

Perspectives of Community Stakeholders on the Philippine National Police Community Oriented Policing System in Danao, Bohol

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Abstract

This study aimed to explore the Perspectives of Community Stakeholders on the Philippine National Police Community Oriented Policing System in Danao, Bohol. Specifically, it sought to answer the following questions: the Experiences of the informants in the implementation of Philippine National Police Community Oriented Policing System, Descriptions of the Informants on the Impact of the Community Oriented Policing System (COPS) to the Community and Perspectives of the Informants to Address the Problems Encountered in the Implementation of the Philippine National Police Community Oriented Policing System.

Utilized the qualitative method of research employing the descriptive phenomenological approach using an interview guide with an open-ended question for individual interview in exploring the perspective of community stakeholders. There were fifteen selected community stakeholders in the municipality of Danao, Bohol, all of them had been interviewed individually. I used an interview guide aided with the audio recorder for the basis of transcribing the responses of the participants utilizing the Colaizzi's method or phenomenological analysis procedure in analyzing the responses of the informants during the conduct of interview.

For the positive experiences of the informants as community stakeholders, emergent themes were created: Safety and Security, Partnership and Collaboration. For the negative experiences of the informants as community stakeholders, themes were created: Bias Interaction and Unequal Service Delivery, Presence without Purpose and Missed Opportunities. For the Description of the informants on the impact of the Community Oriented Policing System (COPS) to the community the created themes were: Lower Crime Rate, Community Trust and Police Legitimacy, and Insufficient Resources and Manpower. Lastly, on the perspectives of the informants to address problems encountered in the implementation of Philippine National Police Community Oriented Policing System, themes were created as follows: Adequate Personnel and Resources, Police Visibility and Approachability, and Ensuring Consistency and Continuous Improvement.

CHAPTER 1

THE PROBLEM AND ITS SCOPE

INTRODUCTION

Rationale

The toll of crime has become frightening. Not to mention the misery it leaves in its wake, the financial

damage to societies is staggering. The economic price exacted on nations is enormous, while its social and hidden human costs are even higher. In addition to traditional and street crime, the consequences of organized crime present real dangers to progress and a brake to development. Violence associated with this form of crime is extending its reach far beyond national frontiers.

Crime rates vary widely from country to country and are influenced by a variety of factors including poverty, unemployment, and law enforcement strictness. Crime rates are high in places like South Africa, Papua New Guinea, and Venezuela because of societal problems, economic shifts, and corruption. Restrictive gun restrictions and efficient law enforcement are responsible for the low crime rates in nations like Switzerland and Japan.

Latin America and the Caribbean (LAC) have now had 20 years of experience with community policing programs (COP), yet high rates of public crime and violence, police violence and corruption, as well as public distrust of the police continue. The introduction to this special issue frames a set of contributions that tell the story of COP's problems and promise in the region.

Furthermore, the perceived unequal treatment of police officers contributes to the public lack of trust in law enforcement. Concerns about police unjust and bias encounters with the public have led to a lack of engagement between the community and the police. According to research findings, trust levels vary between jurisdictions, impacting how law enforcement and the community collaborate. It is obvious that when police officers act justly and honestly, the community trust in them increases (O'Brien et al., 2020). With the advancement of our policing system, the PNP decided to shift from traditional policing into the Community-Orientated Policing System (COPS). COPS focuses on identifying the causes of crime and developing effective solutions to improve the quality of life and engage communities in problem-solving. This approach prioritizes justice over simply upholding the law. The Community-Oriented Policing System (COPS) is an important component of the PNP's activities in addressing the underlying problem. The Philippine National Police (PNP) Community Orientated Policing System (COPS) is a proactive approach in which law enforcers collaborates with community to foster safety and resilience. COPS highlights the importance of shared responsibility and collaborative partnerships to reduce crime, strengthen public trust in the police, and foster community wellbeing. Due to the persistent problem of criminality, the researcher, as a criminologist, seeks to gather the perspectives of community stakeholders regarding the Philippine National Police Community-Oriented Policing System (COPS). This study fills a gap by exploring how ordinary citizens perceive and experience PNP reforms, offering valuable insights for future policing policies. Through highlighting community experiences, it paves the way for strengthening the PNP community relationship and advancing community-oriented policing. Furthermore, as a criminologist, I seek to study the PNP Community-Oriented Policing System (COPS) to enhance my understanding of this important policing framework and to integrate it into my future teaching endeavors.

THE PROBLEM

Statement of the Problem

The study delved into the Perspectives of Community Stakeholders on the Philippine National Police (PNP) Community Oriented Policing System (COPS) in Danao, Bohol, Philippines.

Specifically, this study sought answers to the following sub-problems:

1. What are the experiences of the informants in the implementation of the PNP COPS?
2. How do the informants describe the impact of the COPS to the community?
3. What are the perspectives of the informants in addressing the problems encountered in the

implementation of PNP COPS?

Significance of the Study

The study highlights the importance of developing an assessment tool for evaluating the implementation of the Community Oriented Policing System, who would serve as a valuable source of information for maintaining peace and order and to uphold sustainable development. Likewise, it is considered beneficial to the following stakeholders.

Community Stakeholders. This study will enable them to take an active role in enhancing public safety and developing strategies for crime prevention.

A comprehensive understanding of this policing model enables stakeholders, such as local government units, community organizations, and residents, to strengthen partnerships with law enforcement, build trust, and jointly address public safety issues. Additionally, it equips stakeholders with crucial insights into the role of social cohesion, shared responsibility, and transparent communication in promoting peace and order.

National Police Commission (NAPOLCOM). The findings of this study will assist NAPOLCOM in evaluating the effectiveness of the PNP's community engagement efforts and determining if they are consistent with public safety aims and democratic policing ideals. NAPOLCOM can utilize feedback from community stakeholders to create more responsive policies, implement necessary adjustments, and ensure that police services remain genuinely community-centered. Finally, these findings support NAPOLCOM's supervisory role in improving police accountability, performance, and public trust.

Philippine National Police (PNP). The result of this study will strengthen the force's ability to better engage with communities and solve public safety concerns. It strengthens relationships with local residents, fostering trust and enhancing collaboration in crime prevention. The strategy fosters communication, problem-solving, and conflict-resolution skills among PNP members, thereby improving their responsiveness and accountability. Ultimately, it promotes ultimately inclusive, collaborative, and transparent police force, leading to improved public perception and more effective policing.

Police Stations. The findings of this study will serve as baseline information for the municipality's community policing efforts and help evaluate the effectiveness of the program in reducing crime within the community. Furthermore, the findings can serve as a foundation for future initiatives, guiding the police department in developing strategies to maintain peace and order within the community.

Department of Interior and Local Government (DILG). The study aims to strengthen the police by enhancing community relationships, promoting proactive crime prevention, and increasing local government involvement. COPS promotes accountability and transparency by fostering collaboration among the PNP, local government officials, and community members, while ensuring that policing policies effectively address the needs of the community. Finally, it complements DILG's aim to promote public safety, social justice, and community wellbeing.

Local Government Unit (LGU). The result of this study will help the Local Government Unit (LGU) to identify strengths, gaps, and areas for improvement in partnership with the PNP, ensuring that programs are responsive to the actual needs of the community. It also ensures that resources are used efficiently and that programs are designed to address the actual needs and concerns of the community.

Ultimately, its findings can serve as a basis for policy formulation, resource allocation, and the development of more effective and sustainable community safety strategies.

Barangay Officials. The findings of this study may offer a comprehensive understanding of the challenges and concerns affecting the maintenance of peace and order in Danao municipality. Consequently, the study

could encourage full support for the PNP, thereby significantly assisting them in serving their constituents. **Community in General.** The study aims to achieve its ultimate goal of creating a safer environment for the Filipino community to live, work, and conduct business. Additionally, the findings may encourage greater public support for law enforcement initiatives.

Researcher. The study provides a platform for measuring the effectiveness of community-based policing in promoting public safety, establishing trust, and encouraging cooperation between law enforcement and local communities. It enables researchers to analyze how COPS influences crime prevention, accountability, and law enforcement tactics, providing valuable perspectives that can inform future enhancements and policy changes in policing methods.

Future Researchers. The findings of the study will be a quick reference for them in any future research of a similar nature.

RESEARCH METHODOLOGY

Research Design

The researcher would entail phenomenological approach. A qualitative research method that would involve in-depth interviews with community stakeholders to gain insights into their experiences, strategies, and challenges in implementing community policing. It will examine the effectiveness of PNP COPS and its impact on community relations and crime prevention. The study will also use survey data from community members to evaluate their perceptions of trust, cooperation, and satisfaction with the program. Furthermore, the qualitative data analysis will aim to identify patterns, strengths, and areas for improvement within the PNP COPS, ultimately enhancing understanding of its role in promoting public safety and fostering community participation.

Transcendental phenomenology, as developed by Moustakas (1994) is a qualitative method that explores human experiences from a first-person perspective to understand the essence of a phenomenon. It emphasizes the importance of setting aside personal biases through bracketing and suspending assumptions, allowing the phenomenon to emerge in its purest form, free from interpretation. The method seeks to describe, rather than interpret, the way individuals experience a particular phenomenon, revealing its core meaning.

Moustakas transcendental phenomenology can be applied to explore the lived experiences of community stakeholders in relation to the Philippine National Police Community Oriented Policing System (COPS). This approach will facilitate an understanding of how stakeholders perceive community safety, trust, and cooperation through their interactions with the PNP COPS, with a focus on their lived experiences and perspectives.

The approach involves collecting data through detailed interviews, where participants describe their experiences, after which the researcher examines and assesses the details they provide. The goal is to uncover common themes that capture the essence of the participant's experiences with COPS. In this process, the researcher must set aside personal biases and fully immerse themselves in the participants' perspectives, allowing the findings to emerge directly from the community's experiences. This approach will allow us to explore the community's understanding of the PNP's COPS, its challenges, and potential improvements, all through the lens of lived experience.

Research Environment

The researcher conducted the study in Danao, Bohol. The municipality lies in the interior of the island province of Bohol, 110 km from Tagbilaran City. It is known as a 4th-class municipality in the Province

of Bohol, Philippines. According to the 2020 census, it has a population of 20,245 people. Danao is politically subdivided into 17 barangays namely; Poblacion with a population of 3,622, Hibale with a population of 874, Concepcion has also a total population of 1,690, Remedios with 1,554 population, Dagohoy with a population of 810, Sta.Fe with 644, Cantubod also has population of 1,112, Magtangtang with 1,268, Carbon with 426, Cabatuan with a population of 1,864, Sto.Nino with 892, Nahud with 1,196, Taming with 1,035, and Villa Anunciado with 205, San Carlos also has a population of 1,318, and lastly Tabok with a population of 1,209. The primary source of living of the Danaoanon people is farming. Moreover, Municipality of Danao Police Station has 24 active Law enforcers, one (1) Police Commission officer and twenty-three (23) Police non-commissioned officer. Refer to Appendix E for the Location Map.

