

Policing Programs and Practices of the Philippine National Police in the Panglao Tourist Hub: From the Lens of Stakeholders

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Abstract

As tourism continues to thrive as a key economic pillar in the Philippines, ensuring safety and security within tourist hubs has become increasingly vital. Panglao Island, one of the country's premier destinations, faces growing challenges related to crime prevention, crowd control, and environmental preservation amidst a surge in visitor numbers. This study explored the lived experiences and perceptions of community stakeholders regarding the Philippine National Police (PNP) policing programs and practices in Panglao Island's tourist areas, particularly in the municipalities of Dauis and Panglao, Bohol. Utilizing a qualitative research design with a Transcendental Phenomenological approach, the study drew insights from fifteen (15) purposively selected informants, including barangay officials, resort owners or managers, and informal tourism workers across five key barangays.

Thematic analysis through Colaizzi's method revealed eight (8) emergent themes. Four (4) themes captured informants' views on PNP policing practices, with positive experiences such as Deterrence Visibility Paradigm and Community-Centric Security Reinforcement, and negative themes including Epistemic Fragility in Consistency and Systematic Strain through Workforce Inadequacies. Two (2) themes—Trust Synergy in Tourism and Resilience through Community Equilibrium—illustrated the community impacts of current practices. Meanwhile, informants' proposed strategies were reflected in Systemic Bottlenecks in Operational Efficiency and Technological Convergence for Evolution. These findings underscore the need for more sustainable, community-inclusive, and technologically adaptive policing strategies to preserve Panglao's security and tourism integrity.

Keywords: Tourist Policing, Community Stakeholders, Phenomenology, Philippine National Police, Criminal Justice, Panglao Island, Philippines

1. INTRODUCTION

Globally, tourism is one of the most significant and rapidly growing economic sectors, contributing substantially to the GDP of many nations. Ensuring safety and security in tourist hub is crucial for the industry's success, as popular spots often face challenges like crime, terrorism, and health risks. However, while studies have explored the general relationship between tourism and law enforcement, there is a lack of research on localized policing strategies in Philippine tourist hub, leaving a critical gap in understanding how law enforcement can address unique challenges to sustain tourism while ensuring safety and

environmental protection.

In the Philippines, tourism is a key economic driver, with locations like Bohol attracting millions of visitors each year. To protect these attractions, the government, through agencies such as the Philippine National Police (PNP), has introduced several policing initiatives. These include deploying Tourist Police units and implementing safety protocols in major tourist hubs. However, concerns persist about the adequacy of these measures, particularly when it comes to ensuring sustainable tourism while addressing security challenges like petty crime, overcrowding, and environmental violations.

Panglao Island, specifically the municipalities of Dauis and Panglao, is one of the Philippines' top tourist hubs, renowned for its stunning attractions. The influx of visitors, particularly during peak seasons, poses unique challenges for law enforcement, including crowd management, crime prevention, and environmental protection. Local police must strike a balance between accommodating tourists and maintaining public order while addressing issues like environmental degradation and community safety. Ensuring effective policing in these areas is essential, not only for the safety of visitors but also for preserving Panglao Island's natural beauty.

As a criminologist by profession, the researcher aims to combine theoretical knowledge and practical expertise in crime prevention and law enforcement strategies. With a focus on Panglao Island, encompassing the municipalities of Dauis and Panglao, the study aims to examine the effectiveness of policing programs in its tourist hubs and to identify strengths and gaps in current practices. By leveraging data collection and evidence-based analysis, the study will generate actionable recommendations to improve law enforcement strategies. Ultimately, the goal is to ensure Panglao Island remains a safe, sustainable, and thriving tourist hub.

Statement of the Problem

This study delved into the views of the community stakeholders on the Philippine National Police (PNP) policing programs and practices, Panglao Island Tourist Hub, Province of Bohol, Philippines.

Specifically, this study sought to answer the following questions:

1. What are the views of the informants on the PNP policing programs and practices in Panglao Island Tourist Hub?
2. What are the impact of the PNP policing programs and practices on the community as viewed by the informants?
3. What are the viewpoints of the informants on the strategies to address the challenges encountered on the PNP policing programs and practices?

