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Workplace Evaluation of Police Personnel Performance: The Philippine Case

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Abstract

Public attitudes strongly shape the policies and decisions of criminal justice agencies such as the police. Knowledge of residents' views on the police is equally important for law enforcement agencies. Moreover, issues of trust are particularly important in democratic societies where police actions must be legitimized by citizens. This study investigated the level of satisfaction of police personnel as perceived by police respondents and community representatives in terms of index, non-index crime and public safety. The results of the study showed that the respondents of the group were very satisfied with the performance of the police personnel. However, non-indexed crime was rated as satisfied by community respondents. This suggests that there is still a need to improve the performance of police personnel in non-indexed crime. Additionally, the data revealed that there was a statistically significant difference between the satisfaction levels of group respondents regarding index, non-index, and public safety. Thus, the results suggest that there is still a need to improve the connection and relationship between police personnel and the community in order to prevent and solve crimes immediately.

Keywords: community participation, urbanized cities

Introduction

The incidence of crime is prevalent in all cultures, whether rural or urban. While there is no specific explanation as to why crimes are committed, there are many reasons that relate to high crime rates. High levels of crime are observed in countries or regions where there is a high level of poverty and low availability of work. A number of recent studies have shown that crime is on the rise worldwide. The latest statistics show that Venezuela has a crime index of 84.86, the highest of any country in the world. The US State Department has issued a Level 4 travel warning for Venezuela, meaning that travel to the country is unsafe and travelers should not be allowed to travel there. High crime in Venezuela has been attributed to corruption among Venezuelan authorities, a weak judicial system, and poor gun control (World Population Review, 2020) [21].

Police officers are one of the many professions that are important to the growth of national economic and social development because they have a central role and authority in maintaining stability, maintaining public safety and security, and protecting the common property of the people of the community and society. who are basic physical needs in human society (Chokpracchakchat, 2011) [4]. In every community, the diverse development of the country is hampered by living in an unhealthy and destructive climate. In addition, the functions and duties of police officers have a great influence on the improvement of the country's infrastructure (Royal Thai Government Gazette, 2004; gallager, 2001) [17].

It is undeniable that police authorities are perceived as legitimate when citizens trust them. As a result, these people are more likely to obey the law and coordinate with the authorities. Since police officers are able to provide people with basic protection and safety, trust is built in the police (Goldsmith, 2003) [19].

For example, previous research by Chalum et al. (2001) and Tyler 2001 reported that cities face significant increases in crime and delinquency, which creates a sense of insecurity and a growing lack of trust in the police. This crisis of confidence in the police is reinforced by the growing role of private security companies in security matters and the declining role of the state. In urban areas, this is most evident in the public's expressed concerns about the inability of the police to provide security in certain areas of the city, especially in poorer neighborhoods. There is concern that the police are focusing on "bigger" crimes, leading to the neglect of everyday offenders and hooliganism. The negative perception of the police is also exacerbated by corruption and abuse of power.

A large number of existing studies in the wider literature highlight that public attitudes strongly shape the policies and decisions of criminal justice agencies such as the police. A negative image has been the basis of reports on the Philippine National Police, and several efforts have been made to improve it. Primarily due to the reactive nature of policing, the police as a public institution rely more than other law enforcement agencies on the support and cooperation of the public in the performance of their duties. What people think about the police and their work is very important because it may well serve as an important social indicator of the political health of society as a whole (Pelayo et al., 2019) [14]. Studies by Halsey, 2004 & White (2008) [11, 8] have shown that law enforcement agencies and their policies tend to be strongly influenced by different public attitudes. As a public institution, the police depend more on the cooperation and support of the public to succeed in the performance of their duties than any other law enforcement agency.

In the Philippines, the police are severely underfunded and suffer from deep-seated institutional weaknesses (Global Integrity 2010, US Department of State 2012). Both a 2011 national survey conducted by Pulse Asia and Transparency International's 2010–2011 Global Corruption Barometer identify the Philippine National Police (PNP) as one of the institutions perceived by Filipino respondents to be the most corrupt, affecting the public's perception of the police. . Almost one-third (32 percent) of surveyed households that were in contact with the police in 2009 said they paid a bribe. (Transparency International, April 19, 2013). According to the Social Weather Stations (SWS), the Philippine National Police (PNP) (9%) is considered to have very little trust in the police agency (SWS, National Public Trust Level Survey, May 28-June 14, 2003, as cited Ednou et al., 2010). Furthermore, the PNP is mandated by our constitution to protect the welfare of every citizen (Lobete, 2016) [13]. On February 2013, the national newspaper Philippine Star published the results of a Social Weather Stations survey showing that "6 out of 10 Filipinos were satisfied with the performance of the Philippine National Police (PNP) with a 50% net satisfaction rating". However, the administration's ongoing war on illegal drugs has thrust our police personnel into negative publicity. A local report by Human Rights Watch mentioned that deaths involving the Philippine National Police were justified as self-defense; a statement denied by eyewitnesses who portrayed the killings as cold-blooded killings of defenseless suspects in custody. Internationally, the South China Morning Post reported in its February 2018 edition that Europe has been vocal in its criticism of President Rodrigo Duterte's war on drugs policy, which has been linked to nearly 4,000 deaths of drug suspects. Although a study on public perception of drugs conducted in General Santos City revealed that community members favored drug policing, especially the "OplanTokhang" (Garay, 2018) [8, 16]. Alternatively, a long-running local television show helped highlight the positive impact of police personnel on the community. Locally, during the 2020 Sinulog festival, the visibility and active participation of the PNP received great approval. The mayor of Cebu City commended the police for the peaceful celebration. Their performance and efforts in ensuring public safety during the Sinulog contributed to nil the crime rate at the time the activities took place (Philippine News Agency, January 22, 2020). When police officers can provide basic safety and security to citizens, trust in the police is created

(Goldsmith, 2003) [19]. Public trust legitimizes police authority and public perception of the police serves as a social indicator of the political health of society (Kaarianen, 2007; Bradford et al., 2009, Pelayo et al., 2019) [1, 14].

