

Research Article

Evaluating the Perception of the Public Safety and Satisfaction with PNP Services in Tarlac City

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Abstract

This study explores the perception of public safety and the level of satisfaction with the services provided by the Philippine National Police (PNP) in Tarlac City, aiming to generate actionable insights for improving law enforcement effectiveness and community relations. Grounded in the principles of descriptive-evaluative research and employing a quantitative methodology, the study surveyed 400 respondents-comprising barangay officials and adult residents-selected through purposive and convenience sampling. The research instrument, a validated structured questionnaire, assessed perceptions across five key dimensions: crime rate, police visibility, community programs, infrastructure, and social cohesion. It also measured satisfaction indicators such as response time, crime prevention measures, professionalism, and community engagement. Findings revealed that respondents generally agreed on the effectiveness of public safety measures, with high trust in police professionalism and community-based programs. However, concerns were noted regarding response time, visibility of mobile patrols, and the perceived effectiveness of crime prevention strategies, particularly in addressing serious crimes such as murder. Significant differences emerged between barangay officials and residents in their assessment of police visibility and professionalism, suggesting varied expectations and experiences based on their roles and proximity to law enforcement operations. The study also found that while community outreach programs and specialized police units were perceived as strongly influential in enhancing public safety, certain areas-such as the use of surveillance technologies and mobile patrol efficiency-were rated lower, indicating gaps in implementation or public awareness. Moreover, although statistical data showed a decline in crime rates, some residents still expressed dissatisfaction, highlighting a disconnect between official reports and lived experiences. To address these concerns, the researcher proposed a multi-pronged intervention plan that includes intelligence-driven policing, enhanced patrol scheduling, integration of advanced surveillance technologies, and strengthened community engagement initiatives. These recommendations aim to improve response times, increase police visibility, and foster deeper collaboration between the PNP and local stakeholders. Ultimately, this research contributes to the broader discourse on community policing and public safety in the Philippine context. It underscores the importance of aligning law enforcement strategies with community expectations, promoting transparency, and building trust to ensure a safer and more secure environment for all residents of Tarlac City.

Keywords: Community, Services, Satisfaction, Engagement, Response Time, Social Cohesion, Residents, Perception, Performance.

Introduction

Ensuring public safety and satisfaction is a fundamental responsibility of law enforcement agencies, such as the Philippine National Police (PNP), in any community. In Tarlac City, the PNP plays a crucial role in maintaining law and order, as well as safeguarding the well-being of its residents. Understanding the perception of the public regarding the effectiveness and satisfaction with PNP services is essential for identifying areas of improvement and addressing any existing gaps. By evaluating these perceptions, policymakers and law enforcement agencies can develop strategies and initiatives to enhance the quality of policing services in Tarlac City. This study aims to evaluate the perception of public safety and satisfaction with PNP services in Tarlac City. By conducting a comprehensive assessment, the researcher seeks to gain valuable insights into the community's perception of the PNP's effectiveness in crime prevention, incident

response, and overall performance. Additionally, the researcher aims to explore the factors that influence public satisfaction with the services provided by the PNP.

By examining the perception of the public, this study aims to contribute to the existing knowledge base on community policing and public safety. The findings of this research can provide valuable information to policymakers, law enforcement agencies, and relevant stakeholders, enabling them to make informed decisions and implement measures that address the public's concerns and expectations. Ultimately, the goal of this research is to contribute to the enhancement of public safety outcomes in Tarlac City. By understanding the perception of the public and addressing their needs, the PNP can work towards creating a safer and more secure environment, fostering a sense of trust and satisfaction among the residents of Tarlac City.

Related Literature

Skogan (2006) discusses the asymmetric impact of encounters with the police, stating that negative experiences tend to have a stronger influence on public perceptions than positive ones. This underscores the importance of ethical policing and community engagement in minimizing distrust and dissatisfaction. Abdi and Hashi (2024) examine how the perceived performance of police officers affects public trust and willingness to cooperate with law enforcement authorities. Conducted in Somalia, this research highlights the mediating role of citizen satisfaction in fostering stronger relationships between the police and the community. Both studies underscore the importance of transparency, communication, and responsiveness in enhancing public confidence in policing institutions.

Watson *et al.*, (2019) investigate public attitudes toward police legitimacy in Tuvalu. The findings suggest that while community members generally view the police as effective service providers, there are mixed opinions regarding their trustworthiness and ability to respond to crime. This research contributes to the broader discussion on police-community relations and the factors that shape public confidence in law enforcement. Examining the connection between police interactions, quality of life, and public satisfaction, Reisig and Parks (2000) found that positive experiences with law enforcement and improvements in community well-being contribute to higher satisfaction levels. Their findings highlight the importance of fostering constructive police-community relationships through effective policing strategies. Tyler (2006) identifies legitimacy and legitimation as key psychological factors influencing public perception of law enforcement. He stresses the importance of procedural justice, fairness, and perceived legitimacy in building trust and cooperation between police officers and the communities they serve. Likewise, Jackson and Bradford (2010) emphasize the role of trust and trustworthiness in police reform, asserting that these factors significantly shape public satisfaction with police services.

The Philippine National Police (PNP), one of the three bureaus under the Department of the Interior and Local Government (DILG) as established under Republic Act 6975, is mandated to enforce the law, prevent and control crimes, maintain peace and order, and ensure public safety and internal security with the active support of the community. Among its primary policing roles, maintaining order is crucial, as it reinforces informal control mechanisms already operating within the community. This involves enforcing local laws—such as responding to complaints or disturbances—and promoting the overall civility of life. In many instances, police officers handle situations without necessarily enforcing the law but rather by diffusing conflicts and maintaining harmony (Guadamor *et al.*, 2021). To improve interactions and public perceptions of police fairness, police leaders strive to enhance procedural justice and encourage citizen engagement in crime reporting. Socia *et al.*, (2021) suggests that strengthening public trust in law enforcement increases the likelihood of individuals seeking police assistance. His study, based on a nationally representative survey, examines key factors that influence perceptions of police fairness and citizens' willingness to call for help. According to Cimene *et al.*, (2022), the maintenance of public safety and order is a fundamental aspect of public service, achieved through the coordinated efforts of local government units and the PNP. To effectively implement the 12-Point National Security Agenda, the government prioritizes transparent, coordinated, and balanced resource allocation across various security domains, including human, political, financial, environmental, and cyber security.

The National Economic and Development Authority (NEDA), through its Regional Development Plan 2017–2022 Midterm Update, underscores the importance of police visibility, intelligence gathering, investigation services, and operational readiness in crime prevention. Maintaining a safe, secure, and well-organized environment is essential for reducing criminality. NEDA Region X reported a significant decline in crime rates over the first three years of the plan's implementation (Cimene *et al.*, 2022). Community involvement is

also crucial in crime prevention. Gilbas (2022) highlights that community trust and respect towards law enforcement contribute to social stability and national development. The PNP envisions a safe and conducive environment where individuals can thrive, guided by its core values-Makadiyos, Makabayan, Makatao, and Makakalikasan. These values anchor the PNP's mandate to enforce laws, prevent crimes, maintain order, and ensure public safety with the support of the community.

Patalinghug (2017) describes community safekeeping as an integral component of crime prevention. Given the growing security concerns in urban areas, the PNP must shift from traditional policing methods to a more community-focused leadership approach. Law enforcers must engage in broader societal issues beyond suppression and control, ensuring sustainable public safety efforts. Guadamor *et al.*, (2021) explore the impact of police presence on crime prevention and public safety perceptions. Using survey data from various districts, the research finds that increased police visibility is associated with lower crime rates and improved community trust. However, it also highlights disparities in safety perceptions among residents, emphasizing the need for stronger police-community partnerships. Brevia (2024) investigates public attitudes toward police legitimacy in Tuvalu. The findings suggest that while community members generally view the police as effective service providers, there are mixed opinions regarding their trustworthiness and ability to respond to crime. This research contributes to the broader discussion on police-community relations and the factors that shape public confidence in law enforcement.

Theoretical Framework

The Home Rule Theory explains that policemen are considered servants of the community who defend the effectiveness of their function upon the express wishes of the people (Agas and Guevarra, 2005). This theory posits that members of the Philippine National Police are agents of the state and shall serve and protect the community. They are the protectors of human rights and shall serve the public with a deep sense of responsibility and self-sacrifice. The citizens of Tarlac City engage with the PNP on various levels, such as reporting crimes, seeking assistance, or participating in community programs. Each interaction involves a set of expectations and outcomes, which citizens evaluate based on the perceived costs and rewards. For example, if the PNP promptly responds to distress calls, resolves issues efficiently, and actively engages with the community, citizens are more likely to perceive the public safety measures positively and express higher satisfaction levels. Conversely, if the PNP is perceived as unresponsive, inefficient, or uninvolved, citizens may have a negative perception and lower levels of satisfaction. Thus, the Social Exchange Theory helps us understand the dynamics of these interactions and their impact on public perception and satisfaction.

The Service Quality Theory focuses on the assessment of service quality from the customer's perspective. It emphasizes that customer satisfaction and perception of a service are influenced by the quality-of-service delivery. By applying this theory to the study, we can evaluate the dimensions of service quality that influence public perception and satisfaction with the PNP services in Tarlac City. Service quality encompasses various aspects, including responsiveness, reliability, assurance, empathy, and tangibles. For instance, citizens' perception of the PNP's responsiveness to their needs, such as timely assistance during emergencies or effective follow-up on reported incidents, can significantly impact their satisfaction levels.

Similarly, citizens' evaluation of the reliability and consistency of PNP services, assurance in terms of trust and confidence in the organization, empathy demonstrated by PNP personnel in understanding and addressing their concerns, and tangible aspects such as the accessibility and condition of police facilities all contribute to the overall perception and satisfaction. By evaluating the service quality dimensions, the study can identify areas that require improvement to enhance public satisfaction with the PNP services in Tarlac City. It provides valuable insights into the specific aspects that influence public perception and satisfaction and guides policymakers and law enforcement agencies in implementing targeted strategies to address the identified gaps.