2. Methodology

Research Design

The research employed a narrative study design with a qualitative approach, emphasizing the use of Transcendental Phenomenology as outlined by Moustakas. This approach focused on gathering detailed insights from key informants involved in or impacted by law enforcement efforts in Panglao Island, Bohol. By adopting a qualitative research design, the study aimed to understand the subjective viewpoints of community stakeholders regarding policing practices in the region. The primary method for data collection was Key Informant Interviews (KIIs). This technique allowed the researcher to gather in-depth information from individuals who possess specific knowledge or involvement in Bohol's tourism policing programs. Through KIIs, the researcher was able to capture diverse perspectives on law enforcement strategies and their perceived effectiveness in ensuring safety and sustaining tourism in the area.

Research Environment

This study focused on Panglao Island's key municipalities, Dauis and Panglao, each serving as significant tourist hubs with unique attractions for both domestic and international visitors. The research involved the barangays of Dao and Bingag in Dauis, and the barangays of Tawala, Bolod, and Doljo in Panglao, providing insights into diverse policing programs and practices within various tourism contexts across the island. Dauis, covering approximately 39.7 square kilometers, is known for its historical sites and scenic coastal areas, yet faces challenges in maintaining public safety, managing tourism-related activities, and preventing petty crimes. With a population of 41,304 as of 2020 and nine barangays, its growing tourism industry contributes significantly to the local economy and highlights the need for effective policing strategies. Panglao, spanning about 45.3 square kilometers, is Bohol's most popular tourist hub, known for its beaches, luxury resorts, and the busy Alona Beach, which attracts thousands of visitors annually for snorkeling and diving. Its proximity to the Bohol-Panglao International Airport intensifies the need for robust policing to manage crowds, prevent petty crimes, and address year-round visitor influx. With a population of 39,839 as of 2020 and ten barangays, Panglao's booming tourism industry provides substantial local employment in hospitality and tourism services. Each municipality presents distinct policing challenges based on their attractions, and this study assessed the effectiveness of policing programs and practices in Dauis and Panglao from the perspectives of local stakeholders and tourists.

Research Informants

The researcher selected a total of fifteen (15) informants, consisting of five (5) barangay officials, five (5) resort owners/managers, and five (5) informal workers with at least two (2) years of relevant experience in their respective roles. The informants were selected using purposive sampling, ensuring that each participant has relevant knowledge or experience regarding the policing programs and practices in Panglao Island's tourist hub. To ensure representation from across the island, one barangay official, one resort owner/manager, and one informal worker were selected from each of the barangays involved in the study: Dao and Bingag in Dauis, and Tawala, Bolod, and Doljo in Panglao. The study involved 15 individual interviews with resort owners/managers, employees of tourist facilities, and informal workers, to provide in-depth insights based on their experiences in the tourism and hospitality sectors. In addition, 5 barangay officials, one from each barangay, were interviewed individually to provide insights from a local governance perspective.

Research Instrument

The researcher prepared an interview guide composed of open-ended questions aimed at gathering insights from informants about policing programs and practices in Panglao Island tourist hub. The interview guide was designed with four structured sections to gather detailed insights into the Philippine National Police's (PNP) policing strategies in Panglao Island's tourist areas. Part I focused on informants' experiences, both positive and negative, with the PNP's actions, highlighting success stories as well as perceived shortcomings in ensuring the safety of both locals and tourists. Part II examined how PNP programs influenced the local community, including their effects on residents, businesses, and the tourism economy. It also explored perceptions of the programs' long-term impact on community development and the sustainability of local tourism. In Part III, informants identified implementation challenges faced by the PNP and proposed strategies for improving program delivery, especially through stronger coordination and communication among law enforcement, stakeholders, and the broader community. Part IV invited participants to offer additional observations, suggest enhancements to current practices, and envision the characteristics of an ideal community policing model for Panglao's tourism setting. To ensure clarity and

relevance, the guide underwent expert validation before it was used in the interviews.

Data Collection

The researcher initiated the study by sending a transmittal letter to the Daus/Panglao's Local Chief Executive to request approval for conducting interviews with various community stakeholders involved tourism sector in Panglao Island. The letter outlined the study's title, objectives, and the importance of the participants' involvement. It also included details on the research design, the interview guide, and an informed consent form. Once approval was granted, the researcher asked approval from the University Ethics Committee for ethical clearance. The data collection for this research involved in-depth interviews with various community stakeholders. The researcher ensured that all relevant information is recorded accurately by using an audio recorder. These recordings were transcribed verbatim for further analysis. In addition to the interviews, field notes were taken to capture non-verbal cues and the context in which the interviews take place.