Research Informants

The informants of the study consisted of fifteen (15) community stakeholders who are residents of Danao, Bohol. These informants were selected from five (5) Barangays: Barangay Poblacion, Concepcion, Hibale, Cantubod, and Magtangtang, and they participated in individual interviews (IDI).

Thus, the informants were selected based on the following predetermined criteria: (a) informants are residents of Danao, Bohol, for at least five(5) years: (b) they are three (3) village chiefs, three (3) businessmen, three (3) professionals, three (3) ordinary workers and three (3) students.

Research Instrument

The researcher utilized an Interview Guide (IG) along with an informed consent form as tools for the data-gathering process. To ensure that the questions effectively elicited an in-depth discussion of the phenomenon, the interview guide underwent a validation process conducted by the panelists.

The Interview Guide (IG) was divided into three sections: part one (1) is on the experiences of the informants in the implementation of the PNP COPS; part two (2) is the description of the informants to the impact of the COPS to the community, and part three (3) is on the perspectives of the informants in addressing the problems encountered in the implementation of PNP COPS. (Refer to Appendix C for the Interview Guide (IG)).

Research Procedures

After the validation by the panel of the Interview Guide, the researcher submitted the protocol document to the ethics committee for evaluation and issuance of the protocol approval. After the research topic was approved, the researcher conducted an initial survey of the environment to identify and pre-determine the informants. After pre-determining the informants, the researcher revisited them to obtain their consent to participate in the study. To conduct the interviews and observations, the researcher provided the informants with an informed consent form to sign before the interviews began. The nature of the informed consent form was explained to the informants before they affirmed.

Data Collection. Before the field interviews began, the researcher reviewed the study's objectives with the informants to ensure they understood the interview process. During the data collection process, the researcher used an audio recorder and field notes to capture and preserve the information provided by the informants. The researcher treated the individual verbatim statements from the informants confidentially. Additionally, the researcher assured the informants that their verbatim responses would remain confidential. Each face-to-face in-depth interview lasted approximately 30–45 minutes per informant, guided by the Interview Guide (IG) and supplemented with follow-up questions.

Thus, the informants were prompted to respond to the questions stipulated from the interview guide during the interview. To clarify certain responses, follow-up questions were asked. Through the interview

process, the informants had the opportunity to share and elaborate on their life experiences and perspectives.

Data Analysis. This study will employ Colaizzi's (1978) descriptive phenomenological method for data analysis. The purpose of the phenomenological process is to uncover the genuine experience of the phenomenon under investigation. The method consists of seven steps. First, the researcher will read the informants' descriptions of their experiences to gain a sense of the whole. After that, the researcher will extract significant statements. This study involves thematic analysis as a process of recognizing, classifying, and examining recurring patterns or ideas within qualitative data. It includes coding raw details, organizing related concepts into broad topics, and honing them to produce insightful information pertinent to the study subject. This method organizes complex data, facilitating efficient analysis and clear presentation of results.

Ethical Considerations

The study implemented several precautions to address potential ethical issues. Protections also put in place to ensure the privacy of the study informants. Honesty and transparency were maintained in the handling of information and communication throughout the research process. Transcripts were made available to the informants, while all other study data, including informants' identities and observational notes, were kept strictly confidential. Additionally, the methods employed in these studies for selecting and engaging informants can be evaluated through key ethical principles essential to conducting responsible research, including beneficence, non-maleficence, fairness, and respect for autonomy.

Beneficence. The study aimed to improve understanding of the effectiveness of surveillance programs, thereby strengthening public safety strategies and benefiting both the community and law enforcement agencies.

Non-maleficence. The researcher ensured that no harm came to the participants during the study. Additional precautions were taken to ensure the confidentiality of the participants' private information.

Justice. To ensure fair representation, community stakeholders were given equal opportunities to participate in the research, irrespective of their status or role.

Autonomy. The research adhered to the principle of informed consent, ensuring that participants were fully informed about the study's purpose, risks, and benefits. Participants were also given the right to withdraw at any time without any consequences.

In summary, this study upheld ethical principles to ensure that the research process remained transparent, fair, and respectful throughout.

Trustworthiness of Research

This study preserved the truth value of these informants. There will be dependability, confirmability, transferability, and credibility. To earn the informants' trust, the four conditions must be fulfilled, enabling honest and full participation during the interview.

Credibility. The concept of credibility, or truth value, assesses the extent to which a study faithfully captures the genuine experiences and meanings expressed by the research informants (Lincoln & Guba, 1985). To establish the credibility of the study, the researcher ensured that integrity was maintained throughout data collection, particularly during the interviews. She refrained from drawing conclusions prematurely and instead based all findings on the factual data provided by the informants.

Transferability. The researcher delved into great depth about the theories that underpinned the research as well as the environment where it was conducted. The researcher ensured that the data were thoroughly described, allowing future users to determine whether the findings could be appropriately applied to new

contexts.

Confirmability. Lincoln & Guba (1985) provides more support for this, stating that confirmability refers to how effectively the results are corroborated by other sources. To ensure confirmability, the researcher consistently used audio-recorded interviews, note-taking, and journals throughout the study.

Dependability. Time series data must be consistent across circumstances for research. Collaizzi's approach of treating the data employing the seven (7) stages will be use by the researcher to maintain consistency during the data collection and analysis to established the dependability of the study.

Bracketing and Reflexivity

The researcher utilized this key factor to ensure the credibility of the findings. Bracketing requires researchers to set aside personal biases and assumptions, allowing them to focus solely on participants lived experiences with an open mind.

Reflexivity is the process of continuously examining oneself to recognize how one's experiences and viewpoints may affect the study. Collectively, these procedures guarantee that results are impartial and based on participant experiences rather than researcher bias. When a researcher is flexible, they are constantly conscious of the possible effects of their duties as a criminologist and how it might affect their interactions with participants or how they interpret data.

PRESENTATION AND ANALYSIS OF DATA

This section presents the data and themes developed from the Perspectives of Community Stakeholders on the Philippine National Police Community Oriented Policing System in Danao, Bohol. The data were derived from the verbatim narratives of the target informants and subjected to thematic analysis.

There are three (3) parts presented in this chapter. The first part is about the Experiences of the Informants in the Implementation of the PNP COPS. The second part is related to the Description of the Informants on the Impact of the Community Oriented Policing System (COPS) to the Community. The last part pertains to the Perspectives of the Informants to address the Problems Encountered in the Implementation of the Philippine National Police Community Oriented Policing System.

Presentation of Data

Presented below are the four (4) cluster themes in which ten (10) emergent themes were determined. Two (2) emergent themes captured the informant's positive experiences, while another two (2) reflected their negative experiences. Three (3) emergent themes were developed on the description of the informants on the impact of Community Oriented Policing System (COPS) to the community. In contrast, three (3) themes pertain to the perceptions of the informants to address the problems encountered in the implementation of the Philippine National Police Community Oriented Policing System.

The following are the emergent themes, to wit:

1. Experiences of the Informants in the Implementation of the PNP COPS

- **Positive Experiences**
 - Safety and Security
 - Partnership and Collaboration
- **Negative Experiences**
 - Bias Interaction and Unequal Service Delivery
 - Presence without purpose and Missed Opportunities

- **Description of the Informants on the Impact of the Community Oriented Policing System (COPS) to the Community**
- Lower Crime Rate
- Community Trust and Police Legitimacy
- Insufficient Resources and Manpower
- **Perspectives of the Informants to Address the Problems Encountered in the Implementation of the Philippine National Police Community Oriented Policing System**
- Adequate Personnel and Resources
- Police Visibility and Approachability
- Ensuring Consistency and Continuous Improvement
- **Experiences of the Informants as Community Stakeholders**

A. Positive Experiences

This section presents the two (2) emergent themes derived from the participants' narratives of their fulfilling experiences as community stakeholders.

Safety and Security. The informants expressed a strong sense of satisfaction and security while interacting with the Philippine National Police Community Oriented Policing System (COPS), which fostered community collaboration and enhanced trust. They contrasted this with the instability of previous programs in maintaining peace and order under government protection. The current system has enabled them to better care for life and property and to prioritize their community's concerns. Ultimately, true visibility encompasses not only safety but also the opportunity for a more fulfilling life.

Informant 7 shared her positive experience of finding safety and security in the community. She stated that: *Ang akoang positibong kasinatian isip usa ka residente kay nakasinati ko ug satisfaction kai naa nay mga outpost bisan asa para masiguro ang seguridad sa mga taw (IDI7:SS1).* (My positive experience as a resident is that I felt satisfied because there are now police outposts in various places to ensure the safety of the people).

Likewise, Informant 1 further articulated her sense of safety and security following the implementation of PNP COPS, highlighting the positive changes it brought to the community. She shared that:

Akong nasinati nga mayo ang ilang pagpatuman sa curfew hours kay wala na kaayoy nag suroysuroy pa sa oras na sa curfew dili lang kini alang or para sa mga kabataan kun dili para sa tanan (IDI1:SS1). (I have experienced that their implementation of curfew hours is effective because there are hardly any people wandering around during curfew time. This is not only for the youth but for everyone).

The implementation of the Philippine National Police Community Oriented Policing System (COPS) has significantly enhanced the community's safety and security. Informant 8 shared his positive sentiments by stating that:

Maayo kayo ang ilang paghimu ug checkpoint sa mga kadalanan aron kanunay maghelmet ang nay motor para raman sad nas ilang safety ug molukat nag lisensya ug ipa rehistro ang mga sakyanan aron malikayan na ang mga disgrasya (IDI8:SS2). (Their implementation of checkpoints on the roads is very good because it encourages motorcycle riders to always wear helmets for their own safety, and it also pushes vehicle owners to secure their licenses and register their vehicles to help prevent accidents).

Partnership and Collaboration. This section highlights the transformative experiences of the informants following the implementation of the PNP COPS. The new program has allowed them to engage freely in their daily activities and has strengthened police community connection. Through strong collaborations, they can work effectively, strengthen police–community relations, and bridge the gap between the

community and the PNP. Ultimately, a strong relationship arises from meaningful collaboration, building trust, and a shared commitment to a peaceful community.

Informant 3 conveyed his sense of comfort and security after experiencing the true essence of police community partnership, noting that he no longer feels hesitant to communicate and collaborate with law enforcers. He shared that:

For me, COPS has helped improve communication between the police and the community. It creates a safer environment because people are more willing to report crimes and cooperate with the police, since the police collaborate with us in our community, even striving to help in our community just to ensure everyone's safety, the people feel safer and comfortable (IDI3: SS2).

