

Performance of the Philippine National Police (Pnp) on Community and Service-Oriented Policing (Csop) in A Local Context

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Abstract

The institutional adoption of the Community and Service-Oriented Policing (CSOP) model replaces legacy, reactive policing with a proactive, collaborative network between law enforcement, local government units, and the public. This study assessed the operational performance of the Philippine National Police (PNP) under the CSOP System in Libacao, Aklan, an interior agricultural town. Employing a descriptive-quantitative approach, the research utilized a custom evaluation matrix to collect insights from community leaders, Barangay Officials, Advocacy Groups, and heads of the Local Government Units of Libacao.

Descriptive statistics showed that Libacao PNP achieved high ratings for its primary community policing programs. Respondents highly praised the station's public safety strategies, visibility at local events, and joint problem-solving efforts with barangay officials. Conversely, slower emergency response capabilities in remote areas and infrequent community forums were identified as weaker, though still satisfactory, performance areas. Inferential findings indicated that while general institutional trust remains solid, a significant discrepancy exists between urbanized and mountainous barangays regarding the consistency of police presence. This emphasizes that rural geography and logistical constraints heavily influence policing efficacy. To address these gaps, the study recommends establishing decentralized police stations or the deployment of strategically stationed PNP's mobile force company in far flung and topographically isolated barangays and utilizing social media to improve engagement with the rural public.

Introduction

In the modern law enforcement under the Community and Service-Oriented Policing System has shifted from a reactive stance to a proactive model and towards collaborative crime prevention efforts. The community policing revolves around the basic principle that the "Police are the Public and the Public are the Police" as inspired by Sir Robert Peel, Founder of the British Police system. A policing concept that wins the trust, support and confidence of the people in the community. Currently, the Philippine National Police adopted the policy issued by National Police Commission (NAPOLCOM) Resolution No. 2015-342, to officially adopt the Community and Service-Oriented Policing (CSOP) system. It mandates a partnership between the Philippine National Police, Local Chief Executives, and the Community working collaboratively to bolster crime prevention activities and delivery of basic services.

Nevertheless, its implementation nationwide often faces challenges and gaps when applied to the diverse landscapes of the Philippines setting. The municipality of Libacao, Aklan is a landlocked and surrounded with mountainous terrain and numerous upland rivers, facing a big challenge to the Community and

Service-Oriented Policing System framework. With almost half of number of Barangays were categorized as Geographically Isolated and Disadvantage Areas (GIDA) and remains isolated to the basic essential services. In these GIDA barangays, regular beat patrol activities are often hampered by numerous river crossing, rugged terrain, lack of paved roads, and non-existent of communication signals from mobile and radio. This creates what can be termed the “Libacao Gap” – a disconnect where geographical and infrastructural barriers threaten to exclude highland residents from the protective reach of the law.

In light of the aforementioned conditions, the researcher seeks to assess the performance level of the Philippine National Police as they apply the Community and Service-Oriented Policing (CSOP) framework in a local environment.

Methodology

The research design, the locale of the study, the subjects and respondents, sampling technique, the research instrument, data gathering procedure and statistical tools are presented in this part of the study.

Research Design

The study employed a multi-method design by combining both causal-comparative and correlational research designs, moving beyond simple descriptions and into the realm of associational research. The integration of these designs allow for a more robust analysis of educational and social phenomena. These designs are used to explore relationships between variables without the researcher having to manipulate them. This study utilizes a dual-design approach, the causal-comparative method is employed to analyse the impact of stakeholder roles on CSOP performance, while the correlational method investigates the degree of association between the level of performance of PNP on the implementation of CSOP and crime profile.

This design explored the causes or consequences of differences that already exist between groups in this study; these are the Heads of LGU, Advocacy Groups, and Barangay Officials to critically analyse the variances in perception among key stakeholders and determine the statistical relationship between police service-oriented and community safety.

Participants and Sampling Technique

The target population comprised $N = 100$ stakeholders from the local and governance sectors. Applying Slovin's Formula with a 5% margin of error ($e = 0.05$), the necessary sample size was established at exactly $n = 80$. A uniform sampling fraction of 80% was applied across each stratum to maintain the study's structural integrity this resulted in the following proportional selections:

Municipal Local Government Unit: 15 respondents were selected from a total pool of 19 individuals.

Advocacy Groups: 7 respondents were chosen out of 8 individuals.

Barangay Officials: 58 respondents were selected from a total pool of 73 individuals.

Respondents	Population	No. of Respondents
Heads, Municipal Local Government Unit	19	15
Advocacy Group	8	7
Punong Barangays and Barangay Officials	73	58

Total	100	80
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Upon determination of subgroup sample size, respondents were drawn from official lists using random sampling techniques (e.g. manual lotteries). This approach eliminates personal selection bias, ensures a proportional balance between executive leaders and workers/implementers, and strengthens the study's validity and overarching reliability.

Research Instrument

A two-part questionnaire, designed by the researcher employed as data collection tool. The questionnaire is divided in two sections, Part I recorded the demographic information of the respondents. Part II featured series of statements aimed at measuring the level of performance on the implementation of Community and Service-Oriented Policing strategies by the Libacao Municipal Police Station.

Data Gathering Procedure

The data collection process commenced with the submission of formal request letters to the Office of the Provincial Director, Municipality of Libacao, the Liga ng mga Barangay, and the Advocacy Groups. Upon approval, the researcher personally administered the research instruments to the respondents, briefed the respondents on the study's objectives to ensure fully informed consent. In addition, the researcher informed the respondents through a letter about the nature of the study and guaranteed them that all their answers will be treated with utmost secrecy. Participants were notified of their voluntary involvement, their right to withdraw at any stage, and their prerogative to skip any specific questions.