Data Analysis

The data collected through the interviews were analyzed using a thematic approach. The researcher carefully reviewed the interview transcripts to identify significant themes and patterns related to the research questions. Thematic analysis through Colaizzi's method involved categorizing the data into specific codes, organizing them into themes, and interpreting the findings in the context of the study's objectives. The analysis aimed at gaining a comprehensive understanding of the community stakeholders' views on the Philippine National Police's policing programs and their impact on Panglao Island's tourism industry. Feedback from the participants was sought to validate the findings and ensure that the conclusions accurately reflect their perspectives.

Ethical Considerations

The procedures of this study were guided by the ethical principles of beneficence, non-maleficence, justice, and autonomy to ensure responsible and respectful participation of informants. Beneficence emphasized improving understanding of policing programs for the benefit of the community and law enforcement, while non-maleficence ensured that no harm comes to participants and that confidentiality of sensitive information is protected. Justice ensured equal opportunities for stakeholders to participate, and autonomy was upheld through informed consent, allowing participants to be fully informed and free to withdraw at any time. To ensure trustworthiness, the study followed the qualitative standards of credibility, dependability, transferability, and confirmability. Credibility was achieved by accurately reflecting participants' views through triangulation. Dependability was supported by maintaining a clear audit trail and systematic procedures, transferability was strengthened by providing detailed descriptions of the context and settings, and confirmability was ensured by grounding the findings in participant responses while minimizing researcher bias.

Bracketing and reflexivity contributed further to the rigor of the research. Bracketing involved identifying and managing preconceptions before and during data collection to maintain an open approach to participant views. Reflexivity required continuous journaling of thoughts and reactions to remain aware of how the researcher's background as a criminologist might influence interactions and interpretations.

3. Results and Discussion

This chapter dealt with the presentation and analysis of data. The data that were presented are divided into four (4) parts, namely: the views of the informants on the PNP policing programs and practices in Panglao island tourist hub, impacts of the PNP policing programs and practices on the community as viewed by

the informants, viewpoints of the informants on the strategies to address the challenges encountered on the PNP policing programs and practices, and recommendations. There are eight (8) emergent themes formulated as answers to the sub-problems and are summarized as follows:

1. Views of the Informants on the PNP Policing Programs and Practices in Panglao Island Tourist Hub

A. Positive Experiences

1. Deterrence Visibility Paradigm. Informants shared that the regular and visible presence of police officers in the community creates a strong sense of safety and helps discourage criminal activity. Their visibility alone reassures both residents and tourists, contributing to a peaceful and orderly environment.

Informant 1 emphasized that visible police presence significantly contributes to maintaining peace and deterring potential crime:

“Their presence really has an impact. It helps reduce the chances of bad things happening. So, if they're consistently around, the surroundings will become orderly and peaceful”. (IDI1:SS1).

Meanwhile, Informant 2 shared that visible and regular police patrols play a crucial role in deterring criminal behavior and promoting peace, which in turn attracts more tourists to the area:

“Ang impact ana gyud, mas malinaw gyud ang atoang lungsod, barangay, nga naay mga police kay naay mga taw nga mga daotag plano nga di na maka huna huna kay naa namay mga police tig roving, mao nay dakong gamit sa mga police para linaw linaw nya ma daghan napud og mga turista nga mo dung sa atong lungsod gumikan ah isla or lungsod gumikan sa naay mga police nga maka responde og pananglit naay mga dautan nga tao”. (ID2:SS5). (The real impact of that is a more peaceful town or barangay, especially with the visible presence of police. People with bad intentions will think twice because they know there are police doing regular patrols. That’s the big role of the police it’s to help maintain peace and order. And with that, more tourists will also be encouraged to visit our island or town, knowing there are authorities ready to respond in case anything bad happens).

On the other hand, Informant 3 highlighted that the mere visibility of police officers in the area creates a reassuring sense of security for the community:

“Nga murag tan-aw nimo nga naay siguridad tungod kay naay mga police nga makita sa maong palibot”. (IDI3: SS6). (It gives the impression of security because there are visible police officers in the area).

2. Community-Centric Security Reinforcement. Informants expressed a strong sense of connection and collaboration between the police and the community. They shared that officers actively engage with barangay officials and attend meetings to address local concerns, fostering open communication. This relationship builds trust, reduces fear or intimidation, and ensures that the police remain responsive, even in urgent situations, strengthening community confidence in law enforcement.

