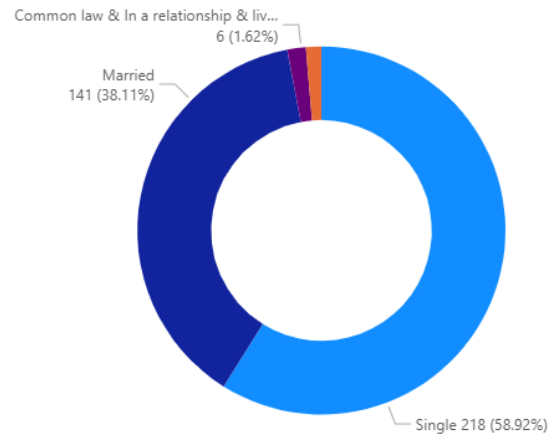
CAMARINES NORTE



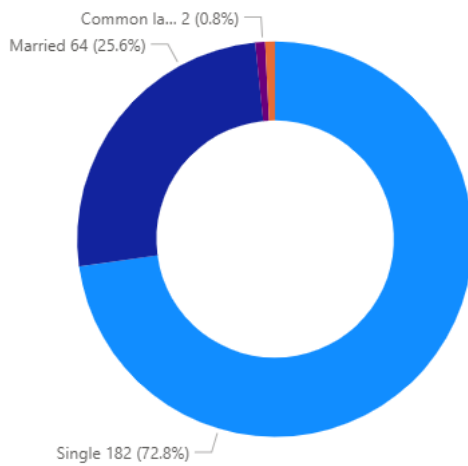
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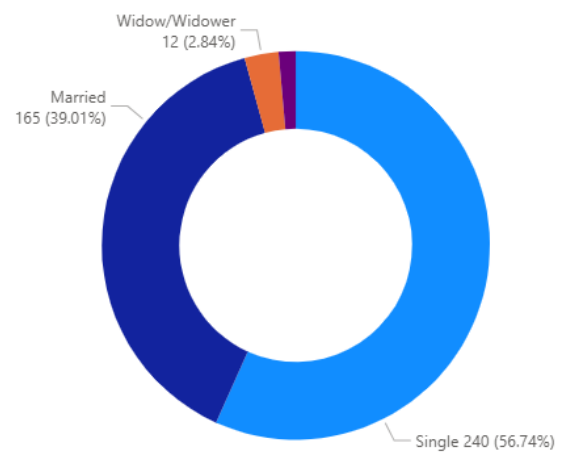
CAMARINES SUR



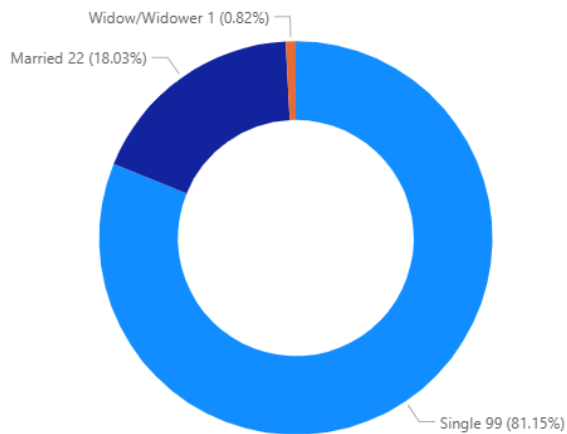
CATANDUANES



MASBATE



SORSOGON



NAGA CITY (INDEPENDENT)



### Age of Respondents (n=3232)

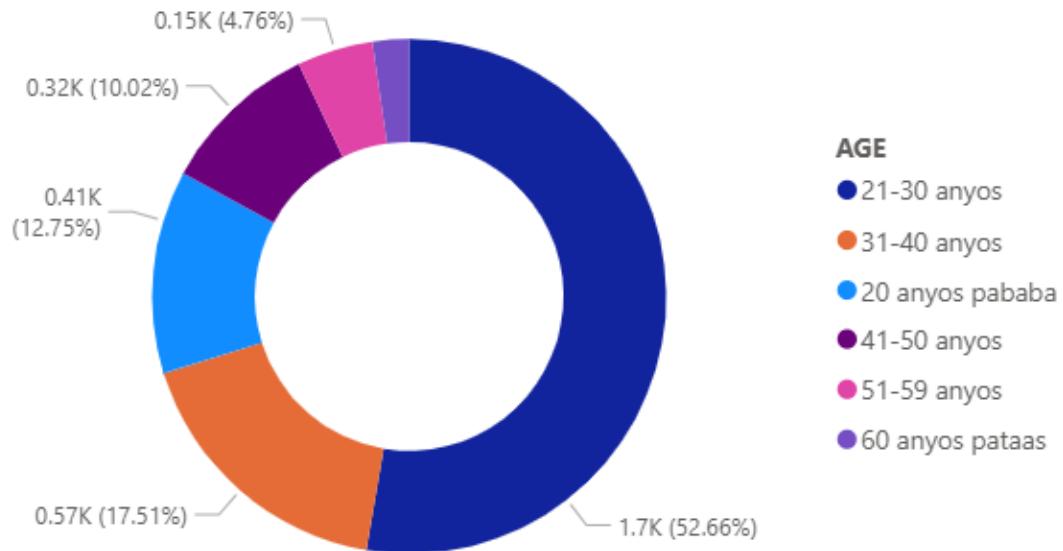
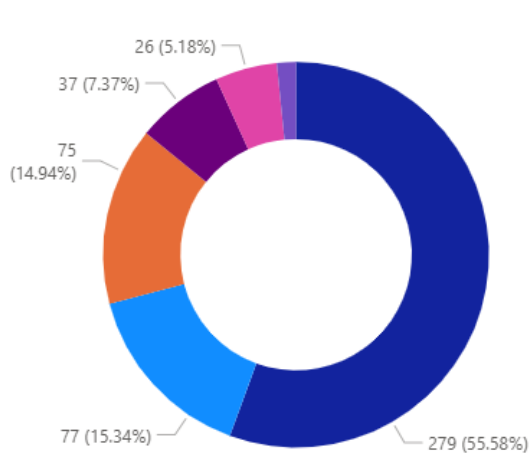
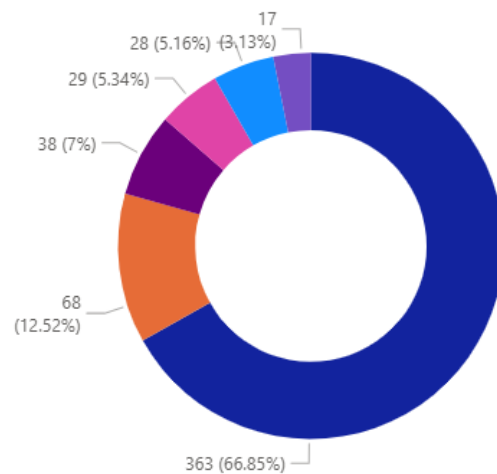


Figure 8: Number of Respondents by Age Group



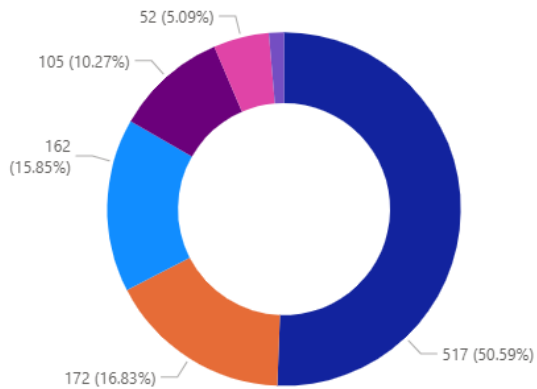
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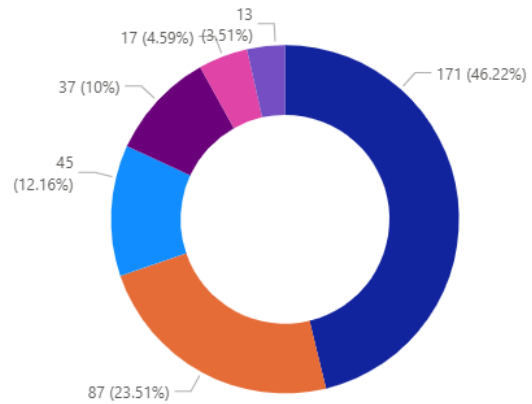
CAMARINES NORTE



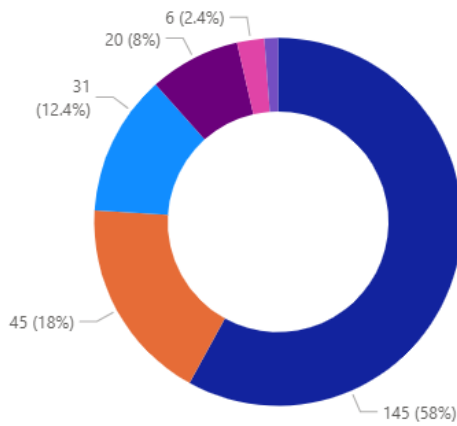
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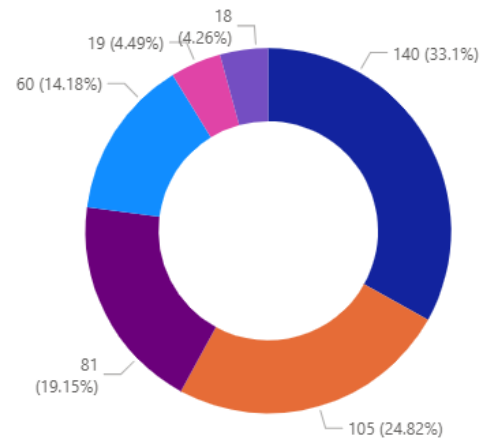
CAMARINES SUR