After retrieving the research questionnaire, the data were tallied, processed, analyzed and interpreted by the researcher.

Additionally, longitudinal crime data from 2020-2025 was sourced from the Municipal Police Station's Crime Statistics Section, following official clearance from the Municipal Chief of Police and the Provincial Director of Aklan Police Provincial Office.

Data Analysis Procedure

To interpret the gathered information the statistical test/s used to answer specific research question. For SOP 1 frequency and percentage were used, SOP 2 weighted mean, SOP 3 percentage and frequency count, SOP 4 One Way Annova, and SOP 5 Pearson R Correlation. The researcher employed both descriptive and inferential statistical tools. The demographic profile of the respondents and the performance levels of the Libacao Municipal Police Station were analysed using frequency counts, percentages, and weighted means. These tools provided a clear picture of the prevailing performance on CSOP implementation.

For the secondary data, a Trend Analysis was applied to the 2020-2025 crime statistics to identify patterns or shifts in local security during the implementation period. To determine if a significant relationship existed between level of performance on CSOP and crime profile, Pearson R was used. To determine the difference in level of performance in the implementation of CSOP under grouped by type of respondents ANOVA was used. All quantitative data processed using statistical software to ensure precision and reliability. Normality test confirmed that the data are normally distributed. Additionally, given the robust sample size $n=80$, the Central Limit Theorem applies, ensuring the normality of the sampling distribution. Consequently, Pearson R was employed.

Ethical Considerations

Ethical considerations were observed in the conduct of the study from the elected Punong Barangay and Barangay Officials, LGU Department Heads, and members of PNP Municipal Advisory Council. The research proposal was submitted to the ethics committee for the ethical review. For which after one week, a clearance for implementation was issued. The following rights of the participants were considered; Informed Consent and Voluntary Participation: Prior to the administration of research instruments, all participants will be fully briefed on the study's objective, scope, and intended academic use. Written informed consent will be secured voluntarily from each respondent; participants retain the absolute right to withdraw from the study at any stage without penalty or explanation.

Risk Management and Mitigation Protocol: To maintain the principle of non-maleficence, potential risks-including professional discomfort, psychological stress, or social vulnerability arising from the research topics-have been actively anticipated and managed. Respondents are guaranteed immunity from any adverse personal or professional repercussions based on their responses. Further, if the respondents encounter distress during the data collection, the process will be immediately halt, and established support systems including institutional grievance procedures and counselling referrals to safeguard their welfare.

Data Management, Confidentiality, and Anonymization: To guarantee absolute confidentiality, all collected data will be strictly managed through a rigorous anonymization process. Raw data will be stripped of any personally identifiable information and assigned unique alphanumeric codes or contrary to their real name if they consented; elected Punong Barangay and Barangay Officials, LGU Department Heads, and members of PNP Municipal Advisory Council were grouped according to their agencies/barangay/department. All physical research documents will be kept in a secure, locked filing cabinet accessible only to the primary researcher, while digital data-including survey responses and interview transcripts-will be stored on an office, password-protected, and encrypted local drive. To close any remaining security loops, all research materials will be retained for a mandatory period of three (3) years post- publication for validation purposes, after which physical documents will be cross-shredded and digital files will be permanently erased using secure multi-pass data deletion software.

Further, unethical activities were not done on this study specially failure to acknowledge the contributions of other people in the field. These included relevant prior work in the review of related literature and studies.

Results and Discussion

This presents, analyses and interprets the data gathered from the respondents regarding the performance of the Philippine National Police (PNP) in Community and Service-Oriented Policing (CSOP) within the local context. The discussion is arranged in accordance with the specific problems of the study and is supported by tables, statistical summaries, and narrative explanations. It aims to provide a clear understanding of how CSOP is implemented at the local level and how the respondents assess its effectiveness in promoting public safety, community participation, and police responsiveness. The findings presented in this chapter are carefully examined to determine the extent to which the PNP fulfils its role as a community-oriented institution. Particular attention is given to the cooperation between the police, local, government units and community stakeholders in addressing peace and order concerns. Through this analysis, the chapter highlights the significance of CSOP as a strategy for strengthening police-community relations and improving the delivery of police services in the locality.

Profile of the Respondents

The profile of the respondents is indicated in terms of age, sex, civil status, educational attainment, position/ designation, and the type of respondent. These are shown in Table 1.

Age

The socio-demographic profile in Table 1 shows that most respondents are middle-aged, with the largest group between 40–49 years old (33.75%) and a significant portion between 50–59 years old (26.25%). This suggests that perceptions of Community and Service-Oriented Policing (CSOP) are shaped mainly by individuals who are established in their families, careers, and community roles. Younger respondents were particularly underrepresented with just 1.25% of those encompassing the ages of 10–19 years and 13.75% being between the ages of 20–29 years, indicating that there is a gap in CSOP outreach to youth, who may represent the most sustainable means of engaging for long-term outreach that prevents crime from occurring at their ages. It suggests a need to tackle the vulnerabilities of senior (8.75%) are growing less outsized; It also shows that CSOP appeals more to middle-aged and older adults with limited involvement from the youth. For CSOP, I see opportunities for improvement by developing programs that make youth more inclusive and sustainable across generations.