Conceptual Framework

The conceptual framework of the study focused on the contribution to the enhancement of public safety outcomes in Tarlac City. This gives respondents some background knowledge. One of the primary duties of law enforcement organizations, like the Philippine National Police (PNP), in every community is to guarantee public safety and satisfaction. The PNP is essential to preserving law and order in Tarlac City and protecting the welfare of its citizens. The purpose of this study is to evaluate Tarlac City residents' and barangay officials' opinions of public safety and satisfaction with the PNP's services. a conceptual framework provided by the researchers to explain a phenomenon, detailing the research conducted as part of the study. In simpler terms, the researchers' conceptual framework is a list of variables that, to the best of their

knowledge, are related to each other. The data collected from the relevant literature and survey findings will be applied. Figure 1 presents the paradigm of the study employing an input-process-output (IPO) conceptual scheme. A systematic approach for recording and visualizing all inputs, outputs, and process steps needed to convert inputs into outputs is known as input-process-output, or I-P-O. "I-P-O model" and "I-P-O diagram" are frequently used interchangeably to describe the method's intended visual aspect. The IPO diagram includes all the details of the process, a list of all the products and by-products it produced, and all the information and materials needed for it. The inputs represent the movement of information and resources into the process. The processing step includes all of the tasks necessary to change the inputs. The information and materials produced are the transformation process' outputs (Feldman, 2025).

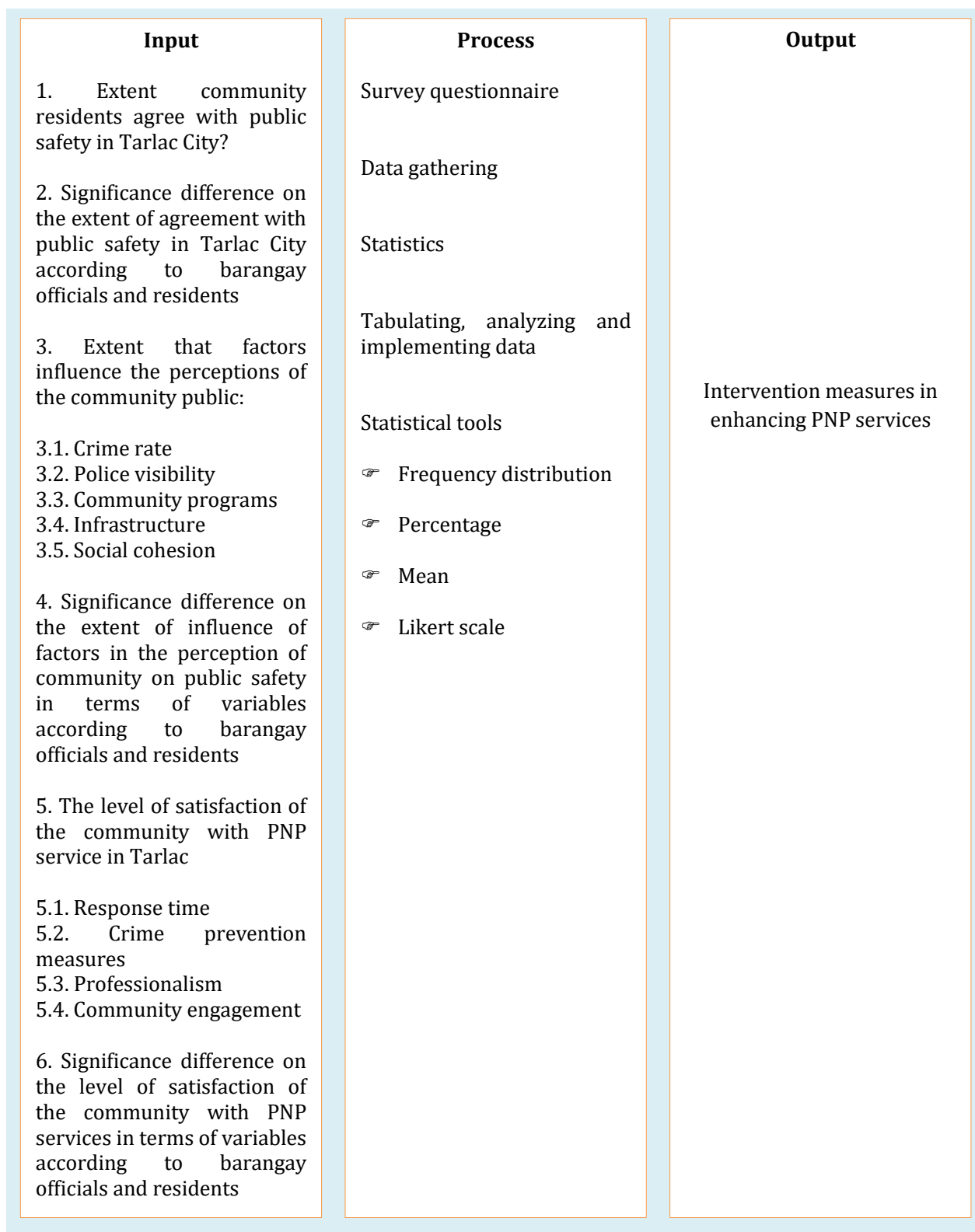


Figure 1. Paradigm of the study.

The input, as shown in the paradigm, comprised the statement of the problem of the study, such as the extent to which community residents agree with public safety in Tarlac City, significant differences in the extent of agreement with public safety in Tarlac City according to barangay officials and residents, to what extent that factors influence the perceptions of the community public: crime rate; police visibility; community programs; infrastructure; and social cohesion, significance difference on the extent of influence of factors in the perceptions of community on public safety in terms of variables according to barangay officials and residents, the level of satisfaction of the community with PNP services in Tarlac: response time; crime prevention measures; professionalism; community engagement; and significance difference on the level of satisfaction of the community with PNP services in terms of variables according to barangay officials and residents.

A self-made questionnaire will be utilized to gather data from respondents. From them, the data about the level of agreement with public safety, perception of public safety, level of satisfaction with PNP services, and the factors influencing the perceptions of the community on public safety will be collected, processed, and treated using the appropriate measurement scale and statistical tools, coming up with the intended outputs. This will identify the gaps and challenges in public safety perception and satisfaction. Based on the data that will be gathered, recommendations will be provided to improve PNP services, enhance public safety, and build trust with the community in Tarlac City.

Significance of the Study

This research aims to provide valuable insights that can contribute to enhancing public safety measures and improving the overall satisfaction of the public. The primary beneficiaries of the study are as follows:

Public Safety Authorities: The findings of the study will be beneficial to public safety authorities, including the PNP and local government units. By understanding the factors that shape public perception and satisfaction, these authorities can gain insights into areas that require improvement. They can use the findings to enhance the quality and effectiveness of PNP services, ensuring that they align with public expectations and needs. This will ultimately lead to improved public safety measures and increased public satisfaction with the services provided.

Policymakers: Policymakers at the national and local levels can benefit from the study's findings. The insights gained can inform policy decisions related to public safety and the provision of PNP services. Policymakers can utilize the findings to develop strategies and initiatives that address the identified gaps and improve public perception and satisfaction. This can lead to more effective and efficient allocation of resources, targeted interventions, and evidence-based policymaking.

Community: The study's findings will directly benefit the community in Tarlac City. By understanding public perception and satisfaction, the community can gain insights into the strengths and weaknesses of the PNP services. This knowledge can empower the community to actively engage with the PNP and local authorities, providing feedback and participating in initiatives to improve public safety. The findings can also foster a sense of ownership and collaboration between the community and the PNP, leading to increased trust, cooperation, and a safer community environment.

PNP Personnel: The study's findings can provide valuable feedback for PNP personnel. By understanding public perception and satisfaction, PNP personnel can gain insights into how their efforts are perceived by the public. This can help them identify areas of improvement and enhance their service delivery. The findings can also contribute to the professional development of PNP personnel, guiding training programs and initiatives to address specific areas highlighted by the study.

Future Researchers: Academics and researchers in the field of criminology and public administration can benefit from the study's findings. The research can serve as a valuable resource for future studies and can contribute to the existing body of knowledge on public perception, satisfaction, and the effectiveness of PNP services. The findings can also stimulate further research and scholarly discussions on improving public safety and the role of law enforcement agencies in enhancing public satisfaction.

Researcher: The research allows the researcher to gain in-depth knowledge and understanding of the public perceptions of safety and satisfaction with the services provided by the PNP in Tarlac City. This firsthand information can serve as a foundation for further research and analysis in the field of public safety and law enforcement.

Statement of the Problem

This study aims to assess the public perception of safety and satisfaction with the Philippine National Police (PNP) services among the barangay officials and residents of Tarlac City.

Moreover, this sought to answer the following questions:

1. What is the level of agreement of the two groups of respondents in terms of public safety?
2. Is there a significant difference in the level of agreement of the two groups of respondents in terms of public safety?
3. What is the level of influence of the factors affecting public safety in terms of:
 - 3.1. Crime rate;
 - 3.2. Police visibility;
 - 3.3. Community programs;
 - 3.4. Infrastructure; and
 - 3.5. Social cohesion?
4. Is there a significant difference in the level of influence of the factors affecting public safety as perceived by the two groups of respondents?
5. What is the level of satisfaction of the community with PNP services in Tarlac City in terms of:
 - 5.1. Response time;
 - 5.2. Crime prevention measures;
 - 5.3. Professionalism; and
 - 5.4. Community engagement initiatives?
6. Is there a significant difference in the level of satisfaction of the community with PNP services as perceived by the two groups of respondents among the aforementioned variables?
7. Based on the findings of the study, what program may be proposed to enhance the PNP service?

Research Design

This study adopts a descriptive-evaluative research design because its purpose is twofold: (1) to describe the current perceptions and levels of satisfaction of the community regarding public safety and police services, and (2) to evaluate the effectiveness and influence of different factors (crime rate, police visibility, community programs, infrastructure, and social cohesion) on public safety. According to Calderon and Gonzales (2019), descriptive research seeks to systematically and accurately describe the characteristics of a given population or phenomenon. Meanwhile, evaluative research determines the worth, merit, or effectiveness of a policy, service, or program. Sevilla *et al.*, (1992) similarly explained that descriptive-evaluative design is appropriate when a study not only presents the existing conditions but also assesses their adequacy or effectiveness in meeting objectives.

The research questions explicitly require both description and evaluation. For example: SOPs 1, 3, and 5 ask about the levels of agreement, influence, and satisfaction, which necessitate a descriptive approach to present how respondents perceive public safety and PNP services while SOPs 2, 4, and 6 examine whether there are significant differences between groups of respondents, which falls under the evaluative component, since the study assesses whether the perceived effectiveness of police services and influencing factors differ across communities. As Good and Scates (1972) emphasized, evaluative research measures the extent to which programs or services achieve intended outcomes. Applying this in the present study, the evaluative dimension allows the researchers to determine if the PNP services in Tarlac City meet the expectations of different community groups. Thus, the descriptive-evaluative design is justified because it enables the researchers to (a) present the current state of public safety perceptions and satisfaction with police services, and (b) evaluate whether significant differences exist between groups, providing evidence-based insights for improving public safety and strengthening police-community relations.