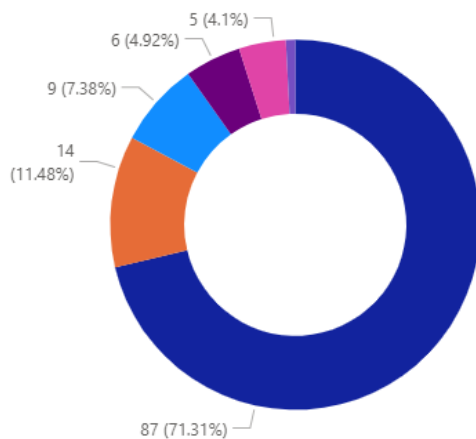
CATANDUANES



MASBATE



SORSOGON

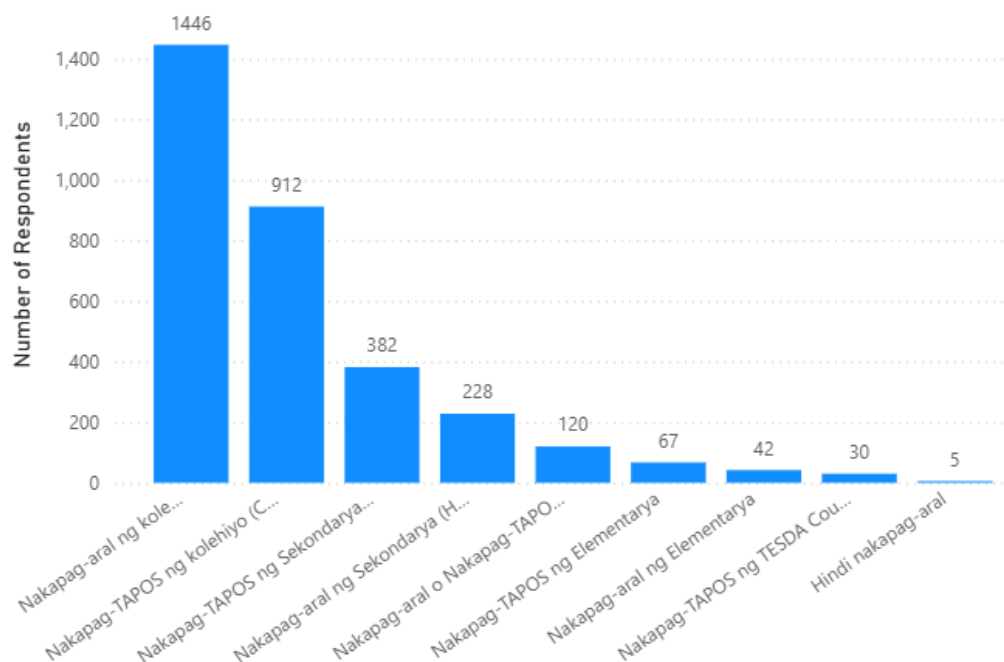


NAGA CITY (INDEPENDENT)

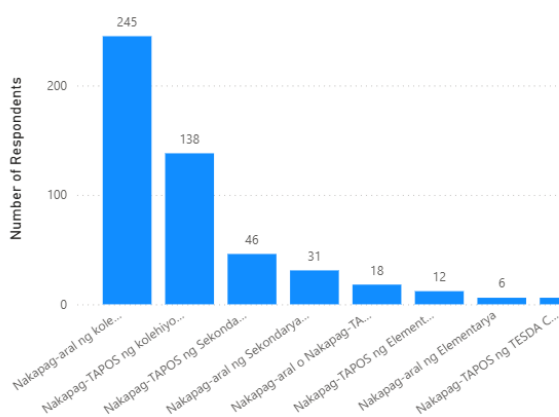


Figure 9 shows the highest educational attainment of the respondents. Most of the respondents studied at the undergraduate level (45%), followed by those with an undergraduate degree (28%). Following figure 9 is the breakdown of the educational attainment of respondents by province. This is true for all provinces and Naga city.

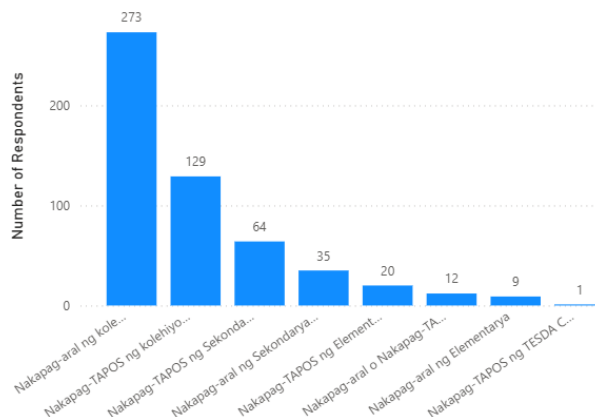
**Highest Educational Attainment (n=3232)**



**Figure 9: Highest Educational Attainment of Respondents**



**ALBAY**



**CAMARINES NORTE**

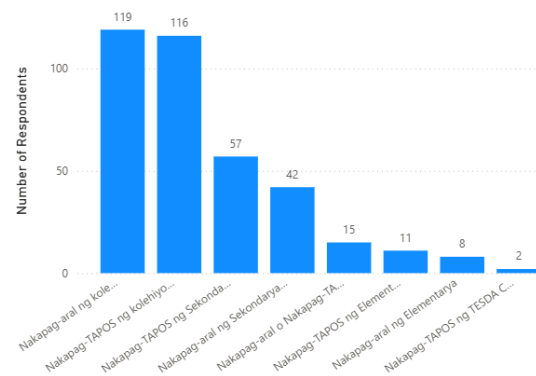
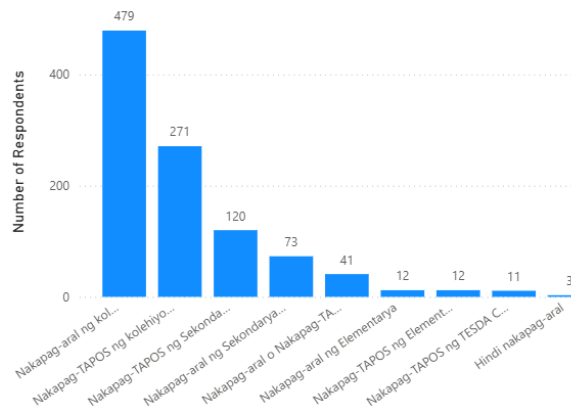


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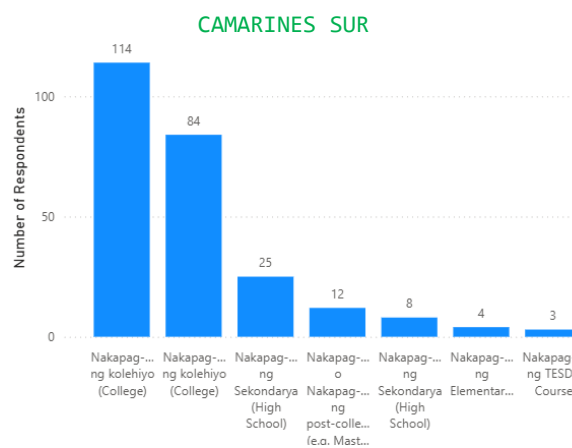
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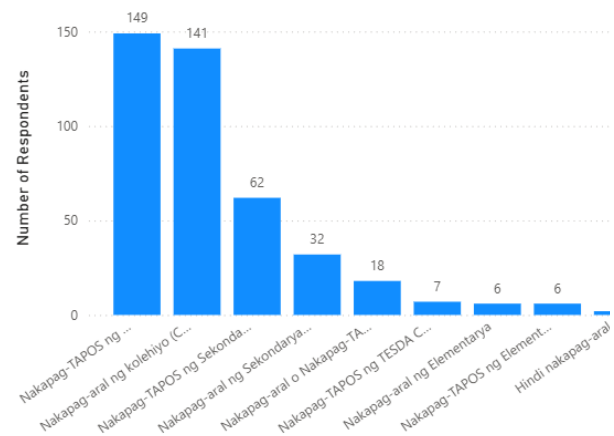
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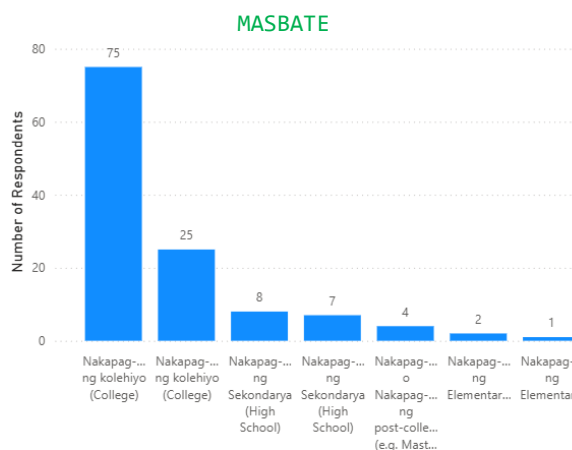
#### CATANDUANES



#### CAMARINES SUR



#### SORSOGON



#### MASBATE

#### NAGA CITY (INDEPENDENT)



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 (31.62%), followed by Camarines Norte (16.8%) and Albay (15.53%). 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=3232)