Sex

The data for this study consisted of 55% male and 45% female respondents (Table 2)—important covariates in the Community and Service-Oriented Policing (CSOP) assessment. Consequently, responses from men mention crime prevention and patrol more frequently than those of females, whose comments concern household safety and gender-based issues. The success of CSOP relies on properly integrating men and women into the process to form lasting cooperative bonds founded upon trust.

Table 1: Socio-demographic Profile of the Respondents

Socio- demographic Profile	Frequency	Percentage (%)
Age		
10 – 19 years old	1	1.25
20 – 29 years old	11	13.75
30 – 39 years old	13	16.25
40 – 49 years old	27	33.75
50 – 59 years old	21	26.25
60 – 69 years old	7	8.75
Total	80	100
Sex		
Male	44	55.00
Female	36	45.00
Total	80	100
Civil Status		
Single	36	45.00
Married	38	47.50
Widowed	5	6.25

Separated	1	1.25
Total	80	100
Educational Attainment		
High School Level	9	11.25
High School Graduate	7	8.75
College Level	19	23.75
College Graduate	39	48.75
Master's Degree	5	6.25
Doctorate Degree	1	1.25
Total	80	100
Position/ Designation		
Barangay Captain	10	12.50
Barangay Councilor	29	36.25
Barangay Secretary	9	11.25
SK Kagawad	4	5.00
None	10	12.50
Others	18	22.50
Total	80	100
Type of Respondent		
LGU	15	18.75
Advocacy Group/ Council	7	8.75
Barangay Officials	58	72.50
Total	80	100

Civil Status

Civil status of respondents is presented in table 3; 47.5% married, 45% single, 6.25% widowed, and with only one respondent (1.25%) were separated persons. As such, this is important for previous analysis of Community and Service-Oriented Policing (CSOP). Married respondents may well be concerned with family security, community trust; single individuals might look to personal, professional security. The distinction between small widowed and separated groups reinforces the potential value of inclusive strategies for others with no family in the support system (emphasis on accessible form and/ or protective role identification). You see, for CSOP to work the right way there has to be a healthy balance of family programming with everyone else — singles and marginalized groups that can then begin building trust and deliver better policing centre stage by directly benefiting the community.

Educational Attainment

For education, table 1 shows that college graduate (48.75%) was the most common, followed by some college (23.75%), high school level (11.25%), high school graduates (8.75%), master's degree holders (6.25%) and doctorate degree holders account for only 1.25%. This indicates a well-educated sample. Defining Community and Service-Oriented Policing (CSOP), the percentage of college graduates indicates notably, a higher understanding of governance as well as social responsibility. This suggests that more highly educated respondents provide, in general, feedback which is focused more on efficiency and accountability while those with lower education seem to be a bit more pragmatic by being less sharp.

This data suggests CSOP assessments are sourced from a more educated population, which lends some credibility. CSOP, however, needs to customize its outreach driven by educational attainment so that programs are engaging for the higher educated while being more easily understood for others and trust-inspiring and effective at the community level.

Position/Designation

Table 2 presents a profile of respondents by barangay position: 36.25% were councilors, 22.5% others, captains (12.5%), secretaries (11.25%), no official position (12.5%) and SK kagawads (5%). This overview explore the Community and Service-Oriented Policing profile (CSPO) because it consists of both formal frontrunner or ordinary members. They reveal high Councilor and Captain presence, indicating the CSOP is an overview system that assesses its effectiveness by regime influencers whose interests are in governance now coordinating and policed support system.

We also meet our secretaries and SK kagawads, who represent different aspects of administration (e.g., documentation, communication) or youth engagement/representation. Those without official roles are important to make sure citizens experience CSOP, as well. This balance demonstrates the inclusiveness and applicability of CSOP strategies beyond their leadership, strengthening the justification for the study while also narrowing in on responsive policing to both officials and to a community.

Type of Respondent

Respondents' positions in the barangay are also highlighted in the table: 36.25% councilors; 22.5% others; 12.5% brgy captains; and secretaries of councils (11.25%) as well as people with no official position in their respective barangays or SK kagawads (12.5%), while those considered SK kagawads only accounted for a mere five percent of respondents (kagawad = councilor). In this context, whether the members are formal leaders or ordinary practitioners this mixture is relevant to the study of Community and Service-Oriented Policing (CSOP).

CSOP structural efficiency, government coordination, and police support are in the domains of councilors and captains. Secretaries and SK kagawads, who represent the youth presence in every barangay, expand coverage on documentation, communication, and engagement. Respondents who do not occupy an official post guarantee that CSOP is evaluated from the perspective of ordinary citizens. This give-and-take becomes a strong point for the legitimacy of the study and also comes to emphasize what response to officials as well as the public is warranted in terms of policing strategies.

Level of Performance of Philippine National Police on the Implementation of Community and Service – Oriented Policing (CSOP)

This is based on the community partnership and trust, service delivery and problem solving, problem-oriented policing, community mobilization and engagement and service-oriented programs as described in tables 2.1 to 2.5 of PNP performance on implementing CSOP

Community Partnership and Trust.

In Table 2.1, it shown that The Community and Service-Oriented Policing (CSOP) was rated upon the means of a grand weighted mean of 4.61 which describes that the PNP is highly effective in implementing such function. Community Confidence in the Police significantly increased (4.60) which showed a better reflection of CSOP working.

