

Police irregularities and the level of trust and confidence among the students of UM Digos College

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ABSTRACT

This study aimed to determine the community's satisfaction level on police services in Barangay Zone II, Digos City. The descriptive method was used to establish the relationship between the respondents' demographic profile and the level of satisfaction towards the police services. Descriptive statistics, t-test were the measures used in the analysis to arrive at the findings and conclusion. On the other hand, the extent of Police Force services is high, which means that the services they offer and given to Zone II communities are moderately satisfying. Lastly, there is a significant relationship between the demographic profile of the respondents. Specifically, civil status and their level of satisfaction towards police service responding quickly to emergencies. A significant relationship was also found between respondents' profile, the educational attainment in particular, and the level of satisfaction of the said community as to police service - arresting of criminals.

Keywords: *police services, satisfaction, t-test, UM Digos College*

INTRODUCTION

Police work begins with law enforcement, and it does not necessarily end there. Police have always provided services above and beyond what was often described as police work and more and more. These services have been refined and identified as community relations (Thibault et al., 2007). Police forces ensure that the services they have reached out to the community are effective and efficient enough to bring the feeling of security to the citizens themselves and their properties. The safer the people feel towards their environment implies effective police work, determining people's satisfaction with police services.

Community relation comprises communication that can produce positive outcomes and can be used to inform, guide, reassure and negotiate. Globally, particularly in England, the police always provide and publish information to every community's house and gave them a website where people can access how they act and perform according to their authority. The website is also used to call the attention of the police in any case of emergency.

In the Philippines, spreading information is influenced by technology, as is in England. Unfortunately, their website was not properly utilized. However, the state still establishes a highly efficient and competent police force that is national in scope and civilian in character to easily monitor the different activities that happened in the community.

In Digos City, particularly in Barangay Zone II, residents rely on their security to the police and their services. However, some are not certain about the services of the police. Hence, the researchers choose to research the said barangay to measure the residents' satisfaction level with the police services.

METHOD

The researchers used the descriptive-comparative method of research. The design was used to determine the difference between the perception of the respondents and their profile. Also, the researchers used the random sampling method in the distribution of questionnaires that focused only on the satisfaction of police service in Barangay Zone II, Digos City. The respondents of the study were the people living in Barangay Zone II, Digos City. A total of 340 people were taken as respondents. Upon conducting the research study, the researchers based on their assessed satisfaction on police service.

A set of self-devised questionnaires was made in the form of a checklist to gather the information and the data needed to come up with the findings. There were two (2) parts of the questionnaires. The first part is the respondent's profile, including gender, civil status, occupation, and educational attainment. The second part is evaluating the respondents in different police services in Barangay Zone II, Digos City, for their satisfaction.

To address the objective of the study, the researchers used percentage to determine the demographic profile of the respondents. Secondly, mean was used for arithmetic average; it is a parametric measure of central tendency appropriated for data with corresponding weight. This was used in the study to determine the community's satisfaction. Lastly, T-test was used to measure the significant difference in the community's satisfaction level on the police service when grouped according to gender, civil status, occupation, and education attainment.

RESULTS AND DISCUSSION

Profile of the Respondents

Table 1 shows the distribution of the respondents of the study in terms of age, civil status, occupation, and educational attainment from a total of 340 respondents.

Gender. Table 1 shows that out of 340 respondents, 145 or 42.65% of respondents are males, and 195 or 57.35% are females. This indicates that the majority of the respondents are female. According to McNarama and Burns (2009), gender is a master status as it cuts across all life walks. It is a social characteristic that varies from one social group to another and refuses femininity or masculinity. Thus, gender identity has roles on cultural differences. Males are the social majority, and females, although more numerous, are relegated to the position of the social minority. They belong to a social or ethnic group plus a subordinate gender group.

Civil Status. Out of 340 respondents, 178 respondents are married, comprise 52.35% of the distribution, Followed by 117 single respondents, which comprise 34.41 %. Then, widow comprises 39 or 11.47% of the respondents and lastly, six legally separated respondents comprise 1.76%. The data show that most of the respondents are married.