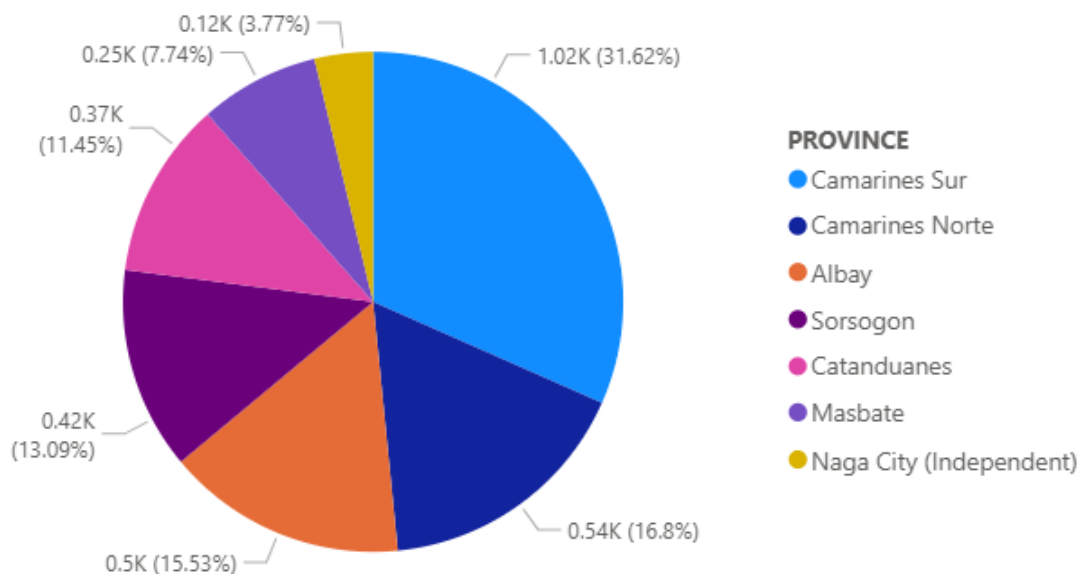


Figure 10: Number of Respondents per Province

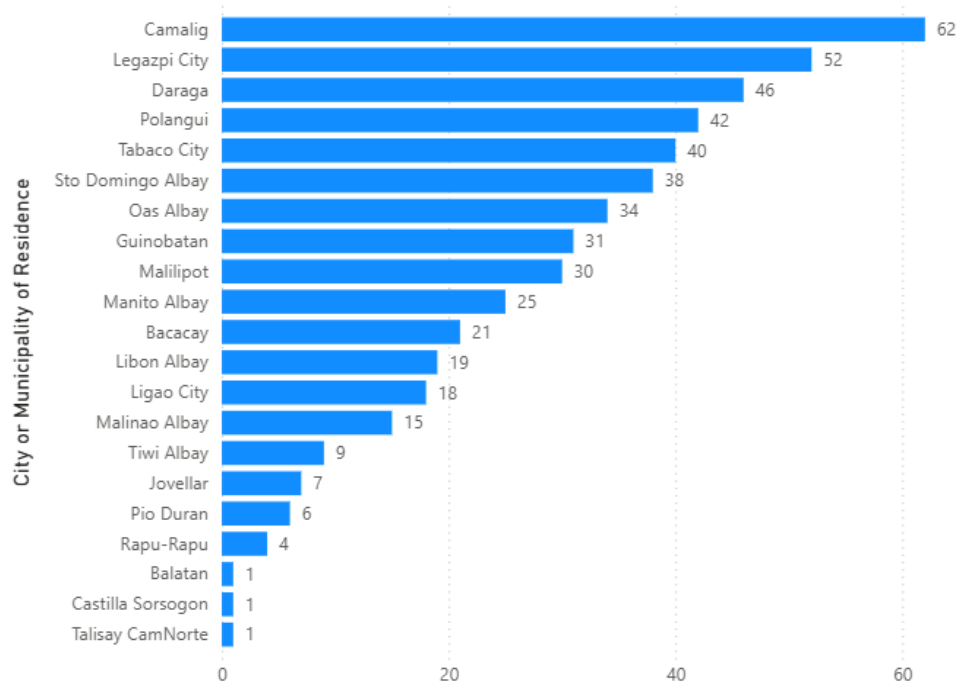


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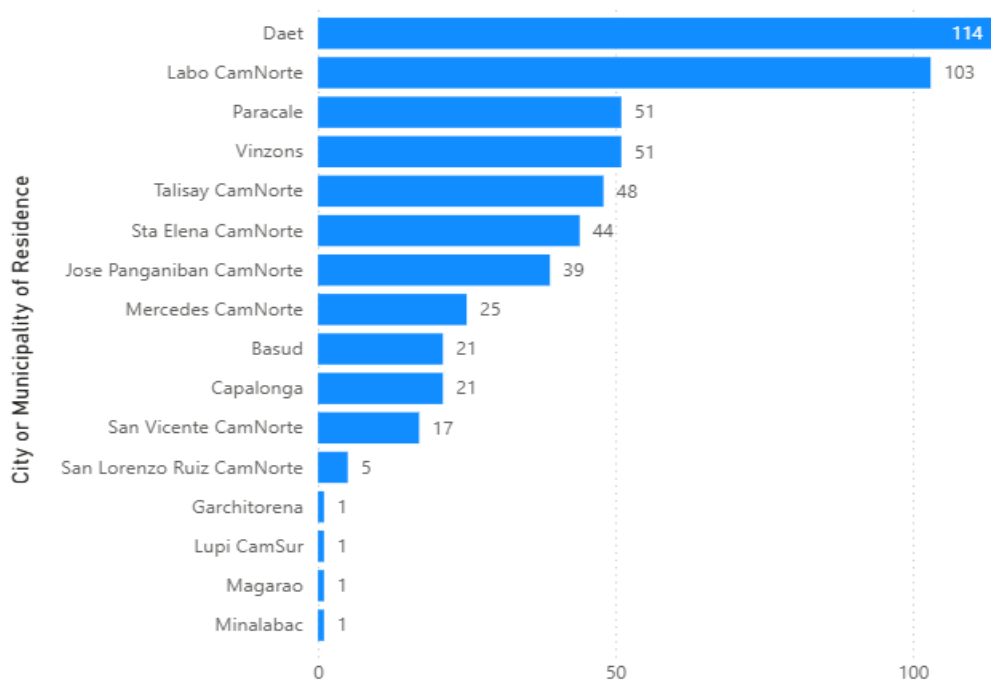
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CITY/MUNICIPALITY OF RESIDENCE - ALBAY