Informant 13 described her experience participating in the PNP's collaborative activities with the community, which were designed to strengthen partnerships with schools and barangays. She emphasized the growth opportunities fostered by the PNP COPS, stating that:

Para naku, usa nga dakong benipisyo sa ilang programa, mao ang partnership with the school, pag conduct nila ug mga symposium sa Danao Technological College (DTC) ug sa Barangay, hatag ug flyers para sa mga kabataan ug katawhan, dili ra para pag extend sa awareness, kun dili nag hatag kini ug dugang kaalam ug crime prevention labina karun sa pagtaas sa kaso sa illegal na droga, daku kayo ang tabang pra sa mga Kabataan ug tanan (IDI13:SS2). (For me, one of the great benefits of their program is the partnership with the school, the conduct of symposiums at Danao Technological College (DTC) and in the Barangay, and the distribution of flyers to the youth and the community. This is not only to extend awareness but also to provide additional knowledge and promote crime prevention, especially now with the rising cases of illegal drugs. This is a big help for the youth and everyone).

Informant 2 outlined the benefits of the PNP programs, highlighting the mechanisms they provide to foster a positive atmosphere within the community, especially among children. He expressed appreciation for the opportunity to continue building friendships with children, particularly in remote areas, noting a significant positive shift in young people's perceptions of police officers compared to the past. He stated that:

The benefits that our barangay has received from the Police are the distribution of school supplies and the feeding program to the children. It promotes a friendly atmosphere, and trust and changes the perspectives of the children towards police officers (IDI2:SS1).

Negative Experiences

This section also presents the two (2) emergent themes of the informant's negative experiences on the implementation of the Philippine National Police Community Oriented Policing System.

Bias Interaction and Unequal Service Delivery. Informants highlighted the fragile nature of police operations, noting that they often focus primarily on ensuring compliance rather than on upholding justice and fairness. Interactions with individuals, prioritizing appearance over substance often distracts from crime prevention or community engagement. They feel marginalized, observing that outsiders benefit at their expense, which fosters a deep sense of injustice and exclusion.

Informant 5 expressed his dissatisfaction with using police services, pointing out that they frequently did not receive fair treatment because they were just regular merchants. He expressed concerns about unfair service delivery and prejudicial encounters, noting that famous people appeared to gain more than ordinary people. This discrepancy has led to feelings of injustice and social exclusion. He shared that:

There were times nga nag report ko kai nay incidente nahetabo sa among tindahan, wala may ni responde, mao to nga para naku wala ko gipaminaw, ug gibaliwala ra akong complaint, maka discourage ilang

gibuhat dri naku (IDI5:SS1). (There were times when I reported incidents that happened at our store, but no one responded. That's why I felt like I wasn't being heard, and that my complaint was just ignored. What they did to me was really discouraging).

Moreover, Informant 14 believed that the outcomes of the policing system stemmed from the implementation of the program, with wealthy individuals often benefiting more than ordinary local students, reflecting a sense of unfairness and exclusion. He shared these concerns by saying that:

I felt discourage jud sa Philippine National Police (PNP) kadtong time nga si ate ni report about sa nahetabo nga kawat sa ilang tindahan. Imbes nga mangayo unta ug ditalye ang police kai naa man untay cctv, para ma imbestigarahan ug ma identify ang suspect, the police response was very slow and seemingly uninterested. The investigation lacks thoroughness with crucial evidence ignored, that's why Ate feels her complaint was unattended, leaving her frustrated and with a sense of insecurity (IDI14:SS3). I really felt discouraged with the Philippine National Police (PNP) at the time when my sister reported the theft that happened in their store. Instead of asking for details especially since there was CCTV footage that could have helped in the investigation and identifying the suspect the police response was very slow and seemingly uninterested. The investigation lacked thoroughness, with crucial evidence being ignored. That's why my sister feels that her complaint was not properly addressed, leaving her frustrated and with a sense of insecurity).

Informant 7 also viewed the Community Oriented Policing System (COPS) as ineffective, suggesting that individuals without connections to the police were often left behind in accessing fair treatment, thereby limiting their freedom to obtain necessary services. He stated that:

Para naku kun kaila nimu ang pulis, labina during checkpoint bisan pag wala nag helmet palusotun lang, dayon ang mga 4 wheels dili parahon, dili jd equal ang ilang pagtrato sa tanan, Peru di man noun pd tanan pulis ingana, ag uban patas raman, peru lage mao nay usa nga hinungdan nganu maka ingun kong nga kining ilang programs failed kai tungod rapud aning ilang unfair treatment labina namu pobre (IDI7:SS2). (I think if you know a police officer, especially during checkpoints, you can get away with things like not wearing a helmet. And four-wheeled vehicles don't get stopped. It feels like they don't treat everyone equally. But not all police officers are like that, some are fair. But that's one reason why I think their programs fail, because of this unfair treatment, especially towards the poor).

Presence without Purpose and Missed Opportunities. This highlights the challenges faced by community stakeholders when police duties were not fully executed during the implementation of COPS. Certain officers neglected to respond to community issues and overlooked local efforts, or did not follow through on their commitments, which deepened feelings of disillusionment and frustration among stakeholders. This reality fosters a negative perception of the PNP, undermining efforts to build trust and accountability and increasing the risk of diminishing certainty and cooperation.

Informant 1, as a village chief, thought disheartened by his experience with the implementation of government programs aimed at creating a safer environment for everyone to live, work, and do business. He felt that these efforts contradicted the vision of the PNP COPS in Danao, Bohol. She expressed this by saying that:

Ang dili maayo nga kasinatian naku krun kay kaning kabahin sa ilang pag roving, sa mga barangay, dili lang unta kay sa high way or sa proper ra dapit sila mo roving kundi ari usab sa mga kahilitan nga maabot pas ilang sakyanan kay kasagaran ang kawat ug manok, baboy ug ilabina sa mga fishpond diri man sa kadaplinan ingun mn usab sa drugs (IDI1:SS3). (My bad experience with them is their roving patrols. They shouldn't just patrol highways or proper areas, but also go into the more remote barangays that their

vehicles can reach. Because theft of chickens, pigs, and especially fishponds often happen in those areas. Drugs are also a problem in those place).

Informant 9 expressed frustration over unfulfilled police duties and emphasized the need to enhance police visibility. She also recounted a memorable incident at a disco, where the barangay tanods proved more reliable than law enforcers, leaving her feeling unprotected. She divulged that:

Makaingun jd ko nga kaning ilang pulis visibility maam, for compliance ra, pariha aning sa outpost nga gipang butang nila usahay naay pulis, usaha wala pd. Kumbaga walay klaro ang pulis visibility ug kana pd sa disco maam, naa lge cla pru nag inum ra pd ning uban pulis sa daplin, kadtong disco sa among barangay, naay nag sinumbagay ug gibunalan sa botilya unang naka responde ang mga tanud,mao nga kun nay gubot ag mga tanod unang maka badlong pag abot sa pulis na solbad na. Unsaon mn nla pagbantay sa kalinaw kun ingana ilang serbisyo (IDI9:SS3). (I think their police visibility is just for show, for compliance. Like those outposts they set up, sometimes there's a police officer there, but they're not really doing anything. It's like there's no real police visibility. And the same goes for discos. They're there, but some of them are just drinking on the side. At the disco in our barangay, there was a fight and someone got hit with a bottle. The barangay tanods were the first to respond. So, if there's trouble, the tanods are the first to intervene, and by the time the police arrive, it's already settled. How can they maintain peace if that's the kind of service they provide).

Informant 1 shared negative experiences regarding her leadership and cooperation with the PNP, expressing her disappointment. She emphasized the emotional toll of being neglected by the Police sa Barangay during significant events, such as the Barangay Anti-Drug Abuse Council (BADAC) meeting. Additionally, she expressed frustration over the government's contradictory support programs for drug surrenderers, longing for assurance and consistency. She narrated that:

Bahin sa Drug surrenderers, maka pa hunong ba kaha jud ta ani nla? Unsaon a pagsumpo sa illegal nga drugas? Sa panahon sa Barangay Anti-Drug Abuse Council (BADAC) meeting usahay walay Philippine National Police (PNP) officers nga maka tambong (ID1:SS4). (Can we really make these drug surrenderers stop using drugs for good? How do we truly fight illegal drugs? Sometimes, even during Barangay Anti-Drug Abuse Council (BADAC) meetings, there are no Philippine National Police (PNP) officers present).

II. Description of the Informants on the Impact of the Community Oriented Policing System (COPS) to the Community

This part of the manuscript displays the verbatim statements of the community stakeholders during the interview about the Impact of the Community Oriented Policing System (COPS) to the community. Three (3) themes were identified from the data.

1. Lower Crime Rate. Law enforcement plays a crucial role in identifying, monitoring, and responding to patterns in crime rates. The reduction of crime in a particular area can be substantially affected by the deeds, tactics, and community involvement. Their responsibilities include education, enforcement, prevention, and building community collaborations.

Informant 13 expressed his satisfaction with the vibrant implementation of the Community Oriented Policing System, noting a noticeable decrease in the crime rate in Danao, Bohol. He also appreciated the significant improvements in the community's safety and security. He shared by saying:

Para nahu maam, mayo man ang epekto sa policing system dinhi sa ato.a. Nakapalambo kini sa atong seguridad, pinaagi sa ilang pagpalambo sa police visibility, pagpatrolya sa kumonidad ug pakig

collaborate sa mga katawhan. Na minus-minusan ang mga kagubot ug crimin sa Danao, mas nisalig na ang mga taw sa police, although dili tanan, peru majority Ug nahatagan pud ug dakong higayon ang mga katawhan nga mutabang sa mga awtoridad pag maintain sa kalinaw, labina na ang pag implementar btaw anang Barangay Peacekeeping Action Team (BPAT) maam, then usa pa niini kanang ang pag attend nla sa Barangay forums ug awareness campaign, para man jud nahu nakapalig -on kini sa relasyon sa police ug kumonidad (IDI13:SS1). (I think the policing system here in our area has had a positive impact. It has improved our security through increased police visibility, community patrols, and collaboration with the people. Crime and violence have decreased in Danao, and people have more trust in the police, although not everyone, but the majority. People have been given a greater opportunity to help the authorities maintain peace, especially with the implementation of the Barangay Peacekeeping Action Team (BPAT) and their participation in barangay forums and awareness campaigns has strengthened the relationship between the police and the community).