Table 2.1: Community Partnership and Trust

Indicator	5 HE	4 E	3 ME	2 SE	1 NE	Weighted Mean	Verbal Interpretation
1. The community's overall trust and confidence in the local police have significantly improved the CSOPS implementation.	50	28	2	0	0	4.60	HE
2. The PNP actively seeks and uses feedback from the community and local officials to adjust their programs.	47	30	3	0	0	4.55	HE
3. Police-Community Meetings (e.g., community assembly) are conducted regularly and result in actionable steps to address problems.	49	28	3	0	0	4.58	HE
4. Community members are willing to report crimes and suspicious activities to the police without fear of reprisal.	53	21	6	0	0	4.59	HE
5. The PNP builds lasting partnership through programs with schools and seniors, promoting respect and proactive community involvement.	58	21	1	0	0	4.71	HE
Grand Weighted Mean						4.61	HE

Legend: 4.21 - 5.00 - Highly Effective (HE), 3.41 - 4.20 - Effective (E), 2.61 - 3.40 - Moderately Effective (ME), 1.81 - 2.60 - Slightly Effective (SE), 1.00 - 1.80 -

The PNP seeks feedback from officials and members of the public (4.55), conducts regular police-community meetings (4.58) and encourages crime reporting (4.59). The highest score (4.57) was awarded for School and senior citizen partnerships with an emphasis on the inclusiveness of community involvement. In general, CSOP does a good job of establishing trust, creating interest and maintaining relationships over time.

This reinforces the idea that community policing is most successful when it is collaborative, transparent, and inclusive across different sectors of society.

Service Delivery and Problem Solving

Table 2.2 Philippine National Police (PNP) under Community and Service Oriented Policing or CSOP rated Highly Effective with weighted mean of 4.61 PNP similarly discussed not just crime but also welfare issues like traffic, health and calamity response (4.58), further indicating responsible community service. The safety of the community is a shared responsibility with LGUs and issues like crime and disorder are solved (4.60) [22]. Social media, hotlines and messaging apps for communication scores 4.64 to further improve reach Community safety perception improved with CSOP (4.59) The second best (4.36) relates

to the ability of police to identify issues with lightning speed and devise innovative solutions that reinforce safety and trust.

Overall, the outcome confirmed that CSOP's service delivery and problem-solving mechanisms are functioning at a highly effective level. The PNP is not only addressing crime but also establishing stronger community partnerships through collaborative governance, proactive services, and innovative outreach strategies. This strengthens both organizational credibility and community trust, ensuring that policing is responsive, inclusive, and sustainable.

Table 2.2: Service Delivery and Problem Solving

Indicator	5 HE	4 E	3 ME	2 SE	1 NE	Weighted Mean	Verbal Interpretation
1. The police proactively address non-crime issues affecting public welfare (e.g., traffic, public health, disaster response assistance).	51	24	5	0	0	4.58	HE
2. Crime and public disorder problems are jointly solved by the police and the LGU/Community, rather than by the police alone.	52	24	4	0	0	4.60	HE
3. The police station's communication channels (social media, hotlines, and communication apps like messenger) are effective in informing the public and receiving reports.	55	21	4	0	0	4.64	HE
4. The community feels safer and less fearful of crime compared to the period before CSOPS implementation.	48	31	1	0	0	4.59	HE
5. The Police station delivers public services by swiftly identifying community problems, applying innovative solution that builds trust and enhances safety.	55	21	4	0	0	4.64	HE
Grand Weighted Mean						4.61	HE

Legend: 4.21 - 5.00 - Highly Effective (HE), 3.41 - 4.20 - Effective (E), 2.61 - 3.40 - Moderately Effective (ME), 1.81 - 2.60 - Slightly Effective (SE), 1.00 - 1.80 - Not Effective (NE)

Problem-Oriented Policing Strategies

The data show that the score of Philippine National Police (PNP) in Community and Service-Oriented Policing (CSOP) is at a Highly Effective level based on Problem-Oriented Policing Strategies with a

weighted mean of 4.57, suggesting long-term, data-driven, community-based approaches to safety and trust.

Table 2.3: Problem-Oriented Policing Strategies

Indicator	5 HE	4 E	3 ME	2 SE	1 NE	Weighted Mean	Verbal Interpretation
1. Collaborate with LGU (e.g., Social Welfare, local MENRO, MDRRMO, MHO) to implement long-term, non-enforcement solutions to problems.	55	20	5	0	0	4.63	HE
2 Engagement of police personnel as “Pulis-Sa-Barangay” as information system to support community partnership and proactive problem solving in the grassroots.	52	24	4	0	0	4.60	HE
3. PNP Personnel effectively scan communities to identify recurring crime hotspots, such as drug dens or street robberies, using local data and citizen reports.	51	28	1	0	0	4.63	HE
4. PNP evaluates the impact of POP interventions by tracking crime reductions and community feedback, adjusting tactics as needed for sustained results.	45	30	5	0	0	4.50	HE
5. PNP implements tailored responses, such as increased foot patrols or partnerships with barangay, to address specific community issues like youth violence.	47	24	9	0	0	4.48	HE
Grand Weighted Mean						4.57	HE

Legend: 4.21 - 5.00 - Highly Effective (HE), 3.41 - 4.20 – Effective (E), 2.61 - 3.40 - Moderately Effective (ME), 1.81 - 2.60 - Slightly Effective (SE), 1.00 - 1.80 -Not Effective (NE)

Collaboration with LGUs and agencies for non-enforcement solutions (4.63) as well as identification of crime hotspots, receiving the highest ratings (4.63), need to be part of a proactive involvement by social welfare, environmental management, health and disaster response in policing. Pulis-Sa-Barangay (4.60) reinforces this more by promoting partnerships with the community to aid in problem resolution. Score = 4.50Adaptability through crime reduction tracking and community feedback but the gap remains. Custom responses such as: foot patrols, youth violence prevention programs were rated 4.48 showing that work is still needed to develop community-specific efforts.