CITY/MUNICIPALITY OF RESIDENCE – CAMARINES NORTE

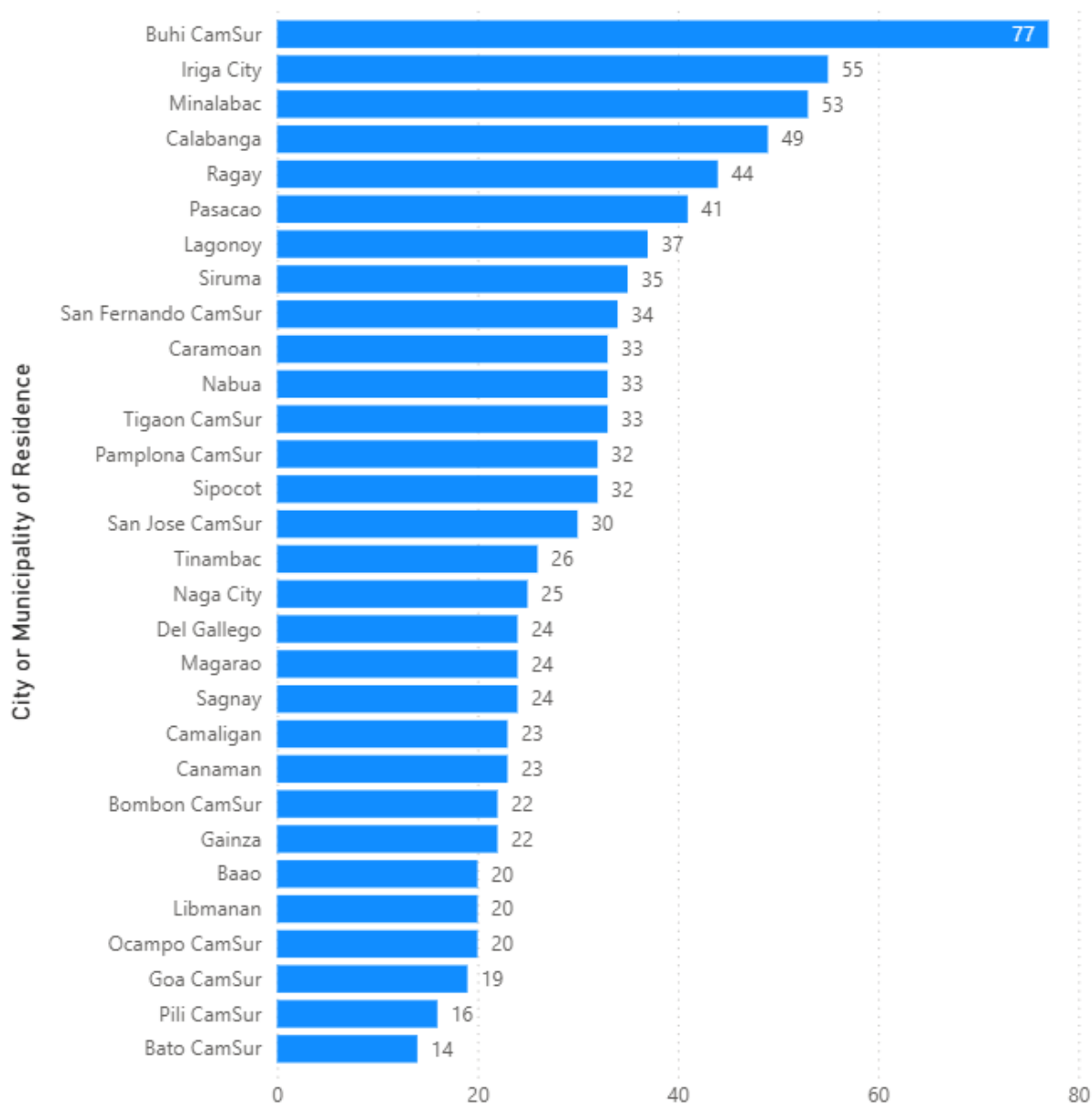


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CITY/MUNICIPALITY OF RESIDENCE – CAMARINES SUR

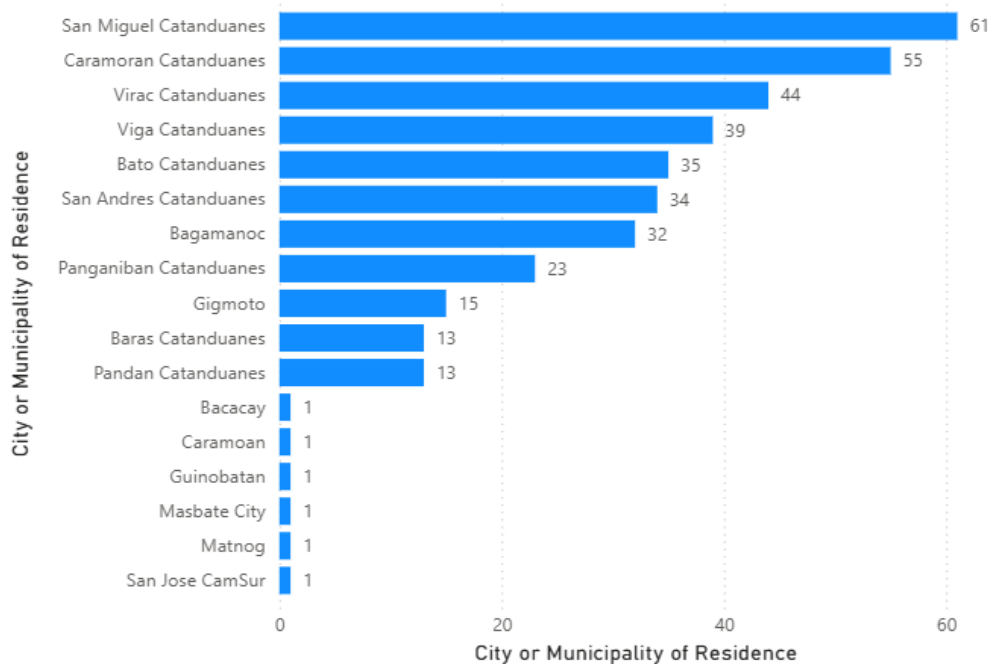


## Community Engagement Survey 2024

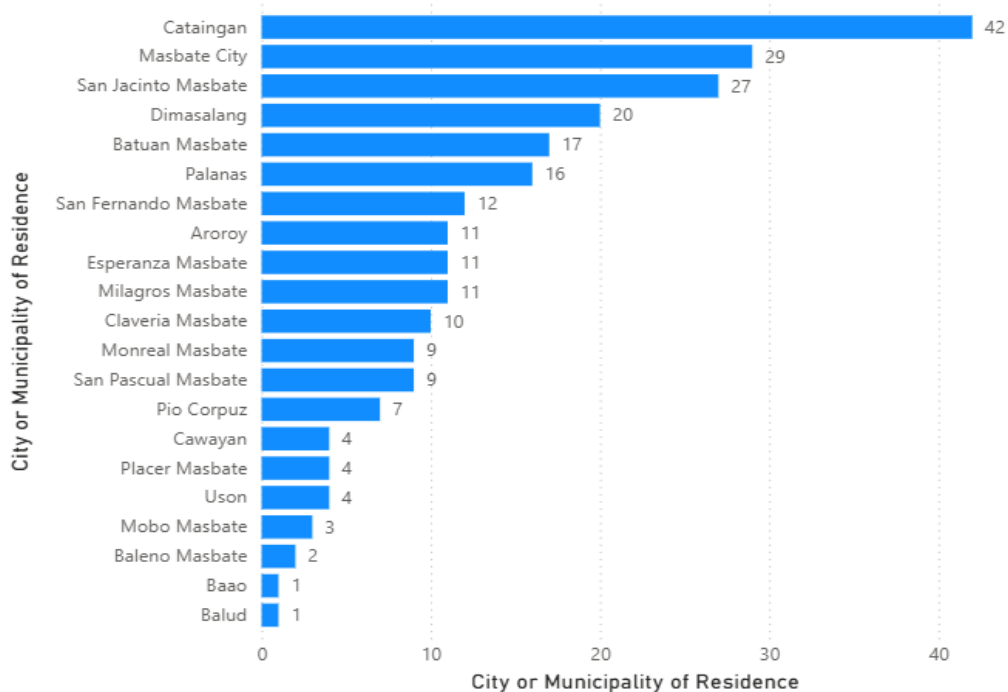
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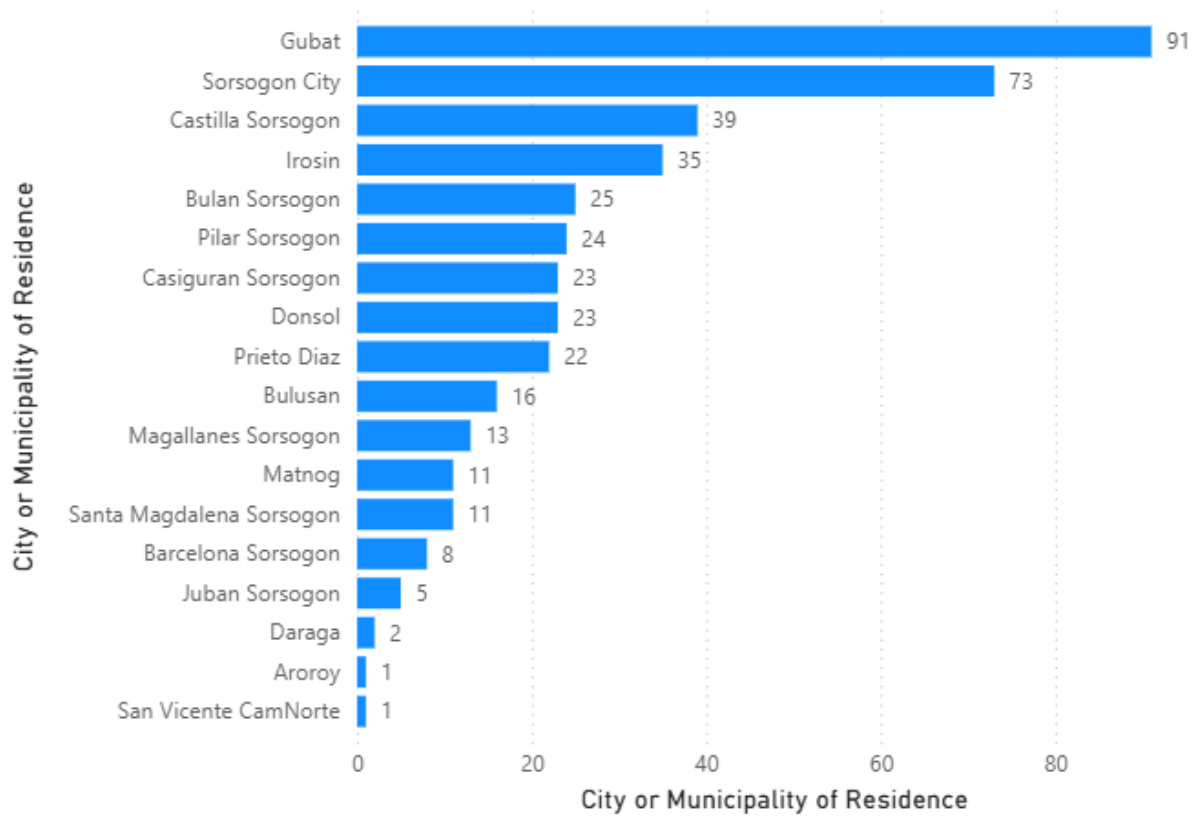
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#### CITY/MUNICIPALITY OF RESIDENCE – CATANDUANES



#### CITY/MUNICIPALITY OF RESIDENCE – MASBATE



CITY/MUNICIPALITY OF RESIDENCE – SORSOGON

**END OF SECTION 1**



## Section 2: Perception and Feelings Towards the PNP

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, 180 observations were randomly selected from the total respondents to create a resampled dataset with 1202 observations. All provinces had over 180 responses, except for Naga City with only 122 responses.

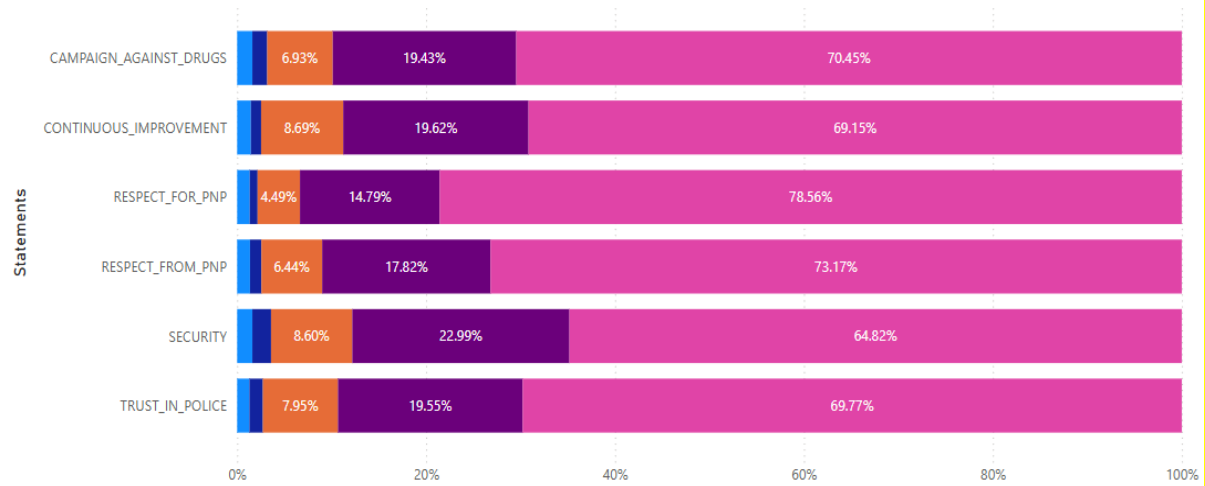
Statements presented to the respondents under this section are the following:

- [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=3232)

LIKERT SCALE RESPONSES PIVOTED ● 1 ● 2 ● 3 ● 4 ● 5



Perception and Feelings Towards the PNP (n=1202)

LikertRatings ● 1 ● 2 ● 3 ● 4 ● 5

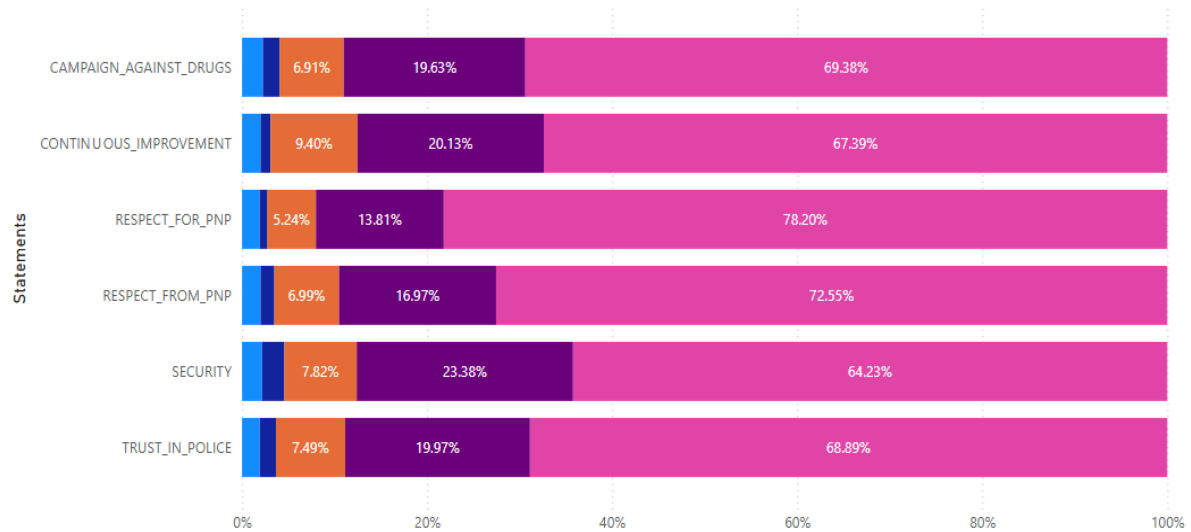


Figure 11: All Statement Ratings (Top: All Respondents; Bottom: Resampled)