Likewise, Informant 4 highlighted noticeable changes in his barangay during curfew hours, which he found beneficial for residents, particularly for him as a business owner. He shared that:

Ang pag patuman sa ilang programa ilabina ang pag roving sa kadalanan during curfew hour nakahatag ug dakong satisfaction para naku nga tag iyahan ug tindahan, ilabina sa gabie, kai ma compares jud nahu sauna bsan gabie na kaayo dghan maglatagaw, dghan pd kawat, karun murag mahadlok na ang mga taw mo buhat ug dautan ug wala nay kawat nahetabo ug nalipay pd ko anang mo suroy cla sa mga tindahan nga nay nag inum aron ma ckeck kun ang mga nag inum wala bay kutsilyo or armas nga gida (IDI4:SS4).

(The implementation of their programs, especially the street patrols during curfew hours, has given me, as a store owner, a great sense of satisfaction, especially at night. I can really compare it to before, when even late at night, there were a lot of people roaming around, and a lot of theft. Now, people seem afraid to do bad things, and there have been no more thefts. I'm also happy that they check on stores where people are drinking to make sure, they don't have knives or weapons).

Informant 14 shared his experience of being checked by a police officer while drinking at a resto bar, noting the positive impact it had on him and his companions by ensuring a safer drinking session. He disclosed that:

Kadtong nag inum mi sa vediokihan sa Cantiwas maam, kanang vediokihan dha, nakurat ko kai niabot ag mga pulis nga wa mn mi gbuhat nga dautan, peru ni explain sila nga mag "oplan bakal sita" mao to ni uyon mi sakung mga classmate, kai wala man pud mi dalang armas ug uban pa. Nalipay ko maam kai abi nahu ug libro rana taman, unya naa pjud koy personal nga experience kabahin ana, maayo jud nga gi implement nla na maam aron pud malikayan ang kagubot, labi na sa mga tagayanan kai kasagaran bitaw patay mahitabo kanang mangahubog na (IDI 14: SS3). (We were drinking at the videoke bar in Cantiwas, I was surprised when the police arrived. We weren't doing anything wrong, but they explained they were conducting "Operation Bakal Sita". So, we, my classmates and I, agreed because we weren't carrying any weapons or anything. I was happy because I thought it was just a book. It's good they implemented this to prevent trouble, especially in drinking establishments where fights often break out, especially among those who are drunk).

Community Trust and Police Legitimacy. The foundation of the Community-Oriented Policing System is the integrity of the relationship between law enforcement and the citizens they serve. Police officers build trust by performing their jobs with transparency, equity, and integrity. This fosters community cooperation, encouraging individuals to report crimes and actively participate in maintaining public safety. This trust is further strengthened when the community feels respected, heard, and included in

decision-making processes.

Informant 8 expressed her thoughts on the inconsistency, highlighting the program's implementation and its substantial impact on community confidence and trust. He shared that:

Yes, I guess Community Oriented Policing System (COPS) program has strengthened trust and relationships between the police and the community, but not a hundred percent kai murag naa gihapon gap although nindot ilang mga policies, dapat more on cla sa pag connect sa community (IDI8:SS2).

(Yes, I think the Community Oriented Policing System (COPS) program has strengthened trust and relationships between the police and the community, but it's not hundred percent. There still seems to be a gap, even though they have good policies. They should focus more on connecting with the community). Informant 12 revealed the significant negative effects of law enforcers' actions in carrying out their roles and functions, leading to dissatisfaction with their superficial approach. He expressed distrust and discouragement over their incompetence and arrogance in performing their duties and responsibilities, stating that:

Dako kaayo ug epekto ang programa sa Philippine National Police (PNP) diri sa among barangay, apan dili na lig-on ang pag salig sa mga taw ngadto sa Pulis gumikan sa ilang dili maayo nga pakig communicate, mga buhat, gipakitang ka hambog sa uban, naa nay trust issue, example ana mulihok cla for the report or compliance ra, about sa drugs wala nadakpan ang mga dagko, unya nay uban pulis mag apil-apil sa mga sugal, sama sa majong, tong-it, ug muadto buwangan magdalag armas, imbes cla ang manakop. Para naku ma'm kanang ilang gbuhat dili mayo, sauna daku kog respeto ug salig sa mga pulis peru krun wala na (IDI12:SS4). The Philippine National Police (PNP) programs have had a big impact in our barangay, but people's trust in the police isn't as strong because of their poor communication, actions, and arrogant behavior by some officers. There's a trust issue; for example, they seem to only act for reports or compliance. Big drug players aren't getting caught, and some officers are involved in gambling like mahjong and tong-it, even going to cockfights carrying weapons, instead of arresting those involved. I think what they're doing is wrong. I used to have a lot of respect and trust in the police, but not anymore). However, Informant 15 acknowledged the negative impact of the PNP program but emphasized that, despite these challenges, significant improvements have led to greater benefits for students. He noted the transition from a fearful, concealed existence to a supportive and peaceful environment, where they can collaborate on beneficial activities. He shared that:

Bisan pa sa mga dautan nabuhat sa uban pulis ma'am, akong pagsalig nla ug sa ilang programa lig-on ra, maka ingun jud ko nga dako ug impact ang programa nla, labina sa mga symposium, pag roving ug ang mga activity nila sa Police Community Relation kay nakatabang kini sa pagpalig-on sa community engagement ug nakapalig-on usab kini sa relasyon sa mga pulis ug mga tao, pasalamat ko nga nay mga pulis mga maayo kayo mo tagad sa mga katawhan, labi na namu mga studyante, ug naa mi mga pangutana mahitungod sa among activity sa skwelahan tabangan mi nla (IDI15:SS5). (Even with the wrongdoings of some police officers, my trust in them and their programs remains strong. I can say that their programs have had a big impact, especially the symposiums, patrols, and Police Community Relations activities. These have helped strengthen community engagement and the relationship between the police and the people. I'm grateful for the good police officers who are very attentive to the people, especially students. They helped us with questions about our school activities).

Insufficient Resources and Manpower. The efficacy of law enforcement is hampered by a lack of resources, including cars, communication devices, training, and basic logistical assistance, which severely limits mobility, coverage, and operational efficiency, especially when implementing the Community

Orientated Policing System (COPS). Furthermore, these limitations can result in police's response delays, weakening visibility, and a lack of community involvement, which erodes public confidence and the police perceived dependability.

Informant 14 expressed discontent with the gap between law enforcement's intentions and their actual impact on public safety, particularly concerning the accessibility of services. With insufficient officers often overburdened by multiple responsibilities, their ability to consistently engage with the community, respond promptly to incidents, or follow through on community initiatives is limited. He highlighted that the lack of regular patrols or outreach contributes to increased crime, community frustration, and a growing sense of neglect, stating:

For me there is an insufficient resource that prevents effective patrolling, investigation and community engagement activities, ultimately limiting the program's impact on the community, the government particularly the Philippine National Police (PNP) should allocate sufficient resources (ID114:SS7).

Likewise, Informant 2 expressed his frustration, stressing that their capacity to respond swiftly and efficiently to incidents has been greatly hindered. As these lapses continue, the community gradually loses confidence in the police, develops feelings of insecurity, and shows less willingness to cooperate or report cases, weakening the overall objectives of community policing and public safety. He expressed this by saying:

One-time maam, nay incidente sa among barangay, nanawag dayon mig pulis, peru pila na ka minutes walay pulis ni abot. Among gi adto sa poblacion, wapa diay ka dagan ag patrol, huna-huna namu basin walay gas ang patrol mao nga wala ka responde dajon, which is not good, kai daku kaayo ang negative impact niini sa community. What if nay incidente nga ang suspect gadalag sundang o armas, dili man jud na kaya sa mga tanud, maka ikyas nalang ang suspect inag abot nla tungod sa kalangay unya mao nalang pud nay hinungdan nga ang mga taw dili nalang mo report kai mao raman gihapon dugay ang response (ID12:SS7). (One time, there was an incident in our barangay, and we immediately called the police, but they didn't arrive for several minutes. We went to the town proper and saw the patrol car wasn't moving; we suspected they might have run out of gas, which is why they couldn't respond immediately. This is a serious problem, as it negatively impacts the community. What if a suspect had a knife or weapon? The barangay tanods couldn't handle it, and the suspect could escape by the time the police arrived due to the delay. This slow response time might discourage people from reporting incidents in the future).

Likewise, Informant 14 emphasized the difficulties encountered by community stakeholders residing in a rural barrio while expressing her sense of helplessness. She was concerned about both her safety and the safety of others due to frequent signal loss in their area, emphasizing the critical role of reliable communication systems in timely incident reporting. She noted that the lack of mobile signal leaves communities vulnerable, particularly during emergencies. She shared:

Maam dili tanan balay sa among barangay naay piso wifi, naa mi cellphone ug number sa police station peru ang problema kay ang signal mawala kun maot ang panahon dili mi maka kontak dayon sa pulis kun nay mga insidinte, sama atong naay nag maoy, perti namu kuyawa kay nagda ug lagaraw, wa mi katawag ug pulis, naa unta koy load ato panahona peru kinahanglan pang magpa signal aron maka report nila, walay lain choice kundi mangayo ug tabang sa mga tanod sa barangay imbes nga pulis atong gikinahanglan apan tungod kai mag lisud tag reach out nla, ang tanod nalang sa barangay ang ni responde, para nahu dili ma siguro nga ok ang safety sa mga tao kun tanan isaligsa tanod, labi na kun risky na kaayo para nila (ID114:SS4). (Not all houses in our barangay have Wi-Fi, we have cell phones and the police station's number, but the problem is that the signal disappears during bad weather. We can't immediately

contact the police if there's an incident, like that time there was a commotion and someone was causing trouble. We were worried because he was carrying a weapon and couldn't call the police. I had load at that time, but we needed a signal to report it. We had no choice but to ask the barangay tanods for help instead of the police. Because it was difficult to reach the police, it was the barangay tanods who responded. I don't think people's safety is assured if we rely only on the tanods, especially if the situation is too risky for them).

III. Perspectives of the Informants to Address the Problems Encountered in the Implementation of the Philippine National Police Community Oriented Policing System

This section presents the three (3) emerging themes on the perspectives of the informants to address the problems encountered in the implementation of the Philippine National Police Community Oriented Policing System.