Research Method

The study employs a quantitative research approach because it seeks to measure, analyze, and statistically compare the perceptions of different groups regarding public safety and police services. According to Creswell (2014), quantitative research is appropriate when the researcher aims to examine relationships,

measure variables, and test differences among groups using numerical data. Similarly, Ary *et al.*, (2019) explain that quantitative research emphasizes objectivity, measurement, and statistical analysis, which are essential in drawing generalizable conclusions from a sample to a population. As Babbie (2010) emphasized, quantitative research is ideal when the goal is to generalize findings to a larger population and to ensure objectivity in analyzing social phenomena. In this study, using quantitative methods enables the researchers to provide reliable evidence on the community's satisfaction with PNP services and the factors influencing public safety in Tarlac City. Therefore, quantitative research is justified because the study intends to obtain measurable data, analyze statistical relationships, and provide evidence-based recommendations for improving police-community relations and public safety service.

Population of the Study

The respondents in this study were the barangay officials of Tarlac City and adult residents in Tarlac City. A multi-stage sampling technique was used by the researcher to choose the study participants. In particular, the researcher employed both convenience and purposive sampling techniques, in which the respondents are gathered from a readily accessible pool of respondents (convenience sampling) and selected based on a predetermined criterion (purposive sampling). When dealing with respondents that have a large population, the purposive sampling method is employed because it takes a long time to quantify the precise statistics. Purposive sampling refers to a group of non-probability sampling techniques in which units are selected because they have characteristics that you need in your sample (Nikolopoulou, 2023). The most popular kind of non-probability sampling, known as convenience sampling, aims to collect data from participants (the sample) who are "convenient" for the researcher to reach (Qualtrics, 2022). As a solution, in selecting the respondents, the method is used. Moreover, in the selection process, the researcher will take note of the following criterion: respondents must be adult residents and barangay officials residing in Tarlac City, with at least 5 years of residency and 18 years and above of age. The researcher selected 400 samples of respondents who are suitable for the study and meet the required criteria. Slovin's equation is used to calculate the number of respondents.

Slovin's formula is as follows:

$$n = N / (1 + Ne^2)$$

$$n = ?; N = 385,398; e = 5\%$$

$$[n = 385,398 / 1 + (385,398) (5\%)^2 = 399.5 = 400 \text{ respondents.}]$$

Where:

n is the sample size; N is the population size, and; e is the margin of error that the researcher determines

When sampling a population, Slovin's formula was utilized to estimate the sample size required to achieve a given confidence interval (Hotjar, 2023). The respondents' population size is based on data from PhilAtlas (2023), where the total population is 385,398. Moreover, the margin of error used is 5%. Correspondingly, no individual subject should be excluded without proper justification or requirement to do so. Furthermore, all the respondents have the prerogative for voluntary participation and have the right to withdraw from the research study.

Data Gathering Tool/s

The primary data gathering instrument used in this study is a structured questionnaire, specifically designed to evaluate the perceptions of public safety and community satisfaction with Philippine National Police (PNP) services in Tarlac City. The questionnaire was formulated in alignment with the research objectives, addressing various dimensions of public safety, satisfaction with police services, and the factors influencing community perceptions. The instrument was written in English and included a brief introduction explaining the purpose of the study, assuring respondents of confidentiality, and emphasizing voluntary participation. This was done to ensure ethical compliance and gain the trust of the participants.

The questionnaire is composed of several parts:

Public Safety Perceptions: This section uses a 4-point Likert scale (4 = Strongly Agree to 1 = Strongly Disagree) to measure the extent to which community residents agree with various statements regarding public safety. The items assess views on police responsiveness, presence of law enforcement, community participation, trust in the PNP, and safety-related programs implemented in Tarlac City. Relevant academic sources and policy references were integrated into the items to strengthen their theoretical and contextual foundations.

Influencing Factors on Public Safety Perceptions: This portion evaluates how various factors influence residents' perceptions of safety, including crime rate, police visibility, community programs, infrastructure, and social cohesion. Each subcategory consists of multiple items using the same 4-point Likert scale. These items were crafted based on literature and recent studies related to public safety, criminal justice, and policing effectiveness.

Community Satisfaction with PNP Services: This section assesses the level of satisfaction with the services provided by the PNP in Tarlac City in terms of response time, crime prevention measures, professionalism, and community engagement. A 4-point satisfaction scale was used (4 = Very Satisfied to 1 = Strongly Dissatisfied). Items were supported by current policies, performance assessments, and ethical standards related to policing. The structured nature of the questionnaire allowed for quantitative analysis while ensuring that key concepts were operationalized clearly. Items were anchored in credible references such as Republic Acts, PNP doctrines, government data, and scholarly articles, which added validity to the content.

Validity of the Instrument: To ensure that the instrument accurately measured what it intended to assess, content validity was established through expert evaluation. Two professionals from the fields of criminology, public administration (barangay captain), and law enforcement were consulted to review the relevance, clarity, and comprehensiveness of the questionnaire items. The experts evaluated whether the items were representative of the constructs being measured (public safety perception and satisfaction with police services) and whether the language used was appropriate for the target respondents. Minor revisions were made based on their feedback to enhance clarity and remove redundancy. Additionally, face validity was considered through a pilot test conducted with a small sample from the intended population. This helped ensure that the items were understandable and interpreted as intended. **Reliability of the Instrument:** To measure the internal consistency of the questionnaire, a pilot test was administered, and responses were subjected to statistical reliability testing using Cronbach's alpha. This method determines how closely related the items in each section are as a group.

The reliability coefficients obtained were as follows:

Public safety perception: $\alpha = 0.88$

Influencing factors: $\alpha = 0.91$

Community satisfaction: $\alpha = 0.89$

These values exceed the generally accepted threshold of 0.70, indicating that the instrument is highly reliable and that the items consistently measure the intended variables. In conclusion, the questionnaire served as a comprehensive, valid, and reliable tool for collecting data on public safety perceptions and satisfaction with police services in Tarlac City. Its structured design, expert-reviewed content, and rigorous testing ensured that it would generate meaningful data aligned with the research objectives.

Data Gathering Procedure

The data gathering procedure for this study was carefully planned and executed to ensure the collection of accurate, relevant, and ethically sound information from the target population in Tarlac City. The following steps were undertaken:

Preparation of the Research Instrument: The researcher developed a structured questionnaire designed to assess the perception of public safety and the level of community satisfaction with the services provided by the Philippine National Police (PNP) in Tarlac City. The questionnaire included sections on public safety perception, factors influencing perception (e.g., crime rate, police visibility, community programs, infrastructure, and social cohesion), and community satisfaction with PNP services (response time, professionalism, crime prevention, and engagement). The instrument underwent validation by a panel of experts in the fields of criminology, public administration, and policing to ensure content validity. It was then subjected to a pilot test to confirm reliability using Cronbach's alpha.

Approval and Coordination with Authorities: Prior to distribution, the researcher secured necessary permissions and endorsements from the Philippine College of Criminology, the local government unit (LGU) of Tarlac City, and the Tarlac City Police Office (PNP). This ensured proper coordination, legitimacy of the study, and access to the community and PNP personnel when needed.

Distribution of Questionnaires: The questionnaires were distributed personally by the researcher and/or trained data collectors to randomly selected residents of Tarlac City, ensuring a fair representation across

different barangays. Respondents were selected based on their availability and willingness to participate. Each participant was provided with a brief introduction about the study, a letter of informed consent, and clear instructions on how to answer the questionnaire. Respondents were assured of confidentiality and anonymity, and participation was strictly voluntary.

Collection of Responses: Completed questionnaires were collected on the same day or after an agreed time, depending on the availability of the respondent. The researcher ensured that each form was properly filled out, no identifying information was included, and responses remained confidential and were handled securely. A response rate of (insert actual response rate here, e.g., 90%) was achieved, indicating a high level of participation and interest in the topic among the residents.

Data Organization and Preparation for Analysis: The responses were then organized, encoded, and tallied using Microsoft Excel or a statistical software tool (e.g., SPSS or JASP). Data were reviewed for completeness and accuracy before proceeding with the statistical analysis.

Treatment of the Data

To accurately analyze the data collected from the structured questionnaire, the study employed both descriptive and inferential statistical techniques using appropriate tools for ordinal data derived from a 4-point Likert scale.

Descriptive Statistics: The responses in the questionnaire were measured using a 4-point Likert scale, where numerical values were assigned as follows:

Table 1. Liker scale.

Scale	Intervals	Description
4	3.26-4.00	Strongly agree/very satisfied
3	2.51-3.25	Agree/satisfied
2	1.76-2.50	Disagree/dissatisfied
1	1.00-1.75	Strongly disagree/strongly dissatisfied

Given that Likert-scale data is ordinal, the median was used as the primary measure of central tendency, as it provides a more appropriate representation of the respondents' general perception and satisfaction compared to the mean, which assumes interval-level measurement. The median was calculated for each item and for grouped variables such as public safety perception, influencing factors (crime rate, police visibility, and community programs, infrastructure, social cohesion) and satisfaction with PNP services (response time, crime prevention, professionalism, community engagement). This helped determine the central response tendency of the community.

Inferential Statistics: To determine whether there were significant differences in perceptions and satisfaction between groups (e.g., based on gender, age group, barangay location, or civil status), the Mann-Whitney U test was used. The Mann-Whitney U test is a non-parametric statistical test used to compare two independent groups when the dependent variable is ordinal or not normally distributed. It is ideal for Likert-scale responses and provides a robust method for testing group differences without assuming normality. The Mann-Whitney U test was applied to test the null hypothesis that there is no significant difference between the two groups' responses.

Decision Rule: If the p-value is less than 0.05 ($p < 0.05$), the null hypothesis is rejected, indicating a statistically significant difference. If the p-value is greater than 0.05, the null hypothesis is accepted, suggesting no significant difference between the groups. The study employed descriptive statistics (median) to analyze central tendencies and non-parametric inferential statistics (Mann-Whitney U test) to compare perceptions and satisfaction levels across demographic groups. These methods ensured an accurate, ethical, and statistically sound interpretation of the ordinal data collected through the 4-point Likert scale.

Ethical Considerations

Throughout the data gathering process, the following ethical principles were strictly observed:

Informed Consent: All participants were informed of the study's purpose and their right to decline or withdraw at any time.

Voluntary Participation: No respondent was forced or pressured to participate.

Confidentiality and Anonymity: All responses were kept anonymous and used solely for academic research purposes.

Non-maleficence: Care was taken to ensure that the survey did not cause psychological or emotional discomfort.

In summary, the data gathering procedure was conducted systematically, ethically, and with respect to the privacy and rights of the participants. The approach ensured the successful collection of reliable and valid data needed to assess the public's perception of safety and their satisfaction with PNP services in Tarlac City.