The findings confirm that the problem-oriented policing implemented by CSOP is not only viable but better balances collaboration, data-driven techniques, and targeted approaches. The slightly lower scores

under evaluation and tailored interventions suggest that the monitoring of problems worldwide where solutions need to be adapted locally may lead to improved sustainability and inclusivity.

It shows that the Philippine National Police (PNP) under Community and Service-Oriented Policing (CSOP) is performing at a Highly Effective level *in terms of Community Mobilization and Engagement*, with a grand weighted mean of 4.54. This indicates that CSOP strategies are successfully empowering grassroots initiatives, fostering proactive participation, and building trust through community-centered initiatives.

It shows that the Philippine National Police (PNP) under Community and Service-Oriented Policing (CSOP) is performing at a Highly Effective level *in terms of Community Mobilization and Engagement*, with a grand weighted mean of 4.54. This indicates that CSOP strategies are successfully empowering local.

Community Mobilization and Engagement

Table 2.4 shows that the Philippine National Police (PNP) under Community and Service-Oriented Policing (CSOP) is performing at a Highly Effective level *in terms of Community Mobilization and Engagement*, with a grand weighted mean of 4.54. This indicates that CSOP strategies are successfully empowering the community, fostering proactive participation, and building trust through community-centered initiatives.

The highest rating with the weighted mean of 4.63 was given to the empowerment of Barangay Peacekeeping Action Teams (BPATs) and barangay tanods, reflecting strong civic involvement in maintaining order. Crime prevention programs such as neighborhood watches and intelligence networks with a weighted mean of 4.54 with a highly level, showing that CSOP is effective in mobilizing citizens to take part in safety initiatives.

So, if we look at awareness campaigns initiated by the PNP which rated 4.60 in this round, they clearly demonstrate a need for education and communication to engage citizens to participate. Your ratings: 4.40 (tentative) – your efforts to build trust through humanitarian outreach programs, livelihood training and aid distribution still leave room for improvement Partnerships with schools for youth programs 4.53 CSOP prioritizes efforts among youth and families to stay drug-free. In general, the strategies of CSOP successfully enable community empowerment, awareness and partnerships for sharing responsibility and proactive engagement.

Table 2.4: Community Mobilization and Engagement

Indicator	5 HE	4 E	3 ME	2 SE	1 NE	Weighted Mean	Verbal Interpretation
1. Empowerment of Barangay Peacekeeping Action Teams (BPATs) and/ or Barangay Tanods to maintain order at the grassroots level.	52	26	2	0	0	4.63	HE
2 Implementation of crime prevention programs like neighborhood watches or Barangay Intelligence Networks “Eye in the Barangay”.	49	25	6	0	0	4.54	HE
3. PNP leads awareness campaigns on crime prevention, mobilizing	52	24	4	0	0	4.60	HE

communities through seminars and social media to foster proactive participation.							
4. PNP conducts humanitarian outreach, such as livelihood training and aid distribution, to build trust and encourage community involvement in development.	43	27	9	1	0	4.40	HE
5. PNP partners with schools for youth programs, mobilizing students and parents to promote anti-drug efforts and positive community values.	50	22	8	0	0	4.53	HE
Grand Weighted Mean						4.54	HE

Legend: 4.21 - 5.00 - Highly Effective (HE), 3.41 - 4.20 – Effective (E), 2.61 - 3.40 - Moderately Effective (ME), 1.81 - 2.60 - Slightly Effective (SE), 1.00 - 1.80 -Not Effective (NE)

The marginally lower ratings on humanitarian outreach suggest an opportunity to further improved community development initiatives, ensuring that CSOP not only addresses safety but also contributes to holistic well-being.

Service Delivery and Service- Oriented Programs

As appearing in Table 2.5, thePhilippine National Police (PNP) under Community and Service-Oriented Policing(CSOP) have a Grand Weighted Mean of 4.53 which is an indicator for HighlyEffective performance level. Efficient issuance of police clearances and certifications in aid of employment, travel, and legal matters was given the highest grade of 4.7. Consistent patrol/peacekeeping by police scored 4.50, with the description emphasizing a guaranteed presence of peacekeeping personnel ensures safety as shown in (36) and (37).

The PNP has played a vital role in education and relationship building with public safety campaigns (4.49) and conducting community interactions such as barangay visitations (4.46). Social services that are less traditionally associated with police officers like disaster relief, assistance at schools, and supervision in sports clubs achieved a rating of 4.45 – indicating how effectively the police have adapted to changing conditions and demands, beyond solely fighting crime.