1. Adequate Personnel and Resources. The informants emphasized the importance of proper support in implementing the program. When police stations are well-staffed and properly equipped, officers are better able to carry out regular patrols, engage in proactive community outreach, and respond swiftly to incidents. Informant 3 emphasized the importance of adequate resources to address the challenges encountered in the effective and efficient implementation of the program. He expressed his hope that the Community Oriented Policing System (COPS) would help build trust and foster stronger community relationships to achieve shared goals for a better future. He disclosed this by saying:

Mas mayo jud unta ug magdugang cla ug patrol cars, or purchase cla anang mga car nga pang high terrain or motor nga habog, like CRF ug XR para sa mga lugar nga dili masulod sa sakyanan, labina sa Sta. Ana, mag hatag unta pd cla bisan tag usa ka hand held radio nga taas ug frequency pra sa mga lugar nga wala kayo signal aron ang mga tao maka tawag dajon nila, labi na kun emergency, Importante jud kayo nga naay saktong communication ug transportation aron maka responde cla dajun (IDI3:SS6). (It would be much better if they increased the number of patrol cars, or purchased vehicles suitable for high-terrain areas and motorcycles like CRF and XR, for areas inaccessible to cars, especially in Sta. Ana. They should also provide at least one hand-held radio with a long-range frequency for areas with poor signal so people can contact them immediately, especially in emergencies. Good communication and transportation are crucial for quick response times).

Furthermore, Informant 13 expressed her desire for the government to allocate sufficient funds for the maintenance of transportation equipment, particularly for fuel and tires. She shared that:

Dapat tagaan jud ug igo nga budget ang gas ug mga ligid sa sakyanan maam, aron kanunay condition ilang mga gamit transportation, para kun naay manawag nla maka responde cla dayon. Andamon unta kanunay nila ang sakyanan tubilan ug insakto para di na mag hapit hapit pas gasolinahan (IDI13:SS8). (They should allocate sufficient budget intended for their police vehicles particularly for gas and tires to ensure their transportation is always in good condition, so they can respond immediately to calls. Their vehicles should be regularly maintained and fueled properly so they don't have to make unnecessary stops at gas stations during emergencies).

Moreover, Informant 8 expressed hope for an increased workforce to effectively implement the policing system, advocating for higher police staffing levels and emphasizing the inclusion of trained criminologists in fieldwork assignments, as they possess the necessary skills and training to handle demanding tasks. He shared that:

Para naku maam, magdugang jud ug police aron ma implement nla ug tarung ang Community Oriented Policing System (COPS) para tanan Barangay ma rovingan. Daghan man tag police dinhi peru basin kada usa cguro nila daghan ug designation or kun mahimu patas-an and quota kun mag hiring ang Philippine

National Police (PNP) maam, then e priority pud unta ang mga criminologist kai para naku mas naanad ug naandam na among lawas gikan sa among pag skwela. Dili lang kai pang office work among gitun-an apil na ana ang field work, para naku mas angayan man jud ang mga criminologist nga maoy mo perform sa mga trabaho sa gawas, like conduct ug symposium, mag roving, adtos mga bukid nga part aning Danao, mag investigate, mo responde ug mga insidente ug uban pa (IDI8:SS2). (I think they should increase the number of police officers so they can properly implement the Community Oriented Policing System (COPS) and patrol all the barangays. We have a lot of police here, but maybe they have too many other designations, or if possible, they should increase the hiring quota for the Philippine National Police (PNP). They should also prioritize hiring criminologist, because I think we used to do it and we are much prepared from school, we learn not only office work but also fieldwork. I think criminologists are more suited for doing fieldwork, like conducting symposiums, patrolling, going to the mountainous areas of Danao, investigating, responding to incidents, and more).

2. **Police Visibility and Approachability.** This theme highlights the importance of police officers being actively present and accessible within the community to build trust, enhance public safety, and promote citizen cooperation. A police force that is both visible and approachable effectively deters crime, addresses community concerns, and fosters strong stakeholder partnerships, promoting overall community safety. Informant 13 underlined the vital role that police accessibility and visibility play in the community. Locals felt safer and closer to the police when they saw familiar, amiable faces in uniform. This enhanced cooperation and strengthened the sense of shared responsibility for maintaining peace and order in the community. He disclosed that the community respected and trusted the police because they were visible, approachable, and interacted with the youth and families in a calm manner. He shared that:

Para naku ang usa nga makapalig-on sa pagsalig sa mga taw nagdto sa pulis aron magpadayon ang mga taw sa pag supporta sa ilang mga aktibidad ug programa mao ang pagpakitag commitment sa ilang trabaho ma'am, sama sa police visibility dapat consistent ang implementation unya dapat pud mo adto cla sa among sitio di kai kanangfiesta ra cla muadto, makig hinabi cla sa mga taw kun unsa nay kasikas sa among lugar, unja kun naa tay e report di mag todtud, or ipasa patas a lain (IDI13:SS2). (I think one way to strengthen people's trust in the police and encourage them to continue supporting their activities and programs is for the police to show their commitment to their jobs. For example, police visibility should be consistent, not just during fiestas. They should go to our sitios, talk to the people to understand the issues in our areas, and when we report something, they shouldn't just brush it off or pass it on to someone else).

Informant 11 emphasized the need for equality in police services to prevent perceptions of favoritism and to reduce potential conflicts. He believed that fostering inclusivity is crucial for maintaining peace and harmony within the community. He shared that:

Usa pd nga maka palig-on sa among pag salig nila maam is kanang saktong pagtugon sa mga reklamo ug report nga walay bias, di kai kun kinsa tong naahan mao rapud ang unahon ug tagad, ug unta e improve nla ilang serbisyo maam, kanang paspas na unta ba, kay usahay man gud matawag nalang cla ug pulis sa kalinaw kay unya paman cla maabot kun linaw na bisan di man unta kalayoan sa station. Mas maajo jud ug tanan pulis pud approachable ug friendly kai naa jud pulis ngisihan nato wa may reaction, strikta/strikto tan-awon, kinsa ba pud ganahan moduol anang mga ingana ug kinaija, peru maajo kaajo sila mutagad anang mga nindot ug trabaho, ug kwartahan, apan di baya pud tanan police maam ingana, peru naa jud maihap, di nalang ko mag mention ug kinsa. Maka ingun na raman ta nga mao najud cguro nay realidad ron panahona (IDI11:SS5). (Another way to strengthen our trust in them is by addressing complaints and

reports fairly and without bias. Sometimes, it feels like they only prioritize those they know or favor. They should also improve their service, making it faster. We sometimes call them "police of peace" because they only arrive when things are already calm, even if they are not far from the station. It would be better if all police officers were approachable and friendly, because some just stare at you without a reaction if smile unto them, looking very strict. Who would want to approach someone like that? But they are very attentive to those with good jobs and money. Not all police officers are like that, of course, but there are a few. I won't mention names. It's just a reality of our time, I guess).

Informant 7 expressed his hope that the law enforcement agency would regularly monitor the performance of its personnel, highlighting the importance of mechanisms to improve the investigation process. He emphasized that delays in delivering justice services undermine individuals' trust in the authority. He shared that:

Sa ako lang pud nga bahin, manghinaot lang pud ko nga tanan matagaan ug igo nga pag tagad kabahin sa mga incidente, sa imbestigasyon ug paghatag ug hustisya para sa pamilya sa biktima. Sa akong kaugalingon nga experience dili lalim mawad-an ug myembro sa pamilya, samot nga wala mi kabati ug hustisya. Maayo unta ug e improve pas mga pulis ang ilang kalaam sa pag imbestiga ug paghatag ug comfort sa mga biktima. Kai hantod karun man gud maam nagpa bilin gihapon akong kahi ubos kay lagi pila na katuig peru wa gihapon ko kabati sa giingun nilang hustisya (IDI7:SS2). (I also hope that all incidents are given proper attention, that investigations are thorough, and justice is served for the victims' families. From my own experience, losing a family member is difficult, especially when you don't feel like justice was served. It would be great if the police could improve their investigation skills and provide comfort to the victims. It's been years, and I still haven't felt that sense of justice they promised).

3. Ensuring Consistency and Continuous Improvement. The theme highlighted stakeholders' commitment to integrating program reforms into core functions, effectively managing change, and consistently implementing procedures to enhance community trust and public safety. Informants urged the Philippine National Police (PNP) to prioritize future program development, emphasizing tailored interventions that address specific needs and produce more sustainable and successful outcomes. Long-term stability and a peaceful community depend on this collective mechanism.

Informant 7 underlined the importance of making adjustments, urging the Philippine National Police (PNP) to evaluate current situations within their locality, as tolerating community needs escalates conflicts. He stated that:

Gusto ko nga since the world is continuously changing, unta ilahang ma identify pag ayo ang mga problems nga relevant sa community aron maka come up cla ug policies nga mo fit sa community, kay naa man gud uban mag implement nga di mo sibo sa kun unsay gikinahanglan sa community, dapat mo look forward cla kun unsay maayo para sa umaabot and its role in the community is the safety and security of the people (IDI7:SS1). (Since the world is constantly changing, I want the police should be able to better identify community-relevant problems and develop policies that fit the community's needs. Sometimes, policies are implemented that don't address the community's actual needs. They should look ahead at what will be needed in the future, and remember that their role in the community is to ensure the safety and security of the people).

Likewise, Informant 2 encouraged the local police to remain committed to their sworn duties and to continue fostering strong partnerships, maintaining order, and promoting progress in Danao, Bohol. She expressed that:

Akong gi awthag ang mga police sa pag tuman sa ilang mga gipanumpaang, pakig higalaay, pag attend ug

mga meeting ug event sa barangay aron ma appreciate sa mga tao ang ilang effort ug presencya labi na sa mga ngilit nga lugar, sa niini nga paagi mapadayon ang collaboration ug pag achieve sa kahapsay, ug kalamboan sa lungsod sa Danao (IDI2:SS1). (I encourage the police to fulfill their sworn duties, be friendly, and attend barangay meetings and events so that their efforts and presence would be appreciated, especially in marginalized areas. This way, collaboration can continue and we can achieve peace and development in Danao).

Consistency is like a steady hand guiding a ship, Informant 8 emphasized, that success is the result of small efforts repeated daily, fostering progress and offering reassurance to those who distrust law enforcement. He highlighted that restoring trust is crucial to achieving the same goal. He stated that:

Para naku maam, maayo unta ug consistent ang ilang pag implement sa ilang mga policies, di kay sa sinugdanan ra maayo, labina sa curfew, helmet, muffler, ug unta kanunay na clang mag duty sa outpost labina dri sa Danao Technological College (DTC), mag cge unta ug roving abot sa mga boundery, unya dapat consistent pd ang checkpoint, kanang pag pag pafeeding sa mga bata arun di na mahadlok nla ag mga bata kay sauna btaw ang mga bata mahadlok jud ug police. Maayo jud ug kanunay clang makit an naka duty aron raman intawn mausab na ang perception sa mga tao towards nla, musalig na unya mo cooperate labi na karun nga nikusog napud ag druga, atleast maka pangayo clag impormasyon sa mga tao kun kinsay involve sa ilang lugar (IDI8:SS3). (I think it would be good if they consistently implemented their policies, not just at the beginning. This applies to curfew, helmets, mufflers, etc. They should always be on duty at the outpost, especially near Danao Technological College (DTC), and regularly patrol the boundaries. Checkpoints should also be consistent. They should also engage in activities like feeding programs for children to help them overcome their fear of the police, because in the past, children were very afraid of the police. If they're always seen on duty, people's perception of them will change, and they'll be more trusting and cooperative. This is especially important now that drug use is increasing. At least, they can ask people for information about those involved in drug activities in their area).