Results and Discussion

This chapter presents the results of data gathered in the study. The data were analyzed using the research instrument. It is represented in tabular form, and it is followed by presentation, analysis, and interpretation.

Level of Agreement of the Respondents in Terms of Public Safety

Table 2 presents the extent of agreement among residents of Tarlac City regarding public safety, distinguishing between residents and barangay officials. The results indicate a general agreement on public safety. However, the statement regarding the PNP striving to do its best to sustain its efforts in reducing all forms of criminality and intensified crime prevention measures received a comparatively lower rating (2.01). The overall median is 3.01, with an overall interpretation of "agree." These findings indicate that Tarlac City's public safety measures are generally well-regarded by citizens, with strong agreement on the effectiveness and trustworthiness of law enforcement agencies and community participation in public safety efforts. In addition, the finding reflects a moderate to strong level of public confidence in the Philippine National Police (PNP) and their delivery of public safety services in Tarlac City. While not reaching the level of "Very Satisfied," this result suggests that residents generally appreciate the initiatives and performance of law enforcement but may also identify areas for improvement.

Table 2. Level of agreement of the respondents in terms of public safety.

Indicators	Med	Int
1) I find Tarlac City a safe place because of its ability to respond immediately to citizens' concerns. The ability to respond quickly with the help of cameras in emergencies and respond to distress calls from citizens (Sorri, 2015).	3.08	A
2) I find Tarlac City safer because of the existence of law enforcement agencies. Law enforcement agencies enhance the standard of life for their constituents and reduce and prevent crime in their respective communities (Staff, 2020).	3.21	A
3) I trust that police officers ensure and do their duty to protect citizens in maintaining order and safety in Tarlac City. In turn, this helps to cultivate good relations between the police and the communities they serve. Police forces that are trusted by their communities are more capable to perform and carry out their duties (Brown, 2023).	3.21	A
4) Citizens in Tarlac City actively participate in ensuring public safety. Working together with the community is crucial to fostering a culture of respect and trust (Iacpblog, 2016).	3.17	A
5) An officer of the law responded to crimes in progress for approximately one hour each week. Thus, police officers are able to lessen crime rates in Tarlac City (Kanu, 2022).	3.25	A
6) A trustworthy police force is seen by the public to be effective, to be fair, and to have shared values, interests and a strong commitment to the local community. Thus, the police officers of Tarlac City are trustworthy (Tyler and Huo, 2002; Sunshine and Tyler, 2003; Jackson and Sunshine, 2007; Jackson and Bradford, 2009).	3.28	SA
7) Police officers of Tarlac City strictly observe the manning levels of the PNP which is approximately in accordance with a police-to-population ratio of 1:500 to greatly improve public safety (Section 27 of Republic Act 6975).	3.28	SA
8) Various programs and activities, such as Pulis Nyo Po sa Barangay, Barangay Peacekeeping Action Teams, and Barangay Information Networks are organized and empowered as force multipliers for the PNP in Tarlac City (NAPOLCOM LOI 22/29, 2011)	3.27	SA
9) Police officers are conducting beat patrol duties in Tarlac City to protect persons and property from being molested and burglarized by criminals (police patrol operation).	2.30	A
10) I see that the PNP strives their best to sustain its efforts in reducing all forms of criminality and intensified crime prevention measures (PNP mission and vision).	2.01	D
Overall	3.01	A
*Legend: SA: Strongly agree, A: Agree, D: Disagree, SD: Strongly disagree		

Based on the results presented in Table 2, the overall median score for the respondents' level of agreement on public safety in Tarlac City is 3.01, which corresponds to an interpretation of "Agree" (A). This suggests that, in general, community residents perceive Tarlac City as a relatively safe place, and they recognize the efforts of the Philippine National Police (PNP) in maintaining public order and ensuring citizen protection.

Highest Median Scores: The highest median scores were recorded in trust in the police (3.28, strongly agree); adherence to the manning ratio of 1:500 (3.28, strongly agree); and community-based programs like "Pulis Nyo Po sa Barangay" (3.27, strongly agree). These results suggest that institutional trust, operational capacity, and community engagement are major contributors to public safety perception in Tarlac City. The trust in police aligns with studies by Tyler and Huo (2002) and Jackson and Bradford (2009), which emphasize that trust and legitimacy are essential for effective policing and community cooperation.

The highest indicator is "A trustworthy police force is seen by the public to be effective, fair, and aligned with community values. Thus, the police officers of Tarlac City are trustworthy." This indicates that trust in the PNP in Tarlac City is very strong among community members. Respondents strongly believe that officers are capable, fair, and committed to public service. This finding is aligned with Tyler and Huo (2002) and Sunshine and Tyler (2003), who argue that public trust in police is a cornerstone of procedural justice, enhancing police legitimacy and voluntary compliance with the law. Jackson and Bradford (2009) further emphasize that when people perceive the police as trustworthy, they are more likely to report crimes, cooperate during investigations, and engage in community policing efforts. Moreover, Brown (2023) supports the idea that strong public trust directly improves police performance, as officers are empowered by cooperative relationships rather than resistance or fear from citizens. Another indicator with a "strongly agree" interpretation is "Police officers of Tarlac City strictly observe the manning levels of the PNP, in accordance with the police-to-population ratio of 1:500." The median score of 3.28 (SA) suggests the community perceives the staffing level of police officers in Tarlac City as appropriate and sufficient to ensure public safety.

According to Republic Act 6975, the 1:500 police-to-population ratio is considered the ideal benchmark in the Philippines to provide effective coverage and service. Meeting this standard ensures timely response, presence in communities, and crime deterrence, particularly in densely populated or high-crime areas. Studies such as Staff (2020) note that an adequate police force size contributes to reducing fear of crime and enhancing public perception of safety. Likewise, Kelling and Wilson's (1982) Broken Windows Theory emphasizes the importance of visible policing in upholding order—something achievable only if sufficient officers are deployed across the city.

The finding implies that Tarlac City's ability to meet national manpower standards enhances its capacity to maintain peace and deter criminal activity. The last indicator with a "strongly agree" rating is "Various programs and activities such as Pulis Nyo Po sa Barangay, Barangay Peacekeeping Action Teams, and Barangay Information Networks are organized and empowered as force multipliers for the PNP in Tarlac City." A median of 3.27 (SA) reflects strong community appreciation and recognition of PNP's outreach and engagement efforts. These programs serve as "force multipliers" by mobilizing citizens and local leaders to be involved in community safety initiatives. This aligns with the findings of the IACP (2016), which advocates for community policing strategies that foster trust, participation, and shared responsibility for crime prevention. According to the NAPOLCOM LOI 22/29 (2011), these programs are designed to improve communication, gather intelligence, and resolve local issues more effectively.

Moreover, Sorri (2015) highlights the importance of community empowerment and local coordination, especially when addressing complex threats like drug abuse or domestic violence. The finding implies that community-based initiatives build mutual trust and extend the PNP's capabilities by partnering with locals, making safety a shared priority. In comparison with other research, the strong agreement with these indicators indicates that Tarlac City is on the right path when it comes to public safety infrastructure and community policing.

These findings are consistent with both local legislative standards and international research, which point to trust as a prerequisite for legitimacy (Tyler and Huo, 2002); manpower sufficiency as a determinant of effective presence (RA 6975; Staff, 2020); and community engagement as a catalyst for sustainable peace (Sorri, 2015; IACP, 2016). Together, these elements create a positive feedback loop—when citizens trust the police and see them actively engaging in the community, their perception of safety improves, which in turn encourages more cooperation and civic responsibility.

Lowest Indicators: The lowest indicators were perception of consistent beat patrols (2.30, agree) and efforts to sustain crime prevention measures (2.01, disagree). These lower scores imply that despite general trust in the PNP, there are perceived gaps in visibility and continuity of proactive policing efforts. This concern resonates with Kelling and Wilson's (1982) Broken Windows Theory, which emphasizes the importance of visible police presence and routine patrols in deterring crime and maintaining public confidence. Other areas, such as the presence of law enforcement agencies, responsiveness to emergencies, and citizen participation in safety, also received "Agree" (A) ratings, indicating moderate satisfaction with these aspects. These findings are consistent with Sorri (2015), who found that technological responsiveness (e.g., CCTV use) improves the perception of safety. Additionally, the high agreement in trustworthiness supports the findings of Brown (2023), who emphasized that public trust enhances police effectiveness.

However, the disagreement (2.01) on the PNP's sustained crime prevention efforts suggests a potential mismatch between strategy and community expectation. While the PNP mission focuses on crime reduction, the community may not consistently observe these efforts at the grassroots level, highlighting a need for more visible and continuous engagement, as supported by IACP (2016). The results suggest that while public confidence in the PNP's structure and trustworthiness is strong, there is room for improvement in routine patrolling, consistent implementation of crime prevention strategies, and greater transparency and visibility in operations. These areas should be prioritized to improve both actual safety and the perception of safety, especially in high-risk or underserved areas. In summary, the respondents generally agree that public safety in Tarlac City is well-maintained, largely due to the trust in law enforcement and community programs. However, attention must be given to visibility, patrolling frequency, and sustainability of crime prevention initiatives. Addressing these areas can further strengthen the relationship between the PNP and the community, leading to more effective public safety outcomes.

Significant Difference in the Level of Agreement of the Two Groups of Respondents in Terms of Public Safety

The data in Table 3 presents the comparative analysis between two types of respondents-residents and barangay officials-regarding their level of agreement on public safety in Tarlac City. Using the Mann-Whitney U test, a statistically significant difference was found between the groups: Z-value: 2.562; p-value: 0.010; Interpretation: Significant at $p \leq 0.05$.

Residents had a median rating of 3.02, interpreted as "Agree (A)." Barangay officials had a slightly lower median of 3.00, also "Agree (A)," but marginally less than residents. Despite both groups agreeing on public safety, the statistical significance ($p = 0.010$) suggests that the level of agreement between the two groups is meaningfully different in the context of this study.

Table 3. Comparative analysis of the extent of agreement of community residents of Tarlac City with regard to public safety.

Public safety	Type of respondent				Mann-Whitney Z-value test	Statistics p-value
	Resident		Barangay official			
	Med	Int	Med	Int		
Public safety	3.02	A	3.00	A	2.562	0.010*
*Significant @ ≤ 0.05; Legend: SA: Strongly agree, A: Agree, D: Disagree, SD: Strongly disagree						

The slightly higher median among residents implies that the general public may feel more positively about the safety situation or the performance of the PNP compared to barangay officials. This could stem from greater exposure to public-facing initiatives such as patrol visibility, community outreach, and quick response mechanisms. Barangay officials, who are closer to the actual implementation and oversight of local safety policies, might have more critical insights or higher expectations, thus rating public safety a bit more conservatively. Their perspective is shaped not only by outcomes but also by operational challenges, limited resources, or bureaucratic issues.