Table 1. *Profile of the Respondents*

Profile		N	%
Gender	Male	145	42.65
	Female	195	57.35
Civil Status	Single	117	34.41
	Legally Separated	6	1.76
	Married	178	53.35
	Widow	39	11.47
Occupation	Housewife	72	21.18
	Vendor	28	8.24
	Driver	18	5.29
	Cashier	16	4.71
	Teacher	20	5.88
	Laborer	17	5.00
	Businessman/woman	35	10.29
	None	55	16.18
	Others	79	23.24
	Educational Attainment	Elementary Level	22
Secondary Level		58	17.06
College Level		93	27.35
Elementary Graduate		20	5.88
Secondary Graduate		90	26.47
College Graduate		57	16.76
TOTAL		340	100

Occupation. Out of 340 respondents, 72 respondents are housewives, which comprise 21.18%. 28 or 8.24% are vendors, 18 or 5.29% are drivers, 16 or 4.71% are cashiers, 18 or 5.29% are teachers, 17 or 5% are laborers, 35 or 10.29%, and 55 or 16.18% are none or having no occupation and lastly, consisting 79 or 23.24% are others. The data revealed that the majority of the respondents belong to the occupation classified as others.

Educational Attainment. Table 1 shows that out of 340 respondents, 93 or 27.35% of respondents are college-level, 90 or 26.47% are secondary graduates, 58 or 17.06% are secondary levels, college graduates comprise 57 16.76%, and 5 or 5.85% are elementary graduates. Most of the respondents are at the college level.

The Satisfaction of the Community on the Police Services in Barangay Zone II, Digos City

Table 2 shows the satisfaction of the community on the police services in Barangay Zone II, Digos City in terms of preventive control, responding quickly to emergencies and arresting criminals.

Preventive Patrol. This indicator obtained a mean value of 2.68, which is described as moderately satisfied. This descriptive equivalent was derived from the following items, conduct routine check-up on places where crime usually occurs, and this has a mean of 2.52, which is described as moderately satisfied; conduct patrolling at night with a mean of 2.47 and described as less satisfied, make themselves visible to the public with the mean of 2.65 and described as less satisfied; conduct random patrolling with a mean of 2.50 and described as moderately satisfied. Lastly, uses automobile in patrolling with a mean of 3.27 and described as moderately satisfied. This implies that the community of Zone II, as shown in the table, is moderately satisfied with the police's preventive patrol services.

Responding Quickly to Emergencies. This indicator obtained a mean value of 2.83, which is described as moderately satisfied. This descriptive equivalent was derived from the following item; Capable of handling disaster and crises, which has a mean of 2.77. described as moderately satisfied: available in times of emergencies with a mean of 2.85 described as moderately satisfied, secures the area of emergency with a mean of 2.81 and described as moderately satisfied; skilled and equipped in saving lives with a mean of 2.79 and described as moderately satisfied, and has enough force in responding and assisting the injured with a mean of 2.94 and described as moderately satisfied. This implies that Barangay Zone II's community was moderately satisfied with the police service - responding quickly to emergencies.

They are arresting Criminals. This indicator obtained a mean of 3.04, which is described as moderately satisfied. This descriptive equivalent was derived from the following items, Coordinate with the Barangay officials during operations, which has a mean of 2.96 and described as moderately satisfied, reads the constitutional rights of the accused during apprehension with a mean of 2.86, described as moderately satisfied, skilled in dealing law violators with a mean of 2.94, described as moderately satisfied, uses necessary physical force with a mean of 2.93, described as moderately satisfied; and courteous in dealing with people with a mean of 3.51, described as highly satisfied. This implies that Barangay Zone II's community is highly satisfied with the police services in arresting a criminal. This further implies that they exercise courtesy in performing their tasks.