The results support CSOP's programmatic approach, which blends law enforcement with community services. Through this amalgamation of safety, administration and conduct, the PNP fosters trust, access and assistance. Such integration is what will keep CSOP responsive, inclusive and sustainable

Table 2.5: Service Delivery and Service-Oriented Programs

Indicator	5 HE	4 E	3 ME	2 SE	1 NE	Weighted Mean	Verbal Interpretation
1. Conducting public safety awareness campaigns, seminars, and lectures in schools or Barangay Halls.	46	27	7	0	0	4.49	HE

2 Provide non-traditional police services (e.g., disaster relief operations, assistance during school openings, supervise sports clubs like basketball clubs).	46	24	10	0	0	4.45	HE
3. Police undergo interpersonal interaction that brings the police closed to the communities (e.g., pulong-pulong sa barangay, barangay visitation, outreach programs).	44	29	7	0	0	4.46	HE
4. PNP delivers consistent patrolling and peacekeeping services, enhancing public safety through visible and responsive police presence.	48	24	8	0	0	4.50	HE
5. PNP efficiently issues police clearances and certifications, facilitating quick access for employment, travel, and legal transactions.	61	19	0	0	0	4.76	HE
Grand Weighted Mean						4.53	HE

Legend: 4.21 - 5.00 - Highly Effective (HE), 3.41 - 4.20 - Effective (E), 2.61 - 3.40 - Moderately Effective (ME), 1.81 - 2.60 - Slightly Effective (SE), 1.00 - 1.80 - Not Effective (NE)

Crime Profile of the Municipality

The data presented in the Table 3 shows the crime profile of the municipality of Libacao, detailing the prevalence of various offenses and the efficiency of local police interventions. By analysing these figures, we can better understand the primary security challenges facing the community and evaluate the effectiveness of existing crime prevention strategies.

Table 3: Crime Profile of the Municipality (CY 2021–2025)

INDICATORS	2021	2022	2023	2024	2025
A. Crime Volume					
Total Crime Volume	19	22	30	27	26
Peace and Order Index (POI)	19	20	22	24	16
Public Safety Index (PSI)	0	2	8	3	10
B. Police Efficiency					
Crime Solution Efficiency	84.97%	86.36%	90%	51.85%	80.77%
Crime Clearance Efficiency	100%	100%	100%	100%	100%

Crime Volume. The Crime Volume was categorized into total crime volume, peace and order index, and public safety index.

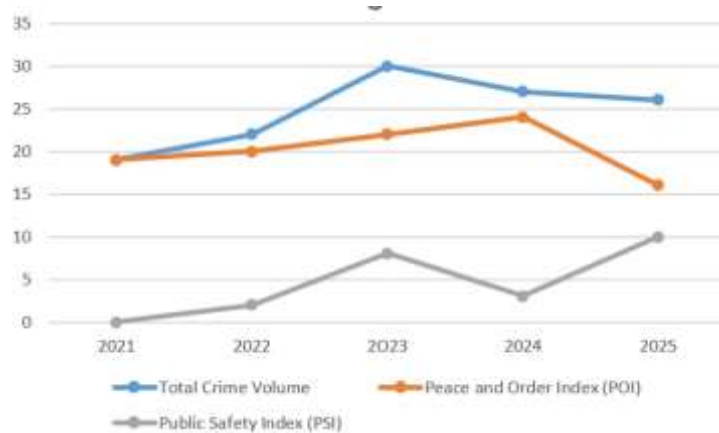


Figure 3. Crime Volume

Total Crime Volume

The data showed that the Crime Profile of the Municipality (CY 2021–2025) provides a comprehensive view of total crime volume of five-year trajectory uncovered evident stages in the local security environment starting at 19 incidents, a 15.8% increase in 2022. This represents a period of post-pandemic recovery where increased public activity often correlates with a rise of reported incidents. Crime volume reached its highest point at 30 incidents, 36% jump from the previous year. This is likely the stress test year for the PNP’s Community Service – Oriented Policing Framework. Following the highest point, crime volume dropped by 10% in the year 2024 there are 27 cases and continued to decline to 26 cases in the year 2025. This suggest that intervention strategies such as community mobilization or intensified problem solving began to generate results.

Peace and Order Index.

The municipality experienced a consistent upward trend for four years, followed by a significant improvement in the year 2025. Based on the table showed The Peace and Order Index (POI) in year 2021-2024 rose steadily from 19 to 24. This 26% increase over four years suggests a period of growing security challenges or perhaps increased reporting of crimes by a more engaged community. The year 2024 at a Peace and Order Index (POI) of 24, the municipality reached its most unpredictable state in the five-year period. This is likely the year where service delivery and problem solving faced the most critical observation, leading to rejected null hypothesis. The index dropped drastically from 24 to 16 a 33% reduction in just one year. This indicates a highly effective intervention, likely the successful maturation of the Community Service-Oriented Policing (CSOP) system.

Public Safety Index

Public Safety Index (PSI) for the municipality showed a highly unpredictable trend between the year 2021-2025. Unlike the stable climb of the Peace and Order Index, the PSI which typically tracks vehicular accidents and other non-criminal public safety concerns experienced a dramatic increase of data and sudden drops. In year 2021 a PSI of zero suggests either a period of perfect safety or more likely, a significant gap in reporting data collection during the pandemic heights. In the year 2023 there was a sudden spike from 2 to 8. This correlates with the full reopening of schools and businesses, leading to increased traffic accidents and public safety incidents. In year 2024 the table showed a dropped of 60%, suggesting that specific safety awareness campaigns were temporarily highly effective. The peak index in

the year 2025 reached its highest point this indicates that while crime may be dropping as seen in the data, non-criminal public safety issues are currently the municipality's primary issues.

Police Efficiency

The two components of police efficiency are crime solution efficiency and crime clearance efficiency.