In comparison with other research findings, Sunshine and Tyler (2003) and Jackson and Bradford (2009) found that community members' perceptions of safety are often influenced more by emotional cues and public visibility (e.g., police presence), whereas local leaders may assess safety based on data, service delivery, and institutional performance. Kelling and Wilson's (1982) Broken Windows Theory emphasized the importance of community policing and visible efforts, which might be more apparent to the average resident than to barangay officials, who are more aware of underlying crime trends and enforcement gaps. Skogan (2006) noted that community leaders tend to have a more nuanced understanding of local safety,

often balancing public perception with measurable crime data, and may rate safety differently than ordinary citizens. The significant difference in perception underscores the need for the PNP and local government units to continuously engage with both residents and barangay officials to ensure alignment between perception and policy. While residents may feel safe, it is essential to address any concerns or gaps identified by barangay leaders, as they may reflect structural or operational issues that need attention. Enhancing transparency, sharing crime data, and involving barangay officials more closely in strategic safety planning could help bridge this perceptual gap. The findings of this comparative analysis suggest that although both residents and barangay officials generally agree on the state of public safety in Tarlac City, barangay officials perceive it slightly less favorably—a statistically significant difference. This highlights the importance of multi-level engagement in public safety efforts and the necessity to balance public perception with administrative realities in local governance.

Level of Influence of the Factors Affecting Public Safety

Based on Table 4, the overall median score is 3.08, interpreted as influential (I). This indicates that community residents generally perceive all five factors as influential in shaping their sense of public safety in Tarlac City. However, the scores do not reach the threshold for "Very Influential" (VI), suggesting room for improvement in all areas.

Crime Rate: The median score of 3.10, interpreted as "influential," indicates that community residents of Tarlac City consider the crime rate to be an influential factor in shaping their perception of public safety. It reflects a moderately strong belief that the Philippine National Police (PNP) has a direct impact on reducing crime through various enforcement and prevention strategies. The highest ratings, with a median of 3.31, interpreted as "strongly influential," are campaigns against illegal firearms, reduction of drug-related crimes, and robbery prevention via patrol.

Table 4. Level of influence of the perception of community residents of Tarlac City with regard to public safety factors.

Crime rate	Med	Int
1) PNP in Tarlac City effectively lessens the number of crimes in terms of killing and murder (GOVPH, 2023).	2.45	U
2) PNP in Tarlac City can campaign against making the citizen voluntarily surrender for violating Republic Act 10591 (using illegal firearms) to prevent causing crime (GOVPH, 2023).	3.31	SI
3) Criminal incidents were prevented because of the PNP's ability to safeguard public safety and maintain peace, order, and security in Tarlac City (GOVPH, 2023).	3.16	I
4) The PNP of Tarlac City has lessened the number of drug users in preventing the drug-related crimes that impacted the community's well-being. Crime is frequently the most convenient option for people who lack the means to support themselves when they need some relief (Alvarado, 2021).	3.31	SI
5) The efficiency of the police patrol method (foot patrol and motorcycle patrol) to lessen robbery makes PNP services in Tarlac City beneficial to reducing the crime rate. A vital part of maintaining community safety is police patrols (Rizzi, 2024).	3.31	SI
Overall	3.10	I
Police visibility		
1) The PNP in Tarlac City secures mobile patrols throughout the community to combat crime and maintain peace and order in the city. It calls for assigned area patrols to look for any indications of criminal activity or potential security threats (AAA Security Guard Services, 2023).	2.50	U
2) Community anti-gang violence initiatives, police patrols, neighborhood watch programs, and public media campaigns all help the criminal justice system prevent victimization. The PNP's ability to create an effective community engagement can decrease levels of victimization, fear and chaos (Friedl, 2023).	3.20	I
3) The efficiency of PNP Tarlac foot patrol has improved neighborhood safety. People are less afraid of becoming victims of crime and more satisfied with their police departments as a result of foot patrols (Lexipol, 2021).	3.25	I
4) PNP Tarlac foot patrols are effective in creating safer, more secure high-crime neighborhoods, and they have designated hazard areas in place to prevent many family disputes. Foot patrols can lessen and even prevent violence in high-crime areas when they are used carefully and thoughtfully. However, they are not a panacea (Lexipol, 2021).	3.18	I

5) Public monitoring does safeguard us and aid in the investigation. By efficiently monitoring public areas continuously, fixed surveillance cameras enable PNP service to remain present even in places that may not be immediately visible (Li, 2023).	3.15	I
Overall	3.05	I
Community programs		
1) PNP Tarlac conducts community outreach programs to assist the ongoing community engagement and outreach initiatives of local law enforcement. Providing professional services or services of particular expertise to a group of people who might not otherwise have access to them is known as community outreach (American Student Dental Association, 2022).	3.31	SI
2) The national police force of the Philippines develops community initiatives aimed at preventing crime and teaching locals' safety and security protocols. Initiatives aimed at the entire community are meant to raise awareness and knowledge of the current problem and promote preventative measures (Community Initiatives, 2023).	3.28	SI
3) The effectiveness of mentoring or education programs in schools in building strong relationships between the police and the next generation of leaders in terms of legal knowledge and crime prevention. "The anticipation, recognition, and appraisal of a crime risk and the initiation of action to remove or reduce it" is the definition of crime prevention (Monroe Community College, 2023).	3.23	I
4) In collaboration with responsible governmental bodies, volunteer groups, and the local community in need of labor assistance, the PNP Tarlac provides labor for various operations (Jooble, 2020).	3.15	I
5) The neighborhood watches programs work in tandem with the PNP service and local law enforcement to solve safety issues and reduce crime, particularly during the evening hours. Law enforcement exists to uphold justice, safeguard communities, and hold people accountable (The Policy Circle, 2023).	3.21	I
Overall	3.07	I
Infrastructure		
1) A designated law enforcement unit with specific training, competencies, and objectives is referred to as a specialized unit. For the safety of its residents, PNP Tarlac has enhanced its specialized units to concentrate on particular sorts of crimes or situations. These units include traffic management units, anti-narcotics units, criminal investigation units, and special weapons and tactics (SWAT) squads (Law Insider Inc., 2023).	3.27	SI
2) PNP Tarlac employs effective training facilities to improve employees' knowledge and skill sets and to boost their motivation to perform better on the job. Therefore, ensuring that officers behave respectfully and in accordance with the law, reducing the use of excessive force and racial bias in police, and enhancing community trust and police legitimacy all depend heavily on basic training (CCJ, 2021).	3.19	I
3) PNP Tarlac will establish police stations manned by skilled officers who strive to prevent, identify, and look into criminal activity in high-crime areas, thereby functioning as essential components of safety and security. In the Philippines, police stations are essential to people's sense of security and safety. Nearly every city and town has a police station. Trained officers work there to prevent, detect, and investigate crimes (Secret PH, 2023).	3.18	I
4) The PNP Tarlac has enough Toyota Hilux patrol cars as part of the capability enhancement program from the PNP, which would improve its field operations capabilities (Toyota Motor Philippines Corporation, 2021).	3.19	I
5) The PNP Tarlac crime laboratories' assistance in resolving numerous criminal cases, analyzing evidence gathered from crime scenes, suspects, and victims, and increasing the number of cases that are solved in the city. Crime laboratories employ experts in a range of fields, such as behavioral forensic science, forensic pathology, forensic anthropology, crime-scene investigation, and ballistics. They can also examine physical, chemical, biological, or digital evidence (Siegel, 2014).	3.24	I
Overall	3.09	I
Social cohesion		
1) PNP Tarlac works to maintain peace in the city by fostering interaction that fosters mutual respect, understanding, and collaboration between the people and the police. The road to prosperity and growth for society is one of peace (Chakraborty, 2022).	3.23	I
2) In order to address common societal challenges, social cohesion is generally conceived	3.28	SI

as a multidimensional construct, and these dimensions taken together are thought to be crucial. Societal cohesiveness has a favorable effect on Tarlac City's ability to promote economic development with the assistance of PNP Tarlac (Moustakas, 2023).		
3) PNP Tarlac utilizes various platforms and technologies to enhance social cohesion and improve economic outcomes by effectively sharing information at all organizational levels. Social media should be used by police officers to keep an eye on local peace and order issues (Caliwan, 2020).	3.22	I
4) The impact of social trust, accessibility, and the response of PNP Tarlac to actively try to understand community needs and collaborate with communities to address local challenges. The notion that strangers will adhere to social norms is known as social trust. It is not institutional trust, like our faith in the military or democracy, nor is it intimate trust, like that which exists between friends and family (Vallier, 2023).	3.22	I
5) To maintain justice and protect public safety, both law enforcement and civilians in the community rely on these to be robust and in good health. PNP Tarlac supports the continuous creation of a responsive and well-coordinated police force to enhance public safety and sustain preventative initiatives (Sanchez, 2022).	3.12	I
Overall	3.07	I
Legend: VI: Very influential, I: Influential, U: Uninfluential, VU: Very uninfluential		

Campaign Against Illegal Firearms: The public highly appreciates the PNP's active efforts in reducing the circulation of illegal firearms, which they associated with violent crimes such as murder, robbery, and gang-related incidents. This aligns with GOVPH (2023) initiatives encouraging voluntary surrender of firearms under Republic Act 10591. These campaigns have proven effective in lowering gun-related crimes, leading to greater community trust and a sense of proactive policing.

Reduction of Drug-Related Crimes: The public recognizes the effectiveness of PNP Tarlac's anti-drug operations. This correlates with the broader Philippine Drug Enforcement Agency (PDEA) and PNP's coordinated efforts during the anti-drug campaign, which led to decreased drug-related violence and crime, especially in urban and high-risk barangays. According to Alvarado (2021), many drug-related offenses are rooted in economic desperation, and reducing drug dependency helps lower property crimes and violence.

Robbery Prevention via Patrol: Patrol visibility is another top-rated factor. Regular beat and mobile patrols deter street crimes such as robbery, theft, and burglary. The community perceives frequent and timely police presence as a tangible crime deterrent. Lexipol (2021) confirms that patrol methods like foot patrols improve public perception of safety, especially in commercial and residential areas vulnerable to petty crimes.

The lowest rating is "reduction in killings and murder" with a median of 2.45, interpreted as uninfluential. Despite overall positive perceptions, respondents gave the lowest score to the PNP's effectiveness in addressing heinous crimes like homicide and murder. This reflects a gap in either trust, communication, or visible success in solving and preventing such crimes. This aligns with the GOVPH (2023) finding that while overall crime rates have declined, public anxiety remains high about violent crimes, which have a larger psychological impact than non-violent offenses.