Table 2. *The Satisfaction of the Community on the Police Services in Barangay Zone II, Digos City*

POLICE SERVICES	MEAN	DESCRIPTION
Preventive Patrol		
Q1 Conduct routine check-up on places where crime unusually occurs	2.52	Moderately Satisfied
Q2 Conduct patrolling at night	2.47	Less Satisfied
Q3 Make themselves visible to the public	2.65	Moderately Satisfied
Q4 Conduct random patrolling	2.50	Less Satisfied
Q5 Uses automobile in patrolling	3.27	Moderately Satisfied
Overall Mean	2.68	Moderately Satisfied
Responding Quickly to Emergencies		
Q1 Capable of handling disaster and crisis	2.77	Moderately Satisfied
Q2 Available in times of emergencies	2.85	Moderately Satisfied
Q3 Secures the area of emergency	2.81	Moderately Satisfied
Q4 Skilled and equipped in saving lives	2.79	Moderately Satisfied
Q5 He has enough force in responding and helping the injured	2.94	Moderately Satisfied
Overall Mean	2.68	Moderately Satisfied
Arresting Criminals		
Q1 Coordinates with the barangay officials during operations	2.96	Moderately Satisfied
Q2 reads the constitutional rights of the accused during apprehension	2.86	Moderately Satisfied
Q3 Skilled in dealing with law violators	2.94	Moderately Satisfied
Q4 Uses necessary physical force during apprehension	2.93	Moderately Satisfied
Q5 Courteous in dealing with people		
Overall Mean	2.68	Moderately Satisfied

Test of Difference on the Level of Satisfaction of the Community on the Police Services in Barangay Zone II when Analyzed by Profile

Table 3 shows the difference on the level of satisfaction of the community on the police services in Barangay Zone II, Digos City in terms of preventive control when analyzed by profile.

Gender. Table 3 shows the test statistics of -0.497 and P - the value of 0.064, which is not significant at 0.05. This means that there is no significant difference between the gender and the community's satisfaction level on the police services in terms of the preventive patrol.

Civil status. Table 4 shows the F - the value of 0.698 and P-value of 0.554, which is not significant at 0.05. This means that there is no significant difference between the respondents' civil status and satisfaction with the police services in terms of the preventive patrol.

Occupation. Table 4 shows the F - the value of 0.769 and P-value of 0.631, which is not significant at 0.05. This means that there is no significant difference between respondents' occupation and their level of satisfaction with the police services in terms of the preventive patrol.

Educational attainment. Table 4 shows the F - the value of 1.845 and P-value of 0.104, which is not significant at 0.05. This means that there is no significant difference between the educational attainment and the community's satisfaction level on the police services in terms of the preventive patrol.

Table 3. Test of Difference on the Level of Satisfaction of the Community on the Police Services in terms of Preventive Patrol in Barangay Zone II when Analyzed by Profile

Independent	Dependent	Test Statistics	P-value	Remarks
Gender	Preventive Patrol	T= -0.497	0.064	Not Significant
Civil Status		F= -0.698	0.554	Not Significant
Occupation		F= -0.769	0.631	Not Significant
Educational Attainment		F= -1.845	0.104	Not Significant

Table 4 shows the difference on the level of satisfaction of the community on the police services in Barangay Zone II, Digos City in terms of responding quickly to emergencies when analyzed by profile.

Gender. Table 4 shows the test statistics of 0.182 and a P-value of 0.243, which is not significant at 0.05. This means that there is no significant difference between the gender and level of satisfaction on the police services in terms of responding quickly to emergencies.

Civil status. Table 4 shows the F- the value of 3.510 and P-value of 0.016, significant at 0.05. This means that there is a significant difference between the civil status and level of satisfaction of the community on the police service to respond quickly to emergencies.

In terms of civil status, the majority of the respondents were married. They seek a safer and more secure environment for their loved ones, especially for their children. In emergencies, they demanded the most for the police full attention to respond quickly, for the security of their family members will be at risk. Therefore, the longer they respond to emergencies, the higher the chance of being exposed to criminality. On the other hand, the faster they answer the call for emergencies, the greater their chance to avoid danger and remain safe and sound.

Table 4. Test of Difference on the Level of Satisfaction of the Community on the Police Services in terms of Quickly to Emergencies in Barangay Zone II when Analyzed by Profile

Independent	Dependent	Test Statistics	P-value	Remarks
Gender		T= 0.182	0.243	Not Significant
Civil Status	Responding Quickly to Emergencies	F= 3.510	0.016	Not Significant
Occupation		F= 1.203	0.296	Not Significant
Educational Attainment		F= 1.848	0.103	Not Significant

Occupation. Table 4 shows the F value of 1.203 and P-value of 0.296, which is not significant at 0.05. This means that there is no significant difference between the respondents' occupation and their level of satisfaction of the community on the police services in terms of responding quickly to emergencies. Educational

attainment Table 5 shows the F-value of 1.848 and P-value of 103, which is not significant at 0.05. This means that there is no significant difference in educational attainment and level of satisfaction on the police to respond quickly to emergencies.