Analysis of Data

This study analyzes the perspectives of community stakeholders on the Philippine National Police Community Oriented Policing System (PNP COPS) in Danao, Bohol, using a qualitative phenomenological research approach. This method is appropriate for capturing the depth and diversity of participants' perspectives on their experiences, providing the researcher with valuable insights into the strategies and challenges involved in implementing community policing. It also examines its efficacy and influence on crime prevention and community relations. Through in-depth interviews, the study gathers comprehensive narratives that provide a deep understanding of the phenomenon, ultimately identifying the role of the PNP COPS in enhancing community participation and public safety by highlighting its strengths and areas for improvement. The goal of the phenomenological approach is to comprehend and characterize people's actual experiences with a particular phenomenon (Moustakas, 1994).

Through open-ended discussions with participants, the qualitative phenomenological approach enables the identification of themes related to a program's successes and challenges. This method elicits a rich understanding of how community members truly perceive and engage with the PNP COPS. It seeks to describe, rather than interpret, how individuals experience a particular phenomenon, revealing its core meaning. Additionally, it helps uncover common themes that capture the essence of participants' experiences with COPS (Moustakas, 2015).

Social Disorganization Theory, Broken Windows Theory, and Social Resource Theory are the three

primary theoretical stances that frame the analysis. Social Disorganization Theory (SDT) developed by Kubrin & Weitzer (2003), examines the relationship between neighborhood structure and crime, particularly how certain environmental conditions can either promote or inhibit criminal and delinquent behavior. It suggests that crime and social disorder are more likely to occur in communities with low levels of informal social control, poor social cohesion, and high degrees of disarray. Community policing can enhance collective efficacy by implementing strategies that strengthen police legitimacy, foster fair and transparent relationships, and encourage communities to take ownership of public spaces while promoting local social controls (Reisig, 2010).

The fundamental tenets of Community Policing, which place a high value on cooperation between the community and law enforcement, are strongly aligned with the Broken Windows Theory (BWT). Through addressing visible misconduct, the police not only bring order back to communities but also help residents feel safer and more accountable. The theory emphasizes proactive strategies that create safer, more cohesive neighborhoods by engaging the Community, collaborating to solve problems, and focusing on prevention (Wilson & Kelling, 1982).

Social Resource Theory further illuminates the internal dynamics that affect how the Community Oriented Policing System (COPS) influences community relations and public safety outcomes. This theory posits that the police are entrusted with solving public issues as a societal resource. It examines crime from the community's perspective, emphasizing that it often arises from unmet expectations, insufficient resources, and ineffective policing. The idea is especially pertinent to elucidating the impact of resources on the execution of law enforcement initiatives. It aligns with the principles of community-oriented policing, which strongly emphasize fostering public trust and cooperation with law enforcement. In addition to empowering communities to address issues independently, these collaborative efforts enhance the legitimacy and effectiveness of policing activities, thereby paving the way for lasting social stability and public safety (Lin, 2001).

Experiences of the Informants in the Implementation of the PNP COPS

A. Positive Experiences

1. **Safety and Security.** The informants shared their experiences regarding the implementation of the Community Oriented Policing System (PNP COPS), highlighting the significant impact of visible and proactive policing in enhancing community peace and order. They pointed out that active community involvement, the creation of police outposts for quick incident responses, and the regular presence of police officers all contributed to a greater sense of safety and trust in law enforcement. The program aims to foster cooperation between law enforcement and community members, recognizing that shared responsibility is essential for effective crime prevention.

This is consistent with the Social Organization Theory, which proposes that a rise in crime and deviance results from the disintegration of social relationships and institutions within societies. According to this theory, neighborhood traits like poverty, unstable housing, and a lack of social cohesiveness contribute to the development of an environment that is conducive to criminal activity. Its systemic approach highlights the importance of social and relational networks in maintaining social control, which can mitigate the adverse effects of structural issues such as housing instability and concentrated poverty. Law enforcement is one of three categories into which the theory divides social order controls (Bursik & Grasmick, 1993). In addition to safety, police visibility fosters a harmonious community, promoting stability and security, key components of citizens' sense of order. After years of disengagement or conflict, citizens can regain

their trust and faith in Community Orientated Policing System (COPS) by living in a tranquil environment. The establishment of constructive citizen-police interactions and a revitalized sense of belonging are essential for boosting police credibility.

Moreover, when social cohesion and trust among neighbors are at their peak, the potential for collective action and efficacy is significantly greater (Uchida et al., 2014).

Furthermore, the Broken Windows Theory by Kelling and Moore (1988) emphasizes the importance of addressing minor forms of disorder to prevent the escalation of more serious criminal activities. The fundamental idea of community policing, known as Broken Windows Theory, is widely acknowledged for its capacity to improve public safety and lower crime. This idea emphasizes how important it is to address neglect symptoms in a visible way. Through implementing them, police help neighborhoods feel safer and more accountable while also re-establishing order.

2. Partnership and Collaboration. The informants shared the growth opportunities and satisfaction that the PNP COPS program has brought to the lives of the Danaoanon people. The benefits they experience stand in stark contrast to the constant fear and uncertainty they endured in previous years. This sense of gratification is largely derived from the activities and resources provided by the program, as well as the ability to live without the fear of

persecution. Additionally, the chance to take part in constructive, nonviolent activities like building strong relationships, enhancing channels of communication, and actively working with schools has improved community outcomes. Mutual trust and collaboration between the police and the community have been greatly improved by initiatives such as symposiums, awareness campaigns, crime prevention programs, leaflet distributions, and activities like providing school supplies and setting up feeding programs. People feel more appreciated and involved in preserving peace and order as a result.

Furthermore, Shults (2018) emphasizes that government representatives consistently demonstrate collaborative management practices by engaging in consensus-based decision-making to address and resolve community concerns. Stakeholders actively engage in this process, working towards common goals while feeling a strong sense of shared authority, accountability, and responsibility. This indicates how choices and policy implementation always take into account the participation of the community and the organization as a whole. Vicente (2020) reinforces this idea by noting that, in the Philippine context, the establishment of police stations closer to villages enhances the relationship between law enforcement officers and the communities they serve.

Moreover, Cowell & Kringen (2016) underscore the important role that youths often play in community efforts with the police to identify and address local issues. Youths can be formally involved in this process by engaging in local community meetings and school symposiums, or informally by participating in efforts aimed at strengthening the relationship between the police and community members.

Social Resource Theory, which emphasizes the value of utilizing and mobilizing social resources like communication, partnerships, community networks, trust, and support systems in order to improve quality of life and advance social wellbeing, is strongly related to this matter. The statement emphasizes how the PNP COPS program empowered individuals and turned fear into hope and active participation by providing a range of community-based activities and material support, thereby facilitating chances for growth, safety, and satisfaction. These positive changes are a direct result of the mobilization of social resources, including partnerships with schools, awareness campaigns, and feeding programs, key elements that embody the principles of Social Resource Theory of (Lin, 2001).

B. Negative Experiences

1. **Bias Interaction and Unequal Service Delivery.** The informants expressed frustrations with the implementation of the Philippine National Police Community Oriented Policing System (PNP COPS). They perceived law enforcement support and service delivery as biased or unequal, with certain groups receiving preferential treatment over others. This perception of inequality undermines their belief in the fairness of justice and weakens community unity. Consequently, this theme underscores a major obstacle in carrying out PNP COPS, showing that certain members of the community may experience marginalization, neglect, or unfair treatment. These perceptions weaken the fundamental principles of community policing—fairness, trust, and collaboration. Such challenges hinder open communication and joint efforts, gradually diminishing public confidence in the police and reducing citizens' willingness to actively engage in promoting community safety.

The Social Disorganization Theory, as described by Reiss (2010), suggests that factors such as poverty, excessive residence turnover, a lack of shared values, and weak social ties diminish a community's ability to regulate public behavior effectively.

Additionally, Haim et al. (2018) on the effects of community policing in the Philippines highlight the importance of implementing community-oriented policing strategies in a way that progressively boosts public confidence in law enforcement and reduces crime, particularly in areas where the legitimacy of the state is perceived as low.

Furthermore, the Social Disorganization Theory emphasizes how lack of trust, fairness, and partnership within a community can lead to a breakdown in social norms. This makes it difficult to address crime and foster a safer environment, as civilian concerns remain unaddressed, suggesting negligence and a growing sense of disconnect.

2. Presence without Purpose and Missed Opportunities.

Informants expressed their dissatisfaction with the unmet commitment of police work pledges. They believe that the program's objective of creating strong, cooperative relationships between the community and the Philippine National Police in order to advance public safety, peace, order, and crime prevention has not been entirely realized. Stakeholders feel that their commitment to peace is being ignored by the support they need to rebuild faith, which breeds mistrust due to this discrepancy between expectations and reality. This emphasizes the vital role that social resources play in creating successful policing plans. Trust, information, and support are among the resources that must be reciprocated for the PNP and the community to have a solid collaboration.

Social Resource Theory of Lin (2001) posits that individuals and communities thrive when they can access both tangible and intangible resources through their social networks and relationships. Such resources may take the form of support, knowledge, connections, or influence. However, when community stakeholders are unable to utilize these resources to pursue their objectives or safeguard their wellbeing, it often leads to feelings of disappointment and frustration.

Wakefield (2007) highlights how the presence of police in the neighborhood, whether through checkpoints, foot patrols, or other policing initiatives, is a symbol of social order. Police presence is essential for building confidence, restoring tranquil communities, and creating a sense of security for the residents. Sustained peace, in turn, contributes to the healthy development of the community.

Additionally, Social Resource Theory provides insight into the negative emotions experienced by community stakeholders when they perceive a law enforcer simply being present in a community without actively addressing concerns, building trust, or offering assistance reflects a failure to deliver key social

resources such as support, protection, and communication, undermining the COPS pillars of community partnership and problem solving. Similarly, when officers fail to intervene, collaborate, or prevent crime, they miss vital chances to strengthen public trust and promote security. This highlights the importance of prioritizing trust-building by demonstrating a genuine commitment to the community's needs and actively investing in resources that promote peace and order. Such initiatives necessitate both a passive presence and inaction, undermining the system's effectiveness and the community's trust in law enforcement.