## Breakdown of Ratings by Province

Respect for the PNP (n=1202)

LikertRatings 1 2 3 4 5

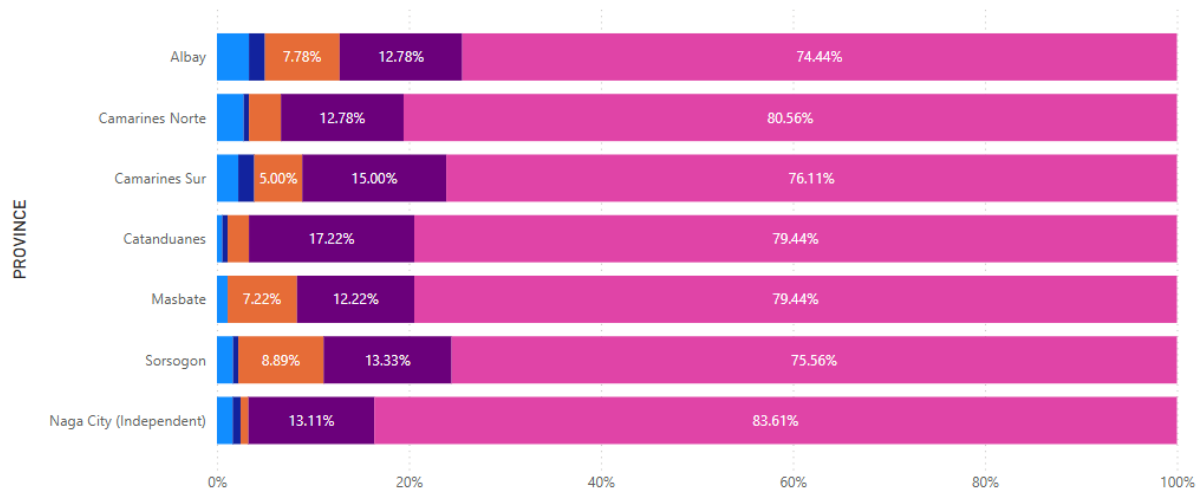


Figure 12: Rating of Respondents by Province to Statement About Respect for the Police

Continuous Efforts to Improve Programs Against Criminality (n=1202)

LikertRatings 1 2 3 4 5

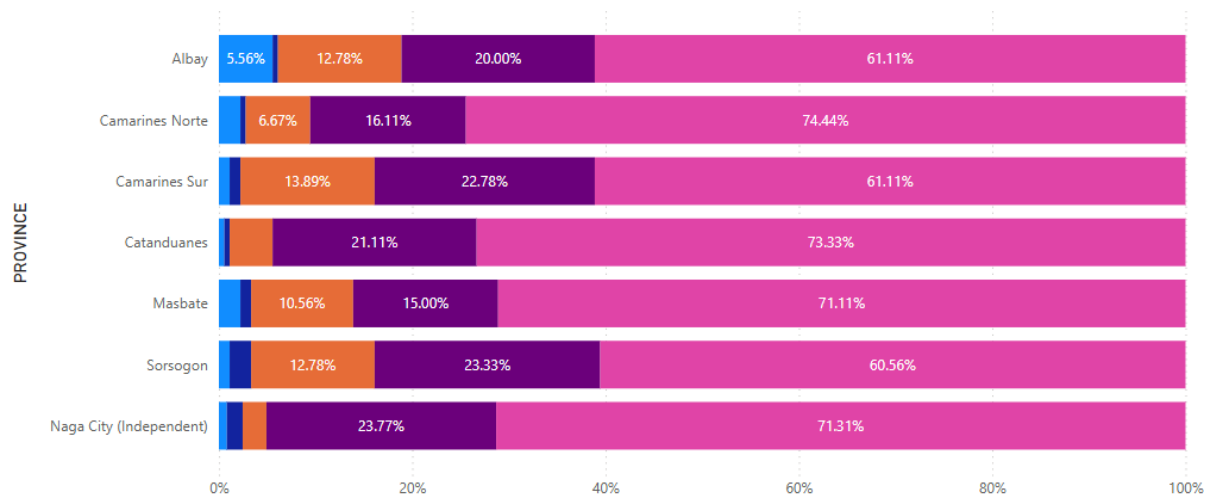


Figure 13: Rating of Respondents to Statement About Continuous Efforts to Improve Programs Against Criminality



**I Feel Safe and Secure in My Community (n=1202)**

LikertRatings ● 1 ● 2 ● 3 ● 4 ● 5

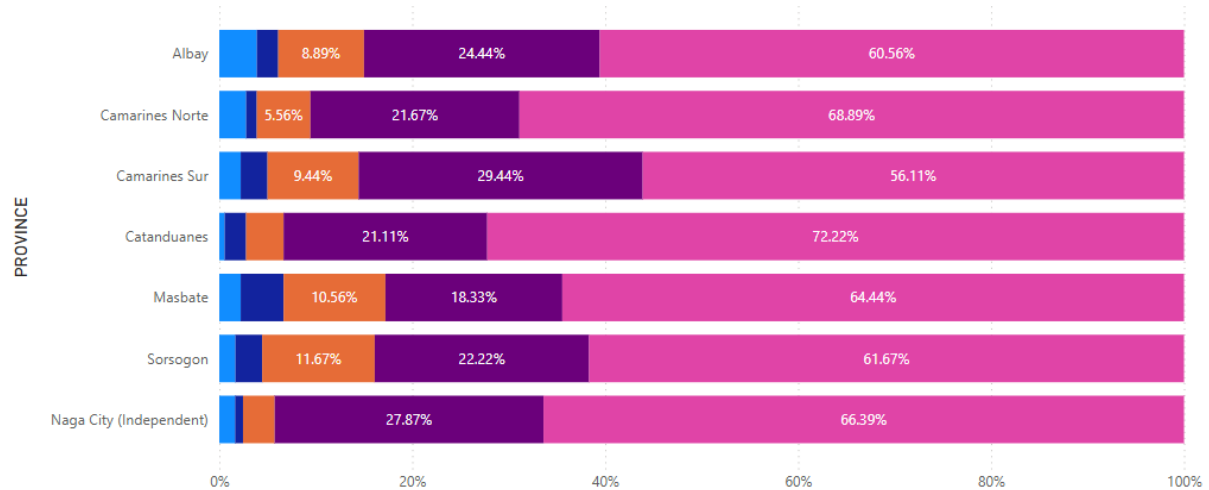


Figure 14: Rating of Respondents to Statement About Safety and Security of the Community

**Trust in the PNP (n=1202)**

LikertRatings ● 1 ● 2 ● 3 ● 4 ● 5

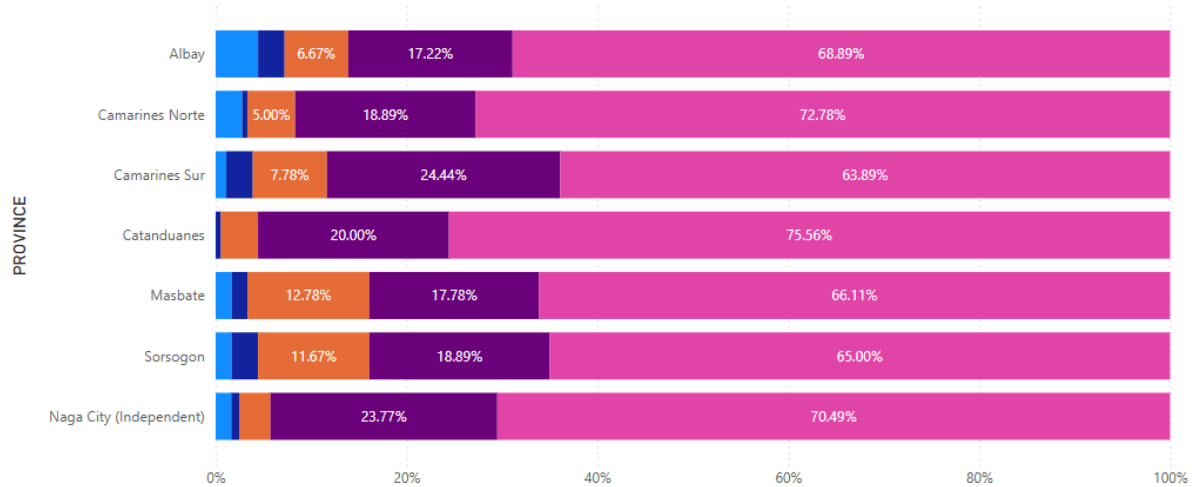


Figure 15: Rating of Respondents to Statement About Trust in the Police



#### Campaign Against Illegal Drugs (n=1202)

LikertRatings ● 1 ● 2 ● 3 ● 4 ● 5

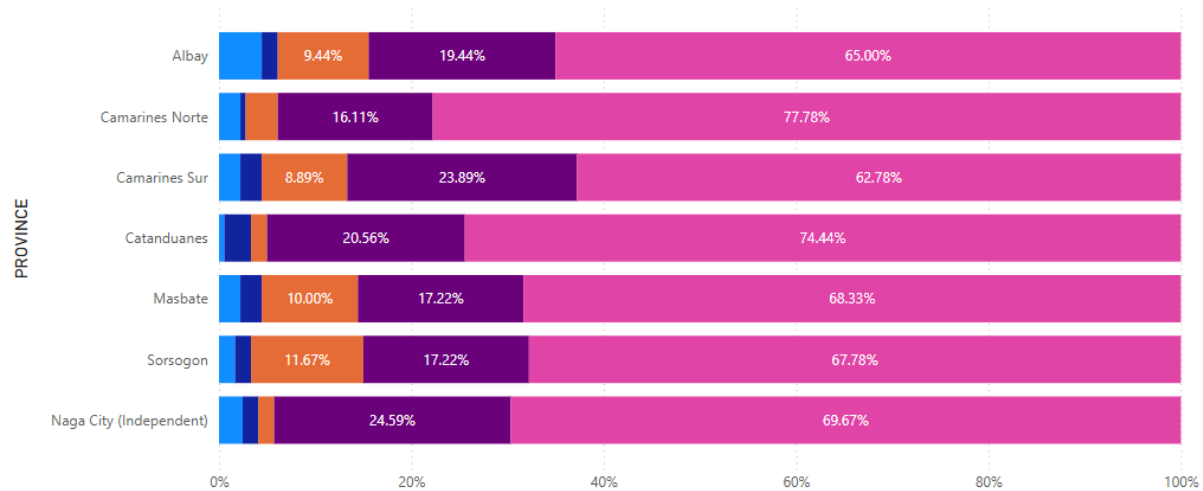


Figure 16: Rating of Respondents to Statement About the PNP's Efforts to Reduce Illegal Drugs in the Community