Educational Attainment. Table 4 shows the F-value of 1.848 and P-value of .103, which is not significant at 0.05. this means that there is no significant difference in educational attainment and level of satisfaction on the police to respond quickly to emergencies.

Table 5 shows the difference on the level of satisfaction of the community on the police services in Barangay Zone II, Digos City in terms of arresting criminals when analyzed by profile.

Gender. Table 5 shows the test statistics of -0.81 and a P-value of 0.769, which is not significant at 0.05. This means that there is no significant difference between the gender and level of satisfaction on the public services in terms of arresting criminals.

Civil Status. Table 5 shows the F value of 2 366 and P-value of 0.071, which is not significant at 0.05. This means that there is no significant difference between the respondents' civil status and their level of satisfaction with the police services in terms of arresting criminals.

Occupation. Table 5 shows the F - the value of 1958 and p-value of 0 051, which is not significant at 0.05. This means that there is no significant difference between the occupation and the community's level of satisfaction on the police services in terms of arresting criminals.

Educational attainment. Table 5 shows the value of 3.316 and a P-value of 0.006, which is significant at 0.05. This means that there is a significant difference between the respondents' educational attainment and their level of satisfaction with the police services in arresting criminals.

Arresting of criminals involves procedures and processes to be followed. It requires factual information, training, and expertise on the part of the police officer and knowledge, familiarity, and comprehension of how police officers took an arrest on the part of the community. In terms of educational attainment, the majority of the respondents were college level. Thus, they have enough knowledge to understand the processes involved in arresting criminals. Hence,

Table 5. Test of Difference on the Level of Satisfaction of the Community on the Police Services in terms of Arresting Criminals in Barangay Zone II when Analyzed by Profile

Independent	Dependent	Test Statistics	P-value	Remarks
Gender		T= -0.81	0.769	Not Significant
Civil Status		F= 2.366	0.071	Not Significant
Occupation	Arresting Criminals	F= 1.958	0.051	Not Significant
Educational Attainment		F= 3.316	0.006	Not Significant

having the knowledge and enough comprehension can affect and influence a person's perception about the services given to him, whether it is worthwhile or given poor quality. With the factors, people would not just settle for less but demand more satisfactory performance for a greater security sense.

CONCLUSIONS AND RECOMMENDATIONS

Based on the preceding findings, the following conclusions are drawn: (1) the profile of the respondents about gender, the majority were female. About civil status, most of them were married. As to the occupation, the majority fall under the category of others, and for the educational attainment, the majority were in college level, (2) the level of satisfaction of Zone II's community as to preventive patrol was described as moderately satisfied, (3) the level of satisfaction of the community of Zone II as to police service responding quickly to emergencies was described as moderately satisfied, (4) the level of satisfaction of the community of Zone II with regards to police service - arresting criminals were described as moderately satisfied and (5) the respondents' demographic profile as to gender, civil status, occupation, and educational attainment has no significant difference with their level of satisfaction as to preventive patrol.

Looking at the results and the conclusions drawn beforehand, the researchers recommend that the the barangay officials, with the collaboration of the local and provincial authority, must conduct time-to-time monitoring within the barangay, particularly in prone areas of criminality. Moreover, implementing curfew for juveniles, upgrading technology such as CCTV incomers of the barangay, and

creating hotlines to be dialed in emergencies will help minimize crimes and maximize a safer environment. Further, study found out the moderate satisfaction of the people in the said barangay, which means that the authority's actions did not guarantee the full security of the residents. Call for improvement of performance and police services will be highly appreciated and assures the respondents' full sense of security. Also, for future researchers, they must be open-minded for another possible good solution to solve this research's problems, and it will help them also in conducting a further and deeper study regarding the satisfaction level of the community on the Police Services in Barangay Zone II, Digos City.

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