Alvarado (2021) explains that poverty, social inequality, mental health issues, and lack of economic opportunities contribute to violent crimes. Policing alone cannot fully mitigate such complex root causes. The Broken Windows Theory by Kelling and Wilson (1982) posits that failure to address small crimes signals a lack of order, which escalates into more serious crimes. Visible patrols and firearm control echo this concept, showing why residents appreciate these efforts. Tyler and Huo (2002) emphasize that perceived fairness and effectiveness in law enforcement enhance public trust. When the community sees results-such as a decline in robbery or drug crimes-they are more likely to support police activities.

Alvarado (2021) points out that structural interventions such as employment programs, mental health access, and education are necessary alongside policing to reduce serious crimes like murder. The data reveal a dual perception among respondents. On one hand, they view the PNP as effective in addressing preventable and visible crimes (like drug offenses, illegal weapons, and robbery), which reflects positive policing strategies and public visibility. On the other hand, there is dissatisfaction with the response to serious violent crimes, likely due to low conviction rates, slow investigations, or lack of updates on case resolutions.

The implications of the findings for law enforcement and policy are:

- ☞ **Improve Investigative Capacity:** Equip local police with better training and tools to solve violent crimes quickly and transparently, thereby increasing public confidence in justice.
- ☞ **Enhance Communication:** The PNP must regularly report case progress on serious crimes, which helps counter public assumptions of inaction.
- ☞ **Community Collaboration:** Expand community-based intelligence and engage citizens as partners in violence prevention, especially in high-crime barangays.
- ☞ **Multi-Sectoral Approach:** As violent crimes are often symptoms of deeper social issues, collaboration with LGUs, health agencies, and NGOs is essential for long-term violence reduction strategies.

To conclude, while Tarlac City's residents generally recognize and appreciate the PNP's role in reducing drug-related and petty crimes, they express concern about the persistent threat of violent crimes. This suggests that while proactive policing has made visible gains, the resolution and prevention of serious crimes remain a public priority. To truly enhance the perception of public safety, the PNP must focus more on solving and deterring violent crime, in collaboration with other community and government stakeholders.

Police Visibility: The overall median along police visibility is 3.05, interpreted as influential. This score shows that community residents perceive police visibility as an important factor influencing their sense of safety and security in Tarlac City. Visibility, in this context, includes the presence of both mobile and foot patrols, as well as other observable PNP activities that contribute to maintaining peace and order. The highest rating is "effectiveness of foot patrols" with a median of 3.25, interpreted as influential. Foot patrols received the highest median score among police visibility indicators. Residents regard on-ground, personal engagement with officers as the most reassuring form of police presence. It reflects a belief that foot patrols build trust, foster familiarity, and enhance safety in neighborhoods, especially in high-crime or densely populated areas. This perception aligns with Lexipol (2021), which emphasized that foot patrols increase public trust, reduce fear of crime, and encourage citizen interaction. Foot patrols humanize the police, making them more approachable and relatable, thus enhancing community-police relationships.

Similarly, Kelling and Wilson's (1982) Broken Windows Theory supports the importance of visible and consistent police presence in maintaining public order and discouraging minor offenses before they escalate. The lowest rating is 2.50 (effectiveness of mobile patrols), interpreted as uninfluential. The relatively low score for mobile patrols suggests that the community perceives less impact or engagement from this form of visibility. This could be due to a lack of regularity or consistency in patrol routes, limited interaction between officers and residents, or the perception that patrolling vehicles are more symbolic than functional, especially in rural or less accessible areas. Residents may feel that mobile patrols are more reactive than proactive, appearing only during emergencies or special operations rather than as part of regular deterrent activity. In comparison with other research findings, Lexipol (2021) emphasized that foot patrols improve neighborhood safety perceptions more effectively than vehicle patrols because they encourage officer approachability and situational awareness. The study found that residents in foot-patrolled neighborhoods reported higher satisfaction with police services. Kelling and Wilson (1982) theorized that visible police presence, particularly through foot patrols, reduces crime indirectly by enhancing informal community control and signaling order. They argued that the perceived absence of patrols-like the limited visibility of mobile patrols-weakens deterrence. Friedl (2023) supports the idea that community engagement programs, which include consistent patrol routines, help reduce victimization rates and build a more resilient public trust in law enforcement.

The implications of the findings for local policing strategy include:

- ☞ **Reassess Mobile Patrol Effectiveness:** The lower rating suggests that mobile patrols may not be reaching key areas or may be lacking visibility at peak crime hours. Patrol routes, frequency, and timing should be reevaluated for better impact.
- ☞ **Enhance Patrol Integration:** Combine mobile patrols with foot patrol deployment, especially in neighborhoods where crime rates are high but police presence feels lacking. This hybrid model increases flexibility and coverage.
- ☞ **Promote Patrol Awareness:** Even if mobile patrols are operational, their presence may not be adequately communicated to the public. Using community briefings, local announcements, and social media can help residents understand and see the reach of patrol efforts.

- ☞ **Engage with the Public:** Encourage patrol officers-whether on foot or mobile-to initiate community interactions, such as brief sidewalk conversations or public reminders. This improves not just visibility but also relational policing. In conclusion, the results indicate that police visibility matters to residents of Tarlac City, with a clear preference for foot patrols over mobile patrols. While both serve important purposes, foot patrols are perceived to be more effective in building trust and promoting safety.

The low score for mobile patrols suggests a need for strategic review-not necessarily an overhaul, but rather better integration and engagement. In essence, the public wants to see and feel the presence of law enforcement, not just know it exists. By balancing foot and mobile patrol efforts, the PNP can significantly enhance public confidence, reduce fear of crime, and fulfill its mandate of maintaining peace and order at the grassroots level.

Community Programs: The overall median along community programs is 3.07, interpreted as influential. This score reflects a strong belief in the importance of community-based policing initiatives as a key component of public safety in Tarlac City. Community programs bridge the gap between law enforcement and civilians, promoting collaboration, prevention, and mutual trust. The highest indicator is community outreach programs, with a median of 3.31, interpreted as strongly influential. These include efforts like “Pulis Nyo Po sa Barangay,” educational seminars, peacebuilding sessions, and public safety campaigns. Residents highly appreciate these visible and participatory engagements that humanize police officers and foster trust. According to Monroe Community College (2023), effective outreach programs lead to better public-police relations, reduce fear of crime, and empower citizens with knowledge about safety and crime prevention. Similarly, Community Initiatives (2023) emphasized that community-driven programs promote collective responsibility and improve cooperation during crises. The lowest indicator is volunteer labor collaborations, with a median of 3.15, interpreted as influential. Though still rated as influential, this slightly lower score may suggest that these initiatives are less known, less publicized, or perceived as less impactful by the community. Collaborations involving voluntary assistance in PNP-led operations might lack direct interaction or visible impact compared to outreach programs. In comparison, the high rating for outreach aligns with literature that stresses police-citizen relationships as central to public safety (American Student Dental Association, 2022). On the other hand, the comparatively lower rating for labor-based programs suggests a need to clarify the purpose, scope, and benefits of such initiatives to improve public engagement.

Infrastructure: The median for infrastructure is 3.09, interpreted as influential. This reflects public confidence in the structural and logistical capability of the PNP in Tarlac City-including physical facilities, crime labs, equipment, vehicles, and specialized units. The highest indicator is specialized units (SWAT, Anti-Narcotics, Criminal Investigation Units) with a median of 3.27, interpreted as strongly influential. **Specialized Units:** Residents perceive these as highly competent and necessary, especially in addressing organized or serious crime. Their visibility in major incidents likely increases the perception of effectiveness. As per Law Insider Inc. (2023), specialized units bring targeted expertise to law enforcement, improving response quality and crime resolution. The lowest indicator is “police station operations in high-crime areas” with a median of 3.18, interpreted as influential. While still influential, this score may indicate challenges in the public’s access to, or satisfaction with, local station services, including response time, officer availability, or communication.

Secret PH (2023) noted that while stations are widely distributed in the Philippines, accessibility and public interaction-not just availability-are key to public satisfaction. In comparison, the findings are in line with global literature: strong infrastructure builds operational capacity, but its perceived value depends on community interaction and visibility. Merely having facilities and equipment isn’t enough unless they’re seen and experienced as effective.

Social Cohesion: The overall median along social cohesion is 3.07, interpreted as influential. This indicates that residents view community trust, collaboration, and connectedness as essential components of public safety. Social cohesion supports informal control, mutual aid, and a sense of shared responsibility for security. The highest rating is 3.28, interpreted as strongly influential, for “PNP’s role in social development.” This includes efforts that promote peace, social support, and joint community initiatives. Residents recognize and appreciate police involvement in broader development efforts, not just crime prevention. Moustakas (2023) found that social cohesion not only increases perceptions of safety but also enhances economic and community resilience. The lowest rating is 3.12, interpreted as influential, for “community-police coordination for public safety.” The slightly lower rating may reflect gaps in regular communication, joint decision-making, or opportunities for active involvement in safety initiatives.

Sanchez (2022) emphasized that while trust is important, coordinated planning and frequent dialogue are essential to operationalize that trust into practical community outcomes. In comparison, this variable shows that people believe safety is a shared responsibility and value cooperation with law enforcement. The drop in coordination suggests a need for structured platforms like safety councils or feedback mechanisms. Social cohesion initiatives foster a sense of community and mutual support among residents, which is critical for crime prevention. When community members trust and collaborate with the police, they are more likely to report crimes, share information, and participate in safety programs. This cooperation strengthens the overall security of the community and makes crime prevention efforts more effective. In summary, the high ratings for specialized units, training facilities, and social cohesion initiatives in Tarlac City highlight their significant impact on public safety. These factors contribute to a safer community by enhancing the effectiveness of law enforcement and fostering a cooperative relationship between residents and the police. The alignment with findings from other cities and literature further underscores the importance of these elements in maintaining public safety and building community trust.

Significant Difference in the Level of Influence of the Factors Affecting Public Safety

Table 5 is the comparative analysis of the extent of influence of resident and barangay officials of Tarlac City with regards to public safety factors. These factors include crime rate, police visibility, community programs, infrastructure, and social cohesion. The given data indicate that both groups perceive that the different factors are influential on the public safety of Tarlac City. For crime rate ($p = 0.049$), there is a statistically significant difference between residents and barangay officials. Residents (3.13) scored crime rate slightly higher in influence compared to barangay officials (3.07).

Table 5. Comparative analysis of the level of influence of residents of Tarlac City with regard to public safety factors.