#### Respect and Fair Treatment from the PNP (n=1202)

LikertRatings ● 1 ● 2 ● 3 ● 4 ● 5

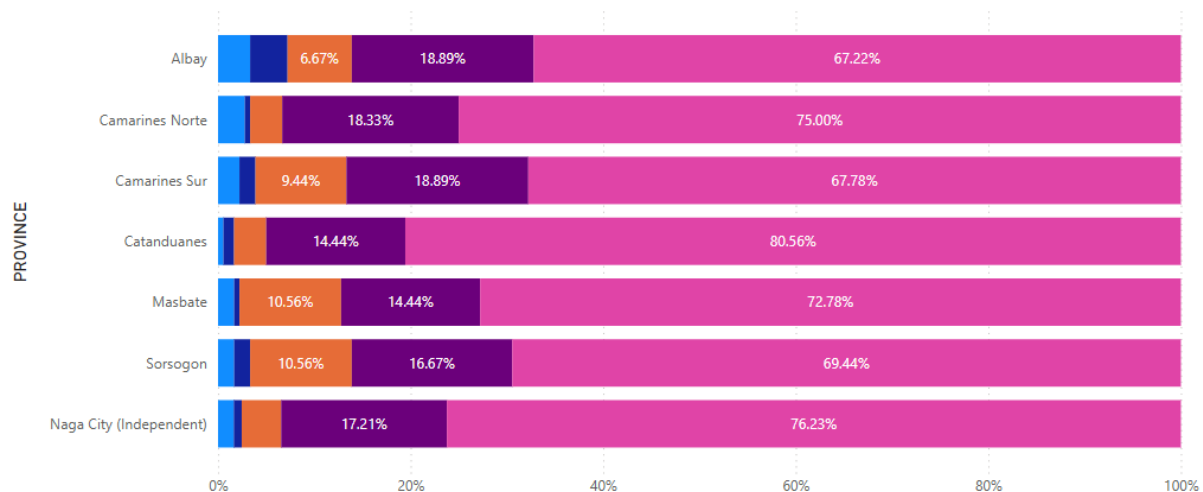


Figure 17: Rating of Respondents to Statement About Police Fairness and Respect Towards Citizens

#### 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, Droga, Drugs, Barangay, Kabataan, Patrol, and Visibility**.

The word frequency for the word cloud is set to 10 words for the entire region, and 5 words minimum for all provinces and Naga City.

|                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Police Visibility and Patrolling</b>                                                                       | <ul style="list-style-type: none"> <li>• Police visibility in <i>barangays</i></li> <li>• Revitalized Pulis sa <i>Barangay</i> (RPSB)</li> <li>• Patrolling at night</li> </ul>                                                                                                                                                                                                                                                             |
| <b>Anti-Illegal Drugs Campaign</b>                                                                            | <ul style="list-style-type: none"> <li>• <i>Kabataan Kontra Droga at Terorismo</i> (KKDAT)</li> <li>• Youth oriented and school-based campaigns against illegal drugs</li> <li>• General anti-illegal drug programs and activities</li> </ul>                                                                                                                                                                                               |
| <b>Programs involving the Youth and Schools</b>                                                               | <ul style="list-style-type: none"> <li>• Kabataan Kontra Droga at Terorismo (KKDAT)</li> <li>• Kabataan Kontra Kriminalidad (KKK)</li> <li>• Youth-targeted training programs</li> <li>• School visitations</li> <li>• Curfew for minors</li> </ul>                                                                                                                                                                                         |
| <b>Programs Closely Involving the Community</b>                                                               | <ul style="list-style-type: none"> <li>• Police-Community Relations</li> <li>• Community Policing, Community Engagement</li> <li>• Barangay Peacekeeping Action Teams (BPAT)</li> <li>• Tree planting activities</li> <li>• <i>Barangayanihan</i></li> <li>• Barangay Peacekeeping Operations (BPO)</li> <li>• <i>Kapulisan, Simbahan, at Pamayanan</i> (KASIMBAYANAN)</li> <li>• Livelihood Programs</li> <li>• Clean-up drives</li> </ul> |
| <b>Information Campaigns</b>                                                                                  | <ul style="list-style-type: none"> <li>• Seminars, training programs and symposiums</li> <li>• Information, Education and Awareness Campaigns</li> <li>• Training for Barangay Tanods</li> <li>• Anti-Drugs and Anti-Criminality Training</li> <li>• Livelihood training</li> <li>• Training about VAWC</li> <li>• Seminars targeted to the youth</li> </ul>                                                                                |
| <b>Road safety programs/checkpoints/road clearing</b>                                                         | <ul style="list-style-type: none"> <li>• Check for minors driving motorcycles</li> <li>• Random checkpoints</li> <li>• <i>Oplan Sita</i></li> </ul>                                                                                                                                                                                                                                                                                         |
| <b>Use of ICT to make frontline services faster, more convenient and transparent; Modernization using ICT</b> | <ul style="list-style-type: none"> <li>• Faster police clearance application and issuance</li> <li>• Computerized processes</li> <li>• More transparent processes</li> </ul>                                                                                                                                                                                                                                                                |
| <b>Programs that Protect Women and Children</b>                                                               | <ul style="list-style-type: none"> <li>• Project <i>Aruga</i></li> <li>• Women's desk and assistance</li> </ul>                                                                                                                                                                                                                                                                                                                             |

Table 2: Most Liked PNP Programs by Respondents

[illegible][illegible]

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

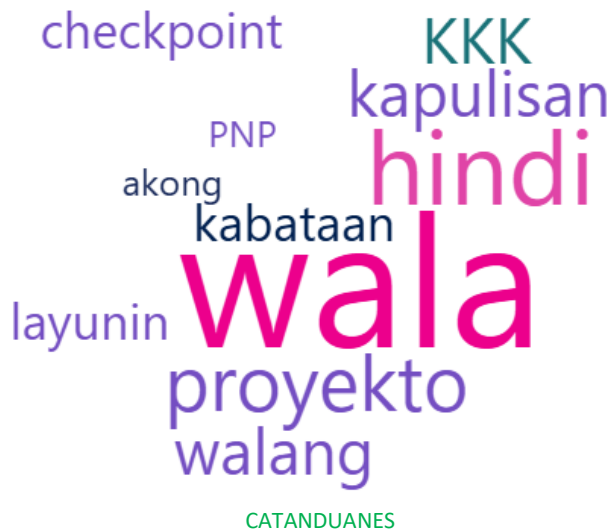
Table 3 outlines the top responses for the most disliked PNP programs and activities. Majority of the respondents said ‘wala’ or ‘none.’ Figure 19 shows the word cloud for the top keywords identified in the responses.

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 and Naga City.

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>None or ‘Wala’</b>                                                             | The majority of respondents believe that most, if not all PNP programs are beneficial to the community.                                                                                                                                                                                                                                                                          |
| <b>Complaints about the unfair treatment and attitude of some police officers</b> | <ul style="list-style-type: none"><li>• Some corrupt and abusive police officers</li><li>• Some drunk officers while on duty</li></ul>                                                                                                                                                                                                                                           |
| <b>Some complaints on implementation of checkpoints</b>                           | <ul style="list-style-type: none"><li>• Complaints about biased implementation of checkpoints</li><li>• Focus of checkpoint implementation on motorcycles</li></ul>                                                                                                                                                                                                              |
| <b>Implementation of anti-illegal drugs programs like <i>Oplan Tokhang</i></b>    | <ul style="list-style-type: none"><li>• Concerns about the controversies around violation of human rights in the implementation of anti-illegal drug programs</li></ul>                                                                                                                                                                                                          |
| <b>Other specific complaints raised</b>                                           | <ul style="list-style-type: none"><li>• Arrest without sufficient legal basis / documentation presented</li><li>• Not responsive to Barangay official’s invites</li><li>• Slow response/non-responsive officers</li><li>• Over-policing, too much focus on petty crimes</li><li>• Lack of ICT expertise</li><li>• Corruption</li><li>• Lifting of curfew for the youth</li></ul> |

Table 3: Most Disliked PNP Programs by Respondents

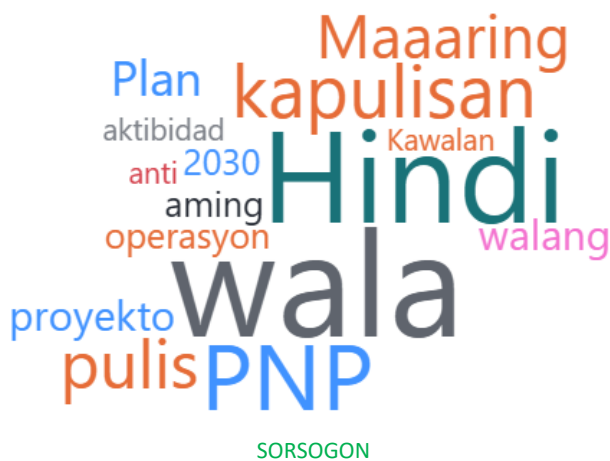
[illegible]