Informant 2 described how the police actively collaborate with barangay officials by attending community meetings to stay updated on local concerns and issues:

“Makig, ang mga kapulisan makig kuan pud na sa mga barangay opisyales nga makig hinabi og unsay mga session sa barangay, mo dung pud na sila labi nag naay mga kuan gyud nga meeting sa barangay nga kinahanglan, mo dung gyud sila aron makahibaw pud sila sa mga problema sa barangay” (IDI2:SS7). (The police also collaborate with the barangay officials, attending barangay sessions or meetings to stay informed about local issues. They make sure to participate, especially when there are important meetings, so they can understand and address any problems in the community).

On another note, Informant 7 shared that they do not feel intimidated by the police, as a strong sense of camaraderie exists between the community and law enforcement:

“Siguro sa among kabahin ah dili rapud mi ma taha tungod kay bonding ang community og ang kapulisan”. (IDI7:SS7) (Maybe on our part, we don’t feel intimidated because there is a bond between the community and the police).

Furthermore, Informant 8 emphasized the reliability of the police in responding to urgent situations, stating that they arrive promptly even during late hours:

“Naay mga panghitabo diri, any time inig tawag nako nga kana jung urgent jud kayo, mo abot jud na sila bisag kadlawn na” (IDI8: SS2). (There are incidents here, and whenever I make a call, especially if it’s really urgent, they always show up, even if it’s already midnight).

B. Negative Experiences

1. Epistemic Fragility in Consistency. Informants raised concerns about perceived inconsistencies in police conduct, particularly relating to bias, selective enforcement, and delayed response. They emphasized that such behavior undermines public trust and damages the credibility of law enforcement. Issues such as hesitance to act against foreigners, unfair treatment during checkpoints, and irregular patrol routines reflect a fragility in maintaining professionalism and accountability, highlighting the need for more consistent and impartial policing practices.

Conversely, Informant 5 pointed out recurring concerns regarding police conduct, citing instances of perceived bias during checkpoints, inconsistent roving patrols, and delayed responses to emergency hotline calls:

“There has been instances that ilang mga binuhatan sir, faced criticisms and or challenges kay usahay or sometimes they’re being biased in conducting PNP checkpoints, um, dili kada gabie nag conduct og roving and also being slow in response in emergency incidence labi nag inag tawagan ang ilang hot line number, dugay sila mo tubag or maka tubag” (IDI5:SS3). (There have been instances where their actions faced criticism and challenges, as sometimes they are accused of being biased when conducting PNP checkpoints. Additionally, they don’t conduct roving patrols every night, and there have been concerns about slow responses to emergency incidents, especially when calling their hotline number, where they take a long time to answer or respond).

Similarly, Informant 10 expressed disappointment over the behavior of some police officers, pointing out that biased and self-serving actions have led to a loss of public trust:

“Sila ray gaguba, nawa ang mga pagsalig sa mga taw tungod kay nakita sa mga taw they are not doing their job well in fact they are biased and one-sided due to their self-interest” (IDI10:SS6). (They are the ones causing the damage, losing the trust of the people because the public sees that they are not doing their jobs well. In fact, they are biased and one-sided due to their self-interest).

Informant 13 stressed the importance of fairness in police operations, expressing concern that officers may hesitate to act against foreigners despite their misconduct, potentially due to their status as tourists:

“Dili jud makalimtan ang fairness sa pagkuan, pagdakop bitaw, fairness lang. Dili kay turista, dili nato ni kay daghang kuan. Especially mga kasagaran ra ba ani mga gahig ulo. Mga foreigner mga gahig ulo nya mga police, mura pog mataha ba” (IDI13:SS14). (Fairness should not be forgotten when it comes to arresting people. It should just be fair. It’s not because they’re tourists or because there are a lot of them. Especially when most of them are hard-headed. Foreigners can be hard-headed too, and the police seem to ignore that).

2. Systematic Strain through Workforce Inadequancies. Informants pointed out that delays in police response are often due to limited personnel and outdated resources, especially in a growing area like Panglao. The increasing number of residents and tourists has made it difficult for law enforcement to respond efficiently, leading to public frustration. They emphasized that addressing these gaps through upgraded equipment and increased manpower is crucial to improving the overall effectiveness of policing in the community.

Informant 4 remarked that delayed police response is one of the few aspects viewed negatively by the community, as it affects how people perceive the effectiveness of law enforcement:

“Siguro kana lang ilahang mga kuan siguro ang katong kana lang ilang kadugay na siguro sa pag responde nila, mao nay usa ragyud nako nga, o, negative ang pag tanaw sa mga taw, siguro kana lang sigurong dugay lang pag responde” (IDI4:SS3). (Perhaps the main issue people see as negative is the delay in their response. That’s the only thing I think people might have a negative view on, possibly because it takes them a while to respond).