II. Description of the Informants on the Impact of the Community Oriented Policing System to the Community

1. **Lower Crime Rate.** Law enforcement officers play a crucial role in shaping lower crime rates, leading to a significant decline in both violent and property crimes through enhanced police presence and visibility, strategic initiatives, curfew enforcement, and active community engagement. They work to prevent crime, enforce laws, educate the public, and form strong partnerships with communities to promote safety and wellbeing.

According to the Social Disorganization Theory of Kubrin and Weitzer (2003), law enforcement officials play a significant role in rebuilding social structures, preserving order, and developing social resources, eventually influencing crime rates. Solely focusing on police visibility, collaboration, awareness programs, and addressing community concerns, officers provide individuals with lawful alternatives to meet their needs. In the context of community stakeholders, timely and adequate efforts can reduce opportunities that might otherwise lead to criminal behavior.

Furthermore, Schorer (2007) emphasizes the significance of police presence, visibility, and contact in generating a sense of safety. These factors not only enhance the overall sense of security but also foster the development of trustful and cooperative relationships between law enforcement officers and community members. The study highlights the vital importance of consistent and proactive measures in ensuring community stability and sustainability.

Furthermore, Social Resource Theory of Lin (2001) emphasizes the relevance of social resources, such as support networks and community connections, in developing police-community partnerships. The theory highlights the significance of police presence during major events by engaging in awareness campaigns, educational programs, and barangay forums. These efforts are crucial in promoting lasting social change and strengthening community relationships.

2. **Community Trust and Police Legitimacy.** The Community Oriented Policing System has a profound impact on re-establishing partnerships. Reconnecting with community members provides emotional stability and social support, both of which are vital for adapting flexible policies. Community stakeholders often play a pivotal role in crime prevention efforts, ultimately contributing to the maintenance of peace and order within the community. Moreover, the ability to deliver integrated service support and modify negative perceptions fosters a sense of belief and satisfaction.

According to Skogan (2006), open communication and cooperation between the police and community members foster a shared sense of responsibility for public safety. When individuals feel respected and treated with fairness, their fundamental social needs are fulfilled, leading to a more favorable perception of the Community-Oriented Policing System (COPS).

In addition, Tyler (2006) found that when community members view the police as respectable authorities, they are more likely to collaborate with them. This enhanced legitimacy motivates people to follow the laws, resulting in a safer community. Furthermore, the study found that those who have had positive

interactions with law enforcement are more likely to form a consistent, positive view of police officers. Furthermore, the Social Resource Theory emphasizes the importance of social networks, relationships, and support systems in promoting wellbeing, building trust, and decreasing crime. Through transforming negative impressions and creating a sense of belief and satisfaction, trust and legitimacy are developed through good interactions and resource exchange. These constructive engagements and the development of community resources ultimately contribute to strengthening trust and legitimacy within the community (Lin, 2001).

3. **Insufficient Resources and Manpower.** Community Oriented Policing Systems (COPS) rely heavily on adequate resources and workforce to be effective. Resources allow for proper training in community engagement, conflict resolution, and de-escalation, as well as the purchase of necessary equipment like body cameras and communication tools. Adequate manpower ensures that police officers can devote time for building relationships with community members, addressing local concerns, and actively participating in community activities. Without adequate resources and staff, COPS programs struggle to fulfil their objectives, leading to ineffective strategies, strained relationships, and an impairment on public trust. As a consequence, resources and manpower are critical for the Community Orientated Policing System (COPS) to foster strong community partnerships and provide a safer environment for all.

The Social Resource Theory of Lin (2001) emphasizes how a well-resourced and staffed police force may boost the Community Orientated Policing System (COPS) by developing community collaborations and building trust. However, a lack of funds and staff directly undermines these social resources, leading to adverse results. Access to adequate resources enhances the self-confidence of stakeholders residing in remote areas, enabling them to collaborate effectively with authorities and report incidents promptly. In effect, this strengthens their resilience amid transitional phases and fosters a community that is both safer and more united.

Moreover, Wilson & Grammich (2024) on reframing the police staffing challenge highlights the interconnected nature of staffing allocation, workload demands, performance objectives, staff supply and demand, workforce attributes, cohort management, demographic generational shifts, and systemic circumstances. They suggest that agencies must consider staffing a systems perspective to address these complex factors effectively.

Furthermore, Wilson & Weiss (2014) highlighted that efforts to address police staffing issues often take piecemeal approaches to allocation, recruitment, training, and retention, with little systematic focus on prioritizing workload demands and performance objectives. They argue that staffing is just one of several components in the larger solution.

Homel (2004) contends that for governments to promote community policing successfully, they must invest time and resources into such initiatives. This is crucial for creating a sense of tranquility among community stakeholders, which is often linked to effective communication, timely responses to community reports, and appropriately addressing calls for service.

III. Perspectives of the Informants to Address the Problems Encountered in the Implementation of the Philippine National Police Community Oriented Policing System

1. **Adequate Personnel and Resources.** Community stakeholders' objectives to overcome the issues in obtaining adequate policing services for long-term security and well-being are crucial for enhancing Patrol Plan 2030 performance. Ensuring that police personnel are adequately equipped and staffed is fundamental to the effective performance of their duties. When the

community visibility increases and patrol coverage becomes more consistent. Furthermore, when the police have access to vital resources such as vehicles, communication tools, and logistical support, they can respond more efficiently to incidents, perform thorough investigations, and ensure the consistent enforcement of law and order. Thus, the successful execution of patrol tactics, which in turn increase public trust and the general efficacy of law enforcement services, depends on having enough personnel and material support.

According to Smyth (2011), with the rapid advancement of technologies, law enforcement officials are constantly provided with a diverse range of innovative tools to improve their efforts against crime. These emerging technologies have the potential to significantly improve community engagement and service delivery significantly, thereby boosting law enforcement's role in maintaining safety and order.

Furthermore, Koper (2009) emphasizes the need for advanced software, hardware, and communication systems to provide police personnel with real-time information and investigative tools. These technologies increase decision-making and situational awareness in the field, allowing police to obtain data more promptly, coordinate better, and respond more effectively to crime, thereby enhancing crime prevention efforts.

Furthermore, this study aligns with the Broken Window Theory of Wilson & Kelling (1982), which emphasizes that proactive law enforcement actions in addressing concerns, enhance public trust and motivate residents to actively contribute in sustaining safety. Community Policing builds on this concept by fostering strong partnerships with community members, promoting shared responsibility for crime prevention, and encouraging a collective commitment to creating safer, more cohesive environments.

2. Police Visibility and Approachability. Community stakeholders demand officers to enhance police visibility and approachability because they believe that these features are crucial in fostering trust, promoting transparency, and instilling a sense of shared responsibility for public safety. When police officers are visible and approachable in the neighborhood, residents may feel confident that their concerns are being heard and addressed. This presence strengthens relationships, promotes open communication, and empowers residents to participate in crime prevention activities actively. Finally, these ideals represent a desire for a policing system that is not only reactive, but also closely engaged in the daily lives and well-being of the individuals it serves.

Furthermore, Social Resource Theory of Lin (2001) emphasizes the importance of social ties, trust, and shared resources, such as communication and collaboration between law enforcement and the community. Police visibility and approachability are important social resources because they develop ties, foster mutual respect, and empower community members to actively take part in ensuring safety. The hypothesis is consistent with the notion that public safety is a collaborative endeavor, relying on the quality of interactions between law enforcement and the people they serve.

In addition, the moderate satisfaction levels observed in the study of Cheurprakobkit & Bartsch (2001) suggest that, while progress has been made, there is still room for improvement in how police officers engage with the public. The study underscores the importance of fostering a positive environment characterized by approachability, trust, and proactive crime prevention initiatives to strengthen community-police relations and enhance the effectiveness of Community-Oriented Policing.

Fitzgerald et al. (2002) suggest that people's call for more visible police presence stems from the chance it creates for officers to reconnect with the community and better grasp local safety issues, minor offenses, and everyday disturbances that matter to residents. The study underscores the importance of fostering a positive environment characterized by approachability, trust, and proactive crime prevention initiatives to

strengthen community–police relations and enhance the effectiveness of Community-Oriented Policing. Furthermore, the Broken Windows Theory allows law enforcement to resolve minor offences and visible issues with the community’s support, thereby maintaining public trust, order, and discouraging criminal activity. This strategy emphasizes proactive tactics that result in safer, more cohesive neighborhoods by engaging the community, collaborating to solve problems, and emphasizing prevention.

3. Ensuring Consistency and Continuous Improvements.

This theme emphasizes a crucial need for equitable administration and consistent policing programs, highlighting the importance of collaboration among village chiefs, business owners, professionals, ordinary workers, and students towards a sustainable peace. Informants' aspirations for consistency and continual growth in the execution of the PNP COPS reflect their desire for a dependable, flexible, and progressive policing system capable of efficiently addressing the community's demands. They believe that patrol techniques, long-term programs, and ongoing police staff development will be used consistently to maintain good service standards. Informants also advocate for crime prevention ideas, the use of modern technology, and the creation of community collaborations to promote long-term security and public trust. Finally, their objective is to create a policing system that not only maintains order but also adapts to suit the needs of a safe, responsive, and people-centered law enforcement agency.

The Social Resource Theory underscores the value of sustained, reliable relationships and the ongoing development of systems that can support social

wellbeing. Community stakeholders believe that constant police presence, behavior, and quality service delivery are crucial in establishing confidence gradually. Similarly, their objectives for continuous development reflect the fact that police must evolve, adapt, and enhance their tactics to meet the changing community demands. In the context of policing, the police are seen not only as enforcers of the law but as active partners in community development, making consistency and improvement essential elements of maintaining their role as trusted and effective social resources.

Furthermore, the study of Weerawardhana & Wijewardhana (2024) highlights how COP promotes collaboration, trust-building, and proactive problem-solving between police and citizens. Law enforcement can develop techniques that are consistent and continually enhanced to meet the changing requirements of the community by engaging with them to gain insight into their particular problems and values. This approach not only enhances public safety but also strengthens the legitimacy and effectiveness of law enforcement efforts.

Additionally, the Organizational Learning Theory framework supports the idea of the importance of continuous learning, adaptation, and improvement within organizations, like the police force, to achieve long-term success. Through regular feedback, training, performance evaluation, and innovation, the police organizations can evolve to better meet community expectations. Stakeholders’ call for consistency and improvement highlights the importance of a policing system that learns from past experiences, adapts its approaches when necessary, and maintains long-term effectiveness in delivering services (Senge, 1990).