Public safety	Type of respondent				Mann-Whitney Z-value test	Statistics p-value
	Resident		Barangay official			
	Med	Int	Med	Int		
Crime rate	3.13	I	3.07	I	1.966	0.049*
Police visibility	3.00	I	3.10	I	4.381	0.000*
Community programs	3.07	I	3.08	I	0.578	0.563
Infrastructure	3.10	I	3.08	I	0.698	0.485
Social cohesion	3.08	I	3.07	I	0.193	0.847
*Significant @ ≤ 0.05 ; *Legend: VI: Very Influential, I: Influential, U: Uninfluential, VU: Very uninfluential						

This suggests residents are more affected by or aware of crime dynamics in their neighborhoods than officials, who may assess crime from a more systemic or statistical viewpoint. Alvarado (2021) noted that the general public's fear of crime often reflects personal experiences and perceived vulnerability, whereas public officials may rely on official reports that can underrepresent certain incidents. GOVPH (2023) also highlights that while crime rates may statistically decline, fear of crime remains high due to lingering perceptions and media exposure. The finding implies that officials must bridge the perception gap by engaging residents in dialogues that address their safety concerns and experiences. For police visibility ($p = 0.000$), there is a statistically significant difference between groups. Barangay officials (3.10) rated visibility as slightly more influential than residents (3.00). Officials may better understand the strategic placement and role of mobile/foot patrols, whereas residents base their influence on direct visibility and personal interactions.

Lexipol (2021) found that the public's confidence grows with consistent foot patrols, especially in high-crime areas, while Kelling and Wilson (1982) stressed the importance of perceived presence, not just technical deployment. It implies that residents' perception of patrol presence should be enhanced through increased frequency, visibility, and communication about patrol coverage. For community programs ($p = 0.563$), there is no significant difference. Both groups rated community programs as influential, with nearly identical medians (3.07 vs. 3.08). This shared rating indicates a strong mutual appreciation for police-community engagement activities. Community Initiatives (2023) emphasized that the success of such programs depends on collaboration and consistency, which is reflected in the unified view of their importance by both residents and officials. For infrastructure ($p = 0.485$), there is no significant difference. Both groups rated infrastructure as influential (3.10 vs. 3.08). This suggests both residents and officials recognize the value of equipment, facilities, and specialized units, though without dramatic differentiation in perception. Law Insider (2023) and Secret PH (2023) both point out that infrastructure needs to be not only functional but also visible and accessible to maintain public trust.

For social cohesion ($p = 0.847$), there is no significant difference. Residents (3.08) and barangay officials (3.07) closely agree on the influential role of social cohesion in maintaining public safety. This highlights shared acknowledgment that community trust, collaboration, and mutual respect are key to safety. Moustakas (2023) asserts that strong social bonds enhance collective efficacy-the community's shared belief in its ability to maintain order. Sanchez (2022) further emphasizes the need for ongoing cooperation and shared responsibilities between law enforcement and the public.

Level of Satisfaction of the Community with PNP Services in Tarlac City

This section presents the level of satisfaction of the community with PNP services in Tarlac in terms of response time, crime prevention measures, professionalism, and community engagement initiatives. The overall median along response time is 3.04, interpreted as satisfied. This indicates that residents of Tarlac City generally appreciate the services provided by the Philippine National Police (PNP). While the public expresses confidence in several key areas-such as professionalism, community programs, and crime response-this level also suggests moderate satisfaction rather than full contentment, implying room for improvement.

Response Time: The overall median along response time is 3.02, interpreted as satisfied. The respondents are generally satisfied with how promptly the PNP responds to crimes and emergencies. However, the satisfaction is moderate, suggesting room for improvement in actual response speed and communication during emergencies.

Table 6. Level of satisfaction of the residents of Tarlac City with regards to PNP services.

Response time	Med	Int
1) PNP service efficiently responds immediately in addressing reported crimes in Tarlac City. Users who are aware of response time are better equipped to choose a monitor that best suits their needs, their professional responsibilities, or the resolution of particular situations.	2.34	D
2) In terms of emergency situations, PNP assistance is provided immediately when needed. Determining a crime scene's entire extent is also crucial to be able to develop interventions in solving the case.	3.06	S
3) The PNP's response time has impacted me in trusting them to ensure the public safety of Tarlac City. An active and peaceful community is dependent upon public safety. It includes a broad range of actions and programs designed to shield people from harm, crime, and emergencies as well as communities and the broader public.	3.09	S
4) Due to the effective measures that PNP services offer, delays in responding to concerns and problems around Tarlac City are minimal. It can mean the difference between catching criminals and not, between life and death, and between our communities' general safety.	3.11	S
5) PNP service in Tarlac City considers handling concerns seriously and immediately formulates solutions. By identifying false alarms, dispatchers can avoid responding to non-emergency situations.	3.23	S
Overall	3.02	S
Crime prevention measures		
1) The effectiveness of the PNP's crime prevention strategy benefits citizens in Tarlac City. Setting crime prevention measures as a top priority can help mitigate the negative effects of criminal activity.	3.13	S
2) The PNP's crime prevention tactics including CCTV footage lower the number of crimes in Tarlac City. By doing this, the chance to break in or carry out a robbery is eliminated.	2.47	D
3) The citizens in Tarlac City felt secure as the PNP ensured public safety with the help of crime prevention measures. When social and community prevention measures are used effectively, they can give people who are inclined toward criminal behavior a chance at an honest life, which can significantly change their lives.	3.09	S
4) Crime rates are lessened because of the ability of crime prevention measures of PNP to discipline citizens in Tarlac City to be aware of the consequences of committing such a crime. This can protect criminal victims from harm.	3.10	S
5) The PNP crime prevention measures also ensure tracking of citizens who commit crimes in Tarlac City. Analyzing the frequency of these occurrences to identify the "hot spots," or micro-locations, where the majority of violent crimes occur and the probability of maintaining order and safety in the city.	3.11	S

Overall	3.01	S
Professionalism		
1) Seminars on various topics on moral recovery, and human rights were separately conducted to all units as indicated in the master training action plan on a quarterly basis. This is to ensure that all PNP personnel are equipped with the right attitude as public servants who are professional, competent, disciplined, and trustworthy.	3.14	S
2) The incumbent leadership of the PNP has anchored the transformation initiatives on the enhancement of competence, organizational development and reforms, discipline, excellence, and professionalism among all personnel at all levels of the PNP. Hence, empowering the PNP organization as a better police force.	3.11	S
3) The police service is a noble profession that demands from its members specialized knowledge and skills, as well as a high standard of ethics and morality when dealing with complainants. Hence, the members of the Philippine National Police must adhere to and internalize the enduring core values of love of God, respect for authority, selfless love, and service to people.	3.18	S
4) All members of the Philippine National Police shall abide, adhere to, and internalize the provisions of this ethical doctrine. Towards this end, a truly professionalized and dedicated law enforcer shall be developed to promote peace and order respectfully and with integrity when dealing with the complainant.	3.15	S
5) Seminars on various topics on moral recovery, and human rights were separately conducted to all units as indicated in the master training action plan on a quarterly basis. This is to ensure that all PNP personnel are equipped with the right attitude as public servants who are professional, competent, disciplined, and trustworthy.	3.16	S
Overall	3.07	S
Community engagement		
1) Based on the performance of the Philippine National Police particularly in Tarlac PPO, the Tarlac City crime rate went down by nearly 36%.	3.12	S
2) Based on a report made by an inquirer report that PNP performance is not good enough. This reflects the PNP's lack of reliability and trustworthiness because of its unsolved crimes.	3.12	S
3) Public reports have shown that crime rates went down to nearly 36% in Tarlac City which makes the city a safe place for its locals and tourists.	1.97	D
4) With the Philippine's crime rate at 42.46 the Philippine National Police fulfilled its vision to serve and protect the country and its fellow citizens.	3.19	S
5) According to the Philippines News Agency 2021 is a great milestone for the Philippine National Police for its transparency and integrity in recruitment and operations, which makes the agency receive commendations from the Supreme Court and other notable personnel.	3.21	S
Overall	3.04	S
*Legend: VS: Very satisfied, S: Satisfied, D: Dissatisfied, VD: Very dissatisfied		

According to Petrile (2023), fast response time is a major factor in building public confidence and reducing community fear. Burmatskaya (2023) also highlights that efficient and timely response improves trust, while delays-even if occasional-can negatively impact satisfaction. The finding implies that the PNP should continue improving dispatch efficiency, especially for high-risk incidents, and promote public awareness of response protocols.

Highest Indicator: The highest indicator is "PNP handles concerns seriously and formulates immediate solutions" with a median of 3.23, interpreted as satisfied. This reflects public acknowledgment of the PNP's proactive approach in resolving reported incidents and prioritizing quick interventions.

Lowest Indicator: The lowest median is 2.34 (efficient response to reported crimes), interpreted as dissatisfied. Despite general satisfaction, this score signals public concern over delays in responding to ordinary crime reports. According to Burmatskaya (2023), response time awareness directly influences public perception, especially in urban areas.

Crime Prevention Measures: The overall median along crime prevention measures is 3.01, interpreted as satisfied. Residents express moderate satisfaction with crime prevention strategies such as CCTV

monitoring, patrols, and public awareness campaigns. However, specific elements like CCTV effectiveness were rated lower, hinting at technical or operational issues. In comparison study, StudySmarter (2023) emphasizes that crime prevention efforts must be comprehensive, including both technology and community strategies.

Highest Indicator: The highest indicator is effectiveness of overall crime prevention strategy with a median of 3.13, interpreted as satisfied. Residents acknowledge the strategic crime prevention initiatives (e.g., hot spot targeting, community-based policing). Regroup Mass Notification (2023) indicates that proactive crime prevention fosters a sense of security in communities.

Lowest Indicator: The lowest indicator is use of CCTV to reduce crime with a median of 2.47, interpreted as satisfied. This suggests skepticism about the visibility or effectiveness of surveillance technologies. In a StudySmarter (2023) found that CCTV's impact is limited without sufficient monitoring or rapid response systems. Some residents may see CCTVs as passive deterrents, especially if crimes still occur in covered areas. The finding implies that the PNP must enhance awareness of tech-driven efforts and ensure visible results from CCTV and other tools to boost satisfaction.

Professionalism: The overall median along professionalism is 3.07, interpreted as satisfied. This is the highest overall median, suggesting that the public recognizes and appreciates the ethical conduct, training, and professionalism of the PNP. The PNP Ethical Doctrine (2017) encourages adherence to values like respect for authority, integrity, and service-which respondents seem to acknowledge positively. The finding implies that maintaining high standards of professionalism and communicating these efforts to the public are key to strengthening satisfaction further.