The Crime Information Reporting and Analysis System (CIRAS) released statistics in October 2019 that showed a downward trend in overall crime in Region 7 from 2016 to 2018, with a large decreasing increase of 28.3% in 2018. There was a decrease of 44.3% for index crimes and 22.7% for non-index crimes in 2018. In 2018, the three main index crimes of theft, physical injury and robbery decreased on average by 47.5% in Region 7 .Of the three major cities in Metro Cebu, the Cebu City Police Office (CCPO) recorded the highest total crime volume with 2,438 cases, followed by the Mandaue City Police Office (MCPO) with 1,550 cases and the Lapu-Lapu Police Office (LCPO) recorded the number of cases 617 in 2018. Conversely, the later one, with the lowest recorded crime volume in 2018, had the highest decrease in total crime volume of 39%. These successes in reducing crime statistics in the region were attributed to "the PNP's organizational structure in place and complemented by human resource and resource competencies," as stated by Police Chief Inspector Joel Doria. Moreover, the PNP Police Regional Office 7 (PRO7) assured in its 2018 Annual Summary that "Central Visayas is still safe for business, leisure and life." Conducting a study on the perception of the PNP by the community and police personnel will provide the organization with an evaluation of their own work. However, a study by Caliso et al. in 2017 involving 1,200 households in Metro Manila confirmed the framework proposed by Easton in 1965 that perceptions of the police are largely determined by perceptions of other institutions in society. Based on the above literature and studies, the researchers believed that understanding how respondents perceive the performance of police personnel would contribute to the overall performance of the Philippine National Police in index management, non-index crime, and public safety.

Aims and objectives of the study

The preceding discussion raises interesting questions about the performance of police personnel. Thus, the main purpose of this research was to determine the level of satisfaction of police personnel in identified crime indices (index and non-index crime and public safety) in three independent cities in Metro Cebu in order to improve their job performance and likely to change their behavior and increase their job performance.

Hypothesis

There is no significant difference in the perception of respondent groups regarding the identified crime indices in the three independent cities in Metro Cebu.

Methodology

This research employed a quantitative methodology using a descriptive research design in exploring the perceptions of the community and police personnel towards the performance of law enforcement, peace and order maintenance, crime prevention, crime investigation and ensuring public safety based on the index of peace and order, further classified as index of crime and non-index crime and on the index of public safety. Quantitative research dealt with the analysis of information using percentage, mean and standard deviation.

In addition, a significance test (t-test) was used at a significance level of 0.05. The survey questionnaire was adapted and adapted from the Community Evaluation Survey questionnaire published by the Philippine National Police Regional Office 7. In validating the questionnaire, the researcher looked for counselor help. He was asked to review the questions and make comments and suggestions for improving the tools. Taking into account the valuable suggestions from the consultant, the final form of the question sheet was created

Results

The results showed that all indices had a positive result with police officers' job performance.

Discussion

The following paragraphs were the insights obtained from the statistical analysis of the data arranged on the basis of the identified indicators. The data revealed that the respondents of the group were strongly satisfied with the performance of the police personnel in terms of the crime index, which obtained a final weighted mean of 4.98, which verbally indicated as strongly satisfied for the police respondents, and a final weighted mean of 4.37, which verbally described as very satisfied for respondents from the community. Non-indexed crime, on the other hand, received a final weighted average of 4.96, which was verbally indicated as strongly satisfied for police respondents, and a final weighted average of 4.14, which was verbally indicated as satisfied based on the community response. In terms of public safety, the group's respondents were very satisfied with the performance of police personnel. More information shows that police respondents had the highest final weighted mean of 4.95, verbally indicating strongly satisfied, while community respondents received a weighted mean of 4.27, also verbally indicating strongly satisfied. Based on the data, it shows that the respondents of the group were very satisfied with the performance of police personnel in terms of index crime and public safety. However, non-indexed crime, on the other hand, achieved an overall satisfaction score that is the lowest. Moreover, based on the statistical significance of the data between the group respondent's satisfaction with police performance in terms of index, non-index and public safety, it can be observed that the p-value (index = 0.00000023, non-index = 0.000034, public safety= 0.00030) is less than our alpha of 0.05, therefore the data reject the null hypothesis that there is no significant difference between the perceptions of the group of respondents.

6. Conclusion

This study was conducted to determine the level of satisfaction of the group respondents with the performance of police personnel in terms of index, non-index and public safety. Consistent with this study, the results of the data analysis showed that there was a statistically significant difference in the respondents' perceptions of the group. The data showed that police respondents perceived that the Philippine National Police was doing its job in accordance with the law and the welfare of the Filipino citizen, which was rated as strongly satisfied. On the other hand, community respondents rated index crime and public safety as strongly satisfied, while non-index crime was rated as satisfied. This result shows that there is still a need to strengthen the police force of the Philippine National Police to prevent and deal

with non-indexed crime.

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