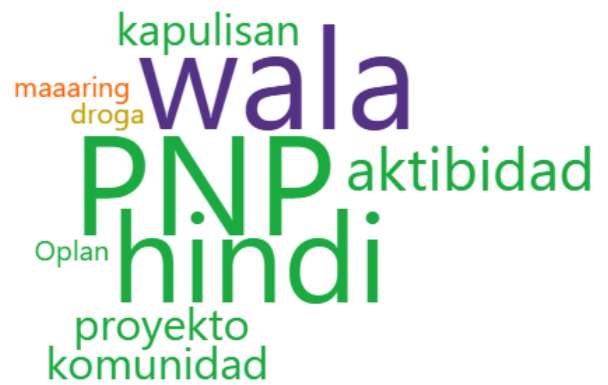
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NAGA CITY

END OF SECTION 2



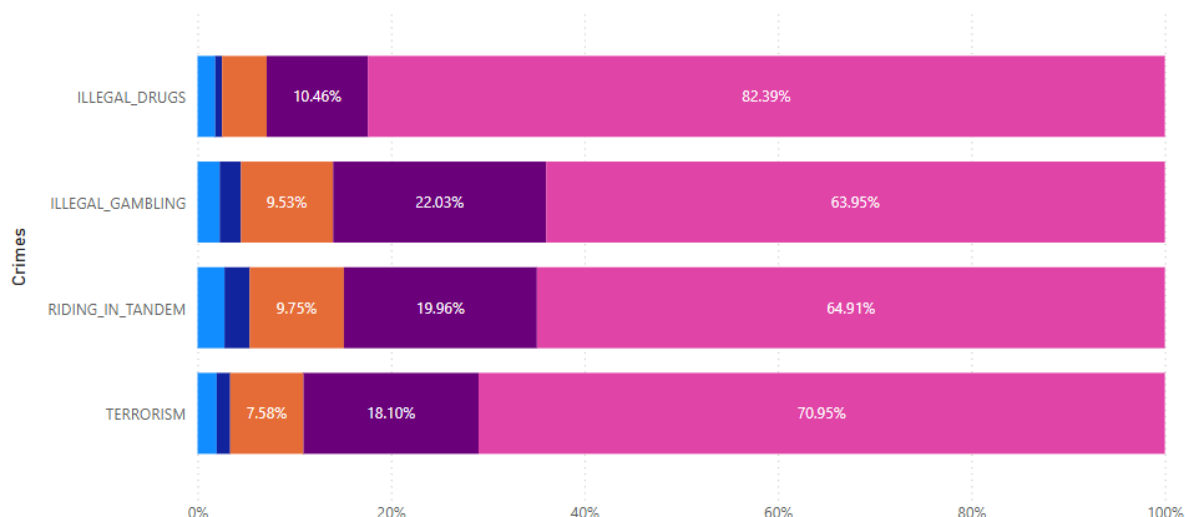
## Section 3 – What are the Most Urgent Problems in the Community?

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.

Urgency Rating of Crimes in the Region (n=3232)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5





#### Urgency Rating of Crimes in the Region (n=1202)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5

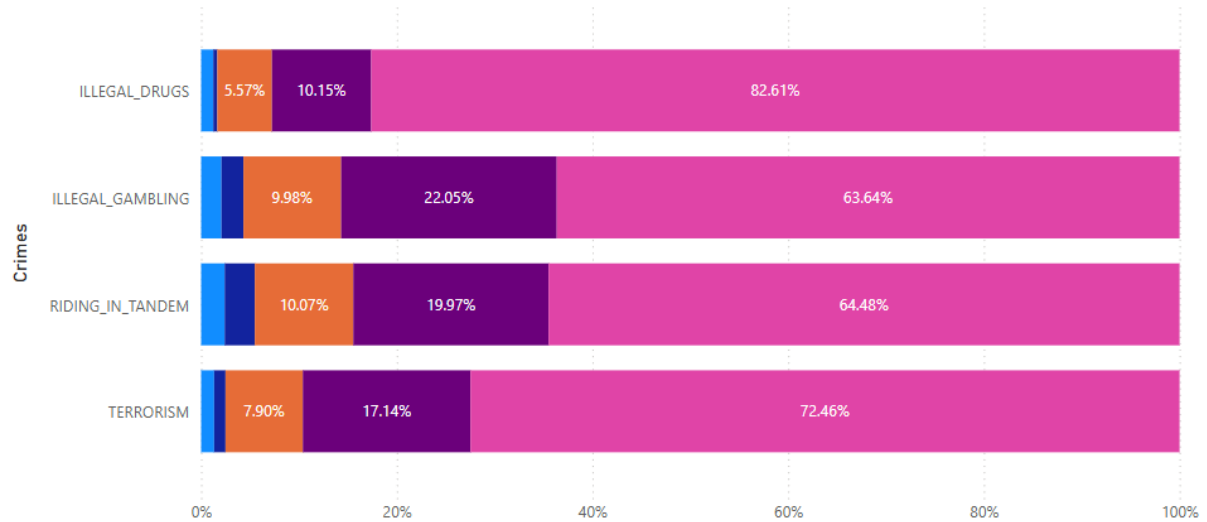


Figure 20: All Statement Ratings (Top: All Respondents; Bottom: Resampled)

#### Breakdown of Ratings by Province

##### Urgency Rating of Crimes in the Region (n=1202)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5

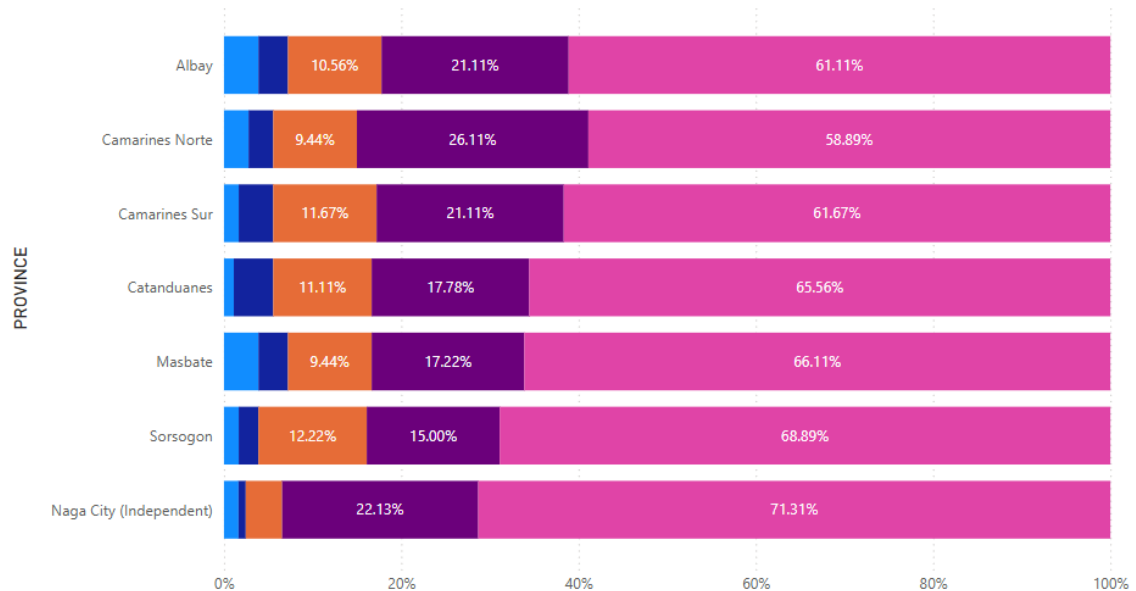


Figure 21: Urgency Rating of Respondents to the Problem of Riding and Tandem



Urgency Rating of Crimes in the Region (n=1202)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5