Informant 7 observed that public disappointment often stems from delayed police response, which may be attributed to the vast area of Panglao and the limited number of available personnel:

“Siguro ang usa pud na nga sa akong nakita nga mapakyas gyud ang mga taw kay kaning ilahang usahay nga delay ang ilang pag responde og siguro tungod sa kadaghan kadako sa Panglao unya gamay ra ang personnel mao nang usahay delay pud delay ilang pag responde og nay mga mga gubot diri sa lungsod sa Panglao” (IDI7:SS4). (Maybe one of the reasons I see why people sometimes becomes disappointed is because of their delayed response, maybe it's because Panglao is such a large area and there are only a few personnel, which is why sometimes their response is delayed when there are disturbances here in the town of Panglao).

Informant 13 emphasized the need for upgrades in police equipment and manpower, especially in Panglao where the increasing number of tourists and residents demands stronger and more modern law enforcement capabilities:

“Mao gihapon na ilahang mga gamit o mga kanang tao, kulang jud, especially sa Panglao, gacadaghan ang turista, gacadaghan ang tao, daghan na kaayong mga upgrade ba dapat ang pulis pud. Di pud mo upgrade pud na sila” (IDI13:SS8). (Maybe one of the reasons I see why people sometimes becomes disappointed is because of their delayed response, maybe it's because Panglao is such a large area and there are only a few personnel, which is why sometimes their response is delayed when there are disturbances here in the town of Panglao).

3. Impacts of the PNP Policing Programs and Practices on the Community as Viewed by the Informants

1. Trust Synergy in Tourism. Informants revealed that a visible and reliable police presence significantly enhances the sense of safety in the community, which in turn encourages tourist visits and boosts investor confidence. They recognized that safety is a key factor for travelers when choosing destinations, and positive experiences often lead to favorable word-of-mouth, effectively promoting Panglao as a secure and attractive place to visit and invest in.

Informant 10 highlighted that a strong sense of safety in the town can lead to increased tourist arrivals and attract potential investors, as people are more likely to visit and invest in a place perceived as secure:

“The possible things will be a flocks of tourism, we we can encourage more investors to invest in our place, o, the flocks of, flocks of tourism will arrive because they feel the safe, the town is safety”

(IDI10:SS12). (The possible outcome would be an influx of tourism. We can encourage more investors to invest in our area, and the influx of tourists will happen because they feel that the town is safe).

Informant 12 explained that tourists prioritize safety when choosing destinations, and positive experiences especially due to visible police presence can lead to word-of-mouth promotion that effectively markets Panglao as a secure and desirable place to visit:

“If the guest feels safe no, habang nandito sila they think kasi yan ang number one concern no ng mga turista na ay safe tayo sa lugar nayun ok ba sa lugar na yun, so if they have a positive experience no with our community with the police visibility ng mga police natin kumbaga it’s a word of mouth no sakanila na ay pumunta tayo dun kasi safe sa lugar na yun, mababa yung criminal involvement, so I think Magandang impact yun na parang marketing ng Panglao itself” (IDI12:SS8). (If the guests feel safe while they are here, they will think that safety is the number one concern for tourists, that the place is safe and okay to visit. So if they have a positive experience with our community and with the visibility of our police, it becomes word of mouth for them: “Let’s go there because it’s safe, and the crime rate is low.” I think that creates a good impact, almost like marketing for Panglao itself).

Informant 13 shared that increased safety in Tawala boosts business security and attracts more tourists:

“Makahatag ug dugang nga safety, sa mga tao, sa Tawala, especially sa mga business sa Tawala, makahatag ug dugang seguridad ug makaengganyo sa mga turista” (IDI13:SS5). (It would provide additional safety for the people in Tawala, especially for the businesses in Tawala. It would offer more security and encourage tourists to visit).

2. Resilience through Community Equilibrium. Informants shared that the PNP’s efforts in Dauis and Panglao have positively impacted community relations through proactive policing, youth engagement, and coordinated programs with local officials. These initiatives, which include crime prevention, environmental protection, and community activities, have fostered stronger ties between police and residents while contributing to the safety, sustainability, and attractiveness of the island for both locals and tourists.