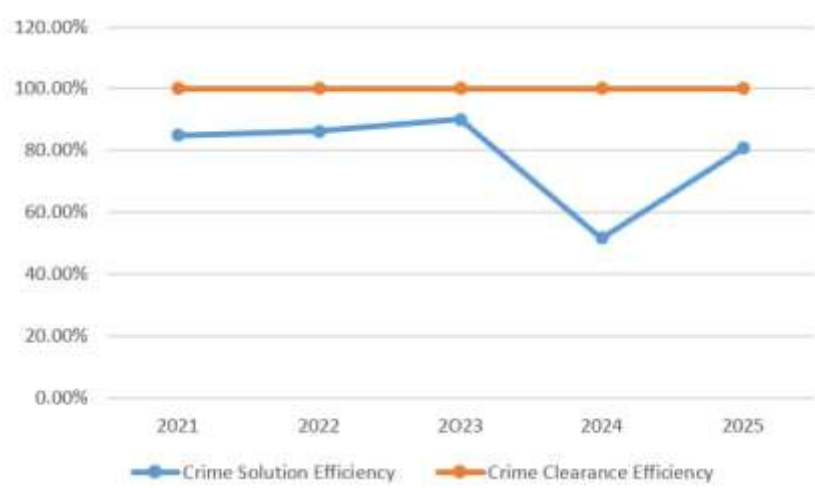


Figure 4. Police Efficiency

Crime Solution Efficiency.

The table in terms of police efficiency, the Municipality's Crime Solution Efficiency (CSE) showed a pattern of stable growth followed by a significant localized fluctuation. CSE measures the percentage of solved cases against the total number of reported crimes. The rate in the year 2021-2023 climbed from 84.97% to 90% this illustrates improving investigative techniques and better evidence collection, reaching 90% rate suggests a high level of police competence. In year 2024 the sudden dropped of performance to 51.85% this often signals a sudden surge in crime volume that swamped staff. It may also reflect a change in reporting standards or a temporary resource gap. In year 2025 is a strong recovery the rate bounded to 80.77%, it shows an effective intervention. The 29% jump in one year indicates a focused effort on clearing backlogs.

Crime Clearance Efficiency.

In five consecutive years the municipality has achieved a perfect 100% Crime Clearance Efficiency (CCE). This suggests a highly disciplined police force that successfully identifies suspects and files formal charges for every single reported crime. A faultless record from year 2021 to year 2025 maintaining a constant 100% rate for five years is statistically remarkable. It indicates that the investigative process from evidence gathering to naming a suspect is fully integrated into daily operations. A constant 100% implies that no case is left open or pending investigation at the end of each reporting period. It also reflects strong coordination between the police and the prosecutor's office. This profile represents the maximum potential for police administrative efficiency, leaving no room for unsolved crimes during this five-year window. Overall, the table highlights that the municipality of Libacao has maintained relatively effective policing under CSOP, with generally high solution efficiency and strong clearance rates. However, the fluctuations in crime volume and efficiency suggest the need for sustainable strategies problem-oriented, particularly to address spikes in public safety concerns and to ensure consistent resolution of cases. This reinforces the importance of CSOP's collaborative and proactive approaches in stabilizing crime trends and strengthening community trust.

Difference on Level of Performance of PNP on Community and Service -Oriented Policing

The Table 4 illustrates the analysis of the perceived performance of the Philippine National Police in the implementation of the Community and Service- Oriented Policing (CSOP) System, and the specific type of respondents surveyed. This statistical overview shows the nuances in how different sectors perceive the effectiveness of current policing strategies. This analysis evaluates whether variables such as profession or level of community involvement influence the respondents assessment of the core CSOP pillars.

Table 4: Difference Between Performance of PNP on Implementation of CSOP and Type of Respondents

Performance Indicator	Statistical Treatment	df	f- value	p- value	Decision
Community Partnership and Trust (CPT)	Oneway Anova	2	1.723	0.184 ^{ns}	Do Not Reject H_o
Service Delivery and Problem Solving (SDPS)	Oneway Anova	2	0.953	0.390 ^{ns}	Do Not Reject H_o
Problem –Oriented Policing Strategies (POPS)	Oneway Anova	2	0.907	0.408 ^{ns}	Do Not Reject H_o
Community Mobilization and Engagement (CME)	Oneway Anova	2	2.190	0.119 ^{ns}	Do Not Reject H_o
Service Delivery and Service-Oriented Programs(SDSOP)	Oneway Anova	2	3.846	0.026 ^s	Reject H_o

Community Partnership and Trust (CPT)

The table 4 shows that statistical evidence showed that the level of performance of the PNP in implementing CSOP is perceived consistently across different types of respondents and remains unaffected by the municipality’s specific crime profile. Because the p-value (0.184) is higher than the alpha level (0.05) leading to the decision to “Do Not Reject H_o .” This means that there is no significant difference in the level of performance of building trust and partnership does not depend on whether the municipality has high or low crime rates within the community as these indicators are rated across LGUs, advocacy groups, and barangay officials. These groups share relatively consistent perceptions of CSOP’s effectiveness in these areas.

Service Delivery and Problem Solving (SDPS)

For the Service Delivery and Problem Solving the statistical analysis yielded an f-value of 0.953 and a p-value of 0.390. Since the p-value exceeds the 0.05 significance level, the researcher failed to reject the null hypothesis. We find no difference in PNP performance perception across respondent types, nor a relationship between problem-solving efficiency and local crime. It indicates regular CSOP operation and consistent PNP service across all types of respondents and crime scenarios.