Highest Indicator: The highest indicator is adherence to ethics and professionalism in handling complainants, with a median of 3.18, interpreted as satisfied. This reflects the community's recognition of ethical policing practices, particularly in interpersonal interactions.

Lowest Indicator: The lowest indicator is organizational development initiatives, with a median of 3.11, interpreted as satisfied. Though still "Satisfied," this may indicate less visibility or direct impact of these internal reforms on the public. People may not directly experience management improvements, making it harder to assess. The finding implies that to increase satisfaction, the PNP should better communicate internal reforms and link them to visible service improvements.

Community Engagement Initiatives: The overall median along community engagement initiatives is 3.04, interpreted as satisfied. Respondents are generally satisfied with PNP efforts in engaging with the community. However, a notably low rating (1.97) in one item suggests that despite statistical reductions in crime, residents still feel unsafe-highlighting a disconnect between data and perception. In comparison, Tecson (2018) reported a 36% drop in crime in Tarlac City, yet Philippine Daily Inquirer (2023) noted that unsolved crimes continue to damage the PNP's image. Caliwan (2021) praised PNP transparency, yet this needs to be paired with stronger public communication to shift perceptions. The finding implies that the PNP must align real performance data with public messaging to correct misconceptions and boost public confidence.

Highest Indicator: The highest indicator is "PNP praised for transparency and integrity in recruitment and operations" with a median of 3.21, interpreted as satisfied. This score suggests public appreciation for clean governance and institutional accountability. Caliwan (2021) stated that public commendation from institutions (e.g., Supreme Court) strengthens trust in law enforcement.

Lowest Indicator: The lowest indicator is crime rate data show a safe city, with a median of 1.97, interpreted as dissatisfied. This score shows a discrepancy between reported data and public perception, possibly due to personal experiences or media coverage of crimes. Philippine Daily Inquirer (2023) suggested that unsolved cases and inconsistent media reports may fuel distrust, even if official data shows improvement. The finding implies that the PNP should invest in community dialogues, transparency in case resolutions, and public communication strategies to align perception with statistical realities.

Significant Difference in the Level of Satisfaction of the Community with PNP Services

Table 7 is the comparative analysis of the level of satisfaction of residents and barangay officials of Tarlac City with regard to services provided by the PNP. These factors include response time, crime prevention

measures, professionalism, and community engagement. The given data is an indication that both groups are satisfied with the services provided by the PNP. To determine if there is a significant difference in the level of satisfaction between the residents and barangay officials of Tarlac City, a non-parametric Mann-Whitney test was conducted.

When assessing the professionalism of PNP services in Tarlac City, a Mann-Whitney value of 5.585 and a p-value of 0.000 indicate that there is a significant difference in the level of satisfaction of PNP services between the residents and barangay officials of Tarlac City. This may be because barangay officials often have more frequent and direct interactions with PNP personnel compared to residents, leading to a better understanding of the efforts and challenges faced by the police, resulting in higher satisfaction levels.

Table 7. Comparative analysis of the level of satisfaction of the residents of Tarlac City with regards to PNP services.

Public safety	Type of respondent				Mann-Whitney Z-value test	Statistics p-value
	Resident		Barangay official			
	Med	Int	Med	Int		
Response time	3.01	S	3.04	S	1.534	0.125
Crime prevention measures	3.01	S	3.02	S	1.014	0.311
Professionalism	3.00	S	3.15	S	5.585	0.000*
Community engagement	3.01	S	3.07	S	3.261	0.001*
*Significant @ ≤ 0.05 ; *Legend: VS: Very satisfied, S: Satisfied, D: Dissatisfied, VD: Very dissatisfied						

Moreover, barangay officials might have different expectations and perceptions of police professionalism, focusing more on the efficiency and effectiveness of police operations, while residents might have a broader range of concerns, including personal experiences and community relations. Additionally, barangay officials likely have better communication channels with the PNP, allowing them to provide feedback and address issues more promptly, which can lead to a perception of higher professionalism as their concerns are quickly resolved.

The role and responsibility of barangay officials in maintaining public order and safety within their jurisdiction also influence their satisfaction with PNP services, as their ability to fulfill their responsibilities effectively is directly impacted by the professionalism of the police. Lastly, barangay officials might be more aware of the tangible results of PNP efforts, such as reduced crime rates and successful operations, which can enhance their perception of professionalism.

The impact of PNP professionalism on community residents and barangay officials can be significant. For residents, professionalism in PNP services can lead to increased trust and confidence in the police force, resulting in a greater willingness to cooperate with law enforcement and report crimes, thereby contributing to a safer community and improved public safety. For barangay officials, professionalism enhances the effectiveness of their governance and community leadership, improving their ability to address community concerns and maintain public order, leading to higher satisfaction levels and better community relations.

In summary, the higher level of satisfaction among barangay officials compared to residents can be attributed to their closer interactions, different expectations, better communication channels, and the visibility of PNP efforts. The professionalism of the PNP has a positive impact on both groups, contributing to public safety and community well-being. When assessing the community engagement of PNP services in Tarlac City, a Mann-Whitney value of 3.261 and a p-value of 0.001* indicate that there is a significant difference in the level of satisfaction of PNP services between the residents and barangay officials of Tarlac City.

Barangay officials have more direct and frequent interactions with the police, allowing them to better understand and appreciate the efforts of the PNP, leading to higher satisfaction levels. Their roles in local governance and public safety give them greater visibility of community engagement initiatives, fostering stronger relationships with the police. Residents may have less direct interaction and different priorities, influencing their perception of PNP services. Professional conduct by the police fosters trust and confidence among residents, encouraging cooperation and participation in safety programs. For barangay officials, professionalism enhances their ability to govern effectively and collaborate with the police, leading to higher satisfaction. Improving communication and engagement with residents can help bridge the perception gap and ensure both groups recognize the importance of community engagement initiatives.

Program to Enhance the PNP Service

Based on the findings of the study, programs should be recommended to enhance the Philippine National Police (PNP) services in Tarlac City, focusing on the lowest-rated factors-particularly the PNP's effectiveness in reducing all forms of criminality, intensified crime prevention measures, and the efficiency of police officers conducting beat patrol duties. To strengthen crime prevention strategies, the PNP must implement intelligence-led policing to identify high-risk areas and potential offenders. Additionally, collaboration with barangay officials should be enhanced to improve local crime prevention efforts, while increasing police visibility through targeted patrol assignments in high-crime locations will further support crime reduction initiatives. Improving the efficiency of beat patrol operations is another key intervention.

Patrol schedules should be optimized based on crime data analysis to ensure maximum police presence in areas with higher crime rates. Deploying additional officers and integrating advanced surveillance technology, such as body cameras and GPS tracking, will contribute to more effective patrols and crime deterrence. Furthermore, fostering trust and cooperation between the police force and residents is crucial. Organizing crime prevention education programs, conducting regular forums with the community, and encouraging active citizen participation in public safety initiatives will help strengthen police-community relations.

Programs should also address the lowest-rated factors in the study, specifically the PNP's effectiveness in reducing crimes such as killings and murders (2.45) and mobile patrol operations (2.50). To improve crime prevention efforts, intelligence-driven policing strategies should focus on identifying crime hotspots and deploying officers accordingly. Additionally, enhanced coordination with barangay officials and community leaders can foster greater collaboration in reporting and addressing criminal activities. Increasing police visibility, particularly in areas with higher crime rates, through dedicated patrol teams and improved surveillance technology, such as CCTV systems and drone monitoring, would further strengthen crime deterrence efforts.

Optimizing the efficiency of mobile patrol operations is another priority. Patrol routes should be strategically planned using real-time crime data to ensure effective deployment. Increasing the number of patrol units and incorporating smart policing tools, such as GPS tracking and predictive analytics, can enhance responsiveness. Training programs that focus on patrol techniques and rapid response protocols should be reinforced to improve operational efficiency.

Additionally, these programs should focus on enhancing the PNP's response time in addressing reported crimes (2.34), the effectiveness of crime prevention tactics, including CCTV usage (2.47), and the perception of community engagement reflected by the city's crime rate reports (1.97). To improve PNP response time, a rapid response deployment plan should be implemented, involving optimized dispatch coordination, real-time tracking systems for patrol units, and ensuring the availability of emergency vehicles for immediate response. Improving collaboration between law enforcement agencies and barangay officials will facilitate faster crime reporting and response mechanisms.

For crime prevention measures, the PNP should enhance the integration of CCTV technology and digital surveillance in high-crime areas. Expanding security camera networks, increasing monitoring personnel, and implementing AI-assisted crime detection systems will improve crime deterrence. Additionally, public awareness campaigns on reporting suspicious activities and stricter enforcement of laws against unauthorized firearm possession should be prioritized. Regarding community engagement, strengthening public trust and collaboration is essential.

The PNP should conduct community dialogues, safety awareness forums, and crime prevention education programs to ensure residents feel more involved in public safety efforts. Encouraging active citizen participation through neighborhood watch programs and partnerships with local institutions will also improve cooperation and reporting. The implementation of these programs requires a structured plan with clear objectives, activities, responsible units, and timelines. Strengthening crime prevention strategies can be achieved within three to six months through intelligence-driven policing and community coordination. Enhancing beat patrol efficiency should be prioritized over six to twelve months, focusing on improved scheduling, expanded patrol units, and technological advancements. Community engagement efforts should be ongoing, involving barangay officials and local stakeholders in awareness programs and collaborative policing efforts. These recommendations aim to improve the overall effectiveness of PNP services and ensure a safer environment for the residents of Tarlac City.

Table 8. Intervention plan to enhance PNP services in Tarlac City.

Intervention measure	Objectives	Activities	Responsible units	Timeline
Strengthening crime prevention	Reduce crime rates and improve safety	Intelligence-driven policing, coordination with barangay officials, increased police presence	PNP command, Crime prevention unit	3-6 months
Enhancing crime prevention measures	Strengthen surveillance and deterrence	Expand CCTV networks, increase monitoring staff, AI-assisted crime detection	Crime prevention unit, LGUs	6-12 months
Improving response time	Reduce delays in addressing crimes	Optimize dispatch coordination, real-time unit tracking, ensure availability of emergency vehicles	PNP command, patrol units	3-6 months
Enhancing beat patrol efficiency	Improve response time and crime deterrence	Optimized patrol schedules, additional patrol units, technology integration	Patrol division, Local government units	6-12 months
Community engagement for crime prevention	Strengthen police-community collaboration	Awareness programs, citizen reporting mechanisms, community policing	Community affairs division, Barangay officials	Indefinite
Strengthening community engagement	Foster trust and collaboration with citizens	Conduct community dialogues, safety awareness forums, encourage citizen participation	Community affairs, Barangay officials	Indefinite

Declarations

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