Meanwhile, Informant 4 shared that the police conduct symposiums and activities with youth and barangay officials to build closer ties with the community:

“So naa silay, mag conduct sila sir og mga symposium, mga tong mga kabatan-onan together with the barangay officials and there are also some activity nga murag ma mura bitawg ma doul gyud ang mga katawhan sa mga police, so mao ni ilang gi himo nila” (IDI4:SS4). (They conduct symposiums, especially with the youth, together with the barangay officials. There are also activities that bring the community closer to the police. This is one of the efforts they’ve been doing).

Informant 5 noted that police actions in Dauis and Panglao have strengthened community ties, improved tourism facilities, and supported environmental conservation:

“Ang atong mga PNP or mga police officers ilang mga binuhatan diri sa dauis og panglao have had multifacetedly impact on the interactions among the residents business, businesses and tourist which influence the community relation sa mga daghang pamaagi us ana ana sir ang enhanced community engagement, improved tourist facilities and also the environmental conservations efforts nga at least matabangan nato nga ma maintain nato ang atong nature or atong tourist attractions diri sa diri sa Panglao Island” (IDI5:SS7). The actions of PNP officers in Dauis and Panglao have had a multifaceted impact on the interactions among residents, businesses, and tourists, which have influenced community relations in various ways. One of these is enhanced community engagement, improved tourist facilities, and efforts toward environmental conservation. These efforts help maintain our nature and tourist attractions here on

Panglao Island).

Informant 6 also mentioned that the PNP has implemented programs in Dauis and Panglao focusing on crime prevention, community engagement, anti-drug operations, and coastal law enforcement:

“The PNP actions Sir has implemented various policing programs in both dauis and Panglao, Bohol. Ah, it aim at enhancing the wellbeing of local residents og mga business owners ah, these includes the current prevention and community engagement the anti-illegal drug operations and also the coastal law enforcement” (IDI6:SS5). (The PNP has implemented various policing programs in both Dauis and Panglao, Bohol, aimed at enhancing the wellbeing of local residents and business owners. These programs include current prevention and community engagement initiatives, anti-illegal drug operations, and coastal law enforcement efforts).

4. Viewpoints of the Informants on the Strategies to Address the Challenges Encountered on the PNP Policing Programs and Practices

1. **Systematic Bottlenecks in Operational Efficiency.** Informants acknowledged that while police presence generally fosters safety, there are occasional lapses in visibility and response time, often due to limited resources or simultaneous duties. They emphasized the importance of maintaining consistent patrols, especially during late hours, and adopting a balanced approach to enforcement that ensures security without disrupting the tourist experience. These observations highlight the need for operational efficiency and visible, responsive policing to sustain community trust and peace.

Informant 2 observed that police response is sometimes delayed, possibly due to attending to other incidents in different areas:

“Ang akong mga pagsuway nga akong na obserbahan nila, naay usahay pud nga ma late sila sa respondihon nila nga naay nanawag nga dugay sila maka abot, nya naay gumikan siguro pud na nga naay ilang gi atiman sa pikas nga, pikas nga lugar” (IDI2:SS10). (From my observations, there are times when their response is delayed, especially when someone calls for help and they take a while to arrive. This could be because they might be attending to something else in another area at the same time).

Informant 11 noted that police officers may arrive late at times due to delays on the road, especially when they need to stop and handle troublemakers they encounter:

“Kana rang usahay nga kanang, ah dili ka abot og syempre kanang dili ka abot og on time or oras sa pag open, syempre naa man pud na silay ga motor raman pud na sila d mana something nga, ma delayed man pud na silas agianan, samot nag makakita og police gud ka unya maka kita kag maldito, mo hunong gyud ka” (IDI11:SS2). (Sometimes, if you don’t arrive on time for the opening, and since they’re on motorcycles, they can also experience delays, especially if they encounter a police officer. If they come across a troublemaker, they will definitely stop and deal with the situation).

Informant 14 expressed concerns over aggressive checkpoint inspections and emphasized the need for greater police visibility, particularly during late-night hours:

“Some tourists have reported feeling uncomfortable with overly aggressive checkpoint inspections. While security is important, a more balanced approach that does not disrupt the tourist experience should be considered as well. Now, additionally, occasional lack of police visibility during late-night hours can create security concerns as well, Sir. It would be very helpful if we can see these police officers being very visible especially at nighttime, Sir” (IDI14:SS4). (Some tourists have reported feeling uncomfortable with overly aggressive checkpoint inspections. While security is important, a more balanced approach that doesn’t disrupt the tourist experience should also be considered. Additionally, the occasional lack of police

visibility during late-night hours can raise security concerns, Sir. It would be very helpful to have a visible police presence, especially at nighttime, Sir).