Problem -Oriented Policing Strategies (POPS)

The ANOVA results regarding on Problem -Oriented Policing Strategies with an $f=0.907$, $p=0.408$ led to the non-rejection of the null hypothesis. This implies that the PNP' performance in identifying and addressing the root causes of community problems or issues is perceived consistently across all categories of respondents. Furthermore, the crime profile of the municipality does not significantly dictate the level of performance in CSOP implementation. These findings suggest that the PNP maintains a standardized strategic approach to problem-solving that is both inclusive of stakeholder's perspectives and resilient against varying crime environments.

Community Mobilization and Engagement (CME)

Evaluation of Community Mobilization and Engagement: $f = 2.190$, $p=0.119$. Since $p > 0.05$, we do not reject our null hypothesis. The constancy in the peacekeeping activities of PNP at localities suggests that this finding holds true for both respondents and all crime profiles. It reveals the identity of CSOP as one in which community engagement is seen not as an agile response to local crime, but rather simply a part of police work.

Service Delivery and Service-Oriented Programs (SDSOP)

For Service Delivery and Service-Oriented Programs (SDSOPs), a p -value of 0.026 (<0.05) rejects H_0 , demonstrating that differences in respondent evaluations among SDSOP projects is statistically significant (S). Consensus that CSOP builds trust, overcomes problems and mobilizes communities by democratic consensus but modest disagreements on simpler service programmes. Expectations on public safety campaigns and disaster relief differ from barangay officials, LGUs, and advocacy groups. In summary, CSOP does well but needs to work on services and delivery to meet the varied needs of the community.

Relationship Between Level of Performance of PNP on CSOP and Crime Profile of the Municipality

Table 5 presents the statistical treatment on relationship between performance of PNP and crime profile of the Municipality using Pearson r correlation yielded mixed results. It provides important insights into how CSOP performance relates to crime indicators.

Level of Performance of PNP on CSOP and Total Crime Volume

The correlation coefficient of Total Crime Volume is -0.734 , indicating a high negative correlation, but the p -value of 0.158 is not significant. This means that while higher CSOP performance tends to be associated with lower crime volume, the relationship is not statistically strong enough to be conclusive.

Level of Performance of PNP on CSOP and Peace and Order Index

Peace and Order Index (POI) at odds with CSOP performance ($r=0.188$, $p>0.762$) — no statistical relationship.

Level of Performance of PNP on CSOP and Public Safety Index

The most important observation is Public Safety Index (PSI) that has Strong & Negative Correlation of 0.888 and p -value of 0.044. In other words, an improvement of the CSOP performance is associated with a reduced crowding out of public safety concerns making communities feel safer.

Level of Performance of PNP on CSOP and Crime Solution Efficiency

The Crime Solution Efficiency (CSE) exhibited a weakly negative correlation with CSOP performance, reflected by non-significant p -values of 0.534 and -0.375 respectively. Hence, case resolution efficiency is not predicted from the CSOP performance. As shown in the table, CSOP is associated with greater crime outcomes

Table 5: Significant Relationship Between Performance of PNP on CSOP and Crime Profile of the Municipality

Variables	Statistical Treatment	Correlation Coefficient	p-value	Interpretation	Decision
PNP CSOP Performance vs. Total Crime Volume	Pearson R	-0.734	0.158 ^{ns}	High Negative Correlation	Do Not Reject H_o
PNP CSOP Performance vs. Peace and Order Index	Pearson R	0.188	0.762 ^{ns}	Negligible Positive Correlation	Do Not Reject H_o
PNP CSOP Performance vs. Public Safety Index	Pearson R	-0.888	0.044 ^s	Negative Correlation High	Reject H_o
PNP CSOP Performance vs. Crime Solution Efficiency	Pearson R	-0.375	0.534 ^{ns}	Negative Correlation Low	Do Not Reject H_o
PNP CSOP Performance vs. Crime Clearance Efficiency	<i>Result: Could not be computed.</i> <i>Reason: The crime clearance efficiency variable was a constant across all 80 samples (N=80). Because there was zero variance, calculating a Pearson correlation coefficient is mathematically impossible (as it requires division by the variable's standard deviation, which is zero).</i>				

(positive), and the relationship to aggregate Public Safety Index is significant; it was by far the strongest among the significant relations. This suggests that CSOP can ameliorate community safety perceptions and fear of crime, but has less clear effects on crime rates and police performance outcomes.

Level of Performance of PNP on CSOP and Crime Clearance Efficiency

Crime clearance efficiency (clearance rate) is shown in table 5 and has zero variance, which means that all mentioned cases were handed over to the police or local authorities, and all reported crime incident the suspects has been identified and the police authorities provided sufficient evidence and was filed before to proper court concerned.

Conclusion

CSOP is critical to building trust, fostering community engagement and enhancing safety, the study concludes. You can see that youth participation was very limited—they are mostly middle-aged to older

adults. CSOP has the potential to support cooperation across gender, but especially through taking action for men but also women, families, individuals and persons from marginalised groups. Due to including a breadth of educated stakeholders in the evaluation process, are far more credible and highlight the need for policing strategies that effectively respond to both officials and communities. With proactive services, like the Crime Prevention Officers in every district enhancing community partnerships and innovative outreach programs with neighborhoods, CSOP is top-notch for PNP. Ten identified key risk factors should be monitored to tailor problem-oriented approaches over time, despite generally high crime clearance and solution rates across five years. There were no statistically significant differences in PNP performance on CSOP between enumerator types or the level of crime in municipalities.

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