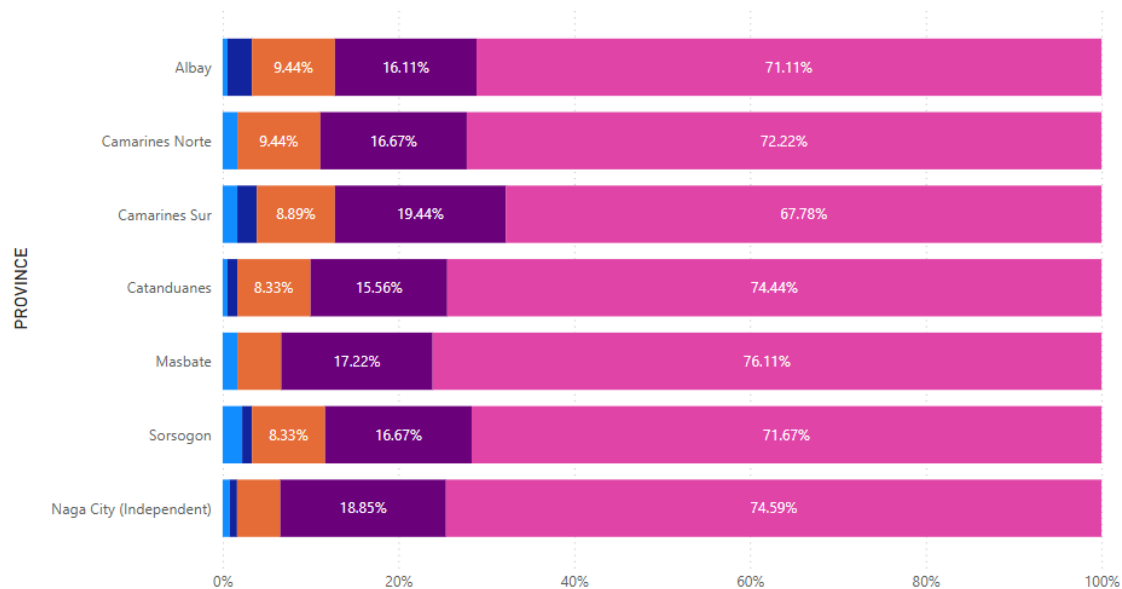


Figure 22: Urgency Rating of Respondents to the Problem of Terrorism



#### Urgency Rating of Crimes in the Region (n=1202)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5

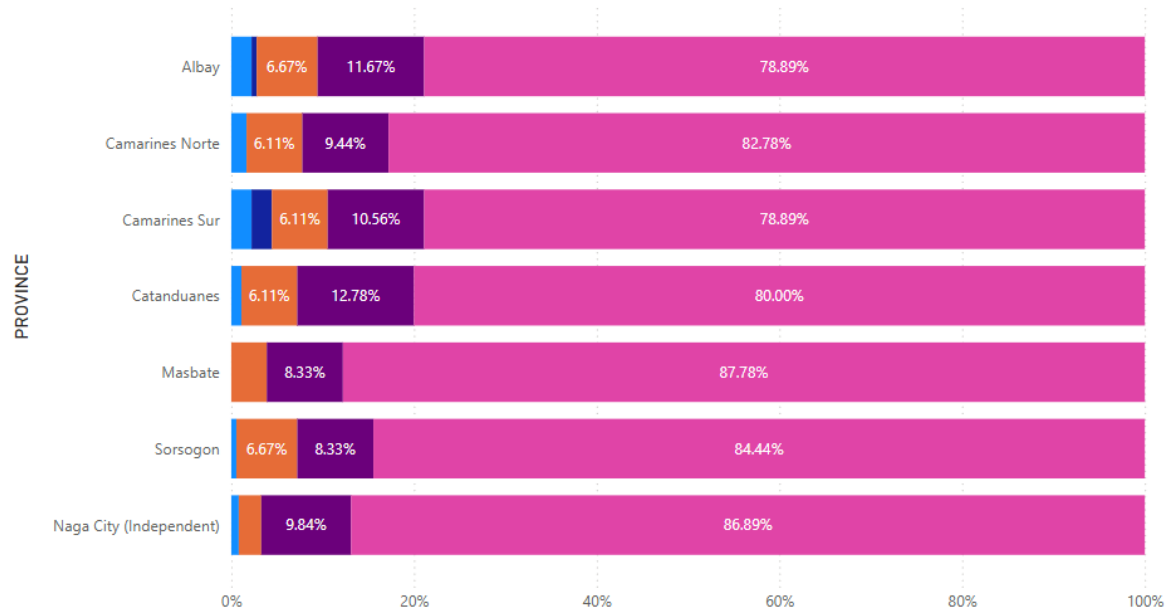


Figure 23: Urgency Rating of Respondents to the Problem of Illegal Drugs

#### Urgency Rating of Crimes in the Region (n=1202)

SEC3\_RATINGS ● 1 ● 2 ● 3 ● 4 ● 5

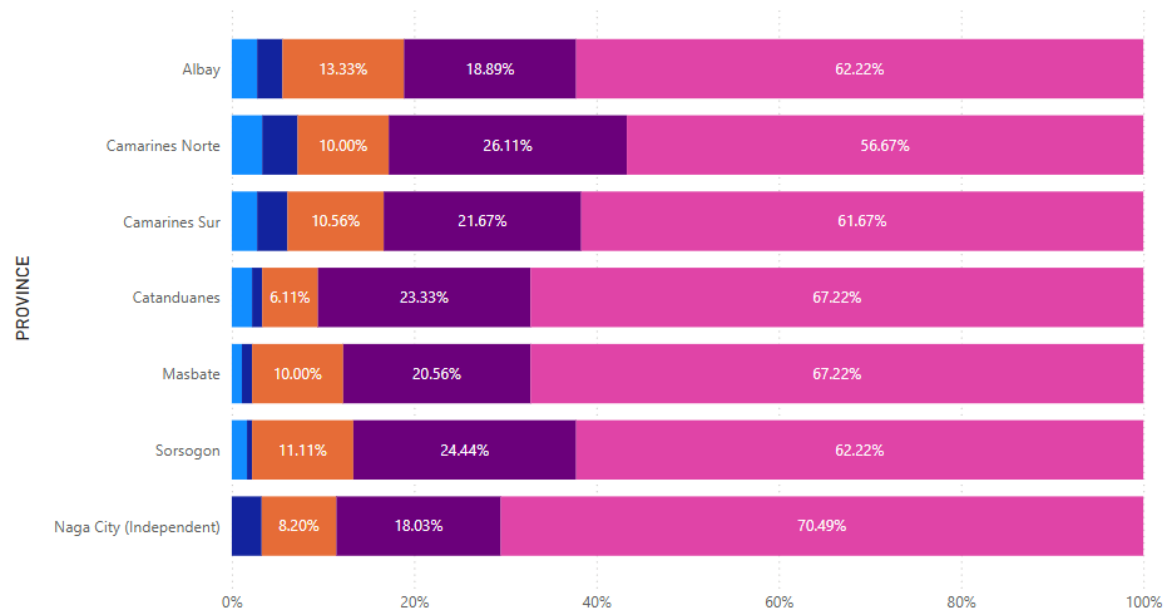


Figure 24: Urgency Rating of Respondents to the Problem of Illegal Gambling



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.

|                                                                                              |                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Traffic-related crimes and violations</b>                                                 | <ul style="list-style-type: none"><li>• Driving without license</li><li>• Reckless driving</li><li>• No helmet</li></ul>                                                                                                 |
| <b>Juvenile Delinquency</b>                                                                  | <ul style="list-style-type: none"><li>• Minors engaged in violence and criminal activity</li><li>• Minors using vape, cigarettes, and illegal drugs</li></ul>                                                            |
| <b>Cybercrime</b>                                                                            | <ul style="list-style-type: none"><li>• Cyberbullying</li><li>• Online scam and fraud</li><li>• Online sexual abuse and exploitation</li><li>• Fake news and misinformation</li></ul>                                    |
| <b>Human Trafficking</b>                                                                     |                                                                                                                                                                                                                          |
| <b>Sexual Abuse and Rape, Violence against women and children, and gender-based violence</b> | <ul style="list-style-type: none"><li>• Gender based violence</li><li>• Child labor</li><li>• Women and children abuse</li><li>• Rape</li><li>• Prostitution</li><li>• Anti-Bastos is not properly implemented</li></ul> |
| <b>Theft, Robbery, Hold-ups, Pickpocket</b>                                                  |                                                                                                                                                                                                                          |
| <b>Corruption in the Government</b>                                                          | <ul style="list-style-type: none"><li>• Vote buying during election</li><li>• Scalawag</li><li>• Abusive and police officers</li></ul>                                                                                   |
| <b>Environmental Crimes</b>                                                                  | <ul style="list-style-type: none"><li>• Illegal logging</li><li>• Illegal mining</li><li>• Illegal fishing practices</li></ul>                                                                                           |

Table 4: Urgent Crimes in the Community Raised by Respondents



A word cloud of Indonesian terms related to corruption and crime. The most prominent words are 'bataa' (blue), 'kapulisan' (blue), 'illegal' (pink), 'Rape' (blue), 'kabataan' (blue), and 'problema' (blue). Other visible words include 'Krimen', 'Abuse', 'corruption', 'walang', 'droga', 'Rape', 'gabi', 'Cybercrime', 'gawain', 'Wala', 'community', 'aabusu', 'Krimen', 'Kaso', 'Pansin', 'hindi', 'Child', 'CAGES', 'Curfew', 'ibab', 'araw', 'maraming', 'ice', 'drugs', 'trafficking', 'bataas', 'lugar', and 'bata'. The words are arranged in a dense, overlapping manner with varying font sizes and colors.

A word cloud of Tagalog words related to drugs and crime. The most prominent words are 'problema' (problem), 'kabataan' (youth), 'Wala' (none/absent), 'gabi' (night), 'Yung' (the), 'kapulisan' (police), 'droga' (drugs), 'batang' (kid), 'rabe' (youngster), 'kuraw' (thin), 'bata' (child), 'isa' (one), 'hindi' (no), 'minor' (minor), 'tao' (person), 'kapag' (when), 'Magnanakaw' (thief), 'lang' (just), 'illegal', 'bayon' (dagger), 'nila' (them), 'Curfew' (curfew), 'Batas' (limit), 'de' (possessive particle), 'nakawin' (stolen), 'gumagamit' (using), 'edad' (age), 'orás' (hours), 'drugs', and 'Yung'. The words are arranged in a circular pattern, with 'problema' and 'kabataan' being the largest and most central.

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## Section 4 – Other Comments and Suggestions

Table 5 outlines to 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.

|                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strengthen Youth-Based Programs and Curb Juvenile Delinquency</b>                                                   | <ul style="list-style-type: none"><li>• More youth engagement programs (seminars, training, etc.)</li><li>• Implement curfew for minors</li></ul>                                                                                                                                                                                             |
| <b>Conduct more community-based programs and activities. Strengthen the PNP's collaboration with local communities</b> | <ul style="list-style-type: none"><li>• Strengthen community policing</li><li>• Protect the environment</li><li>• More livelihood programs for the community</li><li>• Try to reach far flung areas</li></ul>                                                                                                                                 |
| <b>Continuous improvement of anti-crime programs and service delivery.</b>                                             | <ul style="list-style-type: none"><li>• Police visibility and patrolling at night makes people feel safer</li></ul>                                                                                                                                                                                                                           |
| <b>Implement mandate with integrity, transparency, fairness, and consistency.</b>                                      | <ul style="list-style-type: none"><li>• Uphold human rights when implementing the PNP's mandate</li><li>• Do not be influenced by politicians</li><li>• Be fair, professional, ethical, and approachable</li><li>• Implement transparency and accountability measures (e.g. body cameras) to improve community trust and confidence</li></ul> |
| <b>Improve Information Education Campaigns on PNP's programs</b>                                                       | <ul style="list-style-type: none"><li>• Improve IEC especially to smaller communities</li><li>• Strengthen crime prevention education to the community</li></ul>                                                                                                                                                                              |
| <b>Leverage technology to improve programs and community engagement</b>                                                | <ul style="list-style-type: none"><li>• Strengthen response against cybercrime</li><li>• Modernize processes using digital technology</li><li>• Use ICT to make processes more transparent and convenient</li></ul>                                                                                                                           |
| <b>Protect the environment</b>                                                                                         | <ul style="list-style-type: none"><li>• Have more programs that actively protect the environment</li><li>• More tree planting activities</li></ul>                                                                                                                                                                                            |

Table 5: Open Ended Feedback Submitted by Respondents

[illegible][illegible][illegible]

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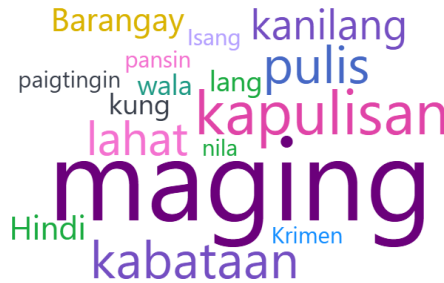




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**END OF REPORT**

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