2. **Technological Convergence for Evolution.** Informants stressed the need for a modern, community-oriented policing approach in Panglao Island that integrates technology, prioritizes quality service to tourists, and encourages collaboration with stakeholders. They recommended the implementation of programs such as Tourist Assistance Units and stronger partnerships with private security, all aimed at creating a secure and welcoming environment that supports sustainable tourism growth.

Informant 5 emphasized the importance of a proactive, tech-integrated, and community-driven policing approach to enhance security and attract more tourists to Panglao Island.

“On my perspective Sir, siguro Sir to have a proactive and community driven approach to policing in panglao nga maoy mag hatag natog essential to move forward by integrating technology um usa na siya sir maka dakog tabang, modern technology nato sustainable practices, and strong stake holder collaboration which the PNP or the Philippine national police can maintain security while fostering again a vibrant and welcoming tourism environment nga mas maka attract pajud ta og more nga mga turista diri sa Panglao, Island” (IDI5:SS2). (From my perspective, Sir, I believe that having a proactive and community-driven approach to policing in Panglao is essential for moving forward. By integrating technology which can greatly help us along with sustainable practices and strong stakeholder collaboration, the Philippine National Police (PNP) can maintain security while also fostering a vibrant and welcoming tourism environment. This, in turn, can help attract even more tourists to Panglao Island).

Informant 14 suggested implementing a Tourist Assistance Program, strengthening ties with private security, and investing in surveillance and emergency response equipment:

“My suggestions would be to implement a Tourist Assistance Program, where officers are trained in customer service to engage with visitors in a welcoming manner. Also, to strengthen partnerships with private security teams to maximize coverage. And lastly Sir, to invest in more surveillance technology and emergency response equipment” (IDI14:SS8) (My suggestions would be to implement a Tourist Assistance Program, where officers are trained in customer service to engage with visitors in a welcoming manner. Also, to strengthen partnerships with private security teams to maximize coverage. And lastly, Sir, to invest in more surveillance technology and emergency response equipment).

Informant 15 emphasized that providing quality service to tourists should be the top priority:

“First is, we have to make sure that our service to the tourist is good” (IDI15:SS12). (First, we have to make sure that our service to the tourists is good).

Implications

The inquiry’s findings have led to the formulation of the following recommendations, suggestions, and implementation strategies:

This study provides essential insights that can guide community stakeholders in understanding the importance of collaborative policing. With the findings highlighting both the strengths and challenges in Panglao Island's law enforcement, community members are encouraged to take an active role in maintaining safety and order. By fostering stronger police-community partnerships, shared responsibility for local security can be achieved, resulting in a more responsive, accountable, and people-centered policing approach within tourist hubs.

For the Philippine National Police (PNP), this research presents valuable feedback for the Tourist Police assigned in tourism areas. It highlights the effectiveness of current crime prevention efforts, as well as the

areas that need strengthening, such as community engagement, strategic deployment, and communication. The findings may serve as the basis for enhancing training programs tailored to tourism-specific challenges, including managing large crowds, addressing petty crimes, and fostering community trust, which are all vital to maintaining safety in high-traffic destinations like Panglao.

For tourists, the study's findings reveal critical gaps and strengths in current policing practices, allowing for improved safety protocols, better crowd management, and increased visibility of law enforcement in tourist areas. These improvements can lead to a more secure environment, enhancing their overall travel experience. A safer tourist destination will contribute to Panglao Island's positive reputation, encouraging return visits and promoting sustained tourism growth.

For Local Government Units (LGUs), the study provides evidence that can be used to shape proactive policies aligning security initiatives with the growing tourism sector. The findings support informed decisions on resource allocation, capacity building, and integrated development plans to ensure safe and sustainable tourism. Improved coordination between LGUs and police forces, based on the study's insights, can enhance public service delivery and community trust.

The Panglao Chamber of Commerce may also benefit from the study's insights, as it offers strategies for supporting business sustainability through improved public safety. With effective security measures in place, tourism and hospitality businesses can operate with greater confidence. The chamber can use these findings to advocate policies in collaboration with law enforcement and local officials that support both commercial success and community welfare.