CHAPTER 3

SUMMARY, FINDINGS, AND IMPLICATIONS

This chapter presents the summary, findings, implications for practice, and implications for future studies.

Summary

This study delved into the Perspectives of Community Stakeholders on the Philippine National Police

(PNP) Community Oriented Policing System (COPS) in Danao, Bohol.

Specifically, the study sought answers to the following sub-problems:

1. What are the experiences of the informants in the implementation of the PNP COPS?
2. How do the informants describe the impact of the COPS to the community?
3. What is the informant's perspective in addressing the problems encountered in the implementation of PNP COPS?

This study applied the qualitative phenomenological research method to gather information about the Perspectives of Community Stakeholders on the Philippine National Police (PNP) Community Oriented Policing System (COPS) in Danao, Bohol.

The study was conducted in Danao, Bohol, C. Y., 2024, in Region 7 (Central Visayas). The research informants comprised fifteen (15) informants consisting of Village Chiefs, Businessmen, Professionals, Ordinary Workers and Students in Danao, Bohol, using the purposive sampling technique. This investigation used the researcher designed interview guide containing open-ended questions concerning the experiences of the informants as community stakeholders; the impact of the Community Oriented Policing System (COPS) to the community; and the perspectives of the informants to address the problems encountered in the implementation of the Philippine National Police Community Oriented Policing System. The researcher designed interview guide was subjected to content validation by a qualitative research design and criminal justice expert to ensure that the contents were valid, fitted, and appropriate to the subject being explored and the target informants. The data collected from this qualitative research emanated from the informant's responses during the in-depth face-to-face interviews. Collaizis methodological approach was applied, and the six phases of thematic analysis were applied for data analysis.

Findings

The themes created from the positive experiences of the informants as community stakeholders are: *Safety and Security, Partnership and Collaboration*. And the themes for the negative experiences of the informants as community stakeholders are: *The Bias Interaction and Unequal Service Delivery, Presence without Purpose and Missed Opportunities*. The themes for the impact of the Community Oriented Policing System (COPS) to the community are: *Lower Crime Rate, Community Trust and Police Legitimacy, and Insufficient Resources and Manpower*. Lastly, the themes pertaining to the perspectives of the informants to address the problems encountered in the implementation of Philippine National Police Community Oriented Policing System (PNP COPS) are: *Adequate Personnel and Resources, Police Visibility and Approachability, and Ensuring Consistency and Continuous Improvement*.

Implications

Implications for Practice

The findings from this study hold significant implications for various stakeholders involved in the implementation of Community Oriented Policing System in Danao, Bohol. Through deep understanding on the dynamics and the experiences of community stakeholders, it can implement strategies that foster vibrant trust, partnership and contribute to the nation's safety and stability. For community stakeholders, the study emphasizes the critical need of policing system efforts like Philippine National Police Community Oriented Policing (PNP COPS) to take an active part in increasing public safety and establishing crime prevention initiatives. To make these programs more effective, it is important to create regular feedback channels that allow community stakeholders to share their experiences and recommend improvements, ensuring that their voices are acknowledged and valued. Additionally, Fair treatment and

prompt attention to community concerns can strengthen people's sense of belonging, creating a safe environment where citizens can engage with law enforcers, express their challenges, and build supportive networks that help promote the effective and efficient delivery of justice and order.

The National Police Commission (NAPOLCOM) should take into account the valuable insights from this study to strengthen interventions that address the challenges and threats contributing to ineffective policing, particularly inconsistency and inequality. Through engaging in participatory governance, which incorporates feedback from communities impacted by injustice, the effectiveness of peace-building initiatives can be significantly improved. To achieve this, the responsible government agencies should establish clear accountability measures and disciplinary systems for violations of the COPS values, thus implementing feedback mechanisms from the community and internal affairs to track behavioral alignment with COPS values as an essential mechanism to address local complaints and aspirations. This approach ensures that partnership and collaboration efforts are aligned with community interests, fostering a more sustainable and inclusive path toward peace and stability.

The Philippine National Police (PNP) should fully internalize and operationalize the principles of the PNP COPS program by strengthening value-based leadership, enhancing training focused on integrity and community engagement, and ensuring accountability across all levels. To maintain public trust and improve service delivery, the PNP should establish performance monitoring systems that are consistent with character, competence, community, country, and culture, while fostering closer collaboration with local stakeholders and civil society. Through these measures, the PNP might express its dedication to professional, ethical, and citizen-centered policing. PNP can play an important role in promoting peace and stability in addressing root causes and establishing community ties.

Police stations should improve their community engagement activities by creating systematic and consistent dialogue platforms, such as regular town hall meetings, barangay consultations, and feedback forums. These initiatives will enable police to better grasp the community's concerns, needs, and expectations, creating mutual trust and cooperation. Additionally, police stations should assign dedicated community relations officers who will serve as liaisons between the police and various stakeholder groups, ensuring that community-based strategies are inclusive, transparent, and responsive to local issues. This approach will not only improve public perception but also strengthen the effectiveness of community policing programs. Law enforcers play a crucial role in working with communities and ensuring public safety, as they offer both essential mechanisms and practical support in carrying out programs. Strengthening trust and cooperation with residents is key to improving crime prevention efforts. Through these initiatives, PNP members can further develop their communication, problem-solving, and conflict resolution skills, which in turn enhances their responsiveness and accountability. Ultimately, it promotes a more inclusive, collaborative, and transparent police force. These endeavors, with cultivate a loving family environment, can greatly contribute to success, contributing to a more improved public perceptions and more effective policing, ensuring that law enforcement officers become strong pillars of support in reaching success.

The findings of this study offer the Department of the Interior and Local Government (DILG) meaningful insights into how value-based policing fosters integrity, professionalism, and stronger community engagement within the Philippine National Police. They emphasize the DILG's vital role in shaping police behavior and performance through clear policy direction, resource support, and coordination with other government bodies. These results can serve as a guide for the DILG in crafting evidence-based strategies that strengthen police-community relations and ensure that law enforcement remains consistent with

democratic values and local development objectives. To achieve this, it is highly recommended that the Philippine National Police Community Oriented Policing System (COPS) values should be institutionalized in local governance and police operations by mandating localized implementation plans, providing capacity-building programs for both local officials and police personnel, and establishing a vibrant monitoring and evaluation framework.

Additionally, fostering partnerships with civil society and academic institutions will help ensure that the core values are deeply embedded in public safety efforts and meeting the needs of community stakeholders.

The findings of this study served as a framework for incorporating COPS into local development and peacekeeping programs, ensuring that governance initiatives are responsive, participative, and correspond with community needs. The Local Government Unit should improve its cooperation with the Philippine National Police by providing structured support for the Community Orientated Policing System (COPS). This can be done by allocating resources, extending logistical support, and conducting training to improve implementation. The LGU may also hold regular meetings with various community sectors to address local issues and ensure that COPS initiatives are in line with the municipality's development objectives and peace and order strategies.

The study on the PNP COPS program underscores the vital role of barangay officials in supporting and sustaining value-based policing at the community level. It highlights how the principles of character, competence, community, country, and culture can guide more effective collaboration between barangays and local police in addressing crime, promoting peace and order, and building community trust. The study emphasizes that barangay officials are crucial partners in fostering moral conduct, civic engagement, and cultural awareness among police personnel working within their jurisdictions.

Thus, it is highly recommended that Barangay officials should actively support the execution of the PNP COPS program through facilitating community-based initiatives, taking part in joint peace and order operations with the police, and raising public knowledge of COPS values. They should also participate in localized training and capacity-building activities to create a safe, culturally sensitive, and values-driven environment. Regular conversation and feedback mechanisms with police and residents should be implemented to improve collaboration and response to local demands.

Involving the larger community in the narratives of community stakeholders is crucial in fostering social cohesion and trust. This will make it possible for the public to fully understand the guiding principles of police behavior, which are essential for building trust, accountability, and efficient public service. It promotes shared accountability for maintaining law and order, boosts civic engagement, and increases understanding of the role that communities play in facilitating moral policing. Comprehending the principles of PNP COPS enables the community to collaborate with law enforcement, uphold transparency, and foster a more safe and tranquil setting.

This study underscores the importance of ongoing research on the implementation of Philippine National Police Community Oriented Policing (PNP COPS) for academics and researchers. To support this effort, it is proposed that universities and local governments must develop partnerships to provide specific, data-driven insights into how values-based policing influences law enforcement personnel's behavior, performance, and community participation. These findings might contribute to scholarly discussions in domains by providing actual data about the impact of core values on institutional reforms and public trust. The findings also provide a foundation for future academic research, theory development, and evidence-based recommendations for enhancing policing techniques. These collaborations can create vital data that

will help to improve future policies and initiatives, ensuring that they are evidence-based and responsive to the Danoanon people's needs. Researchers can contribute to a better understanding of dynamic findings, which can help shape effective solutions.

Implications for Future Studies

Future research on the implementation of PNP COPS should concentrate on evaluating its efficacy in reforming police behavior, improving community participation, and establishing ethical standards across various units of Philippine National Police. The study can be directed toward analyzing the correlation between the core values and measurable outcomes such as a decrease in complaints, enhanced service delivery, and strengthened community trust. Furthermore, research might look into the function of leadership, training programs, and institutional support in upholding these values, as well as how officers internalize and implement them in various field situations. It is advised that longitudinal and cross-regional studies be conducted to track the program's outcomes over time and in a variety of sociopolitical circumstances. Using qualitative methods, such a study should include community viewpoints to gain a comprehensive picture of the program's impact. Collaborations among academic institutions, police training centers, and civil society organizations are encouraged to maintain objectivity, relevance, and policy applicability. These efforts will help build a comprehensive framework for refining and expanding the PNP COPS initiative to further strengthen values-based policing in the country.

Conducting such research will offer future researchers and institutions a significant opportunity to explore how values-based frameworks impact the effectiveness, integrity, and public perception of law enforcement in the Philippines. One significant focus should be on determining how thoroughly the five basic values are incorporated in police officers' everyday operations and decision-making processes. Individual researchers who participate in this area of study will gain expertise in identifying how various police systems influence crime prevention efforts, internal disciplinary measures, and community collaborations, offering light on the practical effects of ethical policing. Lastly, future researchers are encouraged to use phenomenological methods to gain a more comprehensive knowledge of the program's scope and limitations. It is also necessary to look into the obstacles and barriers in implementing PNP COPS at the community level, especially in rural or conflict-affected areas. Collaborations with academic institutions, government agencies, and non-governmental organizations can enrich the research and ensure that the findings contribute effectively to policy reforms, training modules, and the country's larger discourse on professionalizing law enforcement.

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