The results of the study are valuable to the Department of the Interior and Local Government (DILG) as they evaluate the effectiveness of local law enforcement in tourism areas. By incorporating the lived experiences of stakeholders, the DILG can develop data-driven programs that build police capacity and support local governance. These insights provide a framework for stronger inter-agency collaboration and more inclusive public safety policies that align with sustainable tourism goals.

For the Department of Tourism (DOT), this study underscores how improved policing strategies can enhance the tourist experience and attract repeat visitors. The findings highlight the importance of police visibility, professionalism, and responsiveness in shaping tourists' perceptions of safety. In turn, this helps strengthen the DOT's mission of promoting the Philippines as a secure and desirable travel destination.

Finally, this research empowers the local community by providing a platform to express their views on law enforcement. It encourages civic involvement in shaping safety policies and highlights the need for inclusive, community-based policing strategies. By positioning residents as co-stewards of safety and tourism development, the study supports a collaborative approach that balances growth with order.

In conclusion, the implications of this study highlight the importance of inclusive and cooperative efforts among all stakeholders to ensure the safety and sustainability of Panglao Island as a premier tourist destination. By leveraging the unique roles and perspectives of the police, government agencies, businesses, tourists, and the community, a holistic and effective approach to tourism policing can be realized, one that promotes not only security but also socio-economic growth and community empowerment.

Future studies can build upon the implications derived from this qualitative research on the views of the community stakeholders on the Philippine National Police (PNP) policing programs and practices in Panglao island tourist hub.

Firstly, future researchers may explore the effectiveness of tourism-specific police training programs across various regions in the Philippines. A comparative approach could reveal regional differences in law

enforcement preparedness, police-community engagement, and operational challenges in other tourist hubs beyond Panglao Island.

Additionally, longitudinal studies can assess the implementation and outcomes of tourism policing reforms inspired by this research. By evaluating changes over time in job satisfaction, operational efficiency, and community trust, future research can determine whether the recommended policies truly address the needs of both law enforcers and the communities they serve.

Future studies may also consider examining the perspectives of other vital stakeholders such as tourists themselves, barangay officials, tourism workers, and local residents. Investigating how these groups perceive safety, police presence, and their role in promoting peaceful tourism environments can lead to more inclusive and well-rounded policy frameworks.

Moreover, research could be conducted on the role of public-private partnerships in strengthening safety and security in tourism economies. Exploring how local businesses collaborate with police and LGUs in co-managing safety initiatives may provide insights into sustainable and community-driven policing models.

Lastly, future studies may look into the integration of smart technologies in tourist policing, such as CCTV networks, AI-driven crowd monitoring, mobile reporting systems, and digital tourism safety platforms. These innovations could transform how security is managed in high-volume tourist areas, helping law enforcement respond swiftly to incidents while ensuring a seamless experience for visitors.

By pursuing these future research directions, scholars and practitioners alike can deepen the understanding of tourism policing within diverse contexts across the Philippines. Expanding the lens beyond Panglao Island will not only validate and refine current findings but also contribute to the development of more adaptive, inclusive, and technologically driven policing strategies. Ultimately, sustained academic inquiry in this field will play a crucial role in shaping safer, more resilient, and tourist-friendly communities nationwide.

CONCLUSION

The study extracted significant statements relevant to the research phenomenon from the informants' transcripts. These statements were then formatted into a cluster, developing eight (8) emergent themes. These themes addressed the sub-problems and are summarized as follows: the views of the informants on the PNP policing programs and practices in Panglao island tourist hub, impacts of the PNP policing programs and practices on the community as viewed by the informants, viewpoints of the informants on the strategies to address the challenges encountered on the PNP policing programs and practices, and recommendations.

Based on the results, the researcher developed eight (8) emergent themes. Four (4) emergent themes described the views of informants on the Philippine National Police (PNP) policing programs and practices in Panglao Island's tourist hub. For the positive experiences, two (2) emergent themes were developed, namely Deterrence Visibility Paradigm and Community-Centric Security Reinforcement. For the negative experiences, two (2) emergent themes were also developed, namely Epistemic Fragility in Consistency and Systematic Strain through Workforce Inadequacies.

Meanwhile, two (2) emergent themes were formulated to describe the impacts of the PNP policing programs on the community as viewed by the informants: Trust Synergy in Tourism and Resilience through Community Equilibrium.

Furthermore, two (2) emergent themes were identified to express the viewpoints of the informants on

strategies to address the challenges encountered in the PNP policing programs and practices, namely Systemic Bottlenecks in Operational Efficiency and Technological Convergence for Evolution.

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